

## FAQ

### We're here to answer all your questions

Is this your first trip or experience with a motorhome? We are here to answer any questions you may have, and many of our most commonly asked questions are answered below.

#### Can I get the motorhome, campervan or 4wd upon my arrival?

To avoid driving errors due to fatigue, renters who arrive on a trans-Atlantic flight in the USA or Canada are required to spend one night at a hotel before taking possession of the motorhome. For other destinations you are able to take possession of the motorhome directly upon your arrival. In either case, make sure to verify the business hours of the rental center.

#### Can I drop off my motorhome, campervan, or 4wd at the airport?

No, because you will need at least an hour to complete the post-trip check, clear your personal items, and check-in all equipment. This cannot be done in an airport zone. In certain circumstances, we can offer transfer services from the rental center to an airport or a hotel near an airport.

#### What kind of license do I need?

The motorhomes that we offer can all be driven with your normal driver's license. However, some destinations require that you also obtain an international driver's license in addition to your national one (Australia, New Zealand, South Africa, and Namibia). Please verify with our team what the minimum and maximum ages are, and the number of years driving experience required.

#### Is it difficult to drive a motorhome, campervan, or 4wd?

All of the vehicles we offer are built and designed to best suit the countries they are used in. For example in the USA the vehicles are proportionately sized to the large and spacious streets and highways. However you will need to get used to the height of certain models. This is why it is important to pay attention to warning signs that display the clearance of tunnels, narrow passages, bridges, and parking structures.

#### What type of equipment is available for motorhomes, campervans, and 4wd?

Basically a house on wheels, you can expect to have all the comforts of home. Dishes, cookware, linens, and hook-up equipment are available in your motorhome. Other equipment may be available depending on your destination (GPS, bicycles, satellite phones, etc.).

#### Are other passengers allowed to drive the motorhome?

If another passenger has submitted their license and received authorization from the rental center, they are able to drive the motorhome. Keep in mind that this is an option in certain destinations.

#### What about insurance?

We have worked hard to ensure that the fleets we work with are properly insured. You will have liability coverage, and remember that partial damage waiver and loss insurance does not cover recreational vehicles, no matter what type of

card you use. Personal belongings are not insured. There are many nuances between insurance in other countries and Europe. Our team is here to consult you through this process.