

Questions & Answers

Q. What happens if can't take up my motorhome hire due to Covid Restrictions?

A. If travel is restricted in your area or throughout the country and you are unable to fulfill your motorhome hire due to Covid restrictions, then we will allow you to move the dates of your hire to another more suitable date. The initial deposit of £250 can be issued as a voucher to be used at a later time. If you have paid your hire in full, then the hire can either be moved to a later date or a voucher will be issued for the £250 deposit and the remaining hire balance will be refunded. You can then rebook your hire at your convenience for later in the same year or the following year.

Q. How old are your hire vehicles?

A. None of our Motorhomes are older than 2019.

Q. Do you hire all year round?

A. Yes. We are able to offer a full range of vehicles throughout the year.

Q. Are your motorhomes fully insured? Does this cover my personal belongings?

A. All our motorhomes are covered by fully comprehensive motoring insurance covering the UK and Europe. It does not cover your personal items and we would strongly recommend you consider personal travel insurance to protect yourself fully against loss or damage to your own belongings.

Our insurance policies do have an insurance excess in the event of a claim and all clients will be responsible for the first £500.00 for UK hire or £1000 for Europe. This is covered by the damage deposit as detailed below

Q. What is the damage deposit?

A. The damage deposit, sometimes called a security deposit, is the sum you deposit with us over and above the hire charge. For our motorhomes it is £500 when traveling in the UK and £1000 for European hire. This sum acts as an insurance excess during your hire.

This deposit is fully returnable provided the vehicle is returned clean, undamaged and on time. In the event of damage to the vehicle or an insurance claim from a third party, the cost of the damage/claim will be deducted from this deposit before it is refunded to you. For accidental damage this sum is your maximum liability and any additional costs will be covered by us or our insurance company.

The damage deposit is fully refundable within ten working days of the end of the hire.

Q. I want to travel to Europe. Is this allowed and are there extra costs?

A. You are able to take our motorhomes to most European countries and all EU countries and we provide fully comprehensive insurance cover for our vehicle. There is an additional cost of £150.00 per week for continental Europe hire. The minimum hire for European travel is 14 nights.

For motorhomes we also provide European breakdown & recovery services along with many items required by law in some European countries. These include a small first aid kit, spare bulb kit, one reflective warning triangle, headlamp beam deflectors and breathalyzer.

Q. What day of the week can I collect my hire vehicle?

A. Our aim is to be quite flexible in order to benefit our customers. Our motorhomes can be collected on most days of the week and are normally ready for collection in the mornings. Please just ask when making your booking. However, the motorhome must be returned by 12pm midday on the return day. This is so the motorhome can be cleaned and prepared ready for the next customer. At quieter times of the year, this return may be more flexible.

Q. What are your usual collection and drop-off times for hire vehicles? What happens if I am late?

A. All motorhomes are usually ready for collection by 10.30am but please just ask and we will do our best to arrange a time that is convenient for you. Vehicles are usually booked to be returned by 12pm (noon), as this then gives us the time to clean and prepare the vehicle for the next customer. You are welcome to return vehicles earlier

than planned if you wish to do so but we regret we are unlikely to be able to offer a refund for unused days .

We appreciate that accidents can happen and unforeseen situations can make you late, but please allow plenty of time to return your hire vehicle, returning the vehicle late could cause problems for the next customer. We do not have penalties which we charge by the hour for late vehicles like some hire companies, but we do reserve the right to levy fair additional charges, especially if we have to compensate the next hirer for missing a ferry for example!

Q. When I collect the motorhome, what ID do I need to bring with me.

A. All drivers must bring their current driving licence, plus plus 2 separate proofs of address, such as a recent utility bill or bank statement. Drivers will also need to access the .gov website to obtain a drivers code prior to collection. More information will be given about this once a booking has been made.

For hirers coming from overseas, please also bring your passport with you as well as your driving license.

Copies of all ID provided, will be taken on the day of collection.

Q. What happens when I come to collect the motorhome?

A. When you come to collect the motorhome, you will pay the damage deposit, sign the hire agreement and copies of all ID will be taken. We will then show you round the motorhome and explain how everything works. This handover will be tailored to your needs and previous experience of motorhomes. There is also a user manual in every motorhome with information on how to use the motorhome.

Q. What do I need to do before I return the motorhome?

A. We expect all our vehicles be returned in a well cared for standard. Please make sure that all kitchen equipment is clean and returned to correct storage area. Other motorhome equipment such as hook up, toilet fluid, levelling blocks etc should be put back in the appropriate place. The motorhome also should be returned full of fuel, with the toilet cassette empty and the waste water drained. We do provide some cleaning equipment including a brush and dustpan and would ask that an effort is made to

clean and remove dog hair from the motorhome prior to the return. While we do not expect you to wash the outside of the motorhome, we do expect that the inside is returned clean and tidy.

Penalty charges for an unemptied toilet cassette are £50. The charge for not returning full of fuel is £50 plus the current retail cost of the fuel.

Q. What happens if I break down?

A. All our motorhomes are covered under our Fleet Breakdown Policy which covers the vehicles in both the UK and in Europe for breakdown and repair.

Q. Can I store my bags, bikes safely?

A. The motorhomes all have storage areas, with the larger motorhomes having external access to storage in a garage area. All the motorhomes have bike racks for push bikes. The rack can hold a maximum of 4 push bikes.

