

How it works!

Here is all you need to know about renting a motorhome with touring cars.

On collection

1 week before your rental we will contact you to discuss a collection time which is suitable. Available drop off and collection times are Monday to Friday 10am – 4.30pm, Saturday 9.30-4.30pm and Sunday 9.30-4pm, please allow around 1-1.5 hours on collection and 30mins - 1 hour on drop off.

Touring Car's tries to be as flexible as possible with collection and drop offs, but we do ask that you stick to your agreed date and time. In the summer we are exceptionally busy and in order to give you the best customer service we have to ensure each customer is seen to one at a time in their designated time slot. If you arrive early or late you will be asked to wait until we have a free slot available.

When you arrive we will firstly complete all our paperwork and take your security deposit. We will then take you out to your motorhome, there you will watch a 20 minute orientation video which will explain how everything works in your motorhome. If you have any questions afterwards we dedicate time to discuss and go through everything with you.

After the video we will then walk round the motorhome and give you a final demonstration and check there are no damages. Once you have signed the damage paperwork you are good to go.

Smoking is forbidden in any motorhome and a £1000 fine will be charged to the card used for the security deposit.

We have the right to pass on your details if you occur any charges or penalties whilst hiring a Touring Cars motorhome. A £20 admin fee per penalty will also be issued to the card used for the security deposit.

Before you return

Touring cars will contact you via text message the day before your due to return your motorhome to confirm a drop off time. We ask you to try and stick to this time, but please inform the office if you are due to arrive earlier or later.

Before you return your motorhome please ensure you have filled the diesel tank to full, and refilled the gas canisters as shown on your collection demonstration, (this can be done at most petrol stations using the LPG pump, the petrol station close to the rental station **does not** have LPG). Please note if gas bottles are returned unfilled a charge of £35 for 1 bottle and £50 for 2 bottles will be charged on return.

All waste and grey water **must** be emptied before returning to the rental station as we do not have the facilities to do so here. Please note a £50 charge will apply if the motorhome returns with toilet waste or grey water.

We also ask you to strip bedding sheets and base sheets and place in yellow top bags (these are placed where your cleaning products are in the wardrobe).

Cleaning required:

- Empty and wipe the fridge
- Clean the stove top and table surfaces
- Overall cleanliness should be good and all wrappers, unwanted food and bins removed
- Do NOT wash the exterior of the vehicle

Additional item costs

Camping Set	
Table & Chairs	£10 per week, per person
BBQ Set (including gas)	£20 per rental
Baby/Child Seat	£10 per rental
Hairdryer	£5 per week
Extra bedlinen (extra sheets & towels)	£15 per person
Filter coffee machine	£10 per rental

Insurance waiver

A security deposit amount of £1500 will be held against your credit card for the duration of the rental. Your deposit is a guarantee held in the event of damage/theft of the vehicle. This will be automatically released if there is no theft or damage during the rental period. All vehicles are fully insured however you are liable for the first £1500 worth of damage.

You can reduce this by purchasing one of our insurance waivers below if you rental is 7 days or more.

Category	Security Deposit Required	Daily Charge
TC Basic (included in all rentals)	£1500	£0
TC Plus	£1045	£8 per day
TC Premium	£525	£17 per day
TC Total	£0	£43 per day
Windshield/Tire protection**	-	£6 per day
**for one windshield or tire damage.		