

Tenant guidelines

Campr



Important information / Emergency number

Travel restrictions

Before you travel

- Checklist before the trip
- Important things to remember before your trip

On the journey

- What do you do in the event of a traffic accident?
- Required damage documentation
- How to deal with a car accident?
- What to do when technical problems arise

Check-in / return of the motorhome

- Before delivery
- Digital check-in and check-out process
- At the station

Dear customer!

To make your trip as comfortable as possible, we ask you to read through these guidelines. Here you will find both important information and useful tips and advice.



Emergency number 112

The European emergency number 112 can be called without any additional country code in front.



Emergency phone: +47 489 99 979

Valid in the period 01.04 – 31.10 Mon – Fri: 17 – 20 / Sat: 10 – 18



We remind you that smoking is prohibited in this vehicle!
We apologize for any inconvenience this may cause.



Times for returning the camper to the rental station:

Monday - Friday: 09 – 11 Saturday: By appointment

Campr (Ferda department)

Tel. +47 404 00 690

Email: post@campr.no

We wish you a pleasant journey!

Which countries can you travel to?



Travel to most countries in Europe is permitted.

There are entry restrictions for the following countries:

-  Kosovo
-  Morocco
-  Moldova
-  Turkey
-  Russia
-  Ukraine
-  Belarus

Trips to countries outside Europe require written consent from the host. Trips to war and crisis zones are prohibited.



1. The outside

- ☐ Are the car doors and cargo door closed?
- ☐ Are windows and skylights closed and locked?
- ☐ Is the awning fully retracted?
- ☐ Are the outriggers raised?
- ☐ Are bicycles attached correctly and securely to the rack?
- ☐ Is the electric step included?
- ☐ Are all wires disconnected and the cable drum placed in the car?
- ☐ Is the roof free of snow and ice?

2. Inside (securing passengers and luggage/cargo)

- ☐ Are swivel seats locked?
- ☐ Is the refrigerator door secured?
- ☐ Is the toilet door closed?
- ☐ Are all loose items placed on shelves or in cabinets?
- ☐ Are all drawers locked?
- ☐ Is the pull-down bed attached to the ceiling correctly and securely?

3. Gas and electricity

- ☐ Is the refrigerator set to 12V/Auto?
- ☐ Check that the gas cylinder is off/closed if the system does not have DuoControl.

4. Other

- ☐ Are all the extra equipment ordered in place?
- ☐ Is something broken or damaged that was not detected during delivery?

Important things to remember before your trip **Camp**_{pr}

The motorhomes have a height of up to 3.40 m. Please check the vehicle registration document in this folder, or check the sticker in the window for what applies to this vehicle.



Some motorhomes are equipped with a rear view camera. This is only intended as an additional aid when parking. The safest and best way to reverse is for a passenger or helper to physically guide you. Please note that when reversing and the motorhome is equipped with a bike rack, the rack increases the length of the vehicle, without you seeing it on the rear view camera.



If you must leave valuables in the motorhome, make sure they are not visible from the outside.

Bring the awning in every night and every time you leave the camper. A storm or heavy rain can come suddenly and without warning, so even if others leave the awning out, remember that you are responsible for a camper that you only rent, and therefore have an additional responsibility.



When visiting other and foreign countries, keep in mind the different regulations and possible road tolls. For example, when you come to Austria, you must buy a motorway vignette for vehicles under 3.5 tons. For vehicles over 3.5 tons, a so-called "go-box" is required.



The tenant is responsible for paying tolls and will be responsible for any additional fees.



Check tire pressure and oil level. Most vehicles have a sticker on the driver's door pillar with information about the correct tire pressure.



Outside temperatures below 3 degrees Celsius can cause the water pipes in the vehicle to freeze, which can lead to serious damage. In such weather conditions, the motorhome should have the heating on at all times, and the waste water tank must be emptied.



What do you do in the event of a traffic accident?



1. Stop – stay calm – secure the accident scene

- **Turn on the hazard lights**
- Put on your reflective vest!
- Set out the warning triangle (placed at least 150 meters from the vehicle if possible, and at least 250 meters on motorways)

2. First aid

- **Provide first aid (Unconscious? Call ambulance 113)**
- Open the airway and check breathing for 10 seconds.
- Lift the injured person away from the road if possible due to the injury.



