Hiring a motorhome: questions to ask before you book

Ask every hire company these questions before you pay, and jot their answers down as you go. It makes comparing quotes easier, and means no surprises on collection day.

Hire company: _____

THE VAN

- [ ] Are the features we need confirmed, and what happens if you substitute the van?
- [ ] How many belted travel seats are there, and will our child seats fit?
- [ ] How much luggage can we carry, and where do bikes go?
- [ ] Is the van's maximum weight 3,500 kg or less? If not, does every driver have C1 on their licence?
- [ ] Are pets allowed?
- [ ] Can you supply a motorhome sat nav?

DRIVERS, COSTS AND COVER

- [ ] Is every driver approved and named, and what does a second driver cost?
- [ ] What's the total price, including every extra we need?
- [ ] What's the mileage allowance?
- [ ] What's the excess, is it per incident, and what isn't covered?
- [ ] How much is the deposit, how is it taken, and when is it returned?
- [ ] What's the cancellation policy?
- [ ] Can we take it abroad, or into the Republic of Ireland?

COLLECTION AND RETURN

- [ ] What are the collection and return times?
- [ ] Who do we call if it breaks down, including out of hours?
- [ ] Who do we call if something in the living area stops working, such as the fridge or heater?
- [ ] How should we return it: fuel, gas, toilet, waste water and cleaning?