

1 → Did any damage occur?

☐ Yes

☐ No

2 → Describe the damage *

Type your answer here...

SHIFT + ENTER to make a line break

3 → Damage photo #1 *



Choose file or drag here

Size limit: 10MB

4 → Damage photo #2 *



Choose file or drag here

Size limit: 10MB

5 → Damage photo #3 *



Choose file or drag here

Size limit: 10MB

6 → Damage photo #4 *



Choose file or drag here

Size limit: 10MB

7 → Has the holidaymaker admitted fault? *

☐ Yes

☐ No

8 → How did the damage occur? *

Type your answer here...

SHIFT + ENTER to make a line break

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

☐ A Yes, it can be repaired

☐ B No, it cannot be repaired

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

☐ A Functional

☐ B Aesthetic

☐ C Both

“ Please note that aesthetic damage often occurs to Hired assets, and most customer 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 sometimes occurs to Hired assets, and most customer 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**

11 → 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

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

☐ **Y** Yes

☐ **N** No

13 → Record RV odometer *

Type your answer here...

14 → Additional charges required based on agreed rates *

Type your answer here...

15 → Do you require Camplify assistance in managing this damage/kms claim, or, will you be resolving this issue privately?
★

☐ A Camplify assistance

☐ B Resolved privately

16 → 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

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

☐ A Over \$1,000

☐ B Under \$1,000

18 → 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

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

Type your answer here...

SHIFT + ENTER to make a line break

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



Choose file or drag here

Size limit: 10MB

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



Choose file or drag here

Size limit: 10MB

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



Choose file or drag here

Size limit: 10MB

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

I won't!

press **ENTER**
