



**WHERE ARE YOU GOING ON  
YOUR NEXT ADVENTURE?**



Thank you for booking with Abacus Motorhomes. To fully prepare yourself, please take the time to read through the following literature.

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## Payments

For collection dates over 6 weeks away you will need to pay the remaining balance at the 6-week point. This will be taken automatically from the same card you used to create your reservation.

On collection of the motorhome, you will be required to pay a refundable security deposit of £750 on a major debit or credit card in the name of the main driver. This will be refunded in full within 7-10 working days of returning the motorhome, subject to the motorhome being returned in the same condition as it was on collection. Any damage, refuelling (diesel or LPG) or late return charges will be deducted from this deposit.

## Collection Times

We will contact you nearer the collection date to confirm a collection time. Collection times will be dependent on the availability of the vehicle but are usually between 14:00 and 16:30 at our depot in Andover. If the vehicle is available earlier than this, then we may be able to offer you an earlier slot, but there is no guarantee. If your travel plans, make it essential that you collect prior to 14:00 then you will need to book an extra night to ensure availability. Please aim to arrive as close to your allocated time as possible. If you are going to be late then please give us a call and let us know on 01264 319990.

## Collection Documentation

It is important that you supply the correct paperwork as mistakes can really hold things up. Please bring the following documents with you and have them to hand when you approach the desk. We cannot accept copies so please bring the originals.

- **Driving Licence** All drivers must produce their driving licence on collection of the vehicle. Details of any endorsements or penalty points for people who hold a UK driving licence are now kept online and not on the driving licence or paper counterpart. Each driver will need to visit [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) with their driving licence number, National Insurance Number, and address as it appears on your licence. The code is only valid for 21 days, so it is important that you don't get the code too early as we need to check for penalty points and endorsements at the time of collection.

*To speed things along in the office you can supply the code and licence details by completing the **pre-qualification form** at the end of this brochure and returning it to us. Please remember you will need a code for each driver and the code is only valid for 3 weeks, so don't send it in too soon!*

- **Passport** All drivers must produce their passport on collection of the vehicle.
- **Proof of ID** The main driver must provide 3 separate forms of identification. 1 form of identification must include a photo of the driver e.g., photo driving licence or passport. The other 2 forms of ID, must show the drivers current name and address, dated within the last 3 months e.g., utility bills, bank statement, council tax bill, official letter.
- **Non-UK Licence Holders** All non-UK licence holders must provide the above plus a contact address of where they will be staying in the UK.

## Personalised Handover

Once you have completed the documentation process, one of our team will give you an individual tutorial where you will be shown how to use the motorhome. Experience has taught us what we need to cover during this stage. We will address everything you need to know in a logical order, so please be patient and do not wander off, answer your phone, or start

asking questions about an area we haven't covered yet. Experience has also taught us that the handover is much smoother and quicker if it's on a one-to-one basis, so please decide who is going to become the "expert" in your party before your arrival. We must remind you that it is your responsibility to ensure that any children or pets you have in your party, are safe, entertained and under supervision.

- **Manuals and breakdown numbers** We will present you with a folder on collection where you will find the user manual. If you have any problems or have forgotten anything, please refer to these first before calling us. Remember that the manufacturers manual may not be model specific so for example if you have a problem with the control panel, ensure you are looking at the correct control panel in the manual as there may be more than one illustrated. If all else fails and you're still stuck, then obviously please feel free to give us a call. A host of contact numbers are on the fob attached to the zip on the instruction folder in the motorhome and on the keyring.

## Cab area

All our vehicles are right-hand drive with a Fiat/Peugeot chassis and 2.2L engine with manual or automatic six-speed gearbox, depending on the chosen model. Both the driver and front passenger seats are fully adjustable forwards, backwards, up and down and may even have adjustable armrests. Dependent on the model some seats also spin to face the habitation area for added seating when parked up. The steering wheels are fully adjustable, and each motorhome has power steering. The side windows are electronically adjusted and most have large, heated wing mirrors which are fitted with a wide-angle mirror below and direction indicators. The tinted windscreen and side windows all have a blackout blind for privacy when parked up. All motorhomes are fitted with either a DAB Radio or Radio/CD player, satellite navigation and reversing camera systems. Some motorhomes have a lockable, laptop-sized, central storage box, passenger side glove boxes, plus driver's side under-seat storage. Under the passenger seat is a storage area which holds the screw-in towing eye that needs to be fitted to the front of the vehicle should you need to be towed for any reason. Each motorhome comes with at least 2 keys. The larger one operates the cab, ignition, and fuel cap and the smaller one operates the rest. Some motorhome keys have habitation central locking, which should be used when available.

