

General Rental Terms

Motorhomes and campervans | Caravan Keidas / SP-apu Oy

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These terms govern vehicle bookings, use and return, and the responsibilities of the renter and the rental company. The rental company and contracting party is SP-apu Oy, trading as Caravan Keidas. The renter is the individual or company named in the rental agreement.

1 Scope of the agreement

1.1 The rental is governed by the rental agreement, the rental terms and price list accepted at the time of booking, and Finnish law. Any terms separately agreed in writing take precedence over these general terms. Consumers' rights under mandatory legislation are not restricted.

1.2 The rental company provides the vehicle for the renter's use for an agreed fixed period. The renter plans their own trip. The rental does not include a package travel arrangement. Any extension of the rental period must be agreed in writing in advance.

2 Drivers and driving licences

2.1 The renter and all drivers must be at least 20 years old. For vehicles with a maximum authorised mass exceeding 3,500 kg, the minimum age is 25. Each driver must have held a valid driving licence entitling them to drive the vehicle concerned for at least one year.

2.2 Only drivers named in the rental agreement may drive the vehicle. The driving licence must be presented at handover. The renter is responsible for the actions of persons to whom they allow use of the vehicle as if those actions were their own.

2.3 The renter must check in advance that the driver's licence category is sufficient for the vehicle's registered maximum authorised mass. If the required documents or driving entitlement are missing and the issue is not resolved within a reasonable time, the vehicle will not be handed over. The failure-to-collect provision in clause 4.2 will then apply.

3 Rental price and rental period

3.1 The booking confirmation states the rental price, rental period, collection and return times, additional services and mileage allowance. Prices are based on the price list accepted at the time of booking. During the high season, from 1 June to 20 August, the basic price includes unlimited mileage. At other times, the mileage allowance and excess mileage charge are stated in the booking.

3.2 The daily rate applies to each commenced 24-hour period. The rental period begins at the agreed handover and ends when the vehicle and keys are returned in the agreed manner. A handover delay attributable to the rental company is not counted as rental time payable by the renter.

3.3 Late return is charged for each commenced hour according to the accepted price list, up to a maximum of one day's rental price for each day of delay. Any other claims arising from late return must be justified separately, and the same loss will not be charged twice.

4 Booking and cancellation

4.1 Binding bookings and the booking payment

A booking made through the booking system is binding on both parties once the renter has paid the €300 booking payment and the system has issued a written booking confirmation.

If the booking payment is invoiced separately, the renter has 24 hours from the time the invoice is sent to pay it. The booking becomes binding on both parties once the rental company has confirmed it in writing and the renter has paid the booking payment. If payment is not made within this period, the booking is no longer binding on the rental company.

The booking payment is credited towards the rental price.

4.2 If the renter cancels a binding booking, the cancellation charge is determined as follows:

Time before the agreed collection date	Cancellation charge
At least 50 days	€300
15–49 days	50% of the agreed rental price
1–14 days	80% of the agreed rental price
On the collection date or failure to collect	100% of the agreed rental price

Cancellation must be made in writing. The cancellation date is the date on which the notice is received, measured against the agreed collection date. The booking payment already paid forms part of the cancellation charge and is not charged in addition to it. Any amount paid in excess of the cancellation charge is refunded to the renter. Rights under mandatory legislation remain unaffected.

4.3 A booking may be changed no later than 60 days before the rental begins, provided a suitable vehicle is available and the replacement booking is equivalent in scope to the original booking. Changes are possible within the same calendar year. A change fee is charged according to the price list accepted at the time of booking. Other changes may be agreed separately in writing.

4.4 Early return for reasons attributable to the renter does not, as a rule, entitle the renter to a refund. Clause 11 applies where there is a defect for which the rental company is responsible.

5 Payment and security deposit

5.1 The rental price must be paid no later than 30 days before the rental begins. For bookings made less than 30 days before the start, the rental price is due immediately. Statutory late-payment interest may be charged on overdue payments.

5.2 The security deposit must be paid before the vehicle is handed over. Its amount depends on the agreed travel area and the selected traffic damage service. The excess amounts and security deposits are shown in the table in clause 12.2. Any change to the travel area must be agreed before the trip.

5.3 The security deposit is not a cap on the renter's liability. Justified amounts payable under the agreement may be deducted from it. Any amount exceeding the security deposit is invoiced separately. The €300 security deposit payable with the excess waiver secures other amounts due; it does not constitute a €300 traffic damage excess.

