

FAQs for Glampervan Hire

What's included in the rental price?

The basic price includes rental of the glampervan, gas for cooking and all standard equipment, UK Road Rescue cover (Roadside Assistance, Nationwide Recovery and Homestart) and fully comprehensive insurance for 2 named drivers between the ages of 23 and 75 years of age with full UK Driving Licences, qualifying under the exclusions in our Hirer Driver Endorsements policy. The drivers must have held their Driving Licence for at least 2 years. We may be able to arrange insurance for drivers for which some of the exclusions apply, however the insurance company may charge a fee or a higher insurance excess for this.

Included free of charge:

Insurance for 2 drivers
Unlimited UK mileage
Breakdown cover
Camping & Caravanning Club temporary membership
Large screen Satnav & road map
Cutlery/crockery/pans
Campervan Cookbook
Outdoor gas BBQ
Picnic table & chairs
Rechargeable lantern
Gas bottle
Electric hook up cable
Safety equipment - Fire extinguisher, First Aid Kit, hi-viz vest

Extra equipment as requested on the booking form will be subject to additional cost.

Optional Extras

Package	Description	Cost per day £
Awning	Inflatable Kampa awning – (3m x 3m) fitted with Driveaway kit	10
Toilet set	Porta Potti including Privacy tent	5
Bedding set	Vango sleeping bags, pillows & microfibre quick-drying towels	5
Portable DVD player	mains or 12V charging and USB port	2
Bike rack	To carry 2 bikes	10
Activity Trailer	high-quality lightweight box trailer to keep all your outdoor equipment safe and dry, suitable for bikes, also with roof rack for surfboards or canoes	30
Additional driver insurance	Please contact us for a quotation	

What is the daily charge for basic hire &

What are the months for peak and low season?

Peak Season	April, May, June, July, August, September	£120 per day
Low Season	January, February, March, October, November, December	£100 per day

How do we collect the van?

You can drive to us and leave your car in our private off road parking area (at your own risk) or we can collect you from Berwick-upon-Tweed train station. For more details, see the [Find Us](#) section.

What time can I collect the van and when does it need to be returned?

Our glampervans are available for collection from 2pm on your day of departure. Please advise beforehand what time you are likely to arrive. The glampervan will need to be returned before 11am on your final day. If you are going to be late in returning the van, through reasons beyond your control, please contact us as soon as possible as this may affect the next booking. If you are late for no acceptable reason, we reserve the right to charge an additional day's hire.

What happens if there is an accident?

Please see the Welcome pack in the glovebox for details. This will include all relevant contacts and telephone numbers of Insurers, breakdown/recovery etc.

What happens if there is a breakdown?

We make all reasonable endeavours to ensure that our glampervans are roadworthy at all times. If the unfortunate event of a breakdown, please see the Welcome pack in the glovebox for details of relevant contacts and telephone numbers of breakdown/recovery.

If the van can be fixed at the roadside, you should be able to continue your holiday straight away. If this is not possible, we will endeavour to supply you with a spare vehicle which you can take to continue your holiday. If no alternative vehicle can be supplied, we will give you a partial refund.

You as the Hirer are responsible for looking after the glampervan. The costs incurred from any mechanical or other breakdown as a direct result of hirer neglect or abuse of the vehicle will be borne by the hirer, please see [Terms & Conditions](#).

What if something is not working?

We make every endeavour to ensure your glampervan will be handed over to you in full working order when you collect it. If something does go wrong, please contact us on 07564 655444 and we'll do our best to help solve the problem as quickly as possible.

Who can drive the glampervan?

For our insurance, drivers with a full UK Driving Licence must be aged between 23 and 75 and have had their driving licence for at least 2 years, have not had any more than ?? penalty points on their licence in the last ? years and not been refused insurance in the past. If a driver has more than ?? penalty points, we may be able to arrange insurance at additional cost, contact us for more information. If there any additional charges from our insurers, we will advise you before confirming the hire.

The basic hire charge includes fully comprehensive insurance for up to 2 named drivers (see What's included in the rental price?).

If you are coming from abroad, please get in touch using the Contact Us form and we will try to arrange insurance for you, although this is likely to incur an additional charge.

Are the glampervans suitable for children?

YES! All vehicles supplied are fitted with 3-point front facing seat belts, so car seats can be fitted. All occupants should wear seatbelts while the vehicle is being driven – it's the law. Children will love the adventure of a glampervan holiday – get them to take lots of photos to capture those special memories!

How do I make a booking?

You can book using our [Booking & Availability](#) section on the website. Check which dates suit you and complete the Booking Form. Feel free to contact us on 07564 655444 if you would rather organise your holiday by phone. Please leave a message if we are unable to take your call – we will ring you back. A reservation is only confirmed once we have received your Booking Form and deposit.

Cancellations policy

If you need to cancel more than 6 weeks before the start of your holiday, we will refund your booking deposit. If you cancel between 6 weeks and 2 weeks prior to the start of your holiday, you will be charged 50% of the total cost of your holiday. If you cancel less than 2 weeks before the start of your holiday, you will be charged for the full cost of the holiday.

How do I pay?

When booking online, you will be directed to the payment system where you will be asked for a 25% booking deposit (subject to T & Cs). This can be paid by Debit or Credit Card, some credit cards may incur an additional processing fee. Alternatively, you can make a payment using Bank Transfer, please contact us for more information if you wish to do this, using the Contact Us form. Your holiday is not guaranteed until the booking deposit has been received by us.