## Manoeuvring, parking and driving

Although the motorhomes are extremely easy to drive, it is easy to become over-confident. Always remember that not only are they taller, wider, and longer than they seem, they are faster and more powerful. When driving and parking you need to ensure that you have enough space around you to manoeuvre the vehicle easily. For example, the length of the vehicle can cause the back end to swing out when negotiating a tight corner, so make use of the well-placed mirrors and rear camera (if applicable) and take your time. Try to avoid busy areas until you become more proficient. When reversing, we would suggest asking your passenger(s) to guide you from the outside of the vehicle. If you are fortunate enough to have a model with a rear camera, do not solely rely on this. This can avoid an embarrassing scrape down the side that can be costly on your return. Supermarket car parks are often ideal for parking as they are large and usually in a convenient location. Generally, you are not allowed to remain in these overnight. When driving on smaller roads be especially careful not to "clip" the wing mirrors against stationary objects or oncoming vehicles. Not only will a broken wing mirror make driving more difficult it can be expensive to replace.

## Security

All the doors and lockers lock on the motorhomes. Whether it is a fuel or water cap, boot space, gas storage or toilet cassette they all lock. We advise you to double check the security of the motorhome before leaving it unattended. Remember you have two keys. The largest one operates the cab, ignition, and fuel cap and the smaller one operates the rest. Never leave the motorhome unattended with the key in the ignition.

## Vehicle Exterior

- **Fuel cap** All our motorhomes run on diesel with an average consumption of 22 mpg and come with a full tank on collection. The cap is unlocked with the same key that operates the ignition. There will be a refuelling charge of 20% above current forecourt prices if the vehicle is not returned with a full tank.
- **AdBlue** AdBlue is a solution that reduces pollution from a diesel engine by 80%. A full tank of AdBlue should last around 1500 miles and the motorhome will alert you at 1200 miles. If you exceed this mileage you will need to buy and top up the AdBlue yourself. This can be purchased at most service stations.
- **Fresh water cap** Each motorhome holds 75 to 120 litres of fresh water (depending on the model) full on collection. For the most efficient mpg we recommend travelling with 50% or less water in the tank and refilling when you arrive at your next destination. If you need to top it up whilst you're on your travels, we supply a hose pipe and various connectors. As the water is stored in a plastic tank under the vehicle, we also recommend that you carry bottled water for drinking and only use the tap water for cooking and washing. The water does not need to be refilled on return.
- **Gas bottles** Each motorhome comes with either 2 x 6kg or 1 x 11kg integrated gas bottles. This is a refillable LPG (Liquefied Petroleum Gas) gas system, which is full on collection and will be demonstrated during the handover. It can be refilled at specific service stations/gas agents and will need to be refilled correctly before returning or a set charge of £40 will be charged, unless you book our LPG refill service at £25 in advance. *myLPG.eu* is a third-party app which provides up to date LPG refill locations. Our nearest LPG refill station is **Paddock Service Station, Faberstown, Ludgershall, SP11 9PE**. To be back on-site by 10:00, we recommend you are at Paddock Service Station by 09:30 to allow yourself enough time. When travelling overseas on either the ferry or tunnel you will need to isolate the gas and we will show you how to do this on handover.
- **Electric hook up inlet point** This is where you plug your 25m electric hook up cable into the motorhome. Always connect the cable to the motorhome first and then connect the other end to the mains supply. Remember to *unplug the cable before you drive away and never use the power cable whilst coiled*. Uncoil the full length before connecting to the supply and remember to protect the cable from other traffic. Please note that there may be a trip switch at the mains supply end, i.e., at the campsite, that will also need to be switched on, and in most cases a "twist" to the right activates the trip. Our power cables come with the standard "blue" camping plugs fitted at each end, but we also supply a UK electric adaptor (and EU adaptor when required) so you can plug into a normal plug socket if required. If you lose power the likelihood is that you have tripped out at either the supply end or inside the motorhome. Trip switches in motorhomes are the same as found in most modern homes. These can trip out if you have too many appliances switched on at once and will need to be manually switched back to the on position once you have turned some of the appliances off. This is the same at the supply end. When disconnecting the power cable, it is important to turn off the supply first, disconnect the supply end of the cable and then lastly disconnect the motorhome end of the cable.
- **Toilet cassette compartment** This is where you can access and easily remove the toilet waste holding tank (toilet cassette). Before your arrival, we will have prepared the toilet for use. When you need to empty the toilet cassette, the inside toilet shutter/lever must already be closed. Lift the handle situated on the cassette and pull gently to remove, then empty the cassette in the nearest authorised waste dump, flush out and add one of the supplied chemical toilet tabs and two jugs of water before replacing it back into the cassette compartment. Please note if you feel resistance when trying to remove the cassette then the inside toilet shutter is not closed. If this is the case and you force it, it will break and become un-usable. To get you started we set you up with two toilet tablets and a roll of biodegradable toilet paper. Additional toilet rolls and tablets can be purchased from us in advance or on collection of the vehicle. Please empty and thoroughly rinse the cassette and clean the toilet before return. Failure to do so will result in a charge of £100

