



Rental Companion

2023



WELKOM

Bienvenido

G'day, mate

Fáilte

Welcome

Bienvenue

Benvenuto

Willkommen

BEM VINDO

There is nothing like the freedom of the open road.

We are excited to welcome you for your motorhome holiday.

This Rental Companion contains useful tips to assist you during your road trip.

Happy travels!



Travel with confidence

As a leading global rental company, we maintain high standards for motorhome cleanliness. Please rest assured that the safety of our staff, guests and the community at large is our top priority. In line with government guidelines, we have taken extra steps to ensure safety both at our depots and on the road.



Please read the information below to ensure you are aware of our policies and on-site etiquette.

Clean and safe

All our vehicles are deep cleaned between rentals using industry approved commercial cleaning materials and methods to ensure the highest standards are delivered.

On the road

Please respect the local area requirements when you travel and explore in your motorhome. Campsites, supermarkets, restaurants, visitor attractions and outdoor spaces may have policies in place for your safety.



Important Contact details

Roadside Assistance

Roadside assistance for your vehicle
e.g. breakdown, recovery, undriveable damage.
Guests' mobile network charges may apply.

UK & Ireland: **+44 (0) 330 159 8492**
Germany: **00800 3428 1111**

7 days, 24 hours

Vehicle Support

Bunk Campers website contains detailed 'How To' videos and instruction manuals to assist you with operating the facilities in your motorhome including the heating, hot water and gas. If you require additional assistance, please contact your pickup depot during opening hours.

Belfast: **0800 059 0905**
Dublin: **0800 059 0905**
Edinburgh: **0800 059 0905**
London: **0800 059 0905**
Hamburg: **+49 40 88 366 013**

Vehicle support in UK & Ireland is available
24/7 & during branch opening hours in Hamburg

Customer Service

For general enquiries regarding your booking

Bunk Campers

enquiries@bunkcampers.com

+44 (0)800 0590 905

Mon – Fri, 09:00-17:00

Apollo (Germany only)

hamburg@apollocamper.eu

+49 40 88 366 013

Mon – Fri, 09:00-17:00

Sat, 09:00-14:00

Please remember your insurance policy is valid only for the driver(s) listed on the Rental Agreement. Do not let anyone else drive your vehicle, as this will invalidate the insurance policy leaving you liable for the full costs of any damage incurred.

Before Driving

Before driving your motorhome, you must:



SECURE SEATBELTS

Ensure all passengers are wearing seatbelts.



SECURE WINDOWS

All hinged windows, including skylights, must be closed and secured.



SECURE DOORS

All doors and access lockers for gas containers and chemical toilets must be properly closed.



TURN OFF GAS

Gas systems must be turned off and not used. (They must also be switched off while fuelling and travelling by ferry).

DISCONNECT ELECTRIC HOOK UP

Remember to disconnect the electronic hook up cable and put it inside the motorhome.



LOWER THE ROOF

Elevating roofs must be lowered and correctly secured.

REGULATIONS

When driving your motorhome, you must give consideration to all other road users and comply with all applicable road traffic regulations.

TRAFFIC

If you need to drive slowly for any reason and traffic has built up behind you, pull in as soon as it is safe to do so and allow traffic to pass. (Failure to do so can result in a police fine being issued).

SECURE BIKES

Make sure that bikes are fully secured and that the bike rack is folded and fastened when not in use.

TURN OFF HEATING AND HOT WATER

Campsite advice

Campsites provide safe, socially distanced places for you to park your motorhome at night. Like all organisations, campsites have been updating their procedures to ensure they are ready to welcome guests. To help keep you updated, we have put together a list of what to expect:



Book in advance

We recommend that guests prebook their campsites, especially in the peak summer months, over public holidays or when travelling with children to avoid disappointment. Most campsites allow pets, but it is always best to plan and check in advance.



Access to shower and toilet facilities

We expect campsites to open all their facilities in summer 2023, but we recommend checking with your chosen campsites.

Guests travelling in Volkswagen campervans are advised to check that the campsite has toilet & shower facilities in advance of booking as not all campsites may provide these.