5.4 The security deposit is normally refunded on the next business day following return and the return inspection. For any amount retained, the rental company provides a written explanation and an itemised cost statement or estimate, together with the expected processing time. The unused portion is normally refunded on the next business day following the inspection. Any remaining balance is refunded no later than 14 days after the matter has been resolved.

6 Handover and return

6.1 The rental company hands over the vehicle in working order, roadworthy and with the interior cleaned. Before driving, the renter must watch the instructional video or attend the operating instructions session. The condition, equipment and identified defects are documented in a handover video, which serves as the handover record of the vehicle's initial condition. Photographs and written notes may supplement this record.

The renter has the opportunity to participate in the inspection and report defects. Any pre-existing damage or defect discovered after handover must be reported without delay. The renter must also photograph the vehicle at collection and return, and retain the photographs for at least 30 days after the rental ends, or longer if a damage claim is still being processed.

6.2 At return, the vehicle's condition and equipment are compared with the handover video, photographs and other records. A return inspection record is prepared. Images may be used as evidence of when damage occurred. The rental company identifies any new damage and explains the basis for its claim. On request, the renter may view the images relevant to the claim.

The absence of damage from the handover video does not, by itself, determine liability. Liability is assessed on the basis of the event and all available evidence. The renter is not responsible for normal wear and tear or damage that existed before the rental.

6.3 The vehicle and keys must be returned at the agreed time and place. A one-way rental or a different return procedure requires a separate agreement. Any purchased return services are taken into account when applying the following obligations.

6.4 The vehicle must be returned with the interior clean, the dishes washed, and the toilet cassette and grey water tank emptied. The fuel tank and any AdBlue tank must be full, as at handover. At least one gas cylinder must be full. Any failure to meet these requirements is charged according to the price list accepted at booking. The renter is responsible for fuel and operating costs during the rental.

7 Vehicle use and duty of care

7.1 The vehicle may be used only for ordinary recreational travel. Racing or testing, transporting hazardous substances, unlawful use, subletting, commercial passenger transport and driving on terrain unsuitable for the vehicle are prohibited.

7.2 The renter must handle the vehicle carefully, follow the operating instructions provided, and monitor roadworthiness, tyre pressures, oil levels and other fluid levels. The vehicle must be locked when left unattended. Its height, width, length and weight restrictions must be taken into account. Oil must not be added above the manufacturer's maximum level. If unsure, the renter must contact the rental company before operating the vehicle or adding fluids.

7.3 Smoking is prohibited throughout the vehicle. Pets are permitted only with separate approval. The renter is responsible for the necessary and reasonable cleaning and damage costs resulting from a breach. In the event of a material breach of the agreement, the rental company may terminate the agreement in accordance with the law.

8 Procedure in the event of damage

8.1 Damage, faults and breakages must be reported to the rental company without delay using the contact details in the rental agreement. In an emergency, call 112. Theft and other crimes must be reported to the police. In an accident, follow the authorities' instructions and call the police where the circumstances require it.

8.2 The renter must take reasonable steps within their ability to prevent further damage. Use of the vehicle or equipment must stop if continued use would endanger safety or could increase the damage. Contact details of those involved and any witnesses, together with vehicle registration numbers, must be collected. The event should be photographed where possible, and a written damage report must be submitted no later than return. The renter must not accept another party's compensation claims on behalf of the rental company.

8.3 Failure to report or provide a damage statement does not automatically remove the liability limit. Its effect is assessed according to how the omission affected investigation of the damage, recovery of compensation or the extent of the damage. Any additional damage attributable to the renter's omission may be charged where justified.

9 Travel area

Travel within the Nordic countries is permitted. Travel outside the Nordic countries requires the rental company's prior written approval and permission to take the vehicle abroad. Travel to war or crisis areas is prohibited. An excess reduction does not extend the permitted travel area.

10 Defects and complaints

10.1 The renter must report any defect in the vehicle or equipment to the rental company without delay and allow an opportunity to investigate and remedy it. Complaints must be made in writing, describing the defect and the requested remedy. A complaint submitted after return will not be rejected solely because it was not made at return; it will be assessed in accordance with the law.

11 Repairs and replacement vehicle

11.1 Repairs must be agreed with the rental company in advance. However, the renter may arrange a repair costing up to €150 without separate approval where necessary for operational safety, roadworthiness or prevention of further damage. More expensive repairs require approval. Receipts must be supplied to the rental company, and replaced parts retained where possible.

