

YOUR RENTAL

Everything you need to know about your
Rockin Vans motorhome or camper rental.



Rockin Vans

— FREEDOM TO SLEEP AROUND —



USEFUL INFORMATION

Rockin Vans Scotland West

62B Galston Road
Hurlford
Kilmarnock
KA1 5HZ

Rockin Vans Heathrow

Bowstridge Lane
Chalfont St Giles
HP8 4RQ

Rockin Vans Edinburgh

Unit 4, Liggat Syke Place
East Mains Industrial Estate
Broxburn
EH52 5NA

Rockin Vans Birmingham

Unit 11, Lower Mill Farm
Dagnell End Road
Beoley
B98 9BE

Emergency text line

Should you have an emergency whilst out on hire then we have a text only service that you can use to contact a member of staff. The service is manned from when the office closes until 8pm Monday to Saturday and between 9am and 12 midday on Sundays. It is for emergencies only. Should your text message be deemed a non emergency, staff may not get back to you until the office is open. Please also be aware that the staff member manning the emergency text line will not be local to you. So will not be a key holder to your depot.

+44 7535318241

Travel

Camping & Caravanning Club: 0845 130 7663
Euro Tunnel: 08443 353535
London Congestion Charge: 0845 900 1234
Calmac Ferry: 08000 665 000

Things to remember

- No smoking in the vehicle
- No driving drunk
- No drugs
- No pets (unless pre-approved)
- No underground parking or drive-thrus

Fines, tolls and other charges

You are responsible for all fines, road tolls, congestion charges and other similar charges (including parking fines) incurred in relation to the vehicle during your rental. Some of these will be sent to us for payment, which we will pay and recover from you via reimbursement. Alternatively, we may be required to provide your details to the relevant authority, who will contact you directly.

IMPORTANT!

An administration fee of £50 will be levied for each accident and traffic infringement received by Rockin Vans. This admin fee helps us offset our costs associated with processing, researching, following up with various councils/police etc.

Emergency Numbers

UK Emergency Number: 999

EU Emergency Number: 112

Volkswagen Camper Breakdown

+44 3301003241

Fiat Motorhome Breakdown

+443301003241

Fiat Motorhome Breakdown

+0080034280000

All other Vehicles Breakdown

+448001075867

USEFUL INFORMATION

Countryside respect

Enjoy the countryside but respect its life and work. More people than ever before are exploring the countryside, interested in farming, plant life, bird watching or just observing the general wildlife. Whatever your interest, there is a lot to learn, but please observe the following code:

- Guard against all risk of fires.
- Fasten all gates.
- Keep your dog under proper control.
- Keep to the paths across farmland.
- Avoid damaging fences, hedges and walls. 6.
- Leave no litter.
- Safeguard water supplies.
- Protect wildlife, wild plants and trees.
- Go carefully on country roads.
- Respect the life of the countryside.

The coastal code

As our coastlines are increasingly used for recreation, the following suggestions are made to enable us to enjoy our inheritance and preserve it:

- DO NOT trample, or move rocks unnecessarily.
- DO NOT frighten seals or seabirds.
- DO NOT spill detergents, solvents or fuel
- Live molluscs and crustaceans need not be collected as souvenirs - dead shells can usually be found.
- DO NOT pull up seaweeds unnecessarily.
- Look at material - don't remove it.
- Take notes and photographs, not specimens.
- Observe by-laws and be considerate to others.
- National Trust property and Country Parks have regulations to protect the wildlife. Follow these and the Country and Coastal Codes.

Accidents

If you have an accident you agree to cooperate with us and our insurers in any investigation or subsequent legal proceedings. You must also take the following steps:

Notification:

You must inform Rockin Vans in any event which results in damage to our vehicle or others. You must report the incident to the police as soon as you can if anyone has been injured or property has been damaged.

ARF:

Complete the Accident Report Form, available either in the vehicle or from staff on return.

IMPORTANT!

Do not admit fault. Take a name and address if everyone involved, including witnesses.

Keep all parts that may have come off the vehicle.

Fire

In case of fire

1. Get everyone out of the motorhome as quickly as possible using whichever exit is the quickest, including windows. Do not stop to collect any personal items.
2. Raise the Alarm. Call the Fire Brigade.
3. Turn off the gas supply valve if it is safe to do so.
4. Turn off the electricity supply at supply point.

Escape paths

It is important that you do not block escape paths to emergency exits with obstructions or hazards.

USEFUL INFORMATION

Children

Do not leave children alone in the motorhome in any event. Keep potentially dangerous items out of reach, as at home e.g. matches and drugs etc.

Ventilation

Under no circumstances must vents be blocked or obstructed in any manner as this could lead to insufficient fresh air.

The risk of carbon (CO) build up, which is a colourless, odourless and tasteless gas, will also be reduced with ventilation. Carbon monoxide is produced from incomplete combustion and should the CO detector be activated the cause of the incomplete combustion must be investigated prior to reusing the appliance in question.

Damage

We want you to enjoy your trip, however the nature of the British road system means there is often damage when the motorhomes or campers are returned to base.

