



MERCEDES SPLITTER TOUR BUS TERMS AND CONDITIONS FOR SELF DRIVE HIRE

SELF DRIVE HIRE PERIOD

"One day Hire" refers to a twenty-four (24) hour period.

All hire periods are booked in 24-hour/one day increments.

The Hire Period begins at 10am or as otherwise agreed by Studio Moves and the Hirer.

Vehicle **must** be returned by 9am latest on the day after the hire period.

Failure to return the vehicle before the agreed 9am (as above) will result in a LATE FEE charge (outlined below in the LATE FEES section)

DRIVER REQUIREMENTS

1. Must be 25 years of age or older
2. Must supply a photocopy of both parts of the UK Drivers License
3. Must have held a valid licence for no less than 2 years

DRIVER/HIRER RESPONSIBILITY

- The Driver/Hirer is personally responsible for any parking tickets, speeding convictions, and red light or bus lane convictions, and all wi-fi broadband download charges during the hire period if exceeding the free allowance allocated for said hire. This includes payment of all related fines and taking the license points if said convictions were during the hire period.
- The Driver/Hirer is responsible for checking the oil, water, and tire pressure and insuring the vehicle is not over loaded during the hire period and making sure no person is smoking in the vehicle. Any damage to the vehicle, *including tyre and wheel damage*, caused by negligence in maintaining the vehicle as described above is the responsibility of the Driver/Hirer. *The cost of such damages will be deducted from the deposit and if such damage exceeds the deposit amount then the Driver/Hirer will be responsible for payment of the extra cost above the deposit amount.*

COST OF HIRE

- The cost for the (9) nine-seat Mercedes Splitter Tour Bus is agreed between Hirer and Studio Moves at the time of booking.
- The full amount of the agreed upon hire cost must be presented before the hire starts.
- The cost of hire is payable by credit/debit card, cheque, cash, or bank transfer.
- *Wifi for the UK and Europe is free of charge up to 20 gigs per month. If hire is under a month long period, then 1 gig per day of free download/upload gigs is allocated.*

DEPOSIT

In order to confirm a rental booking, The Hirer will pay the agreed insurance deposit.

The deposit amount will be outlined in the DEPOSIT REQUEST LETTER as part of the paperwork sent to the Hirer at the time of booking.

This is payable by credit/debit card, cash, cheque, or BACS payment.

This deposit is held as excess against damage or loss to the vehicle structure, bodywork, glass, interior, accessory equipment, tools, spare tyre, all fittings, as well as parking tickets and fines.

Studio Moves will return the deposit to the Hirer in full 1 week after the end of the hire period, provided that the vehicle is returned without damage and in the same condition in which it was received by the Hirer/Driver.

DEPOSIT cont.

If there is damage to the vehicle, Studio Moves will continue to hold the deposit until the cost of damage is ascertained (*by a repair service contracted by Studio Moves*). At such time, the actual cost of the repair will be retained by Studio Moves, and any remaining balance will be returned to the Hirer.

In the event that the damage is more than the deposit, and the damage is shown to be due to negligence or abuse, then the hirer is responsible for paying the additional cost of repair within 30 days.

If the driver is doing a late night drop off after dark the damage will be assessed the next morning in the daylight by studio moves with the driver welcome to be there at the time if so desired...the driver and hirer agree that any damage found by studio moves at that time is damage from the hire. Studio Moves will provide photos of the damage if requested by the hirer.

INSURANCE

Studio Moves' Mercedes Splitters are covered by fully comprehensive insurance with an excess of £1000. The excess could be more if the Driver has points on his/her license or does not hold a UK license. The insurance covers the UK and any country in the European Union. In the event that there is a Vat charge by the repair garage appointed by the insurance company not covered by the £1000 excess charge then this charge would be liable by the hirer.

*In the event that damages incurred by the Driver/Hirer are not covered by the comprehensive insurance, due to negligence or recklessness, then the Driver/Hirer is responsible for all costs of parts and/or repair including loss of earnings while vehicle is out of service.
Glass/windscreen is not covered.*

Insurance does not cover theft or damage to the Hirers personal belongings, equipment, and musical instruments... Studio Moves is therefore not responsible for any loss or damage to the Hirer's belongings or gear during the hire period - *or for loss or damage to belongings or gear owned by other passengers while the vehicle is in the possession of the Hirer/Driver -*

Green cards are automatic and there is no charge

BREAKDOWN ASSISTANCE

The Mercedes Splitter is covered in the UK, Ireland, and Europe with Mercedes-Benz roadside 24 hour support service on 0800800644 for the UK and +441908245999 from abroad for warranty related issues only.

All other breakdown assistance is covered by our RAC fully comprehensive relay cover throughout the UK and Eastern/Western europe on 0800 616 300. (full details can be found on the BREAKDOWN INFO paperwork located in the glove compartment of all Studio Moves vehicles)

Studio Moves accepts no responsibility for loss of earnings due to a breakdown of the vehicle, an accident, or flat tyres.

- *The Driver/Hirer must immediately notify Studio Moves of any breakdown or accident and obtain approval prior to initiating any vehicle repairs. The hirer must not discuss liability with any third party involved in an accident before talking to Studio Moves. The Hirer must collect details from any third party involved in an accident including address, insurance details and telephone numbers. The hirer must also give his/her details and Studio Moves insurance details (which will be provided) to the third party and any law officer.*

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DIESEL

The vehicle will be given to the hirer with a full tank of diesel and must be returned with a full tank of diesel. *The Hirer will be responsible for any shortfall and the replenishment cost will be deducted from the deposit. Any damage to the engine resulting from the hirer or driver putting 'petrol' into the vehicle by mistake will be charged to the hirer.*

CANCELLATION NOTICE and CHARGES

The Hirer is required to give 2 weeks notice to cancel a hire. Failure to comply will result in Studio Moves retaining the cost of the hire period up to the maximum of the deposit held.