Q. Do your motorhomes have seatbelts? Can I use my own child seat?

A. All 6 berth motorhomes have 6 seat belts, which are either 6 diagonal seat belts or 4 diagonal seat belts and 2 lap belts on the rear facing seats. All 4 berth motorhomes have 4 diagonal seat belts. All 2 berth motorhomes have 2 seat belts.

Most child seats will usually fit on these seats. Also some of the motorhomes do have Isofix fitted on the rear seats, please ask for information if needed.

Q. Do you have a list of caravan sites that we can use?

A. In each of our vehicles we provide a current year Camping and Caravanning Club site book for use during your hire. We can also provide you with a list of local sites with your booking confirmation. You will also be able to receive discount for bookings made at Camping and Caravanning Club sites as we offer a privilege scheme for our hirers. More information is given about this on booking.

Q. Are pets allowed in your motorhomes?

A. We are happy to welcome dogs / pets into the motorhome, there is a charge per pet when booking. (Maximum 2 large dogs or 3 small dogs)

Q. Are there any age restrictions when hiring your motorhomes?

A. All drivers must be from 25 years to 75 years of age during the hire period. We can also offer drivers insurance for hirers between 76- 79 years but the damage deposit will increase to £1000 per hire. More information can be given about this when you enquire. For younger hirers aged between 21-24 years, it is possible to hire, but at our discretion. However, the damage deposit for drivers aged 21-24 years will increase to at least £1000 per hire.

Q. Do I need a special licence to hire a motorhome?

A. Most of our motorhomes have a maximum authorised mass of 3500kg therefore they can be driven with a car license. (See below)

For more details on UK licences, please visit the website of the Driver and Vehicle Licensing Agency (DVLA) at www.dvla.gov.uk or contact us

International licence holders.

Provided you meet our usual eligibility criteria then a full international licence is usually acceptable, although we do recommend that you check with us and your licence issuer.

UK full licence holders obtained before 01 January 1997

Provided you meet our usual eligibility criteria (see our Terms & Conditions of Hire) then your full UK licence with the usual entitlement of categories B and C1 will enable you to drive any of our motorhomes.

UK full licence holders obtained since 01 January 1997

Provided you meet our usual eligibility criteria (see our Terms & Conditions of Hire) then your full UK licence with the usual entitlement of category B allows you to drive any car/motorhome up to a maximum authorised mass (MAM) of 3500kg. This will allow you to drive ALL of our motorhomes with the exception of some models of our 6 Berth Coachbuilt.

For more details on UK licences, please visit the website of the Driver and Vehicle Licensing Agency (DVLA) at www.dvla.gov.uk or contact us

Q. Do your motorhomes run on petrol or diesel fuel ?

A. All our motorhomes run on diesel fuel. On collection, the vehicles will be full of fuel. It is the responsibility of the hirer to make sure that the fuel tank is full of the correct fuel before its return. Also some of our motorhomes are fitted with Adblue tanks and these tanks must also be returned full. More guidance will be given on this during the handover.

Q. Can I have more than one driver for the motorhome. Is there an additional cost for this?

A. 2 drivers are included on the insurance policy provided that all drivers meet our usual eligibility criteria (as per our Terms & Conditions of Hire) and we can inspect original driving licenses on collection of the vehicle we have no objection to there being another driver named on the insurance policy. However, there will be an extra charge for a third /fourth additional driver when booking.

Q. Can I leave my car with you during my motorhome hire. Is there a charge for this?

A. You are welcome to leave your car with us for the duration of your hire. There is no charge for this service and clients vehicles will be stored in a locked and alarmed garage.

Please be aware that we need to retain the keys to any vehicles left with us in case of emergency. All vehicles are left at owners risk and we can accept no responsibility for any damage or loss unless caused by the negligence of our employees.

Q. Can you collect me from an airport or train station when I collect my motorhome?

A. We are happy to collect clients from, or set down clients at, local trains stations or from any major local airport as required.

For rail passengers we suggest using Darlington station which is on the main eastern line from London Kings Cross. Pickups and set downs from this station are free of charge.

If clients are flying into the UK then we can meet you at Arrivals at most local airports. Please contact us for details as costs will vary depending on the airport, time of arrival and number of passengers to be carried.

Q. What happens if I have to cancel my hire?

A. Once a vehicle has been reserved for you it cannot be hired to someone else for the same period. As the commencement date of hire approaches, the likelihood of us being able to rebook the vehicle, should you cancel, reduces. Therefore, the following cancellation policy applies:

- The £250 booking confirmation deposit is non-refundable.
- More than 4 weeks prior to commencement of hire – the remaining balance of any hire fee paid will be refunded in full.
- 2 – 4 weeks prior to commencement of hire – 50% of any hire fee paid will be refunded.
- Less than 2 weeks prior to commencement of hire period or non-arrival for collection – no refund will be made.

Q. Do I have to pay the full hire charge on booking?

A. A deposit of £250 is paid to reserve the motorhome. The remainder of the hire charge are payable 28 days prior to the commencement of the hire. The damage deposit of £500 for UK travel or £1000 for European travel is payable on the day of collection.

Q. Do you offer discounts for long term hires?

A. We can usually offer discounts for hires in excess of 21 days.

If you are hiring for 22 - 42 days then we would usually expect to offer a substantial discount on our usual hire rates. If your hire is for a period in excess of six weeks then additional discounts will be tailored to your hire according to your requirements.