- **Grey waste tap** This is the outlet tap under the vehicle for your wastewater. This is wastewater from the kitchen sink, bathroom sink and shower. As with the fresh water, the wastewater is held in a tank under the vehicle. As the freshwater tank empties then logic says that the waste tank will fill. It has nothing to do with the toilet. Wastewater can be emptied by parking your motorhome over an authorised wastewater drain and opening the tap.
- **Awning** All awnings are “roof top” awnings only i.e., they do not have any sides. They are designed and should only be used as sun protection in still weather. Never leave the awning out while you are away from the vehicle or at night and always roll the awning up, in the case of rain, snow or wind. To roll the awning out you will need the handle provided in the motorhome. Insert the hook on the end of the handle into the ring situated on the right of the awning. Turn the handle until the awning is fully extended. Unlock and rotate both awning legs until they are in a vertical position. Adjust the height of the legs and tighten the screw clamps. Using the mallet and four awning pegs (nails with yellow tops) secure the bottom of the legs. Using the tie-down kit supplied secure the front edge of the awning. Lastly, place the awning tension rafter in position and tighten the screw clamp/s. To stow the awning away complete the above in the reverse order, ensuring that you rotate and situate the legs correctly. Failure to do so will result in the legs breaking and/or the awning will not wind in fully. If the awning is damaged during your hire, we will charge the cost to repair to the security deposit or put the security deposit towards a replacement if required.
- **Bike rack** Available on request as an additional extra (certain models only). Webbing straps are available for added security. We recommend that you supply your own chain and locks if you are bringing bikes to ensure their safety. 2-berth bike racks can hold two bikes, 4 and 6-berth bike racks can hold up to three bikes.
- **External garage space** Most of our motorhomes have garages, the size of which is dependent on the model. Limited access can also be gained to this area from the inside the motorhome.

## Vehicle Interior

- **Sleeping areas** Your motorhome home will have one or more of the following type of beds: a fixed bed, a convertible lounge/dining area bed that needs to be made up at night, a drop-down bed, or an over-cab bed. For models with an over-cab bed, we advise that this is stowed in the upright position when driving as it gives more space and there is less chance of banging your head on it if you decide to enter the rear of the motorhome from the cab. The over-cab bed has a removable ladder for access and a safety screen that can be erected if children are sleeping up there. Cotton flat sheets are fitted to all the fitted beds as standard. Single and double bedding packs can be hired as optional extras, or you can bring your own. If you have a convertible sleeping area you will find cushion infills in the cupboards.
- **Seating and eating areas** Depending on the model, there will be a fixed table or a free-standing table or both. Take care with the tables as they can tilt if they are leant on. Designated passenger seats in the habitation area have fitted seat belts. Seat belts are fitted for your safety and must be worn.
- **Pets** If you are taking any pets with you, please see our website for more information.
- **Smoke alarms** The smoke alarms are fitted for your safety and tested after each hire. Please do not remove the battery.
- **Microwave** Microwaves built into the motorhome are at eye level and care should be taken when removing hot food etc. The microwave will only work when the motorhome is connected to the mains. Freestanding microwaves can be hired for £5 per night if your model does not have one.

