

1 → What is your email?

Type your email here...

2 → Did any damage occur?

Y Yes

N No

3 → Describe the damage *

Type your answer here...

SHIFT + ENTER to make a line break

4 → What date(s) did the damage occur? *

To the best of your knowledge, what date did the damage occur? If there are multiple incidents of damage, please specify each date below and the damage caused.

Type your answer here...

SHIFT + ENTER to make a line break

5 → Who else was involved in the incident that caused the damage? *

Please provide the details (name, address, phone, etc.) of all non-renters involved in the incident.

Type your answer here...

SHIFT + ENTER to make a line break

6 → How did the damage occur? *

To the best of your knowledge, how did the damage occur? Be as specific as you can. If you do not know how the damage occurred, please advise what you expect happened and when/how you discovered the damage.

Type your answer here...

SHIFT + ENTER to make a line break


7 → Where did the damage occur? *

To the best of your knowledge, where did the damage occur – the street, suburb and state of the incident.

Type your answer here...

SHIFT + ENTER to make a line break


8 → Damage photo #1 *



Choose file or drag here

Size limit: 10MB

9 → Damage photo #2 *



Choose file or drag here

Size limit: 10MB

10 → Damage photo #3 *



Choose file or drag here

Size limit: 10MB

11 → Damage photo #4 *



Choose file or drag here

Size limit: 10MB

12 → Has the holidaymaker admitted fault? *

Y Yes

N No

13 → Is all damage the result of a single event?

A Single event

B Multiple points of damage, which occurred at different times

C Unknown

14 → Can you repair the damage before the next hire? *

A Yes, it can be repaired

B No, it cannot be repaired

15 → Is the damage aesthetic or functional in nature? *

A Functional

B Aesthetic

C Both

“ Please note that aesthetic damage may sometimes occur to Hired assets, and most future hirers will understand and accept this. Please communicate with your future bookings if there is aesthetic damage to your van which you believe they should know about. You can do so via your Camplify Member Dashboard.

Continue

press **ENTER**

“ Please note that functional damage may sometimes occur to Hired assets, and most future hirers will understand this. Often, they are OK with this damage as it may only affect a single aspect of the RV (ie. an awning) and they will be happy to continue with their trip. Please communicate with your future bookings if there is functional damage to your van which you believe they should know about. You can do so via your Camplify Member Dashboard.

Continue

press **ENTER**

16 → Now you know this, will future bookings need to be adjusted? *

A Yes, future bookings need to be adjusted

B For now, should be OK. I'll let you know if things change

17 → If your RV is a motorhome/campervan, do you need to charge for additional mileage? *

Y Yes

N No

18 → Record RV odometer *

Type your answer here...

19 → Additional charges required based on agreed rates *

Type your answer here...

20 → Do you require Camplify assistance in managing this damage/additional mileage claim, or, will you be resolving this issue privately? *

A Camplify assistance

B Resolved privately

21 → Please explain how you intend on resolving the damage directly between yourself and Hirer. Has any payment already been made? *

Type your answer here...

SHIFT + ENTER to make a line break

22 → Which country are you in?

A Australia/NZ

B UK

23 → Do you expect the damage to exceed \$1,000? *

A Over \$1,000

B Under \$1,000

24 → Do you expect the damage to exceed £1,000? *

A Over £1,000

B Under £1,000

25 → Do you have an estimate as to the value of the items damaged? *

A Yes, I have estimates

B No, I don't have estimates

26 → Please specify each item and it's respective value: *

Type your answer here...

SHIFT + ENTER to make a line break

27 → Please supply Quotes/Receipts/Invoices/Estimates for the damage. #1



Choose file or drag here

Size limit: 10MB

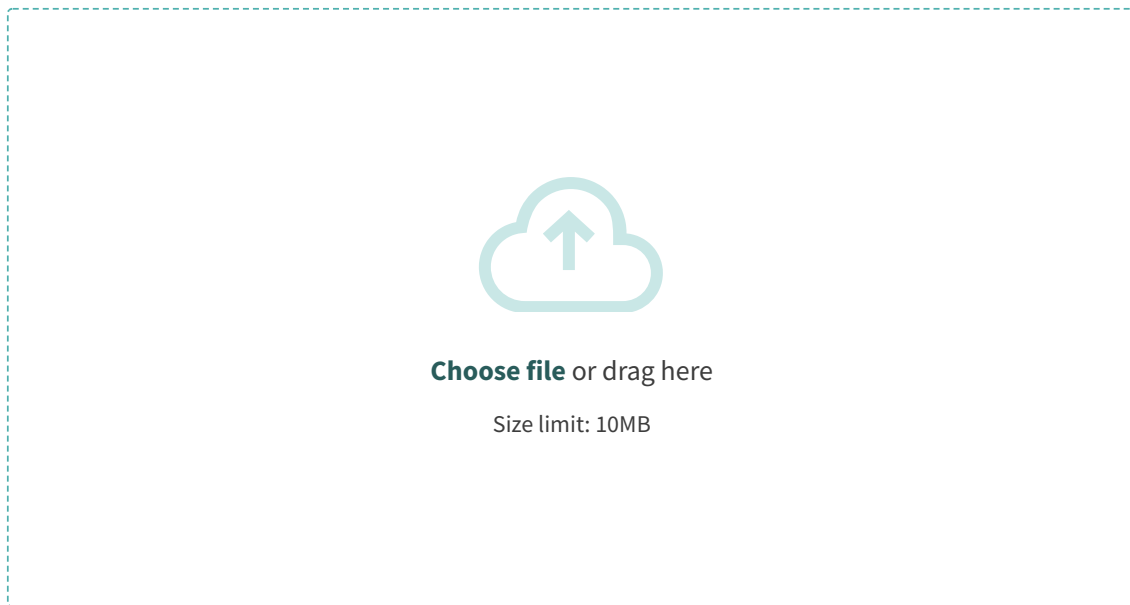
28 → Please supply Quotes/Receipts/Invoices/Estimates for the damage. #2



Choose file or drag here

Size limit: 10MB

29 → Please supply Quotes/Receipts/Invoices/Estimates for the damage. #3.



“ Don't forget to ask the hirer to leave a review!

I won't!

press ENTER