Check onsite facilities

We expect campsites to open their facilities and communal areas such as receptions, shops, laundries and play areas. However we always recommend you check before you set off on your holiday.

Responsible Motorhoming

We recognise the importance of responsible motorhoming whilst on your road trip. Our priority is to keep you safe and informed when you travel.



Informal/Wild Camping

There is widespread misinformation on wild camping, particularly in Scotland due to the long tradition of freedom to roam formalised in the Land Reform (Scotland) Act 2003.

Please note, the Land Reform Act permits wild camping on most enclosed land (provided you follow the Scottish Outdoor Access Code/Leave no trace policy) **but it excludes motorised vehicles and therefore does not apply to campervans or motorhomes.**

Local communities across Europe are concerned about the impact of wild/informal camping **on the environment**. We kindly request that guests stay overnight at campsites. Where this is not possible, please act responsibly and follow the 'Leave no trace' policy.

Remember that informal camping is supposed to be discreet and away from residential areas. We would also highlight that putting up washing lines and setting out picnic areas in car parks is not appropriate and should be avoided.

Disposal of waste outside campsites and designated disposal facilities is illegal.





Leave No Trace

You may have already seen it before, areas of natural beauty covered with rubbish or our favourite trails run down to mud. While most of us don't intend to do any damage to our surroundings, you may not have the knowledge to preserve it. The "Leave No Trace" principles outline the best things we can do to protect and preserve our environment including best practice for campsites and respecting local wildlife. Find out more here: <https://lnt.org/why/7-principles/>



Waste Disposal

Grey Water (water that goes down your sink or shower) and black water (chemical toilet waste) should only be emptied at designated areas.

You can find waste disposal points at campsites or service points called Chemical Disposal Points (CDP), Elsan disposal points or Black waste disposal points.

Find waste disposal points

Scotland: <https://www.campa.org.uk/waste-disposal/>

Ireland: <http://www.safenightsireland.com/useful-information/pay-to-use-compactors/>

Germany: <https://www.bordatlaser.de/entsorgungsstationenEuropa.pdf>



Safe Driving

Many of our guests will be driving a large vehicle for the first time, some on the other side of the road. This requires you to be mindful of the different skills required to stay safe while driving, even if you are an experienced driver. Please watch our Safe Driving video, available on www.bunkcampers.com/resources.

Breakdown

What to do if your vehicle breaks down?

A vehicle breakdown is a mechanical failure and/or problem that prevents the vehicle from being operated, or impedes the vehicle's operation so much that it is very difficult, nearly impossible, or else dangerous to operate.

- If you break down, you should consider safety first and move your vehicle away from the road as soon as possible.
- Use your hazard warning lights to warn other road users.
- Keep your sidelights on if it's dark or visibility is poor.
- Your vehicle is supplied with a safety kit that contains a high visibility vest which must be worn when outside the vehicle.
- Stand away from your vehicle and oncoming traffic.
- Keep children closely supervised.

If you are on a motorway you should also:

- Contact Roadside Assistance (Number listed on Page 4). If an emergency telephone is nearby, use this as you can be located easily.
- Use the hard shoulder.
- Evacuate using the doors facing away from the motorway and move away from the road.
- Watch out for oncoming traffic.
- Do not attempt any repairs yourself.
- Wait in a safe place, behind a barrier.
- Leave any animals in the car.
- Stay upstream of the oncoming traffic.

After reporting the breakdown, please ensure you follow the instructions provided. You must also inform your pick up depot of the breakdown as soon as possible.

Roadside Assistance does not cover the following:

Flat tyres (require towing), flat vehicle battery, keys being locked inside the vehicle, insufficient or incorrect fuel. Roadside Assistance can attend, however they will charge you directly for the service.

Damage

What to do in case of an Accident or Vehicle Damage?

Follow the process below for any of the following events:

- Accidents of any kind, whether or not a third-party vehicle is involved.
- Any accidental or malicious damage to the vehicle (interior or exterior).
- Any theft or attempted theft of or from the motorhome.
- Fire loss or damage.

