



Frequently Asked Questions....

How do I book a motorhome?

Use the 'contact us' form on the website, alternatively give us a call and we would be delighted to tell you more about our motorhomes and answer any questions that you have. Please give us as much information as possible to include; how many drivers, date of birth of driver/s, how long driver/s has held a UK driving license, any driving points? Or age of convictions on license/s? Please also tell us if you are intending to travel overseas or if you intend to be visiting a sporting event or festival?

We will then check availability and provide you with an all-inclusive tailored quotation either on the telephone or via email whichever you would prefer. If the requested motorhome is unavailable for the requested dates we will advise the nearest alternative dates to those requested.

The quotation will include fully comprehensive insurance, unlimited mileage and breakdown cover. We will also send you a copy of our full terms and conditions with further information about hire and insurance cover.

Once you are ready to confirm the booking with us we require a non-refundable deposit of £200 either by cheque or bank transfer.

Full payment should be made for your motorhome rental two weeks prior to departure. This will include a £600 'satisfactory return' deposit. This will be returned to you within 48 hours of the return of vehicle. This covers damages, cleaning and any full shortages. If your booking is within two weeks of departure then we will require payment at the time of booking confirmation.

How long am I able to rent a motor home for?

Our peak season rentals are for a minimum of 7 days (special deals available for longer durations over 21 days contact us for details). During mid and low season we can cater for shorter breaks of 3 or 4 days.

When and where can I collect the motorhome?

Our motorhomes are available for hire all year round. We recommend you book well in advance, particularly during busy periods.

Rental periods are quoted in 'days'. For example a 3 day hire may be 8am Friday until 6pm on Sunday. Or a 7 day hire may be 8am Saturday until 6pm Friday etc.

The Motorhome will be available for pick up from **8.00am** (or earlier by prior agreement).

Please allow one hour for the handover at the Pick-Up Location to complete the documentation and to demonstrate the vehicle to you. Please allow the same on your return.

The Motorhome must be returned to the Return Point by **6.00pm** (or later by prior agreement).

Failing to return the motorhome will incur a charge - the daily hire rate or part thereof. There are no refunds for early return.

Can you deliver my motorhome?

To provide smoothest start to your holiday we are able to deliver the motorhome to you. Door to door delivery is available within a 20 mile radius from where we are based in Aylesbury. Delivery is usually made to you between 8am-9am on your first rental day. Delivery is subject to availability and must be requested at the time of booking. Please see our delivery prices listed on the 'Optional Extras' section on our website.

I am travelling from overseas can you collect me from the Airport?

Our nearest regional airport is Luton and this is 30 miles away. However the large international airports of Heathrow is approximately 1 hour away; Gatwick and Stansted Airports are approximately 1 ½ hours away. If you require collecting we can organise a local taxi company to collect you from the airport. Please enquire about rates at the time of booking.

Where can the motorhome are driven?

Our motorhomes can be driven in the UK and Europe. When in Europe the motorhomes will require extra insurance cover which can be included at time of booking. Outside of the UK additional breakdown cover will need to be arranged. We can assist you with this.

What are the dimensions of the motor home?

Rimor Katamarano LXWXH in mm 6500x2240x3000

Elddis Sunseeker LXWLH in mm 6130x2690x2990

Elddis Prestige LXWLH in mm 6130x2690x2990

What are the safety considerations?

Our vehicles are registered either in 2010 or 2011 and are fitted with the latest safety equipment, including seatbelts on all designated passenger seats.

We provide a range of extra safety equipment as a part of our on board inventory such as a smoke alarm, CO2 Alarm, first aid kit, fire blanket, high visibility vest and warning triangle. See our inventory for a full list of equipment included.

Do not over load the vehicle as this is an offence and also dangerous. Make sure that anything loaded is evenly balanced.

Under no circumstances must you tow with the motorhome.

What are motorhomes like to drive and will I need a special license to drive either one?

Even if you have never driven a motorhome before do not worry! Our motorhomes are easy to drive on either a Peugeot Boxer or Ford Transit Chassis. All vehicles are less than 3500kg so you are permitted to drive the motorhome if you have a category B (car) driving licence. When driving make the most of the comfortable, high driving position, build your confidence by driving steadily and look out for low hanging branches!

How do I park a motorhome?

Due to the size of our motorhomes when parking you need to ensure that you have enough space around you to maneuver the vehicle easily. Make use of the well placed mirrors and try to avoid busy areas until you become more proficient. Ask your passenger (co-pilot) to assist you from outside of the vehicle when reversing into parking bays or parallel parking.

What is provided, what should I take?

We provide a range of crockery, cutlery and utensils for you to use along with a range of safety equipment.

Unless requested at time of quotation/booking you will need to provide your own bedding such as pillows and sleeping bags, towels, washing up liquid and extra toilet rolls!

Make sure you have taken out travel insurance to cover you in the event that you lose or damage any of your personal possessions.

If you choose a vehicle with a bicycle rack please indicate that you will be using it at the time of hire so that we can prepare all of the fixtures/fittings for carrying the bicycles.

What fuel do the motorhomes use and how many miles to the gallon will I get?

Our motorhomes run on Diesel fuel. You should be able to achieve around 25 miles per gallon on a steady run, slightly less in towns and built up areas.

Where can I park the motorhome overnight and camp?

Motorhomes are not able to park overnight on the roadside in most areas of Europe. Therefore it is best to pre-book a Campsite pitch before you travel, particularly at busy times. Complimentary membership of the Camping and Caravanning Club is included in your hire.

Where possible, hard standing pitches are the most desirable as they make parking easier. Check the facilities available with the campsite, and whether there is mains power/ electric hook up.

What additional extras are available to hire?

There are a number of additional extras that you can hire to enhance your motorhome holiday experience.

Linen Pack – Duvet, Sheet, pillow, bath towel - £15 per single set.

Linen Pack – Duvet, Sheet, pillow, bath towel - £20 per double set

Outside Dining – Table and up to six chairs - £3 per day or £20 per week.

Starter Grocery Pack £25 - Tea, coffee, milk, sugar, bread, butter, orange juice, jam & marmalade, variety cereal pack, hand soap, bottled water, salt and pepper.

Door to Door Service-for a hassle free start to your holiday, let us deliver and collect the motorhome to you.
Within a 5 mile radius - £25 - Within a 10 mile radius - £50 - Within a 20 mile radius - £100

Airport Courier Service to and from any London Airport. - Price on Application.

Bicycle Hire – Price on Application.

Can I leave my vehicle with you?

Yes, we are situated in a quiet cul-de-sac so there is plenty of safe parking. Vehicles are left at owner's risk.

Water

The motorhomes are fitted with an onboard water tank, which will be full upon collection. This will last for around 1-2 days but the easily visible gauges on board will allow you to see how much water is left and when the tank needs refilling. You will be able to fill up at petrol stations and camp sites. There is also a grey water tank and this will need to be emptied when you fill up with fresh water.

Toilet / shower room

The cassette toilet has an electric flush and the chemicals required to keep it clean and fresh are provided. The toilet has a separate cartridge which needs to be emptied into an appropriate disposal point which you will find on campsites. Please empty and clean the toilet before return. Failure to do so will result in a charge of £50.00

Refrigerator

All of our motorhomes are fitted with a refrigerator in the kitchen area. If the engine is off for long periods or you are not plugged into the mains power at a campsite, turn the refrigerator off. The high level of insulation will keep food cold for approximately 2-3 hours and the battery/gas will not run down.