

## Frequently Asked Questions

Q. How do I Book a Motor Caravan for Hire ?

A. Download/open Booking Reservation form, complete & return to us with online payment or a Cheque for £150 per week's hire. A confirmation will then be sent out to you.

Q. How and when do I pay ?

A. Booking Deposit of £150 per week (non refundable) then remainder to be paid 28 days prior to hire start. These can be paid by bank transfer, credit/debit card (incurs 3% charges) or cheque if more than 10 days before start.

Q. Is there anything else to pay ?

A. Yes, there is a (refundable) damage deposit of £750 for UK or £900 for Europe to be paid with the hire fees or in cash on collection. If vehicle is brought back in same condition then you will receive a full refund.

Q. What Paperwork do I need to bring with me ?

A. Full UK Driving License (plastic part & DVLA License check code) plus two Household/utility bills or bank statements showing hirers Name & Address.

Q. Is there a age limit to hire the Motor Homes ?

A. Yes. You need to be 25 or over with 5 years driving experience and under 75. Please call if you fall outside of these limits as we can sometimes gain approval from our insurers.

Q. Are there any restrictions for motoring offences ?

A. Yes. Up to 3 x SP30s within last 5 years are accepted, but the insurers may not accept anything else.

Q. What time can I collect the vehicle and what time should it be back by ?

A. The vehicle is usually available from midday and should be returned by 10am.

Q. How long does it take to handover the Motor Home ?

A. Approximately 1 hour.

Q. How will I remember everything about the equipment ?

A. We start off with a full on hire check list in which we show you where it is & how it works.

Q. What optional extras are available ?

A. We can supply Full 12V/240V TV's, DVD Players, SAT/NAV (Bluetooth for Hand free phone use), Sleeping bags. Please call for charges.

Q. Can you Deliver the vehicle ?

A. Yes. There will be a charge for this service depending upon distance and how busy we are.

Q. Where can I leave my Car ?

A. Your car can be left here in covered storage.

Q. What should I bring with me and what is provided ?

A. Vehicles are equipped with pots, pans, crockery & utensils. You should bring your own bedding, towels, clothes, food & money.

Q. Can we take our dog ?

A. Yes. Please discuss when booking.

Q. Are there any speed restrictions on the vehicle ?

A. No, but you must comply with all relevant road restrictions in place.

Q. Tell me about Caravan/Camping sites ?

A. We supply a copy of the UK independent site guide, Caravan & Camping club site guide with complimentary membership to the Caravan & Camping club giving discounted rates

Q. How difficult are Motor Homes to drive and what license do I need ?

A. Surprisingly easy to drive these days with power steering and all the other comforts. All our vehicles are within the 3.5T limit and can be driven under normal full UK Manual license.

Q. What sort of Fuel economy should I expect ?

A. Dependant upon your driving style approximately 25-34 miles per gallon of **DIESEL**.

Q. Will I be warm enough ?

A. Yes. All vehicles are well insulated and have fully blown air heating.

Q. What happens if we have a problem ?

A. Firstly telephone us for assistance during reasonable hours. If it is a vehicle breakdown then use the Breakdown/recovery card to call for assistance.

Q. Are we insured to travel into Europe ?

A. No. We need to obtain an upgrade from our insurers to maintain fully comprehensive road cover for you. There is a charge for this of £110 per week which includes full European insurance cover and European RAC breakdown/recovery.

Q. What do I need to do when travelling into Europe ?

A. We recommend that you obtain AA/RAC FIVE Star cover for all occupants plus vehicle. This is not expensive but well worth the peace of mind. Plus you will need a motoring travel kit.