3. 112 – the police should always be notified

- Call and state your name.
- Tell us exactly where the accident happened. If you don't know the name of the place, Google Maps on your mobile phone will give you the coordinates.
- What happened? (State the number of injured and a description of the injuries)
- Wait! Do not hang up; Ambulance personnel or the police may have more questions



4. Documentation in connection with the accident

- See page 9

5. Salvage service and repair

- Call the rental station

6. Call your rental station

- Inform the station about the accident the same day, or as soon as possible.

Required damage documentation. IMPORTANT! **Campr**

Always inform the police in the event of vandalism, burglary, or a collision where the driver of the other car either flees the scene or denies all fault. The damage report that you find at the back of the vehicle folder must always be filled out.

If you have the opportunity, also take photos of the accident site itself, the surrounding area and the vehicles involved.

Remember that the deposit you pay before the rental period starts covers the costs of the deductible in the event of any damage, but if the car is damaged in multiple incidents, one deductible must be paid per damage.

If you are unfortunate enough to get a flat tire, we ask that you contact the rental station first.

**Roadside assistance Tel.
+47 987 02 222**

In the event of an accident with any of the car's interior, such as cabinets, drawers, blinds or similar, please note this down so that we have an overview of this when returning the car. Take photos of the damage.

·If you have not caused any damage to another vehicle or property, you must still fill out the damage report. Take photos of the damage to the motorhome and what caused the damage, and preferably of the area around the damage site.

Inform your Ferda department about the accident/damage as quickly as possible, so that the station can order spare parts or workshop hours in good time if necessary.

If your vehicle is damaged by hail, storms or other weather phenomena, please contact the nearest campsite (which will confirm the weather reports) or take a screenshot of the weather report on your mobile phone as documentation.

Please note that more documentation of the accident or damage may be required than you have when the insurance company decides on the compensation claim.

See next page.

Documentation

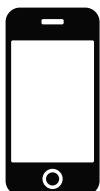


Photo evidence

Take photos of the situation at the accident scene.

It is best to take pictures from different angles and of all relevant causes of the accident - and as much of the damage as possible. This can include brake tracks, broken glass, etc. and the actual damage to the vehicle. The pictures should try to show the entire accident story and the extent of the damage. All photographic evidence may be relevant and decisive for the insurance settlement.



The claim report

The damage report located at the back of the vehicle folder should be used.



The claim report only describes the course of events and the damages. You must NOT enter into any form of admission of guilt!

In case of technical problems:

- In the motorhome you will find a folder with manuals applicable to the technical equipment that has been installed. Look here first and check if the problems are due to incorrect use.
- If you have problems with the engine and chassis, you can contact the rental station first, or roadside assistance on tel. +47 987 02 222
- If you discover a minor defect in the motorhome, please let us know when you return the vehicle so that we can rectify the defect before the next rental.
- If you experience a more serious defect or damage, contact your rental station so they can help you either by phone or refer you to the nearest workshop.
- Report any damage to the car or equipment so that the rental station can order the necessary repairs in good time.

When returning the motorhome to the rental station

Before delivery

- Do a thorough cleaning of the interior of the motorhome, including all storage spaces and cabinets.

Important note

- The toilet tank must be emptied and cleaned thoroughly.
- Fill the tank full with diesel and top up with AdBlue. Use the nearest fuel station.
- If you have rented bed sheets, the covers must be removed and placed on the bed.
- Empty the fresh water and grey water tanks.
- If you have rented a camping set, the tables and chairs must be cleaned.
- Make sure all kitchen utensils are washed and dried and placed in cabinets/drawers