If your vehicle is involved in an accident, you must report it as soon as possible, following the instructions below:

1. If there are any injuries you must call the Emergency Services by dialling 112 from your phone.
2. If a third party is involved, you must obtain names, addresses, vehicle details (make, model, colour), vehicle registration number, insurance details as this information will be required at the depot for you to return your vehicle.
3. Give your name, address and Apollo/Bunk Campers contact details to all parties involved, stating that the necessary insurance details will be provided by us.
4. If possible and safe to do so, take pictures of the scene and obtain contact details of any independent witnesses.
5. Notify the police if: the third party did not stop or drove off before giving any personal and vehicle details, or in cases of theft.
6. Fill out incident recording form.
7. You also must inform your pick up depot and we will assist you depending on your circumstances.

Please remember that it is your responsibility to ensure that all accidents or incidents of damage are immediately reported to Apollo/Bunk Campers. Any accident or damage to your vehicle will impact the next customer's holiday so if for any reason you are unable to inform us, please continue to try until we are made aware of your incident. Apollo/Bunk Campers cannot take responsibility for any items lost or stolen from your vehicle.

Depots

BELFAST NORTHERN IRELAND

Bunk Campers
Cyril Johnston Complex,
Ballynahinch Road,
Carr Yuduff, Belfast
BT8 8DJ

Tel: +44 (0) 28 96218866

 54.5041521, -5.894279

LONDON HEATHROW ENGLAND

Bunk Campers
Syon Yard (Behind the King's Arms Pub)
593 Bath Road, Longford,
West Drayton UB7 0EG


Tel: +44 (0) 1403 264598

 51.4795871, -0.4902249

EDINBURGH SCOTLAND

Bunk Campers Scotland,
2 Drovers Road, East Mains
Industrial Estate, Broxburn,
West Lothian,
EH52 5ND

Tel: +44 (0) 1506 856182

 55.93846836336807,
-3.4500964202801527

DUBLIN REPUBLIC OF IRELAND

Bunk Campers
Unit 7B Advanced Business Park,
Old Airport Road,
Cloughran,
Co. Dublin

Tel: +353 (0) 1842 8842

 53.4106664, -6.2387774

HAMBURG GERMANY

Apollo Hamburg
Segeberger Chaussee 229,
22851, Norderstedt / Hamburg

Tel: +49 4088 366 013

 53.6899932, 10.0375412

Returning your vehicle

Prior to return, guests should:



Empty and sanitise the toilet cassette

Please ensure the cassette and waste tanks are empty on return as we do not have facilities on site to empty waste. A fine of up to £200 may be applied if not emptied.



Return times

We are open for returns from 9am to 11am. Please return at the time agreed during pick up.



Return fuel with the same level as collection.

This is shown on the rental agreement, unless you have purchased Drop & Go.



Pack your Suitcases



Pack your kitchenware in the boxes provided



Drain both the fresh and wastewater



Bag all bedding



Remove food and drinks



Empty all rubbish



Sweep out van with dustpan and brush provided



Use the spray provided to disinfect all hard surfaces including toilet and shower

Your compliance helps keep guests safe and ensure vehicles have the required sanitation time prior to the next guest. Additional charges apply if the van is returned in an unclean condition. Please return your vehicle as close to the return time confirmed at pick up.

Disposal of waste outside campsites and designated disposal facilities is illegal.

FAQs

ELECTRICAL / BATTERY

My internal lights are not turning on / There is limited or no electrical power in the vehicle.

- Make sure master switch/main power button on the control panel is switched on.
- Are you hooked up at a campsite?
- Is the leisure battery charged? If your battery requires a charge you should hook up at a campsite. Driving will also charge the battery but this may take longer.

Why are my electrical sockets not working?

- To ensure the 230V sockets inside the motorhome are operational, you must be hooked up to mains supply via the electric hook up cable provided.

WATER

There is water coming out underneath the campervan.

- Check if the frost valve has triggered. See, 'My Frost Protection Valve has triggered.'

There is no water coming from the taps.

