

HOTROD EXPERIENCE PACKAGES

GENERAL TERMS AND CONDITIONS

Last updated: 28 March 2026*

1. THE PARTIES

These terms and conditions govern the agreement between Hotrod Experience Packages (hereinafter referred to as "the Operator") and the person making a booking (hereinafter referred to as "the Customer").

Operator Details:

- Name: Hotrodrent
- Address: Unit 5 D, Charlwoods Road, East Grinstead, West Sussex. RH19 2HG, England.
- Phone: +44 7832524225
- Email: info@hotrodrent.co.uk

2. PACKAGE CONTENT

The detailed descriptions of the packages offered by the Operator (including itinerary, duration, and included services) are available on the website. The package selected by the Customer at the time of booking forms the subject of this agreement.

3. BOOKING AND PAYMENT

1. Booking: A booking becomes final when the Customer completes the online booking form and accepts these General Terms and Conditions.
2. Payment: A 50% deposit is required to confirm the booking, payable by bank transfer. The remaining balance is due in cash on the day of the tour.

3. Prices: Prices are as stated on the website, either per person or as a total price for private hire of the vehicle.

4. CANCELLATION AND REFUND

Cancellation Notice -Refund Amount

| More than 14 days before the start of the package | 100% (full deposit refunded) |

| Between 14 and 7 days before the start of the package | 50% (half of the deposit refunded) |

| Less than 7 days before the start of the package | 0% (deposit not refunded) |

In the event of cancellation, the Customer must notify the Operator immediately using the contact details provided. Refunds will be processed within 14 days of receiving the cancellation notice.

5. CHANGES BY THE OPERATOR

The Operator reserves the right to substitute any service included in the package (such as a restaurant or attraction) with an **alternative of equivalent or superior quality** in the event of unforeseen circumstances (e.g., venue closure, adverse weather). The Customer is entitled to cancel the booking without penalty if the proposed alternative is not acceptable.

6. OPERATOR'S LIABILITY

1. The Operator is responsible for the proper performance of all services included in the package (transportation, accommodation, meals, entry tickets) as contractually agreed.

2. The Operator's liability is excluded for damages arising from:

- the Customer's failure to follow the Operator's instructions,
- force majeure (extreme weather, natural events, government intervention).

7. CUSTOMER'S RESPONSIBILITIES

1. The Customer must follow all safety instructions given by the Operator, including wearing seat belts and remaining seated while the vehicle is in motion.
2. The Customer is liable for any damage caused to the vehicle.
3. The Customer must inform the Operator before the tour of any medical condition or other circumstance that may affect safe participation.

8. INSOLVENCY PROTECTION

These packages are sold in compliance with Regulation 19 of the Package Travel and Linked Travel Arrangements Regulations 2018.

Type of Protection

Insurance / Trust Account / Bank Bond

Provider [name of insurance company, solicitor, or bank]

Coverage | Refund of all payments made and, if necessary, repatriation costs in the event that the Operator becomes insolvent and services cannot be provided.

Details of the specific insolvency protection will be provided in the booking confirmation email.

9. ASSISTANCE AND DURING-YOUR-STAY

Pursuant to Regulation 15, if the Customer is unable to return due to “unavoidable and extraordinary circumstances” (e.g., vehicle breakdown, road closure, extreme weather), the Operator shall arrange accommodation for up to three nights if necessary and feasible.

Emergency contact during the tour: *[mobile number]*

10. COMPLAINTS

1. Any complaint should first be raised with the Operator during the tour or within 14 days after the tour ends, via email at *[email address]*.
2. If a satisfactory solution cannot be reached, the Customer may refer the matter to Travel Disputes (www.traveldisputes.co.uk), an independent dispute resolution body.

11. DATA PROTECTION

The Operator processes the Customer's personal data solely for the purpose of performing this contract and will not share it with third parties except to the extent necessary to provide the services (e.g., accommodation providers, restaurants). A detailed privacy policy is available on the website.

12. GOVERNING LAW

These terms and conditions are governed by the laws of England and Wales. Matters not covered herein are subject to the **Package Travel and Linked Travel Arrangements Regulations 2018**.