

Important information for your upcoming motorhome trip.



Thank you for booking one of our motorhomes through our valued trade partner. To ensure you get the most out of your vacation, we would like to offer some handy tips on getting ready for your trip, advice for on-the-road and how to prepare your motorhome for drop-off.

PRE-ARRIVAL

Get ready

You've already chosen a motorhome vacation – now it's time to prepare for your trip. We have plenty of hints and tips for you here. The first one being, don't forget to pack your belongings into soft bags – they are much easier to store in the motorhome.



Register your details

As early as possible, please complete the **Online Check-In** with your booking details, email address, driver's license and contact information, to help our team be prepared for your arrival. Please be sure to complete the **Online Check-In** at least 14-days in advance of your pick-up date. This may also speed up the process at check-out.

[check in online here](#)



Transfers

Transfers are **available by request only** and must be reserved via the **Road Bear RV Online Check-In** at least 14 days in advance of the first rental day and confirmed by the branch.

Transfers will not be made available if the VIP check-in is not completed 14 days prior to the first rental day. Transfers are not available from any location that is not listed on the VIP check-in page.

Transfers can be scheduled from select gateway airport hotels and some public transportation points. Many airports only allow for drop off but not pick up.

Customers with reserved transfers must contact the branch 4 days prior to the first rental day to schedule the shuttle pick up time.

Watch the video

We have created a super helpful video to guide you through your motorhome trip. It has great planning advice and a run down on motorhome-life on the road.

watch
here



Getting to the Branch

We recommend you stay in a hotel the night before you pick up your motorhome listed in the **Shuttle Transfer List**, ensuring you are well-rested and ready to go the next day. You will need to call the local branch directly 3-4 days prior to your pick up day and schedule a pick up time and location. You can also provide your own transportation to the branch location (own expenses).

The motorhome pick up time is from 12:30PM to 4:00PM Monday-Friday and Saturdays by appointment only.

shuttle transfer
list is here



YOU'VE ARRIVED!

At the Branch

At the check-in counter, you'll just need to show us your driver's license, credit card and your travel voucher and we'll process anything else we need to, depending on your booking. You'll also be asked to sign the Rental Agreement.

Once the paperwork is finished, we will bring you to your motorhome and start with the vehicle explanation and end with the damage report, have a good look around and ask your rental agent any final questions before hitting the road.

Child & booster seats

We don't rent out child seats/boosters. All our units come with one tether anchor and lap belts only.

The child seat has to be installed with these belts. We can provide an extension belt if needed.

It is the parent's responsibility to get familiar with the laws of the states they are traveling in and to provide a seat that is safe for their children. Unfortunately, we cannot give any legal advice on which seat to buy and how to install it.

Toll passes

Toll road fees, parking citations, and traffic violations have to be paid before the due date, but no later than at vehicle return. Your branch location will provide a document with all the toll road locations and information on how to pay the toll fee.



Roadside help

We provide 24/7 Roadside Assistance, the phone number and email address can be found on your key chain, rental agreement and on your windshield sticker. You can also find the **Operation & Troubleshooting Manual** in the motorhome (or click below for an online version), which will help you answer any operational questions you may have.

[operation & troubleshooting manual here](#)



Discounts KOA Campgrounds

While on the road, take advantage of the KOA discount we have negotiated for you:

- 10% off at any KOA Campgrounds

The 10% discount card is on your key chain.

Fuel

It's important you are aware what fuel your specific motorhome takes, and to ensure you use the correct fuel grade.

Repairs and Maintenance

Any issues associated with the motorhome including equipment failure, or an accident, should be reported to our helpdesk team within 24 hours of you becoming aware of the problem, or the incident happening. Don't forget to keep all of your relevant receipts for reimbursement, if required.

Road Restrictions

Please familiarize yourself with the road restrictions.

[road restrictions here](#)



Leave No Trace - respect the environment

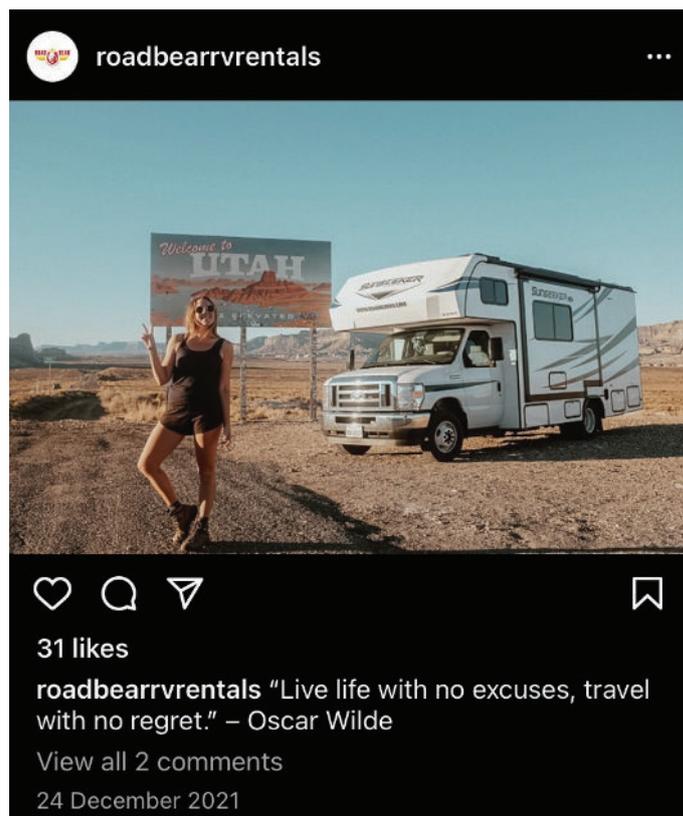
We are committed to being a Future-Fit business and endorse the Leave No Trace program in the United States. This means that you leave nothing but footprints and tire tracks and take nothing but photographs and happy memories. We encourage you to travel in a sustainable way.

Stay Social!

We love to see everyone out on the road and enjoying their motorhome holidays. Don't forget to share your photos to our socials:

[#RoadBearRVRentals](#)

[#BritzCampervans](#)



ON DROP OFF

Please return your motorhome between 8:00AM and 10:30AM. If you are running late, please be sure to call the branch to let them know. Drop-off procedure must be concluded by 10:30am if the shuttle transfer is needed. Shuttle leaves once a day at 11am. No shuttle will be offered if the drop-off procedure is not concluded by 10:30am. They will be expecting you at your designated drop-off time.

Make sure you have a full tank of fuel and full tank of LPG. Empty the waste water tanks and ensure your motorhome is in a clean, respectable condition, free of trash and that you have collected all of your belongings. Please make sure you have fully cleaned up, to avoid an extra cleaning fee.

For a full checklist, check out the **Tips for returning your Motorhome** below.

**tips for returning
your motorhome**



When you are ready to leave the branch to go to the airport or airport hotel, our complimentary shuttle transfer will bring you there at 11AM.

Thank you for booking a **Road Bear RV** or **Britz** Motorhome. We hope you enjoy preparing for your holiday with us, almost as much as the holiday itself!



Britz