

# FREQUENTLY ASKED QUESTIONS:



**Where can I go?** As long as you stay on paved roads we have no restrictions, however we do ask that you give us a rough idea or where you are planning to go. We may be able to help you find more interesting places. We would suggest not to do more than 80-100 miles per day. We do not allow our motorhomes out of mainland UK (including Scottish Islands).

**How do I check availability and book?** For the quickest and easiest way to check availability and to book online visit the booking page on our website at [www.torvean.com](http://www.torvean.com). This is a live booking system and always up to date so there is no need to call. Please give us a call though if you need any help.

**Do I have to pay a security deposit?** Yes, a security deposit of **£1,000** will be taken when you pick up the vehicle. This will be refunded in full once a satisfactory 'return check' has been completed. If there is any damage to the vehicle whilst on hire, the cost of repair will be taken from the security deposit and the remainder of the security deposit will be refunded.

**How many people can I take?** Our motorhomes have seat belts for and sleep 6 people. However our terms and conditions only allow a **maximum of 4 adults per booking**.

**What about collection and returns?** Our standard collection time is between 2pm and 4pm motorhomes must be returned by 10:00am. Out with peak times (normally School / public holidays) we try to be flexible with collection and return times, however this is not always possible. All collections and returns are from our base at Torvean Caravan Park.

**Can we collect or return anywhere else?** No, you can only collect and return our motorhomes from Torvean Caravan Park in the north of Inverness.

**How does the insurance work?** Once the hire documents are completed all the named drivers will have fully comprehensive insurance cover for the duration of the hire. There is also breakdown cover should anything go wrong. We strongly recommend that you also have a suitable travel insurance policy for this type of holiday.

**What do I need to bring?** Our motorhomes are supplied with bedding and towels for your party and all normal crockery so you only need to take your personal belongings and a road map. We recommend using soft collapsible bags as suitcases will be difficult to store in the motorhome. **All drivers will need to bring their driving licence, two current domestic bills showing the same address as the drivers license plus 1 other form of photographic identification, preferably a passport. UK license holders will need to supply a DVLA check number.**

**Can we view a motorhome before we hire?** Yes, however this would only be possible through appointment only as often all our motorhomes are out on hire.

**Do you have any motorhomes with automatic transmissions?** Yes, from March 2018 we will have 3 automatic vehicles available to hire.

**Do I have to stop at campsites?** One of the great things about touring the Scottish Highlands is that you can stop just about anywhere, however we do recommend staying a few nights in campsites as you may need facilities such as chemical toilet disposal etc. Before wild camping we would suggest that you make yourselves aware of the Scottish Outdoor Access Code though. [Click here](#)

**Will I need a Generator?** No, the use of generators is prohibited due to fuel / fire risk. The battery systems on our motorhomes should give ample power when wild camping.

**How much do campsites cost?** Typically campsites are around £25 per night and may charge extra for electric hook up. Some campsites offer an all-inclusive cost per night.

**Can I go to music festivals?** Due to insurance restrictions we do not allow our vehicles to be used to attend music festivals and events.

**Can I go abroad?** No, we do not allow our motorhomes to travel out of mainland UK (and Scottish islands)

**What fuel do I need?** Our motorhomes use diesel and will be full you're your collect. Please remember to return the motorhome with a full the tank when you return.

**What if something goes wrong?** Our motorhomes have full break down cover, in addition to this we also have emergency contact numbers.

**Do I need a UK license?** No, however we need to give our insurers prior notice for non EU licenses.

**I have never driven on the left before?** Swapping sides takes a few hours to get

used to but it's not too difficult. We also provide a copy of the highway code with the vehicle.

**Are motorhomes hard to drive?** Absolutely not, just take it slowly and you will be fine. We strongly recommend getting one of your passengers to give you a guide when manoeuvring. Highland roads are often single track, however there are plenty of places to pass oncoming traffic or to allow faster vehicles to pass you.

**Are there any age restrictions?** Yes, drivers must be between 25 and 75 and have held their license for over 3 years.

**I have points on my license, is this a problem?** Not normally, however if you have more than 3 points we need to notify our insurers in advance. This may incur an additional insurance charge.

**Can I take pets?** Yes, we have one dedicated motorhome available to hire that can accommodate up to 2 well behaved pets. Please note however there will be an **additional £40 cleaning charge** for this motorhome.

**Can I fit child seats?** Yes, however there are no isofix fittings in our motorhomes. You may bring your own car set with you or hire a seat from us for the duration of the hire.

**Can I park my car while I am on holiday?** Yes, we have an area for car parking at Torvean Caravan Park, please note cars are parked entirely at own risk.

**Can I take bikes?** Yes, our motorhomes are supplied with a bike rack capable of carrying 4 bikes (2x child & 2x Adult). Alternatively you can arrange bike hire from Inverness.

**What electrical appliances can I use?** Our motor homes have 230v hook up points for when you are at a campsites, so most electrical appliances can be used. If you have been parked for a few days without running the engine the batteries may start to go flat if you have been using a lot of power.

**Can I hire a motorhome all year round?** Yes, you can. Our motorhomes have specifically upgraded electrical and heating systems for this reason. Please note however, that not all campsites are open all year round, so it's best to check before you head off where you're able to stop.