



Caravan Rental Agreement

Trip details and trip *support contact details* will be shared with the client before departure.

Trip Purpose

Travelhomes caravans are built for **adventure and offbeat travel**. These vehicles are not luxury coaches or hotel replacements. They offer **compact living spaces** with **essential facilities** (such as bedding, a basic kitchenette, ventilation, and an optional toilet) to support unique travel experiences on the road.

Terms & Conditions

1. Booking & Payment Policy

- A **50% advance payment** is required to confirm the booking.
- The remaining 50% must be paid **at least 24 hours before departure**.
- Payment is accepted via UPI, bank transfer, or the provided payment link.
- A **refundable security deposit** of ₹ 5,000 is required before handover.

2. Cancellation, Refund and Reschedule Policy

We understand that plans can change. However, due to the nature of our business and limited fleet availability, the following cancellation terms apply:

- If the booking is cancelled 20 days or more before the trip start date, a 50% refund of the deposit will be provided.
- If the booking is cancelled between 10-20 days before the trip start date, a 25% refund of the deposit will be provided.
- If the booking is cancelled less than 10 days before the trip start date, no refund of the deposit will be provided.
- If the booking and trip start date have a gap of less than 10 days (i.e., last-minute bookings) - No refund is applicable upon cancellation, regardless of when the booking is cancelled.

Note: The “trip start date” refers to the scheduled date of departure as confirmed at the time of booking.

Rescheduling

- Rescheduling is permitted **only in cases of natural calamities or government-imposed travel restrictions**, and is subject to caravan availability.
- The rescheduled journey must take place within **3 months** from the original trip date.
- Only **one-time rescheduling** is allowed. If the guest is unable to travel on the rescheduled date, the booking will be considered cancelled, and **no refund** will be initiated.
- Rescheduling requests must be supported with appropriate proof or official announcements.

3. Route & Usage Restrictions

- The caravan must only be used for legal travel purposes. Illegal activities are strictly prohibited.
- The caravan must not be taken into restricted zones, government-prohibited regions, wildlife areas, or dangerous terrain.
- The client will be liable for any fines, penalties, or legal issues arising from misuse or route violations.
- Overloading beyond the vehicle's capacity is not allowed

4. Chauffeur & Fuel Terms

- All caravans are **chauffeur-driven only**. Self-driving is not permitted.
- The driver is trained, experienced, and remains with the vehicle throughout the journey.
- We offer two pricing models:
 1. **Per Kilometre Rental** – Charges are based on the total kilometres travelled during the trip. Fuel costs are **included**, and pricing will be shared in advance.
 2. **Dry Rental** – A fixed daily rental is charged for the caravan. In this case, fuel, toll & state tax and parking charges, if any or anything else communicated at the time of booking, are to be borne by the client during the trip.

In both options, the **driver cost is already included** in the quoted price.

- For **dry rental bookings**, the caravan will be delivered with a **full tank**, and the client is expected to **return it with a full tank** as well.

5. Technical Breakdowns & Responsibility

In case of **vehicle breakdown, accident, or mechanical failure not caused by misuse**, the vendor will:

- Provide **roadside support**
- Arrange transfer to the **nearest accessible location** if the vehicle cannot continue

If the breakdown **prevents continuation of the trip**, the following terms apply:

- The rental amount will be **charged only for the portion of the trip completed**, including any kilometres/days driven.
- **No charges will be applied for the unused days**, and the trip will be considered terminated from the point of breakdown.
- However, **no compensation or refund will be issued** for missed destinations or external costs (hotels, pre-booked tickets, etc.).
- Clients are expected to make their **own onward travel and accommodation arrangements** if needed. However, if required, **Vendor can assist with booking alternate transport (e.g., cab) or accommodation** — the cost of which must be borne by the client.

6. Liability & Indemnity

- Travelhomes acts as a **travel service provider and facilitator**, connecting clients with verified caravan operators and drivers.
- During the course of the trip, any operational or technical caravan-related concerns (e.g., equipment not functioning, water supply, minor repairs) will first be routed through the **respective caretaker or operator** of your vehicle.
- Our team will coordinate and ensure that the **concern is addressed promptly**. However, in cases where the service provider is **unable to resolve the issue**, we will step in to assist and provide the **best possible resolution within practical limits**.
- Travelhomes shall not be held liable for delays, disputes, or losses caused by third-party actions, government restrictions, or force majeure events.
- Clients agree to **indemnify Travelhomes and its team** against legal or financial claims arising due to misuse of the vehicle, violation of terms, or external circumstances beyond control.
- Travelhomes reserves the right to terminate the trip with no refund in the event of serious misconduct or policy breach.

Final Acknowledgement

By proceeding with this booking, the client confirms that:

- They have read and understood all terms.
- They accept the compact, functional nature of caravan travel.
- They agree to cooperate with the driver and follow safety and usage guidelines.