

Big Sky Campers: How to Protect your deposit

We want you to have a safe and happy holiday. We also want our campervans to come back in the condition they left us and for you to have your security deposit returned in full. Please follow this guidance so there aren't any mishaps!

CAMPERVAN DOs & DON'Ts

Before setting off

Do

- * When collecting the van leave enough time to familiarise yourself with the van before setting off
- * Spend some time getting used to driving the van on the quiet local roads before starting your journey
- * Make 5 final checks that everything is secure before driving off. ***Before you drive.... Check 5!***

1. Close the rear cupboard doors properly before closing the tailgate
2. Fully secure the awning and bring the pop-top roof down
3. Close and secure all cupboard doors and fold away table
4. Secure the rear seat properly and put the front passenger seat in the forward position
5. Turn everything off before driving - especially the gas bottle

Driving & Parking

Do

- * Only use the correct type of fuel in the van
- * Drive responsibly and considerately - drive slowly along single-track roads and through villages
- * Be aware of passing places when you drive on single track roads - you may need to reverse if you meet oncoming traffic
- * Check the height of the campervan when entering restricted car parks
- * Always pay parking charges in full
- * Check parking restrictions and park considerately

Don't

- * Drive the campervan too close to roadside trees, bushes or bollards
- * Drive the campervan too close to larger motorhomes and trucks
- * Drive the campervan onto mud or sand or onto verges (they are not always as secure as they look and you can easily get stuck in a ditch)
- * Park the campervan where it is vulnerable to changes in the weather or could be hit by other vehicles
- * Park the campervan in passing places or on verges

Using the van

Do

- * Hold onto the doors when opening in high winds
- * Store and secure the awning legs when closing it
- * Secure the roof strap before closing the roof
- * Keep both glass lids raised when cooking
- * Turn the gas off at the bottle before going to bed

Don't

- * Fill the water tank with anything other than tap water
- * Put up the awning in windy or very wet conditions

Bringing your Dog

Do

- * Use the seatbelt extension when driving
- * Keep your dog secured or on a lead at a campsite
- * Bring your own dog bed and doggy towels
- * Return the van with no trace of your dog

Don't

- * Let your dog on the upholstery or use Big Sky Campers' towels to dry your dog
- * Leave your dog unattended in the van

If you need advice, have a problem or an accident

Do

- * Tell us straight away. Call or WhatsApp +44 7823 786445. You can also use this number for help and advice throughout your hire period

Don't

- * Allow anyone to drive the van who is not named as a driver on the booking agreement

Returning the van

Do

- * Bring the van back with a full tank of fuel
- * Return the van clean inside and at the time agreed

Don't

- * Leave cleaning until the last minute. We may charge you if additional cleaning is needed
- * Clean the outside of the campervan
- * Bring the van back later than 11am - this could delay someone else's holiday