LATE FEES

If the vehicle is not returned on the agreed upon schedule and place, a minimum additional 3 day's hire will be charged. 9am is the agreed latest return time unless otherwise agreed beforehand. If a late return results in studio moves losing out on a previously booked hire the client is charged the loss of how every many hire days that is - even if over and above the deposit held.

CLEANING COSTS

If the vehicle is not returned in the same "clean" condition in which it was received, a £50 charge for cleaning will be deducted from the deposit.

ENGINE REPAIR

If the engine is damaged or destroyed during the hire period and an independent source determines the damage is the result of negligence on the part of the Hirer/Driver, the Hirer will be responsible for the full cost of repairing or replacing the engine.

DELIVERY/COLLECTION

The hirer must personally collect and return the vehicle at the Studio Moves offices. (unless otherwise agreed between Studio Moves and the Hirer)

RESPONSIBILITY FOR ACCESSORY EQUIPMENT:

DVD and SCREEN/PLAYSTATION/CD/PA/COOLER

The Hirer is responsible for the care and condition of the following equipment during the entire hire period:

1. DVD Player and LCD Flat Screens
2. Playstation and its controllers
3. CD/Radio Player and face
4. Wi-fi broadband unit/antenna
5. Headphones
6. Multi-CD Changer
7. Touch Screen Entertainment Systems
8. On board PC
9. SAT-NAV unit provided by Studio Moves
10. Any additional internal devices provided by Studio Moves

All accessory equipment must be returned in the same condition they were on collection.

- **Loss, damage, or theft to any of the above will be deducted from the deposit.**
- **The Hirer/Driver is responsible for removing the CD Face and Sat Nav whenever the vehicle is unattended.**
- **The hirer is responsible for costs passed on to Studio Moves from Vodaphone if the WIFI use exceeds the 20GB download/Upload limit per month being £26/gig**

We, Studio moves Ltd. (the “Company”), are aware about privacy issues that occur during the usage of products, services and websites. Therefore we strictly follow the all data protection procedures regarding the full security of your personal information. Our privacy policy applies to:

- using the Company’s products and services;
- visiting the Company’s websites;
- visiting any other linked pages or application services offered by the Company.

By doing all of the above actions you confirm that you accept our Privacy Policy. The following Privacy Policy covers handling of personally identifiable information ("Personal Information") collected by the Company when you use our products and services.

COLLECTION AND USE OF INFORMATION

While you are visiting our web site or using our software, we may collect and use different types of information about you. This information is used only for fast and efficient rendering of our products and services to our customers. In addition, we may use your personal information to provide you with important information about the product or service that you are using, including critical updates and notifications.

Let us clarify the exact meaning of “Personally Identifiable Information” and “Non-Personally Identifiable Information”.

“Personal Data” or “Personally Identifiable Information/Data” (PII) is any data that could potentially identify a specific individual. Any information that can be used to distinguish one person from another can be considered as PII.

“Non-Personally Identifiable Information/Data”, also known as “de-identified” (de-identified data is information that does not actually identify an individual) or “anonymized”, is any information that may correspond to a specific person, account, or profile, but is not sufficient to identify, contact, or locate the person to whom such information pertains. This type of information is frequently used for research, statistical, or aggregation purposes.

PERSONAL INFORMATION WE COLLECT

Information provided by you

You will be required to provide your Personal Information (PII) at our website or in any other way. This information is:

- Name;
- Contact details (such as email address);
- Communication with Support (via emails, chats or calls).

Information provided by you will be used only for:

- Creation of an account;
- Customer support CRM system;
- Continuous improvement of our services;

- Emails informing about news, updates etc.;
- Providing customer support and responding to customer requests;
- Resolving disputes and protecting our rights, enforcing our policies, and complying with laws.

This data enables fast and efficient rendering of our products and services to our customers. In addition, it is used for communication purposes, such as notifying you about product updates or special offers.

User information is not complemented by information from other sources.

Once you purchase our software, the information collected by our software is linked to your personal information and can be used to handle any technical, product, or customer support requests that you may send to us.

Information Collected Automatically

In addition to information you enter yourself, we may collect some information automatically for optimizing your experience when using our product and improving the product itself, including:

- Device information;
- User configuration information;
- Cookies;

This data is used for the following purposes for a limited period:

- Finding out how many people visit our website and how frequently;
- Learning how many people use our products and services;
- Finding out which products and services are used more frequently than others;

Data Retention

We will retain your Personal Information for the period only necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law. We may keep certain information even after you stop using our services if it is necessary to comply with our legal obligations, meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce this agreement. We retain this information to protect our Company in disputes and proceedings, to comply with legal obligations, meet regulatory requirements, etc. In addition, if you would like to use our services again in the future, it is easier for us to perform remote assistance when we already know the specifics of your computer and how we have helped you before.

If you wish to cancel your account or request that we no longer use your information to provide you services contact our Customer Support at info@studiomoves.co.uk

As the Hirer, I fully understand and agree to the Terms and Conditions for Self Drive Hire as outlined in this document. For purposes of this agreement, I understand and agree that the Driver, if other than myself, will also be held responsible for all the same terms and conditions including all parking penalties and speeding penalties and other traffic violations.

Hirer: Print Name

Hirer: Sign Name

Date

Company or Band Name

Driver Contact Phone Number

Note: Studio Moves Ltd is not responsible for splitters that are loaded with gear over the maximum legal weight limit.