

Frequently Asked Questions

If I drive to you, can I leave my car when I collect my Motorhome?

Yes, we have secure car parking yard, but we cannot accept any responsibility for loss or damage whilst it is parked.

When can I collect the motorhome?

Your Motorhome will be made ready for the time agreed and we will have a member of staff booked to carry out your Motorhome handover. We must stress the importance of you arriving and returning at the agreed appointment times, to make sure the handover is smooth and doesn't affect any other bookings.

When do I have to return the Motorhome?

We expect you to return the Motorhome at the time agreed. Sorry we do insist on you being punctual as we want to make sure the vehicle is fully prepared for the next group to enjoy their holiday. Should you return your motorhome after the agreed time, you may be liable for any costs incurred plus an administration fee.

How long should I allow for the handover at the beginning of my holiday?

If it's your first time with a motorhome we would like to spend at least an hour with you running through the fittings, so you feel comfortable. If you feel you need longer that won't be a problem.

Can you collect me from a Railway Station or Airport?

Yes of course we can, there is a charge for this service but one of our representatives can be waiting with a sign board at the station entrance or at the arrivals gate at the airport to greet you. We will then transport your party and luggage to our office to complete the necessary paperwork and vehicle handover.

If I'm travelling to you from abroad can I leave my suitcases with you when I've unpacked?

We are more than happy to store your suitcases whilst you have our vehicle.

Can I smoke in the motorhome?

We have a strict NO SMOKING policy. Not only is it ILLEGAL to smoke in a hire vehicle, it makes it very unpleasant for the next hirer, and takes us much longer to prepare the vehicle.

Can I bring animals on holiday with me?

We allow pets to travel in our motorhomes, subject to the type of the animal. Animals must NOT be left in the vehicle unattended at any time. Only well behaved pets please! There will be a charge for this, as it will take us longer to prepare the vehicle for the next customer.

How does the insurance work?

Our motorhomes carry comprehensive motor insurance for the UK mainland which can be extended to Europe. This is to cover damage to the vehicle or to third parties. If there is damage to the motorhome and the accident was your fault, your liability is the first £2000, in the case of damage caused due to the third party we will retain the excess until it is agreed it is the other parties fault (unfortunately many people say it wasn't their fault and it turns out to be their responsibility once the facts are checked). For overhead damage (e.g. from trees) you are liable for the full cost of the repairs. For write off or theft you are liable for the first £2000. Please note acts of negligence or abuse are completely your responsibility and the full costs will be passed on to you, plus the time we have to keep the vehicle off the road.

Why do I have to pay a £500 damage deposit?

This is the insurance excess deposit during the hire and is fully returnable on completion of your holiday as long as the motorhome is returned undamaged, reasonably clean with the waste and toilet empty.

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