



Contact 0/24 +385915275745

General terms and conditions

Thank you for choosing Camper.hr for your holiday! We look forward to providing you with a fun, easy and safe adventure experience and vacation that you will remember. Here are the details that are helpful to know when planning your trip.

Valid from 1 January 2023.

- For the available camper products and specifications, visit our website at www.camper.com
- Rents are calculated on a per-night basis.
- Prices are in Eur and include 25% value added tax.
- The start of the lease begins with acceptance of the offer and the terms of the lease, payment of the entire lease amount and bail, and by signing the contract of both parties.
- Both parties confirm that the vehicle has been delivered technically correct and clean.
- Defects and defects are stated in the technical part of the contract.
- The rental ends with the handing over of the correct and undamaged vehicle, with the signature of the handover record and the return of the security, if there were no obstacles to the return of the same.

Driving license and minimum age

Drivers must be at least 25 years old. A valid driver's license and ID or passport are required and must be displayed by all drivers at the time of pickup. Temporary driving and ID cards will not be accepted. If the driver's license is not in Croatian or is not issued in the EU (including Switzerland), then an international driving license is required. The driver must have passed the driving license at least 2 years prior to the lease, and the validity of the driving license must last at least until the end of the lease. The original driver's license must be displayed when picking up the camper. If the appropriate driver's license is not displayed at the time of the takeover, the lessor may refuse to hand over the camper without refunding the full rental fee.

Included in the price

To make your vacation as comfortable as possible, our prices include: VAT, compulsory insurance against automotive liability, passenger insurance, car insurance (with obligatory participation of the tenant in damages in amount of bail), unlimited kilometres for Adria Matrix, for Adria Twin and VW Campervan kilometers are limited 300km/day, Safety Package (warning triangle, reflective safety vest, first aid kit), free additional drivers, 2 full gas cylinders, kitchen set, outdoor table with 4 or 5 chairs, TOILET chemicals, full tank of clean water, empty container of dirty water, Clean TOILET cassette, camper navigation, water hose, power cord + power adapters, and vehicle levelers.

Price does not include

Insurance does not cover up to the level of bail damage of tyres, rims, lower vehicle installations, clutch, toll, fuel, bedding. Tyre damage only goes to the tenant's expense.

Reservation changes

We at Camper.hr understand that sometimes things change. If you want to change the rental dates and if the camper is free in the requested period, the modifications are possible without compensation only if the modification is made 30 days before the performance of the lease.

Extending the route

If you are lost in the road trip adventure and want to renew your reservation while on the road, first contact us, our friendly booking team will gladly advise you if the extension is possible and present you with these associated costs. In order to ensure the renewal of the reservation, additional costs (calculated according to the current tariff), you will need to deposit on the company's account camper.hr prior to the lease renewal. Of course, all long-term discounts that apply will still apply to the reservation. We will always do our best to adapt to any changes-however, it is subject to availability of free terms.

Takeover and get acquainted with the camper

The camper renter delivers a technically sound and clean camper with a full fuel tank, a full fresh water tank, 2 full gas bottles, toilet chemicals, an empty waste water tank and a clean toilet cassette. When picking up, our staff will give you a detailed overview of the camper with all the information you need to know, they will present you with the internal and external characteristics of the camper. This ensures that you feel comfortable and safe in your camper before you set off on your trip. The camper can only be used on public roads. The truck crane must be handled carefully and in accordance with valid regulations and technical rules. The manual(s) must be followed. Comply with applicable regulations, load capacity regulations, vehicle dimensions (height, width, length) and all technical rules. The maximum total weight of the vehicle is 3,500 kg. You are obliged to regularly check the working readiness and safety of the camper. In particular, monitor oil and water levels and tire pressure and adjust as necessary.

The camper must not be used:

- For the purposes of motorcycle sports, especially driving competition events
- For testing vehicles or training on driver safety
- For other purposes resulting in excessive use of campers
- For driving exercises
- For commercial passenger transport
- For Rent
- Commit crimes, even if they are punished only by law from the crime scene and for transporting predominantly flammable, poisonous or otherwise hazardous substances.
- For Festivals

Travel restrictions

Camper.hr at its discretion may restrict the camper's journey in certain areas due to the Conditions and distances to the nominated destinations in relation to the length of the lease period. Travel to war areas is prohibited. Travel within Europe is generally permissible, unless they include travel to Cyprus, Greece, Russia, Belarus, Ukraine, Moldova, Turkey, Iceland, Greenland, the Canary Islands, Madeira or Azores. Travel to Switzerland, Norway, Andorra and Liechtenstein are allowed. Any exception to these terms requires explicit and written consent of Camper.hr. The guest is solely responsible for providing familiarity with the traffic legislation and the laws of the countries visiting and complying with all applicable traffic regulations in all visited countries where the trip lasted. You assume all responsibility for any expense or loss of time while travelling in restricted areas.

