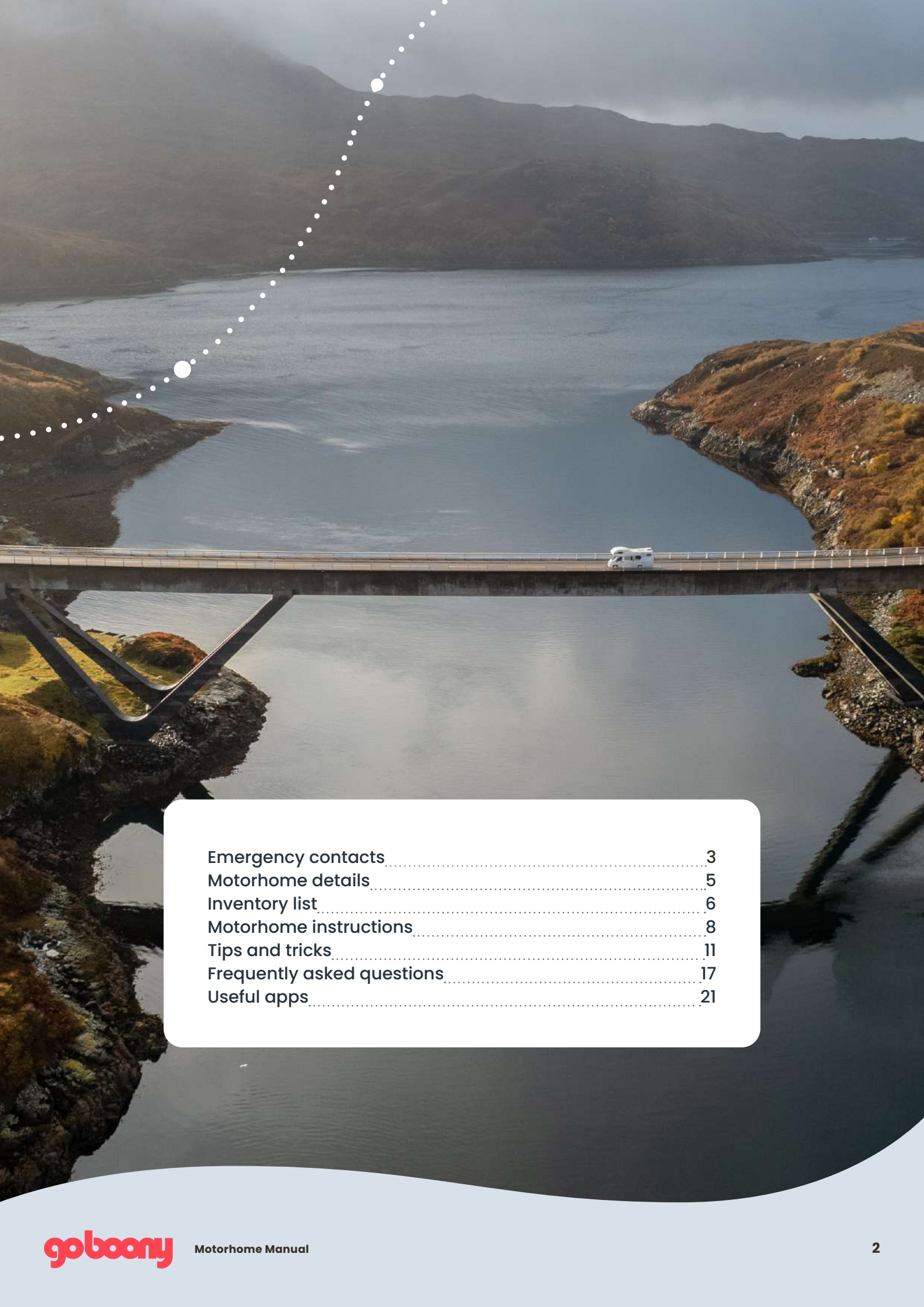




Motorhome Manual

Share the freedom **goboony**



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Emergency contacts

Owner's details

Name:	
Address	
Postal code:	
City:	
Phone number: Available on Whatsapp	
Email address:	

Secondary contacts in case the Owner is not available

Name:	
Phone number: Available on Whatsapp	

Other emergency contacts

Emergency Services:	111/999 (UK) & 112 (Europe)
Insurance Claim Helpline:	
Breakdown Assistance:	
Goboony Support:	020 3856 3048 - support@goboony.co.uk

Who should I contact first?

You can find a list of all the important emergency contact details including the insurance, roadside and breakdown assistance in the table above.

In case of a breakdown, always call roadside assistance first and then inform the motorhome owner. Roadside assistance and replacement transport are often available 24/7 and are arranged through the Owner's insurance.