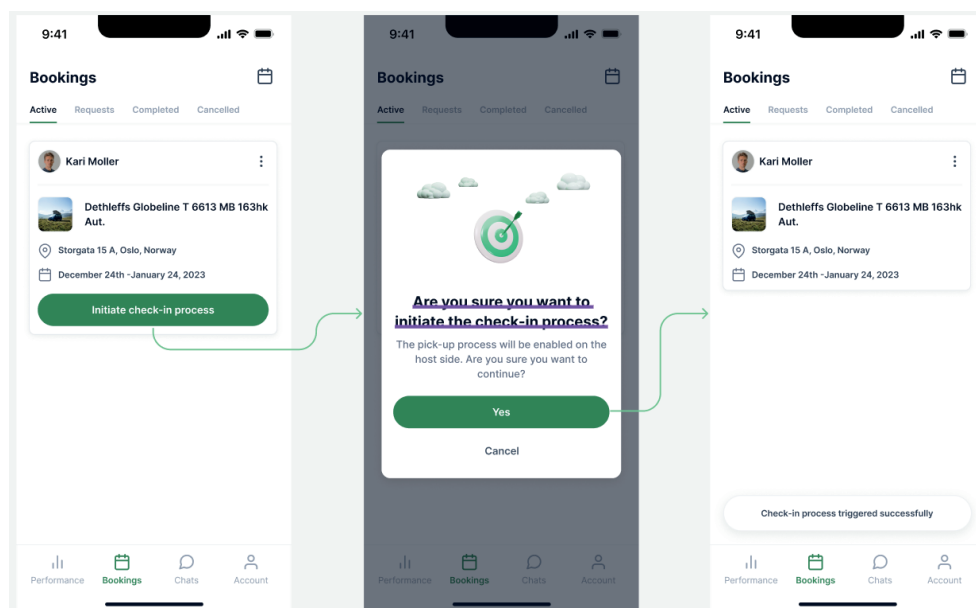
NB! If the motorhome and equipment are not thoroughly cleaned upon delivery, you may be charged for cleaning.

Automatic check-in and check-out process is done in the app!

What is the check-in-delivery process?

It is an automated solution for check-in and check-out that is done digitally.

