



## **Digital Documents**

We now use Adobe Sign Electronic Signatures for our agreements.

- Hire agreement & paperwork checks will all be emailed to you sign electronically.
- Damage inspection and handover document will be done electronically on an iPad on collection/return and automatically emailed to you. The iPad will be disinfected between each use and we ask you to use hand sanitiser before and after use.

## **Payments**

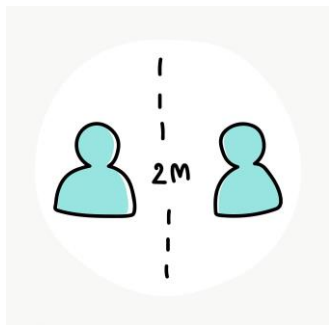
As usual your hire charges will be paid before you come to collect the motorhome. We are leaving this until the week before hire rather than month as before. Please also pay your refundable security deposit in advance by:

- Calling to pay over phone.
- If you booked via our website we can charge the same card you paid with.
- Bank transfer to Maze MH Ltd. Account No 27479707. Sort Code 23-05-80



## **Social Distancing on Collection/Drop off**

- We will send video handover instructions prior to collection. Please watch these and then ask if you have any questions either before, or when you arrive and we will show you. These videos will be available on our website to view at any time during your hire.



## **Cleaning Procedures**

- Motorhomes will be thoroughly cleaned, disinfected and be treated with an Atmospheric Sanitiser prior to collection. The keys will be disinfected prior to passing to you.
- There will be a hand sanitiser station inside the door of the motorhome. Please use it whenever you enter or leave the motorhome.
- We have left 72 hours between each hire to allow time for the motorhome to be sanitised.



## **Track & Trace**

We have updated our GDPR and privacy statement to cover Covid-19 requests from Government Track & Trace staff.



## **Equipment**

In order to make sure we minimise potential cross over between hirers we will be supplying the following equipment and crockery. ***If you would prefer to bring your own then please let us know and we will leave it out of the motorhome.***

We have 2 sets of everything and will be swapping between hires so we are able to quarantine everything for a minimum of 72 hours and thoroughly clean for the next hire.



## **What will be provided?**

### **Crockery**

- Mugs, plates, bowls and cutlery to suit the number of people in your party.
- Foil, cling film.
- Saucepans, grill pan, spatula, wooden spoon, knives, chopping board and cork screw.

### **Cleaning**

- Covid disinfection wipes/spray.
- Toilet cassette tabs.
- Hand sanitiser station.

### **Motorhome Equipment**

- Mattress protectors but no bedding packs (we will contact you if have booked these).
- TV & Remote.
- Hookup Cable.
- 2x Gas bottles.
- 2x Levelling ramps.
- Infill cushions but only for the beds which you intend to use.

## **Contact**

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[www.mazemotorhomes.co.uk](http://www.mazemotorhomes.co.uk)