11.2 The rental company pays approved repair costs for which it is responsible. Clause 12.6 applies to tyre and glass damage. The renter is given instructions, and the rental company must be allowed a reasonable opportunity to arrange the repair.

11.3 If a fault for which the rental company is responsible prevents use for an extended period, the rental company will endeavour to provide an equivalent replacement vehicle within a reasonable time. If the renter accepts a vehicle in a lower price category, the price difference is credited. If the entire trip is cancelled and no replacement vehicle is available, the rental price is refunded. If the trip is interrupted, the portion corresponding to the unused rental period is refunded. Any other price reduction or compensation is assessed under applicable law.

11.4 If use is prevented for a reason for which the renter is responsible, the rental company is not obliged to provide a replacement vehicle. Any delivery and associated costs must be agreed separately. In cases of misuse covered by clause 12.7, necessary delivery and transport costs may be payable by the renter.

12 Liability for damage and additional services

12.1 Basis of liability and damage events

The renter is responsible for damage attributable to them under the law and the rental agreement. The renter is not responsible for normal wear and tear, pre-existing damage or a technical fault that does not result from conduct for which they are responsible. Where several renters are named in the rental agreement, they are jointly and severally liable for the contractual obligations.

The excess and maximum liability amount apply per damage event, not to the entire rental period. Damage resulting from the same single event is treated as one event, even if several parts are damaged. Liability is calculated separately for unrelated events.

The rental company explains the basis for its claim and supplies an itemised cost statement. The renter is charged no more than the actual damage for which they are responsible. The age and previous condition of the damaged item, and any improvement resulting from the repair, are taken into account. A traffic damage excess and breakage liability are not both charged for the same damage.

12.2 Traffic damage and additional services

Traffic damage means damage to the rented vehicle resulting from a collision or another traffic event that falls within the cover provided by the vehicle's insurance. The excess is determined by the location of the event, and the security deposit by the agreed travel area.

Area	Service	Excess	Security deposit
Nordic countries	Standard	€1,000	€1,000
Nordic countries	50% reduction	€500	€500
Nordic countries	Waiver	€0	€300
Outside Nordic countries	Standard	€1,500	€1,000
Outside Nordic countries	50% reduction	€750	€750
Outside Nordic countries	Waiver	€0	€300

The excess reduction or excess waiver must be purchased before the rental begins and recorded in the rental agreement. The service applies throughout the agreed rental period in approved travel countries. The service price is the same for the reduction and waiver and is stated at booking. Interior damage directly resulting from a traffic event is treated as part of the same traffic damage event.

These services do not apply to separate breakages, glass or tyre damage, fire or theft damage, or damage excluded under clause 12.5. If full compensation is received from a third party or their insurer, no excess is charged, or an excess already collected is refunded.

12.3 Other comprehensive insurance damage and theft

For other damage covered by comprehensive vehicle insurance, such as fire damage, the standard excess is €1,000 in the Nordic countries and €1,500 outside the Nordic countries per damage event. The reduction and waiver in clause 12.2 do not apply to these events.

The excess for theft damage is €2,000. In Albania, Armenia, Azerbaijan, Bosnia and Herzegovina, Bulgaria, Georgia, Israel, Kosovo, Croatia, Latvia, Lithuania, North Macedonia, Morocco, Montenegro, Moldova, Poland, Romania, Serbia, Slovakia, Slovenia, Czechia, Tunisia, Türkiye, Ukraine, Hungary and Estonia, the theft excess is 20% of the damage amount, with a minimum of €2,000. This list does not constitute permission to travel to these countries.

12.4 Damage Liability Reduction for breakages

The renter's liability for sudden breakages of the interior, furnishings, habitation equipment and supplied accessories for which the renter is responsible is normally limited to €1,500 per damage event. An additional service to limit liability may be purchased before the rental begins.

The service and the €1,500 standard liability limit in this clause do not apply to lost or stolen items, traffic or comprehensive insurance damage, glass or tyre damage, damage to the awning or air-conditioning unit, refuelling with the wrong fuel, overfilling the engine oil, putting fuel into the water tank, or cleaning, emptying, refuelling or other return charges. In these cases, liability is determined by the other terms and applicable law.

A traffic damage excess reduction or waiver does not reduce liability for breakages. The breakage service does not change the traffic damage excess or security deposit.