- Check the control panel to make sure the water pump is switched on. If it is, please check the frost protection valve has not triggered.
- If the valve has triggered, see 'My Frost Protection Valve has triggered.'

My Frost Protection Valve has triggered.

- This is a safety feature of the vehicle which is automatically activated in cold weather in order to avoid frozen or damaged pipes.
- Reset by turning the blue frost protection switch (so that the switch is parallel to the length of the vehicle) and push the blue frost protection button back in.

- In very cold weather you may need to raise the temperature inside the vehicle before the frost protection can be reset.
- Bleed the system by turning on the cold water tap until water flows. Turn to hot and wait for air to come out, then turn to cold again and wait for flow of water, then turn to hot again. Continue to repeat this process until water flows both cold and hot.

GAS

My Gas systems are not working.

- Check the gas valve at the bottle is in the On/Open position. If there is a green button at the gas bottle, press this after opening the valve.
- Check that there is gas in the bottle, if it is empty you will need to replace at your nearest stockist.
- Our Weinsberg/Fiat Vehicles use 6KG propane in the UK and Ireland, and 5KG in Germany.
- Please be careful not to flood the gas hob with water when using the sink. If this occurs, allow time for the system to dry out before attempting to use again.
- If these steps do not solve the problem, please contact your pick up depot.

FRIDGE

My fridge is not turning on.

- Make sure the control panel is switched on and lights are illuminated.
- Have you charged your leisure battery? See, '*My internal lights are not turning on / Limited or no electrical power in the vehicle?*'
- Check which setting your fridge is on (Motorhomes only).
- Electric only when electrical hook-up cable is plugged in.
- Gas when electrical hook-up is unavailable. E.g. If wild camping. To operate the fridge on gas: switch the source to gas, hold in the temperature button and press the ignition button on the fridge. Wait until the red needle is fully in the green and release

- Only power the fridge on battery when the vehicle engine is running. If the engine is off, use another power source to operate the fridge.

My fridge is not cooling.

- Please allow around 3 hours for your fridge to reach the set temperature and be aware that outside climate conditions and overfilling the fridge can affect its ability to cool. Remember, that when the fridge is operated on the leisure battery whilst driving, this will only maintain temperature and is not sufficient for refrigeration.

HEATING & HOT WATER

I can't get any heating or hot water.

- Check the gas / electric connections are switched on and working.
- Check you have selected the right heating source on the heating control panel (e.g. if operating the heating on gas, make sure gas is selected on the control panel).
- Check the frost protection valve has not triggered. If the valve has triggered, see 'My Frost Protection Valve has triggered.'
- Make sure there is water in the fresh water tank.

TOILET

I can't remove the toilet cassette from the outside locker.

- To insert or remove the toilet cassette from the outside locker the toilet flap must be closed on the inside of the toilet bowl. Use the handle beside the toilet bowl to adjust to the closed position.

WARNING / INDICATOR LIGHTS?

- Lights on the control panel will show water levels (waste and fresh water) and battery levels (leisure and vehicle batteries).
- If the fresh water level is low then the tank must be refilled.
- Waste water should be emptied when nearing full.
- If the leisure battery is low, you should hook-up at a campsite. Driving will also charge the battery but this may take longer.
- Vehicle battery issues may require additional support. Please contact Roadside Assistance on the number provided.
- For any dashboard related warning lights please contact Roadside Assistance on the number provided.

Additional support on the road

If these steps do not resolve the problem, please visit <https://www.bunkcampers.com/resources> for 'How To' videos and instruction manuals to assist you with operating the facilities in your motorhome including the heating, hot water and gas. If you require additional assistance, please contact your pickup depot during opening hours or, in an emergency, UK & Ireland guests can contact our vehicle support number outside of branch hours.

Thank you!

From all the team, we hope you have a great holiday in your motorhome and look forward to having you return to us time and time again.

Share stories and pictures of your adventure with us on social media.

 BunkCampers1  apollomotorhomesEU

 @bunkcampers  @apollomotorhomes_eu

Safe travels!
Bunk Campers and Apollo



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