

# Italian Relocation

## Frequently Asked Questions



These helpful suggestions have all come from past Italy trippers who have first hand experience and little gems of wisdom to pass along; We hope this helps in the planning of your road trip leaving you more time to enjoy your holiday!

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*If you can't find the answer to your question feel free to give us a call on 01525 878 000 or send us an email on [enquiries@justgo.uk.com](mailto:enquiries@justgo.uk.com) and a member of the Just go team will be happy to help.*

# Frequently Asked Questions



## General

### 1. How do I book the Italy Eurolease relocation?

- You can book this fantastic deal on our website at <https://www.justgo.uk.com/relocation.html> or by calling our reservations team on 01525 878000 (UK) or 0044 1525 878000 (Over sea's)

### 2. What is included with the Italy Eurolease relocation?

- 50% of rental cost for first 30 nights hire, price based on normal tariff, collection between 18/03/2019 & 16/05/2019 (conditions apply)
- A fully equipped, brand new motorhome (kitchen kit, gas hob, gas oven/grill, fridge, bathroom inc toilet & shower, hot & cold running water & central heating) N.B. Motorhome will not come equipped with TV/DVD player & aerial
- European travel pack including beam benders, warning triangle, 2 x high visibility jackets, first aid kit (£10 charge if opened), spare fuse & bulb set
- European motor insurance for one driver based on a full, clean license
- European breakdown cover
- Ferry crossing from Calais to Dover
- Full motorhome briefing at the factory
- No mileage charges or one way hire fees
- Accommodation & transport in one
- Drive Through 18 Countries
- English speaking staff on hand

### 3. What is not included in the motorhome?

- Motorhome will not come equipped with TV/DVD player & aerial
- Linen/bedding is not included as standard, however you can hire a set from Just go

### 4. Do you offer any extra items I can hire?

- A number of Just go's 'Creature Comforts' are available for hire to help make your trip more enjoyable; these include single or double linen sets, outside dining kits, sat nav. Please see our website for prices <https://www.justgo.uk.com/creature-comforts.html>
- Take advantage of our Travel Pack that includes all of our best extras and saves you money too! Includes CDW, 1 additional driver (terms apply), outside dining set, linen sets, sat nav
- Unfortunately we are unable to supply generators or child seats for the Italy relocation
- Please note all extras need to be booked and paid for by the 31<sup>st</sup> January 2019, as Just go needs to transfer all extras to Italy from the UK on a truck we will not be able to facilitate any items that have not been booked and paid for by this deadline

### 5. Do you supply any additional equipment for travelling in Europe?

- A European travel pack is included in the motorhome for your use, inside you will find the following items; beam benders, warning triangle, 2 x high visibility jackets, first aid kit (£10 charge if opened), spare fuse & bulb set

### 6. How do I return my motorhome?

- All motorhomes must be returned to the Just go depot in Toddington, Bedfordshire, LU5 6HF
- As part of the Italy deal you have up until 4:00pm to return your motorhome, Vehicles must be cleaned unpacked and ready to be handed over to a member of the Just go team by 4:00pm
- We ask the motorhome is returned with a full tank of diesel and LPG gas
- We ask the motorhome is returned with an empty toilet cassette and grey water tank, please make sure grey water & toilet cassettes are only disposed at approved disposal points.
- Vehicles are expected to be returned in a clean and tidy condition
  - All floors clean
  - Food rubbish removed
  - Bathroom clean and tidy
  - Surfaces wiped

# Frequently Asked Questions

## Route Planning



### 7. Are there any tools I can use to help me plan a route?

- <http://www.theaa.com/>
- <https://www.rac.co.uk/route-planner>
- <https://www.viamichelin.co.uk/>
- <https://www.google.co.uk/maps>
- <http://www.eurotripplanner.eu/> you can also download a mobile app
- <https://www.mylpg.eu> this is a website for finding LPG gas stations in Europe but also has a handy route planner

### 8. How long would you recommend driving per day?

- With the large well kept roads throughout Europe it is easy to cover some miles, however in order to get the most out of your holiday we recommend you plan for no more than 200 miles per day which will be around 4hrs driving
- It is also a good idea to stay close to factory for the first night so you can get stocked up and used to your new home, you can then set off fresh in the morning to arrive at your destination by lunchtime which leave you loads of time to explore

### 9. What is the quickest route back to the Just go depot in Toddington, UK?

- The most direct route back to Toddington is approximately a 16 hr 30 min drive through Italy, Switzerland and France
- This route includes toll roads

### 10. Which camping association would you recommend?

- ACSI – get the app too - <http://www.acsi.eu/en/home/12-n144/> The ACSI discount card is well worth having. You get two books listing thousands of campsites in Europe with a map book. Prices are fixed between €15 and €19 for a night with electric hook up and showers

### 11. Which websites would you recommend to help find campsites?

- <https://www.eurocampings.co.uk/>
- <http://www.campingandcaravanningclub.co.uk/travelabroad/camping-in-europe/>
- <http://www.all-the-aires.com/>
- <http://www.acsi.eu/en/home/12-n144/>
- <https://www.pitchup.com/>
- <https://www.france-passion.com/en/>
- [www.magicitalyonline.it](http://www.magicitalyonline.it)
- <http://park4night.com/>

