

FREQUENTLY ASKED QUESTIONS

Can we come and see the campers before booking?

Of course you can! Just let us know beforehand to make sure we have one available for you to have a nosey at.

How do I book?

When you confirm we will email you an invoice with our methods of payment on. A £150 deposit is payable to secure your booking.

What are your hours of business?

We're available pretty much round the clock to answer any queries – preferably drop us a line if it's outside the hours of 08.00 – 18.00 but we will aim to get back to you as soon as possible.

What time is pick up and drop off?

We can be flexible to suit you unless we have a booking on that specific date. Just contact us to discuss logistics.

What do we need to bring with us?

Simply clothing and food! We can provide bedding at a small extra charge (see Prices page of our website). A handy inventory of items contained in the campervan will be sent to you upon deposit so you know what to expect.

Can we bring our dog?

Well behaved dogs are fine to bring along with you on your holiday for a small extra charge (see Prices page of our website). Any damage they make must be paid for, of course.

Are the campers no-smoking?

Yes, and the awnings. But it's only a short hop outside for a smoke!

How many people can sleep in the vans?

Babs with large awning can sleep 6 people (adults or children) - 2 in her king size bed, 2 in her roof bed, 2 in the awning sleeping pod. It's best if the two in the roof bed are children as they need a leg up! The drive-away awning is a handy addition as it provides a whole extra space to spread out in.

Are the campers difficult to drive?

No, just different! Ten minutes in and you'll be an expert. Babs has power steering

and is right hand drive so you'll soon get used to her. It is a totally different driving experience - back to basics! That's what a lot of our hirers enjoy most about it.

Babs is a new VW T2 Kombi Van who was manufactured by VW in Brazil, and modified at Danbury Motorhomes in Bristol, UK. Beautiful, but basic, with a ratchet dash board hand brake, tall gear with 4 gears, split side windows and a steering wheel to match any bus. You will be expected to flash your lights or wave to her fellow VW camper drivers along your route!

Who can drive the campervans?

Anyone between the age of 25 and 75 who has held a full UK or EU driving license for 2 years can drive our van although exceptions are always considered so if you don't fit the bill contact us and we can confirm with our insurers. If you have more than 6 points on your license we need to get special permission so let us know. Details required - Must have held a license for a minimum of 2 years, details of any convictions, occupation and date of birth. We email you with a list of criteria upon enquiry so you know you're eligible to drive our vans.

What is included in the cost of hire?

Full comprehensive insurance, full breakdown cover, unlimited mileage, sat nav, picnic table and chairs, all cutlery, crockery, cooking utensils/equipment, cooking gas, plus tea & coffee, complimentary bottle of wine, biscuits and lots of other little extras. A full inventory list is included in the camper vans so if it's on the list, it's in there somewhere (you may need to rummage!)

What are the optional extras?

The Prices page of our website includes full details. If you have any further queries just get in touch.

What type of fuel do the campers use?

Our camper vans use **unleaded fuel**. There is a fuel tank on each side of each van but it's only the one with the key hole that is used. We fill the tank for you before collection and ask that you bring it back full too.

What happens if we break down or have a problem with the campervan?

In the unlikely event that you do breakdown, you can be safe in the knowledge that your camper van hire includes full breakdown cover, so they should be your first port of call (phone number in manual). We do ask that you call us if you have any problems, as it may be something simple we can talk you through over the phone. We provide essential service items for the breakdown service, just in case they need them. In the unlikely event that they can't get you going again, we aim to have an alternative sorted for you as soon as possible.

Can we leave our car with you?

Of course! You leave your vehicle at your own risk but it is fine to leave it with us for the duration of the hire.

Can you pick us up from the station/airport?

We can certainly pick you up free of charge from Harrogate train/bus station.

What is the deposit cost?

We ask for a non-refundable deposit of £150 to secure your booking.

Can the van be delivered to my home address?

This can certainly be arranged, within reason, for an extra fee. We calculate the fee based on mileage so just approach us for a quote.

What documents will you need to see?

The Customer must present two forms of identification (**in addition to** their driving licence photocard and paper counterpart) when collecting the Vehicle. At least one should include the Customer's home address and should be **dated within the last three months**. Acceptable forms include, but are not limited to, passports, bank statements and utility bills.

Can I fit my own child car seat?

Yes. Baby seat provision is the responsibility of the hirer, and it must be noted that the seat belts on the rear seats are 'lap' belts, and do not go diagonally across the body. Babs has three lap belts in the back and a diagonal belt in the front on the passenger side. We urge you to satisfy yourself that your van of choice 'baby friendly' and safe before committing.

How fast can I drive the van?

We recommend pootling along at 50mph to enjoy the scenery. On the motorways try not to go above 60mph if you can help it and watch out for high winds!

What is fuel consumption like?

You can usually get 30 – 35 mpg.

Will my chargers/hair dryer/GHD straighteners work?

Yes, our vans are all set up for full-on glamping, as long as you're at a campsite with a mains hook-up connection. You shall go to the ball!

What can I cook in a camper?

There is a recipe book full of ideas for camper friendly meals. We recommend you either cook easy one pot dishes or bring them already made to be reheated. Alternatively why not bring your BBQ or stock up at the local supermarket with some

buffet style treats? Many campsites are often within walking distance of a nice pub restaurant or two so that's always a nice idea for a night off.

How is the hob fuelled?

The double hob in Babs is fuelled by a large propane tank underneath in the cupboard, connected by a tube. If you should run out you'll find a one burner CampingGaz Bistro in the van that can be used until you can get a refill. Campsites, petrol stations and gas suppliers sell what you will need - remember to keep the receipt so we can refund you!

Is it best to get electric hook up for the van?

We would definitely recommend this. If you can't get electric hook up the leisure battery may flatten because the fridge and lights run off it. Also you won't be able to use the plug sockets if you don't get electric hook up and let's face it; it's nice to be able to charge your phone/iPod! It is possible to go without though and if this is the case you may need to run the engine for about 30 minutes to charge up again. The battery that starts the van can't be flattened by having these things on though so don't worry about not being able to start the engine. The worst that would happen is you would need to use a torch for a bit!

What else can you tell me about Babs?

She has a handy roof rack so do remember that this means there's a height restriction. She has mains 240v hook up and leisure battery, an optional awning and CD player with AUX input. She has a pop up roof and plug in heater.

She never fails to draw a smile or a wave wherever we go. People just love to see her pootling along and you'll feel like a celebrity sometimes, the number of people who come and say hi to Babs (and you)!