



Welcome to WilderNess Ventures Ltd.

Please take a minute to read our FAQs before booking your holidays with us.

Here you will find all the important information you must know beforehand, such as what is included in the price and information on our payment system, etc.

We hope this will cover all the questions you may have, if not please feel free to reach out and we will be happy to help.

✓ Due to our insurance policy we only rent campervan to drivers aged 25+, who hold a licence for over 2 years and with less than 6 points.

✓ If you are planning to book a trip to the NC500 you have to be confident of reversing a long wheel-based van on single track roads, this will be checked on your pick up day, if you fail to reverse safely, we will not be able to provide you with a campervan and only security deposit you paid will be returned.

✓ **The Bealach Na Ba road** is not to be travelled with our vehicle, due to the size and weight of the vehicle. This road can and will cause damage to the vehicle engine, clutch and braking systems, alternative camper routes are available if attempting to reach Applecross.

* Please note that the vehicle is tracked and if we are alerted to you using this route, then you will forfeit all of your deposit to cover the costs of a complete vehicle check and repairs.

✓ WilderNess Ventures are a nature friendly campervan hire company and we are helping to keep our community clean by enforcing **#leavenotrace policy**. If you are seen and reported leaving litter or anything else behind, you will lose your security deposit in full. This will be then used to cover the costs for us to go back and clean up the mess.

1. How many can travel/sleep in the van?

1.1. Up to two persons and a pup. * Perfect for adventurous and romantic solo/couple holidays.

2. Is there a minimum hire period?

2.1. Yes, it's 4 days minimum hire period.

3. Is there a mileage charge?

3.1. No, unlimited mileage is included in your hire price

4. Is insurance included?

4.1. Yes.

Up to two named drivers. Please note we will need documentation for each named driver for insurance purposes (check question 14.)

5. Is breakdown cover included?

5.1. Yes.

We have 24h RAC breakdown cover. Any issues while traveling call 07564830870

6. How much does hire cost?

6.1. its £150 per night or £600 min. hire price when booking less than 4 days.

7. How do I make a reservation?

7.1. You can book your dates through our website or get in touch via WhatsApp, messenger or email and we will guide you through the rest.

8. Do I have to pay a deposit to book my trip?

8.1. Yes.

We require a 30% non-refundable booking fee to secure your dates. This fee will hold your dates secure until your final invoice due date, which is 30 days before your trip.

If final invoice is not paid 30 days before your trip, your dates will be offered to the next customer.

9. What cancellation charges apply?

9.1. Booking fee is non-refundable.

9.2. More than 4 weeks in advance of your trip – 30% of full hire charge.

9.3. Less than 4 weeks - 70% of your full hire charge.

9.4. up to 7 days before the trip – the full amount of hire charge.

Note: We advise you to use a travel insurance as we will not be held liable for missed hire days due to illness, weather or delays in logistics.

10. Is there a security deposit I must pay?

10.1. Yes.

It is £1100 and must be transferred to security deposit account no later than 24h before your trip.

Note: We will not be able to release the van until money have reached our account.

11. Why do you take a £1100 security deposit?

11.1. Security deposit is taken from one week up to a day before your trip to cover the insurance excess of van insurance policy in case of accident or damage. It also covers any traffic offence fees, inventory losses or damages and extra cleaning fees.

Deposit is fully refundable upon safe return of the van and no outstanding insurance claims in within 5 working days.

12. What extra cleaning fees is there?

12.1. £30 paw fee:

We are big dog lovers and dogs are welcome on our vans. There is an extra charge of £30 if you would like to take your pup with you. Please note we reserve the rights to withhold some of the £1100 security deposit if the van is returned damaged by the dog or is excessively hairy/dirty.

12.2. Extra cleaning fee of £30 per hour:

1 hour of cleaning fee is included in your price, which is enough time to clean a van which has been returned tidy and rubbish free.

12.3. Toilet fee: Toilet will have to be emptied before the return of the van, but if you prefer to leave that for us, there will be a £70 charge against your security deposit.