### 12. Would you recommend any camping books?

- Yes the Camperstop Europe book is invaluable, it gives the coordinates for every site.  
<http://www.vicariousbooks.co.uk/>

### 13. Can you recommend any campsites in Europe?

- There are lots of campsites throughout Europe with great facilities, check out the websites mentioned above in question X and have a look at our 'European places to visit' page on our website <https://www.justgo.uk.com/europe.html>
- You can also find a list of recommended campsites from past Italy tripper's and some campsites local to the factory on our Relocation page on our website <https://www.justgo.uk.com/relocation.html>

### 14. What if some of the campsites aren't open in March/Early April?

- We did the trip last year and although many sites are not fully open we found they let us on with reduced facilities

### 15. Where can I find information about filling up with LPG gas while in Europe?

- LPG Gas or AutoGas is relatively easy to find in Europe
- You may need different adaptors for the filling port in different countries but these are already supplied with your motorhome from Just go and can be found attached to the gab bottle with a zip tie
- <https://www.mylpg.eu/> is a great website to find stations and also has a handy route planning feature so you can plan your route around LPG stops
- <http://www.fuel-prices-europe.info/map-europe.php>

### 16. Where can I find out about Italian train times and book tickets?

- Trenitalia: <http://www.trenitalia.com/tcom-en> is the website you need to look at

# Frequently Asked Questions



## Local information

### 17. What is the address of the Rollerteam Factory ?

- **Rollerteam Factory Address:**  
Trigano Spa  
Loc. Cusona - 53037 San Gimignano (SI) - Italy  
Tel. +39 0577-6501 Fax +39 0577-650200

### 18. What happens on collection of my motorhome ?

- On arrival at the factory you will be asked to sign your rental paperwork if this hasn't already been completed, you will then be taken on a full tour of your motorhome so you know how everything works before you can hit the road for your motorhome adventure

### 19. When will I leave the factory after collecting my motorhome?

- You will be ready to depart from the factory about an hour after your arrival time slot

### 20. Is there a supermarket near the factory?

- There are 3 supermarkets all within a 10 minute drive from the factory
- PAM's is closest at a 4 minute drive
- Please see our Italian Relocation\_Supermarkets local to Rollerteam factory document for more information, this is found on our website <https://www.justgo.uk.com/relocation.html>

### 21. Is there somewhere I can purchase linen instead of taking it with me?

- There is an IKEA store in Florence approx 42mins from the Rollerteam factory [http://www.ikea.com/it/it/store/firenze\\_sestoflorentino](http://www.ikea.com/it/it/store/firenze_sestoflorentino)
- There is also an IKEA in Pisa approx 1hr 30mins from the Rollerteam factory <http://www.ikea.com/it/it/store/pisa>
- Both stores have duvets, pillows and sheets available please see their websites for more information

### 22. Can you suggest any campsites near the factory?

- **CAMPING BOSCHETTO DI PIEMMA – SAN GIMIGNANO.** Only a 15 minute drive from the factory this campsite makes a great first stop for you to get to know your new home before hitting the road. There is a pizzeria onsite if you don't fancy cooking on your first night and as the campsite is only 2km away from the town of San Gimignano its a great stop to explore the local area <http://www.boschettodipiemma.it/en>

### 23. We want to buy bikes, where would you recommend?

- We found bikes at Carrefour supermarket in Pisa for 99€ each, then sold them on our return to the UK. Remember to buy a padlock! You should be able to find these bikes at most Carrefour supermarkets. "It's certainly easier and cheaper to park up just out of the towns and cycle around and I'd say we found better places too"

# Frequently Asked Questions



## Tolls

### 24. Do you have any information on Tolls?

- **Swiss Vignette:** This is a tax for using Swiss motorways. You can buy one at the Swiss border for **EURO 38.50** (2017) and stick it inside your windscreen – if you're caught without one inside Switzerland you'll have to pay a heavy fine
- **Austrian Highway Toll Sticker:** You must display one of these on the inside of your windscreen as you enter Austria. A **10-day sticker** for private cars and motorhomes up to 3.5t is **EURO 8.90 (2017)** and can be bought at post offices, newsagents and petrol stations or at the border
- **Telepeage (France):** You can pay either by cash or card (ideal if you have a zero foreign fee card). Receipt is provided on request. Card booths tend to have minimal queues, and no pin is required. Some of the booths are height restricted to make sure you don't use them, the non height restricted ones will be right next to them

### 25. Can you tell me any information about the Dart charge?

- You need to pay this if you're crossing through the Dart tunnel – you have until midnight the day after you cross to pay online using your registration number <https://www.gov.uk/pay-dartford-crossing-charge>
- You can also prepay this online before you cross through the tunnel, all you need is the registration number of the vehicle and payment details
- Failure to pay by the deadline will result in fine

### 26. Can you travel from Italy to the UK toll free?

- Yes you can avoid the toll roads which normally takes you on more scenic routes, the easiest way to do this is to set your sat nav to avoid toll roads and it will plot a route around the toll roads
- Alternatively you may find one of the route planning websites in the answer to question 9 helpful in planning a toll free route back to the UK