- **Cooker** The cooker has a two, three or four ring hob, one of which may be electric and will only work when the motorhome is connected to the mains supply. Over the hob there is a glass folding cover which needs to be open to use. Please ensure the hob is cool before putting the glass hob lid down. Failure to do this will result in the glass shattering and a replacement will be charged. There is a grill and oven underneath, both of which work off gas. Please ensure the cooker and its ancillaries are clean before returning the motorhome.
- **Fridge-freezer** The fitted fridges are a good size with a small quarter-size freezer compartment. Most of our fridges now have four settings Auto, Electric, Gas, and Battery. The ideal setting to leave the fridge on is “Auto” (where applicable) as the fridge will decide the preferred method of power itself. Other fridges need to be switched manually to the desired power source. Please note if the gas supply is *off* and you are *not* connected to the mains the fridge will only work when driving or with the engine running and selected to battery. Please be aware that the fridge will not work if the motorhome is more than 7 degrees from level.
- **TV/DVD** All our motorhomes are fitted with Freeview HD/DVD TV. These are tested every time the motorhome is prepared for hire. Due to local aerial coverage, we can't guarantee a TV reception when you arrive at your site. These will work off the leisure battery and 240v mains supply. If you are using the TV and you are not connected to the mains supply, please keep an eye on your battery level. To raise the aerial, simply loosen the large retaining screw and slide the aerial up. Adjustment can be made by rotating the aerial to the desired direction and using the digital signal finder where fitted. It is advisable to copy the direction that others are using. Please remember to bring the aerial down before driving off.
- **Toilet/shower** The toilet and shower rooms vary by model but they all have the same concept. To use the toilet, open the shutter/lever in the bottom of the bowl by using the lever at the front of the toilet, do your business, then flush and close the shutter. (Remember the shower, tap and toilet flush will not work unless the water pump is on). All showers have mixer taps with the hot water lasting around five minutes.
- **Windows, skylights and roof vents** All the windows and skylights are fitted with a fly screen and a black out screen which simply slide into position. Dependent on your model, some of the skylights can be opened and closed by turning a handle and some are push and lock. If it is the handle variety *do not force the handle*. Stop and double check you're turning it in the right direction otherwise the handles may break. To open the windows, release the catches and hinged bars and push outwards. The hinged bars can then be tightened to hold the window in the desired position. When closing them remember to loosen the hinged bars before pulling the window in and securing. Before driving away ensure that all the windows, skylights and roof vents are closed and secured because they can rip off and we will need to charge for a replacement. If you have a model with an over-cab bed area, do not forget the small window/s up there. Window blinds cannot be used as sunshields or they will warp.
- **Cupboards and storage** The amount of storage available is dependent on the model. All motorhomes have a variety of overhead lockers, drawers, under-seat storage and cupboards.
- **Control Panel** Here you can view your battery levels, fresh and wastewater levels and operate other components like the water pump, lighting, heating and water heater. You can also see various symbols, for example the lightning strike/plug symbol indicates that the vehicle is powered up correctly. If you have connected the power and this symbol is not showing, then double check the trip switches at the supply end and inside the motorhome. Each motorhome has two batteries – vehicle and leisure. The vehicle battery will operate the engine and the leisure battery will operate the rest. If you are running off the mains, this is charging the leisure battery and in some cases the vehicle battery. If you are wild camping i.e., not on electric hook up and running heating/hot water/cooking on gas it is important to keep an eye on your battery level indicator as there will be a charge for a call out for flat batteries. We advise that *you do not let your leisure battery get under 11.5 volts or 40%*. If you are

stationary and not running off the mains, you can charge your batteries daily by running the vehicle for approximately half an hour at tick over speed.

