

Avis Caraway Motorhomes France FAQs

How can I make a booking?

It's easy! To place your order, just follow these simple steps: Choose the Motorhome model you want to order.

Confirm your intended pick up and drop off locations. Bookings can be made directly through your travel agent. To secure your booking, you will need to complete a Reservation form and return the completed Reservation form along with a deposit of \$300. All bookings must be received by globalCARS.com.au at least 6 weeks prior to the intended pick up date. (In some cases, bookings can be made at shorter notice depending on vehicle availability and pick-up location).

Final payment is due 6 weeks before collection and full documentation will be sent to you before departure.

How can I figure out the total cost of renting a motorhome?

The easiest way is to go to the Quote section of our website and make your selection. We will respond with a few hours with availability and costing

How do I get to the rental location?

Usually our depots can be reached by public transports or more easily by taxi. Optional private transfers from designated areas can be arranged upon request. Pick up and drop off of vehicles is available from any of our own depots. Sorry, but we do not have depots located at airports or train stations so pick up and drop off is not available at these locations. All our depots are not far from the airport or the train station, and are approximately 30 to 40 minutes from the airport or train station. The best and easiest way to get to AVIS Car-Away is by taxi.

When can I pick up the vehicle?

Vehicles can be picked up (and returned) between 09:00 and 11:30 and between 14.00 and 16 or 17.00.

**All our depots are closed for lunch NO DEPARTURE / NO RETURN ON SUNDAY AND BANK HOLIDAYS
USUALLY, NO RETURN ON SATURDAY**

Is it possible to pick up a AVIS Car-Away Motorhome in one city and drop it off in another?

Yes! One way rental is available between all our branches. We have depots in all the major gate ways of France. Conditions apply. No Minimum rental period required, **By request only**

	PARIS	NICE	MARSEILLE	LYON	TOULOUSE	RENNES	TOURS	ANGERS
PARIS	✗	€ 550	€ 475	€ 350	€ 450	€ 300	€ 250	€ 280
NICE	€ 550	✗	€ 200	€ 350	€ 450	€ 600	€ 550	€ 550
MARSEILLE	€ 475	€ 200	✗	€ 250	€ 400	€ 550	€ 500	€ 500
LYON	€ 350	€ 350	€ 250	✗	€ 400	€ 400	€ 350	€ 370
TOULOUSE	€ 450	€ 450	€ 300	€ 400	✗	€ 400	€ 350	€ 350
RENNES	€ 300	€ 600	€ 550	€ 400	€ 400	✗	€ 200	€ 150
TOURS	€ 250	€ 550	€ 500	€ 350	€ 350	€ 200	✗	€ 120
ANGERS	€ 280	€ 550	€ 500	€ 370	€ 350	€ 150	€ 120	✗

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Please explain the Insurance cover.

AVIS CAR-AWAY Motorhomes are insured against damage to Motorhome from accident, fire or theft and third part claim, subject to a 3,000 Euro excess clause per occurrence (see exclusions). This guarantee is effective in the majority of Western Europe countries.

When must I return the vehicle?

Vehicle return time is between 09:00 and 11.30 and 14.00 and 17:00. Penalties are charged for late returns without prior authorization.

Note that our offices are closed for lunch between 12.00 (or 12.30) and 14.00.

Is luggage storage available at the location?

Yes, luggage storage is available at all our locations. It's also possible to leave valuables such as flight tickets. Not applicable in case of One-Way rental.

What kind of instruction will I be given about the vehicle, their appliances, and how to use them?

You will receive a full orientation of the motorhome, including client's maintenance use and responsibility. Orientation consists of a video in English introducing general concepts of motorhome use as well as a personal instructional walk around of motorhome by a qualified instructor. Operator manual is provided for clients to take with them in English and French.

What is necessary to bring?

AVIS Car-Away Motorhome comes – almost - fully equipped for the number of people that are travelling. For an extra 30€ per person, we provide bed linen including pillows, sheets and blanket. **Neither bath towels nor tea towels are provided.** Also, all kitchenware including cutlery, plates, pots and pans are provided. For a small fee we can even provide outdoor camping chairs and tables.

Is there a minimum / maximum age to drive a motorhome?

The minimum age is 23. No Maximum age

Are grocery and other facilities available near the rental station?

Our location staff will be happy to provide you with this information.

Do I need an International Drivers License to travel in the France and Europe ?

Do I need a special drivers license to drive a motorhome?

Drivers must be at least 23 years old to hire this motorhome and must have a driver's license for a minimum of 3 years at the time of rental. If your license is in English you will not need an International Driving Permit

Is there an additional charge for more than one driver?