The damage we see most frequently is people cracking or losing their wing mirrors & damage to the rear bumper of the motorhomes.

Remember you are not driving alone, more often than not you will have a 'co-pilot' with you. Get them to guide you whenever you are reversing. And always remember...if you are unsure, don't take the risk.

Vehicle return

Return time is before 11am unless previously agreed. If returning to one of our drop off locations please confirm an exact time with the office. Please ensure that the vehicle is clean on return and report any damage to your Rental Rep. Return conditions:

- Fuel needs to be full
- Black and grey tanks need to be empty
- Vehicle needs to be returned as clean as it was handed over on the inside
- Kitchen utensils must be clean and put away
- Counters wiped down and vehicle swept out
- Bedding must be put back in the bags
- No mud on the exterior (mud covers damage)

If the guest needs to replace or repair anything on the vehicle that would cost under £50 they can purchase without contacting Rockin Vans, you must keep the receipt in order to be refunded (eg leaking water hose, a broken mug etc.) Over £50 must have approval from the on-call rental representative or office.

Fuel

The fuel must be returned full. If the vehicle is returned with less fuel you will be charged a refueling penalty. Please fill your tank within a 10 mile radius of the rental return location to ensure your vehicle is reading full upon return. The red marker of the fuel gauge must be on or past the 'full' mark to be considered completely full.

IMPORTANT

All of the campers and motorhomes are DIESEL.

DRIVING IN THE UK

Ready to drive checklist

- All hook-ups are detached
- Slide step retracted
- Awnings are retracted and stored properly
- All exterior compartments are close and locked
- All roof vents and windows are closed
- Cabinet doors and drawers are closed
- Fridge is turned onto the correct battery source
- Bathroom door is closed
- Interior tables are stowed away correctly
- Gas is turned off
- TV antenna is lowered
- Secure all kitchen utensils
- Release the handbrake

Large motorhome storage areas

The large storage areas provided in some motorhome layouts are designed solely for the purpose of carrying personal possessions, these areas must not be used:

- As a habitation area (eg living, sleeping)
- To carry passengers or animals
- For carrying LPG gas cylinders.
- To carry any flammable liquids
- For the operation of an electrical generator

Care must be taken to ensure that exterior doors are closed, locked and that all possessions are properly stored and secured before setting off on any journey.

Driving your vehicle

If you have just landed don't forget to drive on the left, take it slow until you get used to the British road system. The same applies if you are perhaps not used to driving larger vehicles, this undertaking shouldn't be taken lightly. Take things slow.

The same rules apply when you are in a camper as in a car, you must always wear your seatbelt. You cannot move around the vehicle when it is in motion.

If you are in our Midsize, Escape or Adventurer model don't forget that you are restricted to a maximum speed of 60 miles per hour. We recommend driving 5-10 mph below the limit in the larger vehicles.

Drink driving

Driving under the influence of alcohol is taken very seriously in Scotland and the UK and there can be heavy penalties for those found to be above the legal blood/alcohol limit. As of 5 December 2014, the legal limit has been lowered to 50 mg of alcohol in 100 ml of blood (from 80 mg of alcohol).

Fuel stations

In the cities, you'll often find 24-hour access at fuel stations. In the countryside, there are fewer fuel stations, so it's best to keep your vehicle topped up if travelling in remote areas. Petrol stations provide unleaded petrol and diesel. Fuel is priced by the litre.

Winter driving

The UK's coldest months tend to be December, January and February, when the average maximum temperature reaches around 5°C (41°F). Freezing temperatures are common during the winter and snow falls during 15 to 20 days on average.

Driving regulations

Seatbelts are compulsory for all drivers and passengers in the vehicle. It is illegal to use a hand-held mobile phone while driving. You must also have proper control while using hands-free.

DRIVING IN THE UK

Childseats

Children under 12 who are under 135cm (4 ft 5 in) tall should use a child seat appropriate for their weight. It is illegal in the UK to not have a child seat.

Driving hazards to look out for

You might encounter some farm animals or wildlife on rural roads so always take care.

You should always look and listen out for ambulances, fire engines, police, doctors or emergency vehicles using flashing blue, red or green lights and sirens or flashing headlights.

Roundabouts are common in the UK. Give way to vehicles from your right, and turn left on entering the roundabout. There are no toll roads or toll bridges in Scotland. However there are many in England. Some rural roads are single lane, but have passing places so traffic in opposite directions can pass safely. Check the UK Highway Code for more information.

Generally, roads tend to be busier around towns and cities during morning and evening rush hours - generally from 7.30 - 9.30 am and 4 - 6.30 pm. Bus lanes are used in some cities - they can only be used by buses and taxis when in operation at

Camping and Caravanning Club Membership

Rockin Vans customers can enjoy free membership with every hire. This allows you access to over 100 winning camping sites. This is how you book:

- Find a campsite from the list at campingandcaravanningclub.co.uk
- Book the site, and advise them that your part of the privilege club
- Pay your deposit direct to the campsite
- When you collect your camper you will receive a key fob.
- When you arrive at the campsite, present your key fob and receive the special rates