Returning camper

Camper is your home away from home and for the sake of comfort, we recommend to be neat during road trip. The camper needs to be returned with the cleanliness of the interior, i.e. Garbage and waste and containers that have been emptied. If the camper does not return in clean condition, it is charged 150,00 EUR for cleaning. For the returned toilet cassette which is not discharged, the charge is 200,00 EUR. The exterior of the camper does not require cleaning unless it is covered with excessive dirt or mud, which makes it difficult for our team to see what the condition of return is. Late return is charged as a deposit charge, regardless of the circumstances. Camper.hr must be promptly informed of the delay in return.

Fixes

We understand that the camper may need small repairs during the rest or the small items included in the kitchen kit may need a replacement. In order not to disturb the trip, if the guest did not cause damage, repairs up to 100,00 EUR can be performed without authorization and will be compensated. If repairs are required above 100 EUR, the Camper.hr should be notified before completing the repair.



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Violations of laws, tolls and fines

Camper.hr will charge you for any charges you receive for traffic violations, toll collection or parking during the lease period. In order to compensate the administrative costs incurred in connection with any administrative offences, offences or any interference committed during the lease period, the Camper.hr will charge you a lump sum in the amount of 20,00 EUR (VAT Included) for each such action.

Animals

Animals are allowed to travel in our vehicles only with prior authorisation Camper.hr. You are solely responsible for ensuring compliance with the appropriate requirements for animal protection, transport, vaccination and transit/entry.

Smoking

Smoking is not allowed in our vehicles. For smoking in the camper a fee of bail will be charged.

Termination of the lease caused by vehicle malfunction

In the event of a trip interruption caused by a camper malfunction or a device malfunction in the vehicle, the lessee shall immediately inform the lessor. The lessor will do its best to remedy the defect within 48 hours, but if the repair is not possible, the lessor shall not be liable for any damages that the tenant may incur due to a malfunction of the vehicle. The tenant renounces any claims made by the lessor. In the event of no continuation of the trip, the cost of the return of the vehicle is the liability of the lessor but only up to 500 km from the pickup site. If the vehicle is left defective from 500 km, the cost of the return of the vehicle is charged to the tenant. The lessor is not obligated to refund the tenant the costs of accommodation, taxi service, rent-a-car, public transport, etc. or any other costs. In the event of an accident caused by a third party and in the event that the vehicle is unable to continue the journey, the lessor will attempt to provide a replacement vehicle within 48 hours. If this is not possible, the lessor is obligated to refund the amount for unused lease days but only after receiving the police log indicating that the tenant is not guilty of the cause of the accident.

Possible device Failures

The landlord delivers a correct camper with the correct devices, but also does not guarantee the operation of all devices in the camper during the lease, the lessee disclaims the right to object or material claim if the defect occurs.

Payment and booking and cancellation conditions

Payment for Booking Confirmation Camper.hr accepts the payment of the lease and the security deposit on the company's account 30 days prior to the rental performance. We require a deposit of 40% of the rental price, minimum 300,00 EUR. For bookings made less than 30 days before the rent start, complete payment is required at the time of booking, and the full payment is not possible for refund if cancelled. Cancellation fees

- If you cancel 90 + nights before rent starts - there is no cancellation fee.
- If you cancel 89 to 31 nights before the takeover - 40% of the rental price, at least 300 EUR.
- If you cancel 30 nights or less before the takeover or non-occurrence - 100% of the rental price.

A security deposit of 1000 EUR will be charged upon entering the lease agreement. The refund of the security deposit is made within 3 working days.

The use of campers outside of this foreseen place

The tenant agrees that in every country where he will travel, he will respect the rules regarding overnight or camping outside the camps. The lessee shall be liable for any fees, penalties or any other charges associated with incorrect or unauthorized parking or camping, and in the case of eventual seizure of the camper by the authorities, he is obligated to compensate the lessor all costs associated with and compensate for the loss of income in the event that such an intervention means a delay in returning the camper to the landlord.

Other information you need to know

Camper.hr reserves the right to refuse to rent at its discretion. It is exempt from the responsibility of the Camper.hr for the included or residual items within the camper after returning the guest, especially for the damage or loss of your personal belongings.

Final clause

Changes to the general terms and conditions of the lease and the supplementary contracts of both parties shall be in writing to be valid. Third-party statements will be excluded and in particular will have no binding effect on the lease agreement between Camper.hr and you. If certain terms of this agreement are ineffective or lose their effectiveness as a consequence of later circumstances or the failure of this agreement arises, the legal effectiveness of the other provisions shall not be affected. An invalid contractual clause shall be replaced or filled by an appropriate provision which is as close to what the parties to the agreement would like, if it were to be taken into account.

Dispute resolution

The Contracting Parties undertake that all possible disagreements and disputes arising from this agreement will be resolved by mutual agreement. The Contracting Parties agree that disputes arising out of this contract will be resolved under the terms of the lease agreement and the general terms, and where the lease agreement or general conditions are not regulated, the legislation of the Republic of Croatia will apply. If the parties cannot resolve the dispute by mutual agreement, the Court of Zaprešić has jurisdiction to settle disputes.

Prices/Terms and conditions are subject to change without notice.

Enjoy the adventure, and remember, home is where you park it.

Place: Zaprešić

Date:

Lessor:

Miraculo d.o.o.

Tenant: