

## Frequently Asked Questions

### **Q. Can I drive a Motorhome on my normal driving licence?**

A. Yes! All our vehicles can be driven on a standard UK manual driving licence. If you are unsure, please get in touch; we will happily answer any questions about this.

### **Q. What hidden extras do you charge for? We have looked at other companies and there are lots of extra things we needed 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 extras please refer to pricing and optional extras. All our pricing is clearly set out so there are no surprises.

### **Q. What time can I collect the motorhome?**

A. Collection time is 3.30 pm however we will contact you on the day if the motorhome is ready before this time to allow you to get away earlier. We will be in touch approximately 1 week before your hire and give you an indication if the motorhome can be collected earlier, this will depend on if there is a hire return immediately before your collection.

### **Q. What time do we have to return the motorhome?**

A. We require the motorhome to be returned and available for us to deep clean for the next customer at 11 am. When returning please leave yourself plenty of time to unload the motorhome and refuel before returning to us. We can recommend campsites and stops not too far from us if you would like to stay closer on your last night of hire, please get in touch for recommendations.

### **Q. We have never hired a motorhome before can you give us some recommendations?**

A. Most of our customers have never hired a motorhome before, we will make sure you have all the information and advice you need before setting off. We are always on hand and happy to answer any questions you might have. We would always recommend staying at campsites for a minimum of 2 nights, this allows you to not feel rushed and gives you plenty of time to explore the area. On most campsites you must be off your pitch by 10/11am so allowing at least 2 days in each area will ensure you get the most out of your trip.

**Q. Do we need to bring anything with us?**

A. The only things you will need to pack are your clothes, toiletries (toothbrush etc.), any personal items you wish to bring along and food. You do have the option of adding breakfast and BBQ packs to your hire. For more info on this please see optional extras.

**Q. Will we be shown how to operate the motorhome?**

A. Of course! Prior to your collection date, you will be sent videos on how everything operates. We highly recommend watching these before collecting the motorhome to allow you to ask any questions you may still have. We will also give you a tour on collection so you can drive off with confidence. In addition to this, there is an iPad kept in the motorhome with all the tutorial videos, so you always have this to refer to if you are unsure or need to be reminded of something. We can always be contacted while you are away if after watching the videos you are still unsure.

**Q. Are the motorhomes dog friendly?**

A. Yes! Well-behaved small and medium dogs are welcome (maximum 2 small dogs, 1 medium). There is a small extra deep clean charge for bringing your furry friend. Please refer to your hire agreement or get in touch for dog rules.

**Q. Do we need to leave a deposit when we collect the motorhome?**

A. We require a security deposit of £500 (other hire companies can be £2000) this must be paid before collection. This gives further confirmation of your identity to the insurance company and covers any damage to the motorhome whilst on hire. Once the motorhome has been returned and a vehicle check has been done, the security deposit will be returned to you within 7 days of your return date.

**Q. I'm a bit worried about the size of the Motorhome when it comes to driving. Will I be ok?**

A. Our largest motorhome is 7.2m although some might find this a bit daunting at first, we can offer some help and advice on driving. You are always welcome to book a viewing of the motorhome to give you a better idea of the size and get a feel for it before committing to anything. Please let us know if you would like to do this or want any tips or advice.

**Q. How much is the deposit & when will the full balance be required?**

A. Our deposit is only £200 to secure your booking, 50% of your hire cost is due 8 weeks before your hire and the full amount is due 4 weeks before your hire collection date. These dates and costs are all clearly set out in your hire agreement. You will receive a reminder of payments required 1 week before they are due.

**Q. Are there any campsites you would recommend?**

A. As keen campers we have lots of different campsites that we would recommend. Let us know what kind of holiday you are looking for and we can point you in the right direction. Whether it's sightseeing, beautiful views, kid's activities, or a little bit of luxury we will be sure to have a sight recommendation for you.

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

A. As a family-run business we run the business from our family home. You are welcome to park your car on our driveway or in one of the laybys near our house. Vehicles are parked at the owner's own risk. Alternatively, we do offer a drop-off/collection service, if this is something you are looking for, please get in touch.