13. What time can I collect my van?

13.1. You can collect the van any time after 3pm on the first hire day and it must be returned any time before 10am on your last day of the trip. Earlier pick-ups and later drop offs are available of cost of £20 per hour, which can be arranged at the time of your booking or whilst you are on the road. This option is not guaranteed, if not booked in advance, but will be depending on availability.

14. What documentation do you need from me?

14.1. For our insurance policy we will require the following documentation from all named drivers:

14.1.1. A copy of your driving licence both front and back. A scan or photo from your smart phone will be accepted.

14.1.2. Two additional proof of address that match the address on your licence, these must be dated within 90 days of hire date.

14.1.3. UK driving licence holders will also be required to provide a licence check, which can be attained from the following link <https://www.gov.uk/view-driving-licence>

14.1.4. Non-UK residents will also be required to provide a copy of their passport.

15. What are the Van dimensions?

15.1. 2,45m Widest part including mirrors

15.2. 2,72m High

15.3. 6,4m Long

16. What fuel van runs on?

16.1. Diesel. You will receive the van with full tank, and you will have to return it with full tank. If you forget to fill the tank to full or decide to leave it

for us, we will fill it up for you and deduct the charge of fuel from your security deposit plus £30 service charge

17. Do you have automatic campervan?

17.1. No.

Currently we only have manual transmission van.

18. Do you do pick-ups and drop offs?

18.1. Yes, we do.

Pick-ups and drop offs can be arranged during your booking. It is free from/ to bus station and train station.

Airport pickup/drop off is £20 one way

19. Can I leave my car at yours?

19.1. Yes.

We have safe car parking space to leave your car, but please note WilderNess Ventures does not accept any liability for cars left at our premises.

20. Can I smoke in the van?

20.1. No.

It's not permitted to smoke in the van. If the van smell of cigarettes on your return, you will lose your security deposit in full.

21. Can my dog come along with me?

21.1. Yes. We love dogs and are happy to see owners taking their pups on adventures with them. Please note we do charge a £30 paw fee.

Also, WilderNess Ventures reserves the right to withhold some or all security deposit if the van is returned excessively hairy, dirty or is damaged by the dog.

22. Is there a toilet in the van?

22.1. Yes.

There is a compostable toilet in the van, which is placed in the shower area.

23. Does the van have a heater?

23.1. Yes.

It comes with diesel hot air heating system.

24. Does the van have water?

24.1. Yes.

The van has a 60l freshwater tank which will be filled before your trip. The tank is classed as food grade tank by manufacturer and is safe to use for cooking.

Note: You don't need to fill the water tank before returning the van.

25. Can I cook in the van?

25.1. Yes. Van is equipped with a gas underslung tank, two ring gas hob and roof vent, which must be open when cooking. Van also has smoke alarm and co2 alarm fitted for your safety.

26. How does the refill work?

26.1. When you collect the van, it will be ready to camp. Diesel tank, diesel heater tank, gas tank and water tank will be all full. When you return the van back to us you only need to fill the diesel tank and we will fill the gas, heater and water ourselves.

27. What size of bed does the van have?

27.1. It's a king size bed, so you can sleep pretty much any direction you please.

28. Do you include bedding?

28.1. Yes.

You can choose between Double size sleeping bags and pillows or bedding set (includes double duvet with cover, one bed sheet and two pillows with pillowcases)

29. Do you include towels in your price?

29.1. Yes.

1 large, 1 hand and 1 kitchen towel per person/pup is included in the price.

30.What kind of charging options are available in the van?

30.1. Our van is built for a fully off grid camping experience, and it runs on a 12v electric system. This means you can charge your electronics only on USB ports, which are available throughout the van.

31.Can you help with groceries?

31.1. Yes.

Just organize delivery to our address and we will do the boring part for you and stock up those shelves ready for the trip.

Note: Please note the size of compressor refrigerator is freezer 4.4l and fridge 43.6l. Freezer compartment can be removed if needed which will create you a 48l chill space.

32.Can I contact you if I have any questions regarding trip not the van?

32.1. Yes of course.

We really want you to have the best time while visiting the Highlands. We will help where we can, just ask 😊