No, additional driver is free of charge. (maximum 2 drivers per motorhome)

How many seatbelts are in AVIS Car-Away motorhomes?

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This depends on what type of motorhome you have. Usually 2 passengers can sit in the front. The other seatbelts – usually 2 or 4 - are located in the rear around the dining table.

Can a child seat be fitted?

Child seats can be fitted in certain models. Ask for further information.

Are motorhomes difficult to drive or slow to accelerate?

Modern motorhomes handle very much like a car and have enough power that they accelerate as quickly as many cars.

Are motorhomes complicated to hook up to campsite facilities?

Connecting the motorhome to campsite facilities requires no technical expertise. You will receive instruction on these connections at the time of pick up.

What type of fuel / gas mileage can I expect from the motorhome?

While gas mileage varies greatly depending on travel conditions, the following is an approximate guide:

- Type A1 : 10-11 litres/100 km
- Type A2 : 10-12 litres/100 km
- Type A3 : 12-13 litres/100 km
- Type C1 : 12-13 litres/100 km
- Type D1 : 12-13 litres/100 km
- Type D2 : 12-13 litres/100 km
- Type E3 : 12-13 litres/100 km

What type of fuel does a motorhome use?

All our motorhomes are powered by DIESEL engines.

Do you have motorhomes with automatic transmission?

No, sorry. All our motorhomes have a manual transmission.

What kind of power supply does a motorhome have?

The refrigerator, heater, water heater, stove and range operate on propane gas. The dash air conditioner is powered by the engine while driving and other items by an outside 230V power supply.

What equipment is available?

Our motorhomes are equipped with :

- 2 bottles of propane gas (one full, the other one half full)
- 1 bottle of toilet chemicals
- 1 fire extinguisher

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- 1 water hose
- 1 jerry can (20 liters)
- 1 electric cord European adapter
- 1 broom dustpan
- 5 clothes hangers
- 1 kit of spare fuses and bulbs
- 1 bilingual User's Manual
- 1 map of "Aires de Services" (service areas)
- 6 plates, 6 dessert plates, 6 glasses, 6 bowls or mugs, 6 knives, 6 forks, 6 spoons, 6 tea spoons
- 1 can opener, 1 corkscrew, 1 bottle opener
- 1 frying pan, 2 sauce pans, 1 salad bowl, 1 platter, 1 strainer
- matches

Optional bedding kit includes blanket, sheets, pillow and pillow cases. Sorry but we do not have towels.

Additionally there may be other items such as chairs, baby seats, etc. which may be rented depending upon availability.

Where can I stay in the motorhome?

There are approximately 3,000 campgrounds in the France. Sites can be found outside major cities, in rural areas, and near popular attractions.

For any help, you may visit www.campingfrance.com or www.geotour.com/camping/ and for campgrounds in Europe, visit www.francecamping.com or www.guidesusse.com

It's also possible to stay in service areas (sanistations) www.eurocampingcar.com or www.france-passion.com

What facilities will I find at campgrounds?

Campground facilities vary greatly dependant on many factors, however a partial list of facilities commonly found at many campgrounds would include: electric and water, washing machines and dryers, swimming pools, recreation rooms, playgrounds, and on-site convenience stores.

How much can I expect to pay per night for a campsite?

Campground rates vary based upon time of year, facilities, and location. Based upon these criteria you can expect to pay between 15 € and 40 € per night.

Is it necessary to make reservations for campsites at campgrounds?

In some seasons and at some locations it may be necessary to make advance reservations. This is especially true during high season travel and at very popular tourist destinations.

Do you provide any campground or sanistation guides and or maps?

Yes we provide a detailed guide listing Aires de Services (Sanistations)

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Is it possible to camp in the wild?

Yes. However we do not recommend it for security reasons.

We do recommend you stay in recognised camping grounds or caravan parks, you will be more safe in these areas. In France local by-laws usually require you to utilise the camping grounds. Also, from an environmental point of view it is also better to stay within designated camping sites.

Can I travel to Eastern Europe?

Travel to Eastern Europe is limited to Poland, Hungary, Czech Rep., Slovakia, Estonia, Latvia, Lithuania, Croatia and Slovenia. **Travel to other Eastern Europe countries is not allowed and not covered by Avis Car-Away insurance.**

AVIS Car-Away bonuses

- No additional charge for 2nd driver
- No additional charges for your pet
- No additional charge for dishes
- Free parking for your car
- Free storage of luggage
- Professional and tailored-cut service on departure and return
- No additional charges for cleaning the exterior upon return.