- **Side steps** If steps are fitted to your motorhome, they are operated electronically from a switch situated just inside the door. Please look before stepping out of the motorhome to ensure the steps are lowered, especially if children are staying in the motorhome as they tend to play with any switches within their reach! The steps should automatically rise when the engine is started, but always double check before moving off.

## Loading the Motorhome

Do not overload the vehicle as this is dangerous and *an offence*. Make sure that anything loaded is evenly balanced and the walkways/doors are clear.

## Motorhome Specifications

Type	Length	Width	Height	Sleeps	Legal Passenger Capability	UK Licence Requirement	Transmission	UK Speed Limits		
								Single Carriageway	Dual Carriageway	Motorway
Adria Sunliving S70 SC	6.920m	2.320m	2.870m	2	3	Cat B	Automatic	60 mph	70 mph	70 mph
Adria Supreme 640 SLB	6.363m	2.050m	2.595m	2	3	Cat B	Manual	60 mph	70 mph	70 mph
Bailey Autograph 69-2	6.990m	2.299m	2.810m	2	1	Cat B	Manual	60 mph	70 mph	70 mph
VW Transporter	5.400m	1.840m	2.200m	4	3	Cat B	Automatic	60 mph	70 mph	70 mph
Adria Sonic 710DC	7.520m	2.320m	2.960m	4	3	Cat C1	Automatic	50 mph	60 mph	70 mph
Adria Matrix Axxess 600SC	6.990m	2.500m	2.810m	4	3	Cat B	Automatic	60 mph	70 mph	70 mph
Adria Sunliving A75DP	7.230m	2.350m	2.950m	6	5	Cat B	Automatic	60 mph	70 mph	70 mph
Bailey Autograph 79-6	7.900m	2.489m	2.782m	6	5	Cat C1	Manual	50 mph	60 mph	70 mph
Adria Sunliving A70DK	6.990m	2.330m	3.075m	6+1	6	Cat B	Automatic	60 mph	70 mph	70 mph
Swift Kontiki 649	8.560m	2.350m	3.080m	6	5	Cat C1	Automatic	50 mph	60 mph	70 mph
Bailey Autograph 81-6	8.120m	2.480m	2.830m	6	5	Cat C1	Manual	50 mph	60 mph	70 mph

## Planning Your Holiday

As collections are between 14:00 and 16:30 we recommend that you don't book your first campsite too far away. Trying to get to Scotland after picking up at 16:00 in a vehicle that is new to you may not be a comfortable experience. If you need the vehicle for 09:00 you will need to book the night before.

On your final night we recommended staying somewhere within an hour of the depot in Andover. It's much more pleasant to wake up later, have a last, leisurely breakfast and be relaxed and prepared on return rather than to get up at 05:00, get stuck in unforeseen traffic, queue at the garage, arrive late, receive a late penalty charge, and end your holiday feeling stressed when these situations are avoidable.

It is best to pre-book a campsite pitch in advance as they do book up at peak times. Hard-standing pitches are the most desirable as they make parking easier. Check the amenities available within the campsite, such as mains power, water, and waste disposal facilities. Also, remember to ask what other services are close to your pitch, such as a children's play area.

We include a privilege only membership to the Camping and Caravanning Club. Please see the website for more details.

Alternatively, you can purchase a membership to the Caravan and Motorhome Club through us. This membership offers more locations and facilities suitable for motorhome holidays.

**In the event of any damage occurring to any part of the vehicle Abacus must be informed immediately. This enables us to order the parts, so we can fit them on your return, ready for the next hirer.**

**NO SMOKING IN THE MOTORHOME.** We operate a strict no smoking policy in all our motorhomes. If we find any evidence of smoking, we will levy a charge of £500

## Returning Your Motorhome

Please note that although we want you to enjoy your motorhome experience, it is only fair to say that we also want you to respect the motorhome and its contents.

- **Losses and damages** Please inform us as soon as possible if you have lost or damaged any parts of the motorhome or included items. You will be charged for any lost items, howsoever caused. For more information, please see our terms and conditions.
- **Check-In** A member of our team will complete a primary check with you on return. Please inform us of any losses or damages at this point. We will carry out a brief check for external damage, the compartments and interior condition, as per the check-sheet you signed on collection.