(change this when payment system confirmed!!!)

We will send you an e-mail reminder to pay the remaining balance prior to 6 weeks before the start of your holiday. Follow the link on the e-mail to pay the balance. If you do not make this payment, your holiday booking will be cancelled and your booking deposit lost. Please contact us if you are unable to make immediate payment.

If you make your booking less than 6 weeks before the start of your holiday, 100% of the holiday cost is payable upon booking.

How long can I hire a glampervan for?

There is a minimum 3 day hire.

There is no maximum time limit, please contact us for a tailored quote if you require long-term hire.

Is there a security deposit?

(change!!!)

When you arrive at Counting Sheep Campers to collect your glampervan, we will take a security deposit of £500 on a credit or debit card using our pre-authorisation payment system. You will be given a print out of this transaction. Your money will not be removed from your account, just held until the safe return of the glampervan. Once the vehicle has been returned at the agreed time, in the condition it was let, relatively clean, with a full tank of fuel and inspected for any damage inside and out, the pre-authorisation will be voided 7 days later. No charges will occur for this transaction.

When returning the vehicle, please clear out any/all rubbish, wipe the interior surfaces and sweep the floor before handing it back. There will be an additional charge of £100 for any excessive cleaning we have to undertake. If the fuel tank is not full upon return, we will make a charge for the fuel necessary to make the tank full.

Any material damage both inside and out to the vehicle and its contents will be directly deducted from the security deposit. Please see [Terms & Conditions](#) for details.

Will I need to bring ID to collect the glampervan?

On confirmation of your booking, we will need to see a copy of the driving licences of every named driver (max. 2) insured on the glampervan and the code you now have to obtain from www.drivingrecord.service.gov.uk/driving-record/licence-number to allow us to check your driving history online. We also require 2 utility bills (not more than 3 months old) including each hirers name and address as proof of where you live. We will retain photocopies of both the licence and utility bills whilst you have the vehicle on hire. These will be destroyed once the vehicle has been returned safely. When you arrive to collect the glampervan, please bring your plastic card licences with you for checking.

Any exclusions?

No smoking in the vehicle. Sorry, no pets. Due to insurance, we are unable to hire to anyone below the age of 23 or over the age of 75.

Can I take the glampervan abroad?

Sorry, we only hire in the UK at present.

Are there any mileage limits?

There is unlimited mileage on our glampervans but bear in mind that roads in some areas are single carriageway only and can be fairly slow, so check AA Route Planner for planning your journeys to make sure you can get back on time.

What should I bring with me?

We supply our glampervans with most things you will need (crockery, cutlery, cooking equipment), however unless you rent it as an extra from us, you will need to bring your own bedding, pillows and towels. We do not supply any food.

If you are hiring the inflatable awning from us and intend to use it for a sleeping area, you will need to provide your own camp bed/sleeping mats.

Do you have bikes to hire?

Sorry, we do not hire bikes although Wilson's Cycles in nearby Berwick-upon-Tweed rent bikes, tel 01289 331476. A 2-bike rack is available to hire as an optional extra, see [FAQs Optional Extras](#). Please do not put a bike inside the vehicle, it is likely to cause damage. You can also hire an Activity trailer, see [FAQs Optional Extras](#), for bikes and any extra equipment you want to take, this is more secure than a bike rack and offers better weather protection.

How many people can be accommodated?

Our glampervans sleep 2 adults and 2 children (bed in pop-up roof). When driving, there are 5 seats fitted with seatbelts, so it is possible to carry one extra person. If you are looking to hire for an all-adult group, you will need to hire the inflatable awning, see [FAQs Optional Extras](#), and you will need to bring your own extra beds/sleeping mats to accommodate your group. Please contact us for more information.

What are the glampervans like to drive and what fuel is used?

Our glampervans run on DIESEL only. Driving a glampervan is as easy as driving a modern family-sized car - great visibility with a big windscreen, power steering, 5 gear manual gearbox and a reversing camera for easy manoeuvring (Note: if the bike rack is fitted, reversing camera will not function). If you want us to accompany

you for a few miles before the start of the hire while you get your confidence, we will be happy to do this.

Is there any heating?

Yes, the glampervans are equipped with a blown air heating system which runs off the vehicle fuel tank. The camper is fully insulated so you can happily hire in the colder months and stay cosy!

What are the cooking and kitchen facilities?

There is a 2-ring gas hob fitted. This runs from a gas bottle supplied with the van. If you need a refill, these can be supplied from most camping shops and sites. An outdoor gas BBQ is supplied as standard with a gas canister if you wish to cook outside. Please replace any empty BBQ gas canisters. Please ensure the BBQ is sited not too close to the glampervan to prevent any damage, and respect the countryside code and any campsite rules while cooking outside. You are advised to let the BBQ completely cool down outside before packing away.

The fridge runs on electricity supplied by the on-board 12V leisure battery system. This means that it operates while driving. If you are wild camping or off grid for a few days, you will need to start the engine every day to ensure that the leisure battery is kept fully charged.

Can I bring my pets?

Sorry we cannot accept pets.

Can I smoke in the vehicle?

Sorry we do not allow smoking inside our glampervans. An Additional cleaning charge of £100 will be applied if this is not adhered to.

What are the Terms & Conditions?

A lot of these are in the FAQs, however a full list is on the [Terms & Conditions](#).

Is there an insurance excess?

The standard insurance excess is £500.