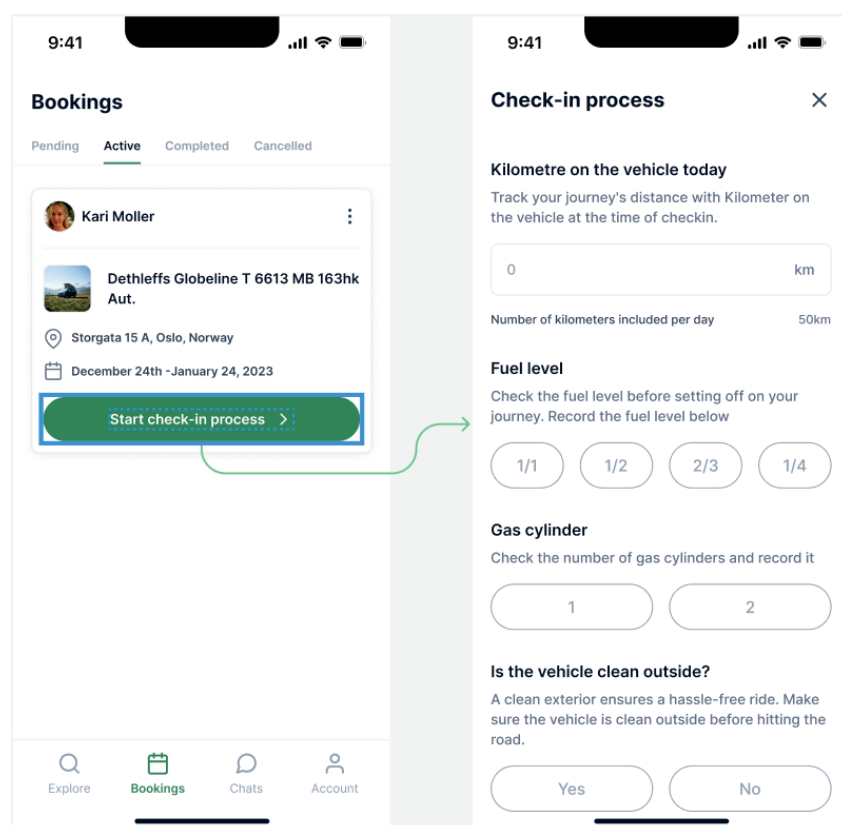
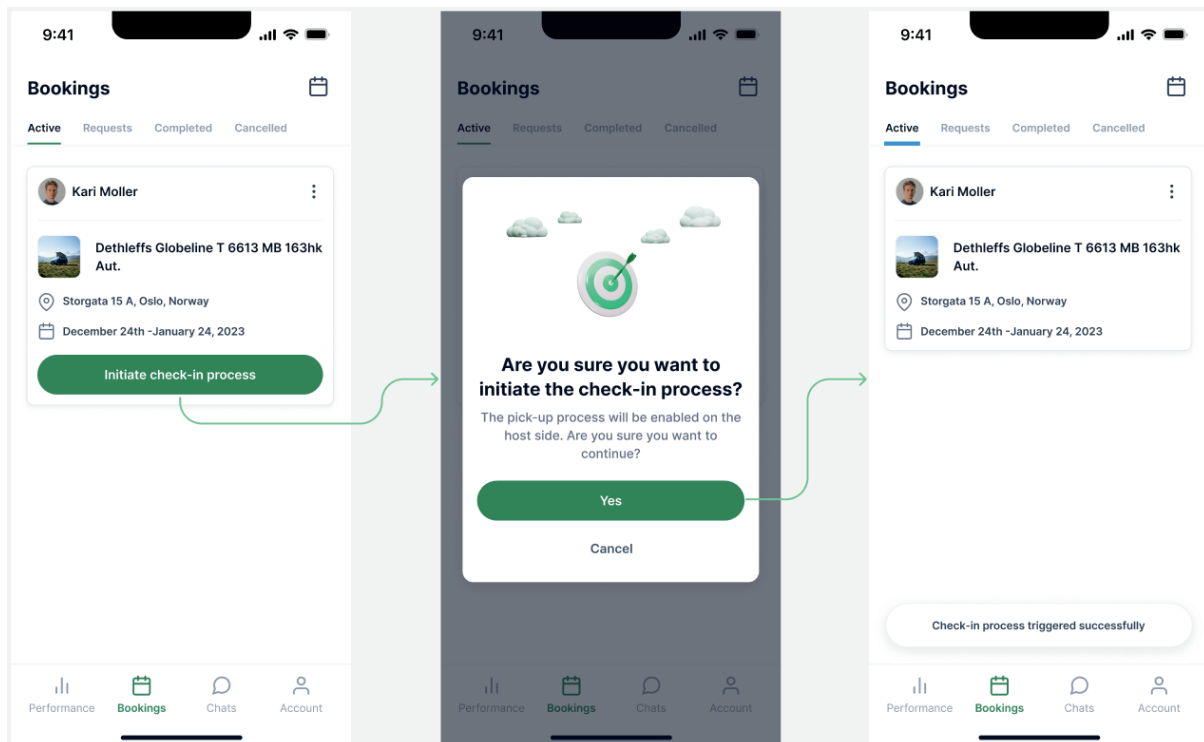
For best possible experience its recommended to download the app from App store / Google Play. Follow the process on the next page.