The team do a thorough secondary check when the vehicle is washed and cleaned, as soon after your return as is possible. We will let you know if we find any further damages from your hire.

Please be aware that we repair damages where possible and only charge for replacements *when necessary*. Each scenario is worked out on an individual basis.

➤ **Return Checklist** To avoid any penalty charges on return, please follow the return checklist below



<p><b>Refill the diesel</b> The vehicle must be returned with a full fuel tank unless otherwise agreed. Failure to do so will result in a charge. Charges to refill the fuel tank is equivalent to local forecourt prices, plus a 20% administration charge for the inconvenience placed on Abacus to refuel the vehicle.</p>	✓
<p><b>Refill the LPG (Liquid Petroleum Gas)</b> The motorhome will be running on LPG at times without your knowledge. It is cheaper for you to refill the LPG yourself. Depending on the length of your hire you may only need to put as little as 50p in. If you would rather not have the hassle you can take out our LPG refill service on collection for £25.</p> <p>To refill: Find the LPG/Autogas pump at the station. Follow the refill instructions shown on the pump. If you are finding it difficult, staff at the service stations should be able to help you. If it transpires on check-in that you did not refill without taking our LPG refill service, or you did not refill correctly we will charge a flat fee of £40</p>	✓
<p><b>Return on time</b> Return on the date and at the time stated on the rental agreement. Drivers are uninsured outside of these times. If for any reason, you are going to be late you must inform Abacus immediately. Failure to comply will result in a late penalty charge of £75 per additional hour.</p> <p>NB: You need to have your motorhome emptied of your personal belongings and ready to hand back to us at 10:30</p>	✓
<p><b>Interior Cleanliness</b> The vehicle must be returned with the interior clean and in the same condition as it was when handed over to you, otherwise a charge will be made. We recommend following the steps below:</p> <p>Empty all cupboards, lockers, and compartments of personal belongings. We recommend leaving all cupboards open for the check-in. (If you realise you left something behind please let us know as soon as possible to arrange collection or postage.)</p> <p>Clean the toilet and bathroom.</p> <p>Empty and thoroughly rinse the toilet cassette, otherwise a charge of £100 will be made. You do not need to add a tablet at this stage.</p> <p>Clean the kitchen, including cooker, fridge, cutlery, and cooking utensils.</p> <p>Check the upholstery for spillages/pet hair. Pets are not permitted on the soft furnishings without adequate covers. If there is excessive hair and additional cleaning is required will charge an additional cleaning fee.</p> <p>Remove any sheets, duvet &amp; pillow covers and place them in the bag provided along with any bath towels and tea towels.</p> <p>Sweep the floor of grass/mud and wipe down if it's particularly muddy.</p>	✓
<p><b>Exterior Cleanliness</b> You do not need to wash the outside of the vehicle.</p>	✓

## Pre-qualification Form

Please complete this form using BLOCK CAPITALS and return this to [hire@abacustomotorhomes.co.uk](mailto:hire@abacustomotorhomes.co.uk) within 21 days of the start of your hire. Even if you provided this information during the booking process, you will still need to send us a new code prior to your collection date. DVLA codes are case sensitive.

### Main Driver:

First Name:	Surname:	Home Address:
Driving Licence No:		
Date of Birth:	DVLA Code ( <i>case sensitive</i> ):	

### Additional Driver:

First Name:	Surname:	Home Address:
Driving Licence No:		
Date of Birth:	DVLA Code ( <i>case sensitive</i> ):	

Please note: Additional drivers will be charged at £10 per night

#### **Acceptable Proofs of ID:**

- Driving Licence
- Passport

#### **Acceptable Proofs of Address:**

- Bank Statement (dated within the last 3 months)
- Utility Bill (dated within the last 3 months)
- Council Tax Bill (dated within the last 3 months)
- Driving Licence (if not being used as ID)

If your statements are online, please bring a printout and show us the original document on your phone during the collection process.

**Failure to provide this information and documentation may cause your booking to be delayed or cancelled.**