12.5 Damage excluded from liability limits

The excess reduction, excess waiver and breakage liability limit do not limit liability for damage caused intentionally or through gross negligence. Additional services do not cover damage caused by conduct contrary to clear operating

instructions provided to the renter, or by prohibited use. Examples include driving under the influence or without the required driving entitlement, refuelling with the wrong fuel, and overfilling the oil.

An exclusion applies only where the conduct caused or increased the damage. A breach unrelated to the damage does not, by itself, remove the liability limit. Ordinary negligence in an event covered by the service does not, by itself, remove the reduction. Applying an exclusion does not, in itself, establish the renter's liability.

12.6 Tyre and windscreen protection

Tyre and windscreen protection must be purchased before the rental begins and recorded in the rental agreement. Tyre protection covers repairing a punctured tyre or replacing a damaged tyre if repair is not possible. No excess is charged for these measures.

Tyre protection does not cover other damage to the vehicle resulting from tyre failure, damage caused by incorrect tyre pressures, or damage caused by driving on a flat or clearly damaged tyre.

Windscreen protection applies only to the windscreen. It covers repair of stone chips and replacement of a damaged windscreen. The excess for windscreen replacement is €400 per damage event. Side or rear glass and habitation windows are not covered.

Repair of a windscreen stone chip is free of charge even without the additional service if the renter reports the damage and takes the vehicle to a glass repairer approved by the rental company during the rental period. Otherwise, the standard excess for repairable windscreen damage is €100. The standard excess for windscreen replacement is €400 even without the additional service. Without tyre protection, liability for tyre damage is based on actual costs and the grounds for liability.

Repair or replacement must be agreed in advance. Protection does not cover damage caused intentionally, through gross negligence or contrary to clear operating instructions. Responsibility for towing, collection, replacement vehicle and travel costs is determined under clause 12.7.

12.7 Towing collection replacement vehicle and travel

If the vehicle becomes unusable because of misuse for which the renter is responsible and which is excluded from the additional services, the renter is responsible for the necessary and reasonable additional costs to the extent that they are not covered by insurance or roadside assistance. Such misuse may include overfilling the oil, using the wrong fuel or continuing to drive despite a clear warning requiring the vehicle to be stopped.

Costs may include towing the damaged vehicle to a workshop or transporting it to the rental location, collecting the vehicle, delivering a replacement vehicle agreed with the renter, and the necessary outward and return journeys and transport labour and travel costs directly connected with these tasks. These costs are not capped by the traffic damage excess or breakage liability limit where the event falls within the misuse described above.

Where possible, the rental company provides a cost estimate before transport and takes steps to minimise costs. Measures necessary for safety or to prevent further damage may be taken immediately. The renter is given an itemised statement of the measures, grounds and costs. Costs are not charged twice or to the extent that they are reimbursed from another source.

Ordinary negligence in traffic damage or a breakage covered by the service does not, by itself, justify disregarding the liability limit. Necessary towing and transport costs for such an event are included within the agreed liability limit if they are the renter's responsibility and are not reimbursed from another source. Delivery of a replacement vehicle and any separate charge must be agreed before delivery. No separate damage handling fee or loss-of-use compensation is charged under this clause.

12.8 Charges arising from vehicle use

The renter is responsible for parking, road, congestion and other usage charges, fines and penalty charges attributable to them during the rental period. Any administration fee for these charges is based on the price list accepted at booking. The rental company provides an itemised statement. These charges are not covered by the additional damage liability services.

13 Rental company liability and applicable terms

Finnish law applies to the rental company's liability for vehicle defects, delayed handover and other breaches of the agreement. Consumers' statutory rights to a price reduction, termination or compensation are not restricted. Limitation periods for claims are determined by law. The version of the terms and price list accepted at booking applies to the agreement; a subsequent website update does not automatically change the agreed terms.

14 Personal data and 15 GPS tracking

SP-apu Oy processes personal data to administer the rental, handle amounts due and comply with legal obligations. Handover and return images are used to establish the vehicle's condition and investigate damage. The vehicle may be equipped with a GPS tracking system. The grounds for processing, purposes of tracking, retention periods, disclosures and data subject rights are described in the privacy notice. The renter is given an opportunity to read the notice before entering into the agreement.

16 Dispute resolution

Disputes will first be addressed between the rental company and the renter. Consumers may contact the Finnish Consumer Advisory Services and refer the matter to the Finnish Consumer Disputes Board. A consumer may also bring proceedings before the district court for their place of residence. In other cases, the competent court is determined by law.