If you are unable to get in touch with the motorhome owner, please reach out to Goboony's support team to get personalised assistance. We are available from Monday to Friday from 9:00 am to 5:00 pm. You may reach us by submitting a ticket through the Help Centre or by calling us at +44 203 856 3048.

If you need to get in touch with Goboony outside the available hours, please leave a voicemail with your name, booking number and a summary of the situation. We will ensure to call you back as soon as possible.

Motorhome details

Questions about the motorhome?

The motorhome owner is the best person to ask regarding any questions you may have about the vehicle. You can reach them by sending a message to their mobile number or on your booking page.

Registration plate:	
Make:	
Year of first registration:	
Hire insurance company:	
Hire insurance policy* <small>N/A if you have Goboony Insurance. The policy number can be found on your certificate, downloadable from the booking page</small>	
Fuel type:	
Fuel tank capacity:	
Transmission:	Automatic Manual Semi-automatic
Emissions standard:	

Dimensions

Length:	
Bike rack's length (fully extended):	
Width (including mirrors):	
Height:	
Kerb weight:	
Recommended tyre pressure:	

Inventory list



Tip for the Owner: Fill in the number of each item that is included in the motorhome.
You can add extra items in the blank fields if applicable.

Kitchen equipment

Item	Quantity	Item	Quantity	Item	Quantity
Kettle		Mugs			
Coffee machine		Wine glasses			
Coffee filter		Drinking glasses			
Thermos flask		Plates			
Storage box		Bowls			
Pot		Forks			
Pan		Spoons			
Colander		Knives			
Cutting board		Scissors			
Wooden spoon		Corkscrew			
Cooking tools		Beer opener			
Sponges		Ice cube tray			
Measuring cups		Lighter			

General equipment

Item	Quantity	Item	Quantity	Item	Quantity
Camping chair		Broom			
Camping table		Dustpan & brush			
Camping tent		Cleaning solutions			
Tent pegs		Gas bottle			
Tent ground cloth		Clothes hanger			
Hammer		Linen			
Extension cord		Barbeque			

Safety equipment

Item	Quantity	Location	Item	Quantity	Location
Tire pressure gauge			Fire extinguisher		
Carbon monoxide detector			Safety hammer		
Reflective vest			Coolant		
Euro driving kit			First-aid kit		

Motorhome instructions

How to operate the motorhome and its features correctly to prevent any misuse and damage.



Tip for the Owner: Fill in detailed instructions on how to use specific items or accessories in your motorhome. If you have a YouTube instruction playlist, you can send the link to the Travellers via WhatsApp.

Frequently asked questions:

- How to fill up the fuel tank? Attach labels if it can be easily mistaken with the water tank
- How to empty the toilet cassette and grey water tank?
- How to set up and pack up an awning?
- How to turn off the water pump when the tank is empty?
- How to operate the electrical system and is there a minimum battery percentage?
- How does the hot water system work?
- How can the gas be turned off?

Title:

How to use:

Title:

How to use:

Title:

How to use:

Title:

How to use:

Title:

How to use:

Tips & tricks for travellers

What should I consider when driving a motorhome?

Driving a motorhome is somewhat different from driving a car. Here are some important points you should take into account to ensure the safety of your trip.

1. Vehicle dimensions

Motorhomes are significantly larger than cars. Please be sure to take this into account when driving the motorhome under low bridges, on small streets or taking sharp turns.

2. Road awareness

Motorhomes tend to have more blind spots and worse visibility to the rear. Both drivers and passengers should be extra cautious and observant when changing lanes, parking and manoeuvring the vehicle. Pay particular attention to cyclists, pedestrians and other road users when turning at junctions.

3. Speed

Remember that motorhomes tend to have a less streamlined profile than your average car. This means that whilst you might be able to drive at the speed limit, the engine will have to work hard to do so. In the interest of the engine and your fuel costs, we recommend sticking to the slow lane when possible. Remember that due to the extra weight, stopping distances are increased, meaning you will have to slow down sooner when approaching roundabouts and junctions than you would in your car.

Some motorhomes and campervans may also be subject to lower speed limits than cars:

Motorhomes or motor caravans; maximum unladen weight up to 3.05t

- Built-up areas 30mph
- Single carriageways 60mph
- Dual carriageways 70mph
- Motorways 70mph

Motorhomes or motor caravans; maximum unladen weight of more than 3.05t

- Built-up areas 30mph
- Single carriageways 50mph
- Dual carriageways 60mph
- Motorways 70mph

4. Ensure you have completed the pre-drive checklist

Have you completed all these steps before hitting the road?

