

HOLIDAY HANDBOOK

Your Essential Guide
to Safety Abroad

 INTANA


The **Camping and
Caravanning
Club**
The Friendly Club



A safe holiday is a happy holiday.

We really want you to enjoy your holiday, so to help you stay safe when abroad, The Camping and Caravanning Club are working in association with Intana to bring you an essential guide to help you prepare for your holiday and highlight potential issues so that you can avoid them. These precautions will help to protect you, your family and your possessions while you are away.

Driving abroad

The high mileages you are likely to cover on the continent may put a strain on your car, so to reduce the possibility of breakdown there are a few things you should do:

- Arrange a full service, in good time, before departure, paying particular attention to the following parts: battery, tyres, brake systems and linings, cooling system, water hoses and fittings and fan belt.
- Ensure that you take appropriate equipment to comply with local law such as a high visibility vests, warning triangle, beam deflectors, spare bulbs and NF approved Alcotest Breathalyzers when travelling in France.
- Do not overload your car.
- Plan your route ahead and ensure that a member of the party other than the driver is familiar with the route.
- Do not allow your fuel tank to run low and stay on well-lit and well-travelled roads.
- If you get lost in an unknown area - on foot or in a vehicle – ask for directions only from officials or proprietors of larger businesses e.g., hotels, garages, etc.
- Holiday motor breakdown insurance is invaluable when travelling abroad. Always keep your Breakdown Insurance documents with you when travelling as you will need to call the emergency telephone number shown in this if you need assistance.
- Make sure you have told your UK Motor Insurer that you are taking your car abroad so that they can extend your cover during your trip.
- If you break down on a motorway in France, Italy or Switzerland, before calling your vehicle breakdown insurer you need to use the motorway emergency phones to call the police and arrange for the vehicle to be towed off the motorway (only police-authorized breakdown vehicles are permitted to remove cars from the motorway in these countries).
- You should never leave valuables in an unattended car and you should always keep them out of sight, whether on your person or in the car.
- You may be particularly vulnerable when entering or leaving your car. Look inside your car before opening it and be aware of anyone loitering in the vicinity; if in doubt, walk past and find help.
- Beware of intruders gaining access to your car via open doors and windows whilst stationary. It is generally best to travel with all doors locked from the inside particularly in built-up areas.
- Avoid parking in poorly lit or vulnerable areas. It is not advisable to sleep in your car or to stay overnight in lay-bys or rest areas, as thefts from overnighing vehicles do occur.
- Do not stop for anyone other than the police. In Spain it is not uncommon for foreign motorists to be flagged down by robbers posing as motorists in distress, or even as police officers. If in doubt, continue to the next service area before stopping. If you do have to stop lock your car doors as soon as you step out of the vehicle and make sure handbags/valuables cannot easily be snatched.

Ferry/Eurotunnel travel

At the start of your holiday leave in good time to travel to your UK departure point to ensure you arrive on time allowing for any traffic delays. When boarding your ferry/Eurotunnel service follow the directions of the company's staff who will direct you to your parking space.

- Check your ferry departure time directly on the ferry operators website 24 hours before you are due to leave to ensure there have been no unforeseen changes to their schedule.
- Be prepared to remain patient, as sometimes delays do occur.
- When walking around a ferry, particularly on the vehicle decks and in the washrooms, watch out for raised surfaces and doorsteps.
- Pay attention to emergency evacuation procedures given on all ferry/Eurotunnel services.

Personal safety and care

For your own personal safety it is advisable to carry as little cash as possible; credit cards or foreign currency cards are widely accepted and provide a more secure means of meeting your holiday expenditure. Traveller's cheques are rarely accepted now. Make a note of your credit card or foreign currency card numbers, and the contact phone numbers for reporting lost or stolen cards, and keep these details in a safe place, separate from your cards.

- Children remain the responsibility of their parents at all times. Be sure to always accompany any small children in your party. Also make sure that your children know where you are staying and the number of the pitch you are on.
- If you have access to a safe/safety deposit box make sure you keep your valuables in it. Your insurance may only provide cover in circumstances where money is stolen either from your person or from a locked safety deposit box/safe. You will need to obtain a police report if property is lost or stolen. Please leave valuables at home.
- Keep a careful note of which belongings you have with you and check regularly to make sure that none are missing.
- Report anything suspicious to campsite/hotel staff, or local police.
- Be sure to lock doors and close windows when you leave your car, caravan or motor home and secure your tent.
- Be particularly vigilant if out and about after dark.
- Always carry emergency telephone numbers to contact should the need arise.



Around the campsite

Once you are settled on your pitch you should familiarise yourself with the layout of the campsite. Aspects included in this are:

- Locate the nearest fire-fighting equipment.
- Find out site evacuation procedures.
- Locate the nearest telephone and emergency numbers.
- Be aware of sources of electricity and cabling on and around your pitch.
- Where regulations permit the use of charcoal BBQs, take the following precautions to prevent fire:
 - locate your BBQ away from hedges and accommodation
 - have a bucket of water at hand in case the BBQ sparks or anyone burns themself
 - Only use recommended fire lighting material
 - Do not leave the BBQ unattended when lit
 - Keep children away from the BBQ
 - Allow ashes to cool completely before disposing of them
- Carbon monoxide poisoning:
 - Ensure your caravan/motorhome is fitted with a carbon monoxide alarm
 - Never bring a barbecue or fire inside – this includes tents and awnings
 - Carbon monoxide alarms may not be fitted in rented accommodation on foreign campsites as it is not a legal requirement yet in some countries
- Ensure you and your family take care on slippery surfaces particularly in showers, wash blocks and at swimming pools.



