

## FAQs

### **Q: Can I drive a motorhome on my regular driver's license?**

A: Absolutely! All our vehicles are drivable with a standard UK manual driving license. If you're unsure, feel free to reach out, and we'll gladly address any queries you have regarding this.

### **Q. What hidden extra's do you charge for as we have looked at other companies & there are lots of extra things we need to pay for?**

A. None! With our hires there are no hidden extras. We offer all bedding and towels as standard with your hire, something that most other hire companies charge extra for. You do have the option to add optional extras, these are to make your journey more convenient or to add to the experience however not essential. See our list of optional extra please refer to pricing and optional extras. All our pricing is clearly set out so there are no surprises.

### **Q: What are the collection and return times for the motorhome?**

A: Collection time is typically at 3:30 PM, though we'll contact you if the motorhome is ready earlier. We aim for convenience and will notify you approximately a week before your hire if an earlier collection time is feasible.

### **Q: When is the motorhome due for return?**

A: We require the motorhome to be returned and ready for deep cleaning by 11 AM for the next customer. Plan ahead for unloading and refuelling. If you need recommendations for nearby campsites on your last night, feel free to reach out.

### **Q: As first-time motorhome renters, do you have any recommendations for us?**

A: Most of our customers are first-timers, and we ensure you're fully informed before your journey. We suggest a minimum two-night stay at campsites to avoid feeling rushed and allow ample exploration time. Feel free to ask any questions you may have—we're here to help.

**Q: What do we need to bring for our trip?**

A: Pack your clothes, toiletries, personal items, and food—everything else is covered. Optionally, you can add breakfast and BBQ packs to your hire. Refer to our optional extras for more information.

**Q: Will we receive guidance on operating the motorhome?**

A: Certainly! On collection of the motorhome we will give you a tour, let you know how everything works and answer any questions you may have. Plus, we also have a device in the motorhome that has tutorial videos for reference during your trip.

**Q: Are the motorhomes pet-friendly?**

A: Yes, well-behaved small and medium dogs are welcome with a small additional deep clean charge. Refer to your hire agreement or contact us for dog-related guidelines.

**Q: Is a deposit required upon collection?**

A: Yes, we require a £700 security deposit (other companies may charge £2000) before collection. This covers any potential damages during your hire, it is also another way for the insurance company to confirm your identity. The deposit is refunded within 7 days of your return, following a vehicle check.

**Q: I'm concerned about driving the size of the motorhome. Can you help?**

A: Our largest motorhome is 7.2m, but we're here to offer driving tips and advice. Feel free to schedule a viewing for a better grasp of the size or ask for any assistance you need.

**Q: What is the deposit amount and when is the full balance due?**

A: A £200 deposit secures your booking, with 50% of the hire cost due 8 weeks before and the remainder due 4 weeks before your collection date, as outlined in your hire agreement. You'll receive a payment reminder a week before each due date.



**Q: Do you recommend any campsites?**

A: Certainly! With our camping expertise, we can suggest various campsites tailored to your preferences, whether it's sightseeing, kid-friendly activities, or luxury amenities. Please get in touch and we will be happy to help.

**Q: Can we park our car at the motorhome collection point?**

A: You're welcome to park on our driveway or nearby laybys at your own risk. Alternatively, we offer a drop-off/collection service—just let us know if you're interested.