Close and lock all cupboards and drawers

Shut and secure the skylight

Secure clamps on the table

Clear surfaces of loose items

Turn off and close the fan



5. Driving on unmaintained roads



Always check with the Owner for advice when driving on difficult terrain!

Not all motorhomes and campervans are suitable for driving on roads that are not maintained or are not tarmacked. Some may not have suitable tyres and rims, others may not have enough ground clearance. Please consult the vehicle owner if you are planning to go off the beaten track.

6. Driving on mountain roads

There are a number of principles worth following when driving in the mountains. Always descending in the same gear as you drove up with (providing the gradient is the same). You can brake using the engine – this is called engine braking. By descending in a low gear, the engine will work with you to control the speed of the vehicle, and you will be able to apply the brake more gently. If you rely solely on the brakes, they quickly wear out and can also overheat, rendering them less effective.

When climbing a hill or mountain, it is important to keep the engine revs up. With a diesel engine, you should try to keep the rpm between 2500 and 3500 rpm. You should keep a petrol engine between 3500 and 4500 rpm. This way, the engine maintains power and the engine cooling system can do its job efficiently.

What else should you pay attention to when driving in the mountains?

Consider the motorhome's height to avoid damage from protruding rocks or trees. Additionally, make sure to take into account the turning radius when navigating through hairpin bends. Remember that ascending traffic has priority and always look ahead to ensure that you can safely pass through the bend with oncoming traffic. If you're driving downhill in a narrow area and there is an oncoming vehicle, it's best to wait until it has passed before proceeding.

Given the weight of the vehicle, maintaining a steady speed is essential to stay in control. Keep in mind that the stopping distances will be longer. Don't feel pressured to go faster than you're comfortable with, and if it's safe to do so, consider pulling over to the side to let other traffic pass.



Safety precautions

It's possible to avoid most damages by taking the necessary precautions. While safe driving practices are essential, there are other factors to consider:

1. Plan your route in advance

Determine in advance where you can and cannot drive your motorhome. Avoid narrow streets, low tunnels, and tight mountain passes to avoid difficult situations. You can make use of apps such as **Waze** to help plan routes according to the height of the vehicle.

2. Retract the awning in bad weather

Awnings can easily get damaged in strong winds. If you're leaving the motorhome and there's a possibility of a storm, don't take any risks and stow the awning. You can also retract it before bed to prevent potential damage. To be on the safe side, it's best to retract the awning whenever you are leaving the vehicle for longer than an hour or two.

3. Check where you refuel

The fuel inlet on a motorhome may be in an unusual position, so make sure you don't accidentally fill the water tank with diesel. It may sound strange, but trust us, it happens and is a very costly mistake! On the collection date, ask the Owner for detailed instructions and take photos as a precaution.

4. Open cabinets carefully

You can store your belongings neatly in the cabinets of a motorhome, but items can shift during travel. Therefore, open cabinets carefully to avoid anything heavy falling onto the table and causing damage to your belongings and the interior.

5. Ask your travel companion to guide you

You may encounter narrow streets or difficult parking situations where you have limited visibility. In such cases, ask your travel companion to exit the vehicle and guide you whenever a manoeuvre seems challenging or risky.

6. Park in a safe place

If you need to park up and leave the vehicle, we recommend using a secure, well-lit parking area that is suitable for the size of the vehicle. The risk of damage is much higher in narrow streets than in spacious parking lots.

Before leaving the motorhome, please ensure that:

- The steering wheel lock is on
- The internal camera is activated (if applicable)
- All blinds, curtains and the skylight are shut
- If the Owner has supplied security equipment, please ensure it is used

Be mindful of low emission and environmental zones

In some parts of the UK, you might need to pay to drive in a clean air zone and low-emission zones in London if your vehicle does not meet emissions standards.

If you do drive in a low-emission zone, make sure you check how this needs to be paid. For example, the ULEZ in London must be paid by midnight on the third day following the journey. After this, it rises to a fixed penalty fine of £90, or £180 if it is not paid in 14 days.

If you are travelling internationally, make sure to research the environmental zones in different countries along the way. You may be fined if you drive the motorhome into these zones without the correct sticker or pre-registering your vehicle.

For more information:



Pay attention to road and bridge tolls

On some motorways, you will see these signs which indicate that a Road User Charge (Toll) will be payable. The major roads will also have a 'Last Exit Before' sign to assist if not intending to use the bridges. Some approach roads may also have an 'on road' sign to show the charging area. Crossings can be paid for in advance or by midnight the following day.

If you are setting off on an unfamiliar journey, use the **RAC route planner** beforehand to check whether you need to account for any UK tolls and ensure you have the means to pay. Remember that you are responsible for any resulting tolls and fines issued whilst the vehicle is in your possession.