Mobile homes and chalets

In mobile homes you should follow the same procedures as in a caravan. Ensure that all gas and electrical appliances are switched off at night and when leaving the mobile home/chalet to go out.

- Ensure you lock all doors and close windows when going out.

Swimming Pools

Make the first visit to the pool area together with your children. Even if you have visited the site before, the layout may have changed, so check the following:

- Pool layout - identify shallow and deep ends, as well as any sudden changes in depth.
- Check for any underwater features such as submerged rocks.
Be careful when swimming and do not dive.
- Check the clarity of the water, if you cannot see the bottom of the pool, do not go in and inform reception immediately.
- Are there restrictions about diving, running and jumping in the pool?
Are some surfaces slippery when wet?
- Check opening and closing times, and note any times the pool is not supervised (for example, over lunch).
- Note the position of safety equipment.
- Establish your own rules about parental supervision – what may your children do with or without you being present. Age and swimming ability are important considerations here. At least one responsible adult should accompany and supervise children in the pool at all times.
- Remember; do not swim just after a meal, nor (adults please note) after drinking alcohol.
- Remember that in general it is not permitted to wear Bermuda shorts and T-shirts in campsite swimming pools, only traditional swimming trunks and swimsuits. A few campsites may insist on the use of swimming caps.

Children at play

- Ensure that your children are familiar with the campsite layout and they know where your unit is situated along with your pitch number.
- Remind your children about the Green Cross Code and encourage them to use it – remember where vehicles drive on the right!
- Look out for children when driving around the site and observe speed limits.
- Make sure that children are told of any places that they shouldn't go, including short cuts across other campers' pitches.
- Be aware that children's play areas are usually unsupervised.
- Check that the activities within the play area are suitable for your child's age and ability.
- Be aware of any campsite rules concerning ball games or use of play equipment like roller-skates, skateboards and bicycles.
- Be aware of any unfenced water on site, such as lakes and fishing ponds.



- Some sites offer a bike hire service, it is advisable to bring riding helmets if you intend to cycle as they are not always provided.
- Some sites have farm animals. Be aware that some animals bite so be cautious and supervise children at all times.
- On sites where horse riding is offered, satisfy yourself with the rules and regulations: riding hats are not always provided. Riding horses without a suitable hat should not be undertaken.



On the beach

- Always wear an adequate sunscreen, even if it is cloudy.
- Take a parasol or something to provide shade, especially for young children.
- Drink plenty of water or soft drinks – alcohol, tea and coffee only increase dehydration.
- Know the location of any safety apparatus or lifeguards.
- Familiarise yourself with tides, currents and off-land winds before you or your children swim in the sea and never use inflatables in the sea.
- Check for any warning signs or flags before you swim.
- Use the designated areas for swimming, jet skiing, windsurfing etc.
- Swim in supervised areas wherever possible.



Protection abroad for you, your family and pets when you need it most



Travelling without adequate insurance can be a nightmare - and it's only when things go wrong that we rely on the quality of our cover.

Intana offers you and your family affordable motor breakdown and travel insurance including pet care cover to help look after you and your family when you need it most.

Cover options include:

- Emergency medical service and repatriation.
- Personal possessions and luggage cover including lost/stolen passport and money.
- Personal liability and legal protection.
- Unavoidable cancellation and the cutting short of your holiday protection.
- Pet care cover including free repatriation (NEW).
- Free travel insurance for children under 12 years when travelling with an adult.
- The choice of annual multi-trip and single trip travel cover.
- European motor breakdown roadside assistance - repairs and recovery.
- Accommodation costs while awaiting a vehicle repair.
- Single policy cover available or opt for motor and personal travel insurance together to save money.
- Here for you - 24 hour emergency phone line so help is always at hand whenever and wherever you need it.

Call us now for a quote on **0845 130 7701**

or visit **campingandcaravanningclub.co.uk/travelabroad/travel-insurance**

T&Cs: You must comply with terms and conditions in order to have full protection when taking out a Personal Travel policy with the Club. Policy details including full terms and conditions are available to download from our website address above. Applications are required.

The Camping and Caravanning Club is an appointed representative of Intana, a trading style of Collinson Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority.

Have you got everything?

Use the checklist below to help make sure that you have all your holiday essentials:

- Passport
- Ferry confirmation/voucher(s) **Not booked yet? - Call for your quote today!**
- Site voucher(s)
- Driving licence
- Car insurance
(Have you told your UK insurance provider that you are taking your car abroad?)
- Car registration documents
- Check you have a valid European Health Insurance card (visit ehic.org.uk)
- Warning triangles (two recommended)
- Spare bulbs for car/caravan/trailer
- Tour maps and guides **Visit our website to find out more**
- First aid kit - compulsory in some European countries
- Fluorescent vests - (compulsory in France and many European countries)
- Headlight beam deflectors
- Breathalyser kit - (compulsory in France)

- Personal Travel Insurance **Great deals on insurance - call for your quote today!**
- Motor breakdown cover
- Camping Card International (CCI) **Free with selected travel purchases**
- AA European Drivers Handbook **Visit our website to buy online**

Forgotten anything?

Get great-value prices and discounts on all your ferries, Eurotunnel, campsites and insurance needs exclusively as a member – call the Club's European Travel Service Team today on 0845 130 7701 or visit campingandcaravanningclub.co.uk/travelabroad