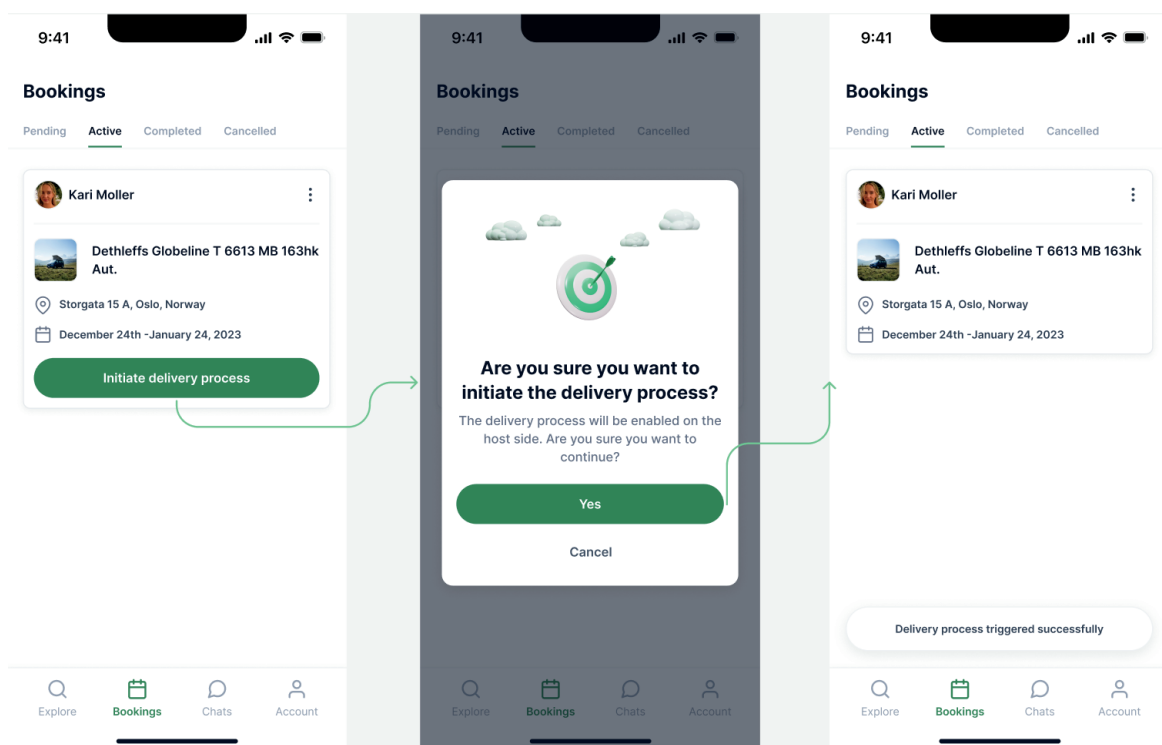
Check-in process

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1. The host starts check-in by entering the app and clicking “Initiate check-in process” under bookings.
2. The tenant then receives a notification to begin the check-in process. The tenant clicks through a form confirming the condition of the vehicle.



1. After the trip is over, the tenant starts the delivery process to return the vehicle.
2. The host receives a notification and clicks through the same form as the tenant, confirming the return status of the vehicle.
3. Extra cost calculation: Our system then automatically suggests any extra costs, such as cleaning fees. The host can also edit or select the amount to be charged.



4. If there has been an accident, Ferda's own insurance company will be involved. You press "NO" when asked if you want to use insurance for this accident.

Are you planning to use Insurance for this damage?

This question asks if you plan to use insurance for the damage. Consider your coverage carefully and review the policy terms before deciding. Paying out of pocket may be a more cost-effective solution. Address any damage promptly and consult the host's guidelines.



At Ferda rental station / Campr

- Find available space on site
- Remove all personal belongings from the camper and make sure all closets and storage spaces are empty.
- Bring your vehicle keys and the black vehicle folder and contact a Campr employee for return of the vehicle.

Delays are sometimes unavoidable, especially during peak season when multiple campers are returned at the same time. Please allow for this, especially if you are travelling by plane or train.

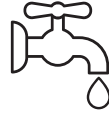
Thank you for using Campr and welcome back!

The logo for Campr, featuring the word "Campr" in a bold, black, sans-serif font with a slight italicization.

Greetings from Campr and Ferda

The logo for Ferda, featuring the word "Ferda" in a bold, blue, sans-serif font with a slight italicization.

Empty the greywater tank completely



Cleaning

- ☐ Sweep floors / Wash floors
- ☐ Check upholstery and mattresses
- ☐ Check cabinets and storage spaces
- ☐ Check cab and cargo area for personal belongings or trash

Kitchen/bathroom

- ☐ Empty and clean the fridge and freezer
- ☐ Kitchen utensils are washed
- ☐ Stove including cover
- ☐ Taps are emptied
- ☐ Sink

Bathroom

- ☐ Mirror
- ☐ Toilet seat
- ☐ Empty dirty water in the toilet
- ☐ Faucets
- ☐ Sink
- ☐ Shower
- ☐ Floor

