



FREQUENTLY ASKED QUESTIONS

1. What is included in our hire rate?

At Trekkin Caravan Hire, our nightly rate includes the following:

Hire of our Luxury Caravan.

Full comprehensive Insurance for drivers aged between 21 & 75.

All gas, chemicals & consumables for the period of your booking.

2. What do I get in a Trekkin Caravan?

All Trekkin Caravan's are equipped with the following:

Solar Power

Large open plan kitchen

Reverse cycle air conditioning

Dometic external awning

Large ensuite with separate shower & toilet

85litre fresh water tank

Ducted central heating

Dual deep cycle batteries

Solar Panels

Flat screen TV with USB input

Microwave oven

Twin 9kg Gas Bottles

All kitchen appliances & utensils

Gas stove, grill & oven

Flyscreen & blinds on all windows & sunroofs

Smoke alarm

Carbon Monoxide detector

External BBQ

Outdoor chairs

Outdoor table

Bed linen

ALKO ATC trailer stability control

Custom fitted carpet

Tea towels, dish washing liquid & dish cloths.

3. Do I require a special driver's licence to tow a Trekkin Caravan?

A standard current Australian driver's licence must be produced for everyone intending to tow a Trekkin Caravan.

4. Are there any restrictions where I cannot take a Trekkin Caravan?

Trekkin Caravans are not permitted on unsealed roads at any time. Swift caravans are touring caravans and are positioned lower to the ground for aerodynamics and fuel consumption therefore not making them appropriate for off road use.

5. Does my towing vehicle need to be insured?

Yes it is a requirement that you towing vehicle has a current Full Comprehensive Insurance Policy. We will need to view this document during our handover.

6. How long does the battery system last in the caravan?

Our caravans are fitted with 2 deep cycle batteries to run all 12v aspects of our caravans. All of our caravans are equipped with solar power to recharge the house batteries in the situation where 240v electricity is not available. With the solar system recharging the batteries, you can holiday comfortably without the concern of losing power to operate the living areas of the caravan.

7. Am I able to take our pets in a Trekkin Caravan?

Unfortunately we do not allow pets in any of our Trekkin Caravans under any circumstances.

8. Do we have any Caravan Assistance whilst we are travelling?

Yes, phone 0407 171691 if there is any problem with your caravan. Our selected Insurer also provides the facility of a tilt tray retrieval vehicle in the case of an accident or major issue with the caravan.

9. Do I have to clean the caravan prior to returning it?

Yes you must return the caravan in the condition that you received it. ie free of grass, sand, dirt on the internal floor of the caravan and free of mud & dirt on the exterior of the caravan.

The toilet waste cassette must be emptied prior to return.

Additional cleaning charges may apply if the above is not adhered to and deducted from the bond.

10. What does the \$1000 bond charge cover?

The \$1000 bond charge covers any damage to the caravan up to and including this value. The insurance excess whilst on hire is \$1000 for damage greater than this value.

The bond is payable prior to the caravan leaving our depot.

11. Are we able to 'free camp' in a Trekkin Caravan?

Yes, all Trekkin Caravans are setup for free camping. All caravans have an inbuilt 90l fresh water tank, twin deep cycle batteries, solar power, gas refrigeration, gas hot water & gas heating. The duration of your free camping holiday will depend on water supply to replenish the internal tank. We also have the option of hiring a 3.5kVa Generator & a Waeco portable fridge.

The generator will run all 240v aspects of the caravan, eg: air conditioning, microwave, toaster & electric kettle.

12. Will the fridge operate whilst we are driving?

If your tow vehicle is correctly fitted with a 12 pin plug & dual battery system, the fridge may operate whilst being towed. If not fitted with this system, then the fridge will not operate during towing. It is illegal to tow a caravan with the gas bottle on to operate appliances whilst being towed.

13. Can bikes be stored inside the caravan?

Unfortunately we do not permit the storage of bikes, scooters or skateboards inside the caravan as these items can cause considerable damage to the interior of the caravan.

14. Will someone show me how to use everything inside & outside of the caravan?

Yes, you will have a dedicated staff member take you on a personal tour of the interior & exterior of the caravan when you arrive for pick up. They will ensure that you are familiar with all of the features & functions prior to your departure. We also have some YouTube videos on our website www.trekkin.com.au to assist with the different operations of the caravan.

15. Am I able to put the bond on a credit card?

Yes. Trekkin Caravan Hire has the facility of Visa & Mastercard payments for the caravan bond. There is no surcharge for this facility as the bond is returned to your credit card. Credit card facilities are available for the payment of the deposit & balances, but incur a surcharge fee of 2.6% as this is the fee we are charged for the ANZ FastPay Application.

16. When do I receive the Security Bond back?

The bond is returned to your nominated bank account or credit card after a full inspection of the internal & external of the caravan has been carried out. We will need to ensure that all inventories are accounted for, all appliances are still in working condition and no damage has occurred. Once this has been completed, we will return the bond the next working day.

17. Am I able to extend our booking greater than my original booked dates?

Yes you are always welcome to extend your booking if the caravan does not have a prior booking. If an extension is approved, we will deduct this amount from the \$1000 bond. If it is greater than \$1000 will require payment by either credit card or bank deduction.

18. What happens if I need to cancel my booking and I have paid the \$200 deposit?

If you need to cancel your booking for any reason please phone our office and we will discuss each case individually.

19. Am I required to wash the linen prior to returning the caravan?

No you are not required to wash the linen prior to return.

20. Do your caravans have internet?

No unfortunately we don't have internet facilities within our caravans.