For more information:



Frequently asked questions

How can I extend my booking?

We're glad you are enjoying your trip so much that you would like to extend it! Before sending a request to extend your booking on Goboony, make sure to discuss the matter with the motorhome owner. To extend your booking, follow these steps:

1. Contact the motorhome owner. It is advisable to do this through an e-mail/SMS/or the Goboony booking page. In this way, the support team can quickly check and confirm the agreement between you and the Owner. Otherwise, the support team will need to contact the Owner directly to confirm the extension.
2. Contact Goboony and let us know your new returning date.
3. Goboony will make the necessary changes. You will receive a notification to pay the additional balance.

What should I do if my vehicle breaks down?

Is it safe to drive to a repair shop?

YES – Call the Owner and coordinate with the insurance company. After doing so, drive to the nearest workshop. Be sure to keep all invoices and receipts from the workshop. This is so everything can be settled financially afterwards.

NO – Call roadside assistance directly. The breakdown service will tell you what the next steps are for your specific situation and keep the Owner up to date.

You may continue your trip if the vehicle is deemed to be roadworthy after the necessary checks. If however, it can only drive short distances, drive to the nearest repair shop after informing the Owner and the insurance company. If not, please notify the motorhome owner and Goboony.

Important Tips:

1. Stay calm and think of other road users.
2. Attempt to pull over so you're off the road.
3. Turn on your hazard lights.
4. Leave the vehicle by the left-hand door (if in the UK) and ensure you're wearing light-coloured clothes or a hi-vis vest (especially at night or when visibility is low).
5. If possible, take your warning triangle and place it 45 metres (147 feet) behind your vehicle, that's about 60 paces. Don't do this on a motorway.
6. If visibility is poor or you are standing waiting for help at night, keep your sidelights switched on and make sure you're not blocking others from seeing your light.
7. If it is a serious incident, call 999 or 112.
8. If it is not a serious incident, call Roadside Assistance.

For insurance purposes, make sure you keep all documents and any receipts related to the incident.

Do you have Goboony's hire insurance? Scan the QR code to get a detailed guide on the standard procedure.





I have caused damage to the motorhome, what do I do?

If you have accidentally caused damage during your trip, please make sure to let the Owner know straight away. If the vehicle is still safe to drive, you can continue your trip. All we ask is that you send a clear photo or video of the damage to the Owner and explain what has happened.

Once the booking has been completed, you and the Owner will go through the GoForm and the damage will be noted. Once you have signed the GoForm, you can confirm your liability for the damage caused during the trip. The Owner will find out the costs of the repairs and hold your deposit on the platform.

The Owner will then add the additional damages to the booking page and you will be able to accept or refute the costs. If you accept, the monies will be taken from your security deposit. If you refute, you must explain why you do not accept the costs and provide your evidence.

What happens if I return the motorhome late?

If you are going to be later than the discussed return time (as stated on the GoForm), you will need to let the Owner know as soon as possible. If you bring the vehicle back later than the stated return time without a valid reason or mutual agreement, the Owner may choose to impose a fine.

Please be aware that if the time varies greatly from the pre-arranged one (e.g. over 5 hours), the Owner may ask for a full-day fee. The reason for this is that the motorhome cannot be hired out again that day, due to the cleaning and planning required in between. This means they cannot hire their motorhome out for the next day – effectively losing a day of the full booking fee.

Checks to do when returning the motorhome

Before you return the motorhome, make sure you clean the interior and exterior to the level agreed upon with the Owner. Make sure you do not leave anything behind. Check the agreements made on the GoForm; do you need to fill up the fuel tank or empty the water tank?

Upon return of the motorhome, you will go through the same process as you did when you picked it up and inspect the motorhome for any damages. You will need to document any changes to the motorhome's condition and any additional charges on the GoForm.

Please note that these must be signed by both parties. We also advise that you take a photo of the complete GoForm, if you do not have a copy yourself.

If the Owner is not home to do the return handover:

- Try to get in contact with the Owner
- If they do not answer, notify Goboony regarding this and the time agreed
- Take photos of the motorhome, and send these to Goboony and the Owner
- Record any possible damages on the GoForm, as well as the mileage, and send this to both Goboony and the Owner
- Put the key through the letterbox, or in another agreed-upon location

Visit our Help Centre for more information



Useful apps

Road trips allow you to enjoy the open road and experience the true freedom of not having to plan every little moment. But we appreciate it can be difficult even knowing where to begin! That's why we're here to share our best travel apps with you, from restaurant tips to a road trip route planner, you'll be sorted!

Check them out by scanning the QR code:

