

Worldwide Caravan and Motorhome Holidays

VAMOOS



We want to make your experience as personalised as possible, so we've put all of your itinerary details onto a **bespoke travel app** that can be accessed either with or without Wi-Fi.

Simply download the 'Vamoos' app onto your iPhone, android or tablet, enter your **unique login code** and digitally bring your tour to life.

This user-friendly platform is completely **tailor-made to your trip** and can be accessed from the moment your tickets are issued.

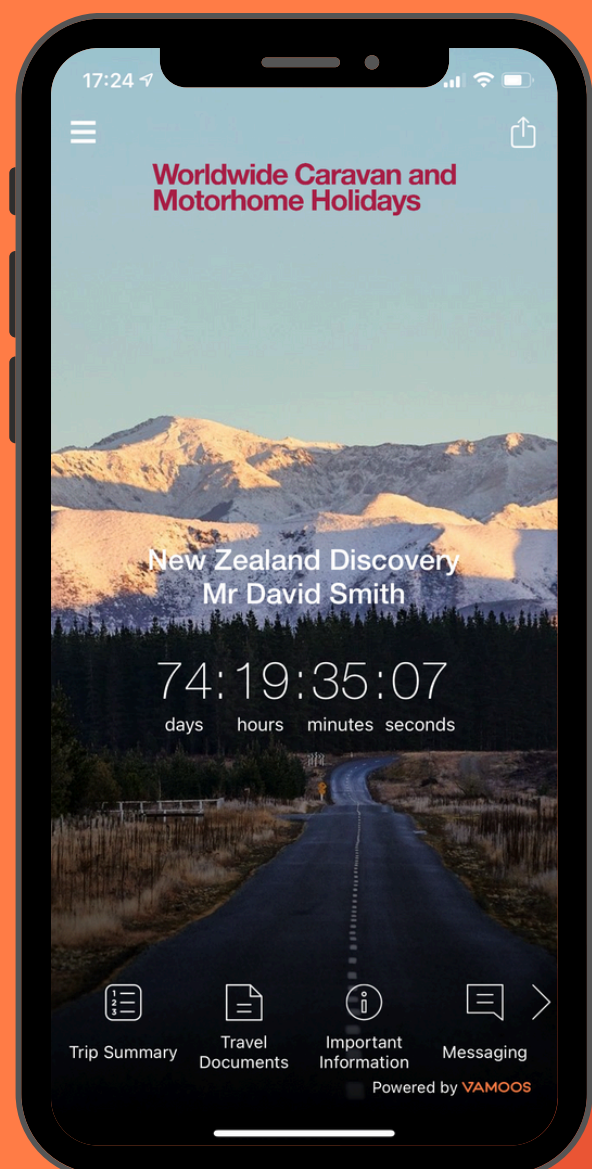
Access to your itinerary, travel documents and important information in one place. Anytime. Anywhere. All available offline.

Use the App to share your trip with friends and family as if they are there with you!

Keep up to date with changes in weather, flights, and itinerary items through notifications.

Get excited for your trip with beautiful imagery, destination information and a countdown timer.

Recommendations for local attractions, cultural sights and excursions are all available within the app.



FAQ

1. How do I download the Vamoos app?

You can download the app by visiting the [App Store](#) or [Google Play](#) on an iPhone, android or tablet. You can also visit the 'Customer Login' section of our website to access your Vamoos account online.

2. Where do I find my User ID and Passcode?

Your unique login details will be emailed to you prior to travel.

3. What information is stored on the app?

All itinerary details are accessible within the app, along with important information regarding your travel destinations, flight details, weather information and pre-travel details for your vehicle and/or rail and cruise journeys. Your final Travel Vouchers will also be available to view on the app around two weeks prior to travel. You will receive a notification as soon as your vouchers have been uploaded to the app.

4. Do I have to download the app?

We recommend that all guests travelling on our tours download the app to get the best experience out of the trip. Your Travel Vouchers will be on the App too, so it's important that you have immediate access to them when they become available.

5. Why has the app been introduced?

As a Tour Operator, we recognise our responsibility to the environment and have chosen to reduce our use of paper in order to create less of an impact on the world around us. By introducing the app as an alternative to paper tickets, we are able to provide important information directly to you at an instant.

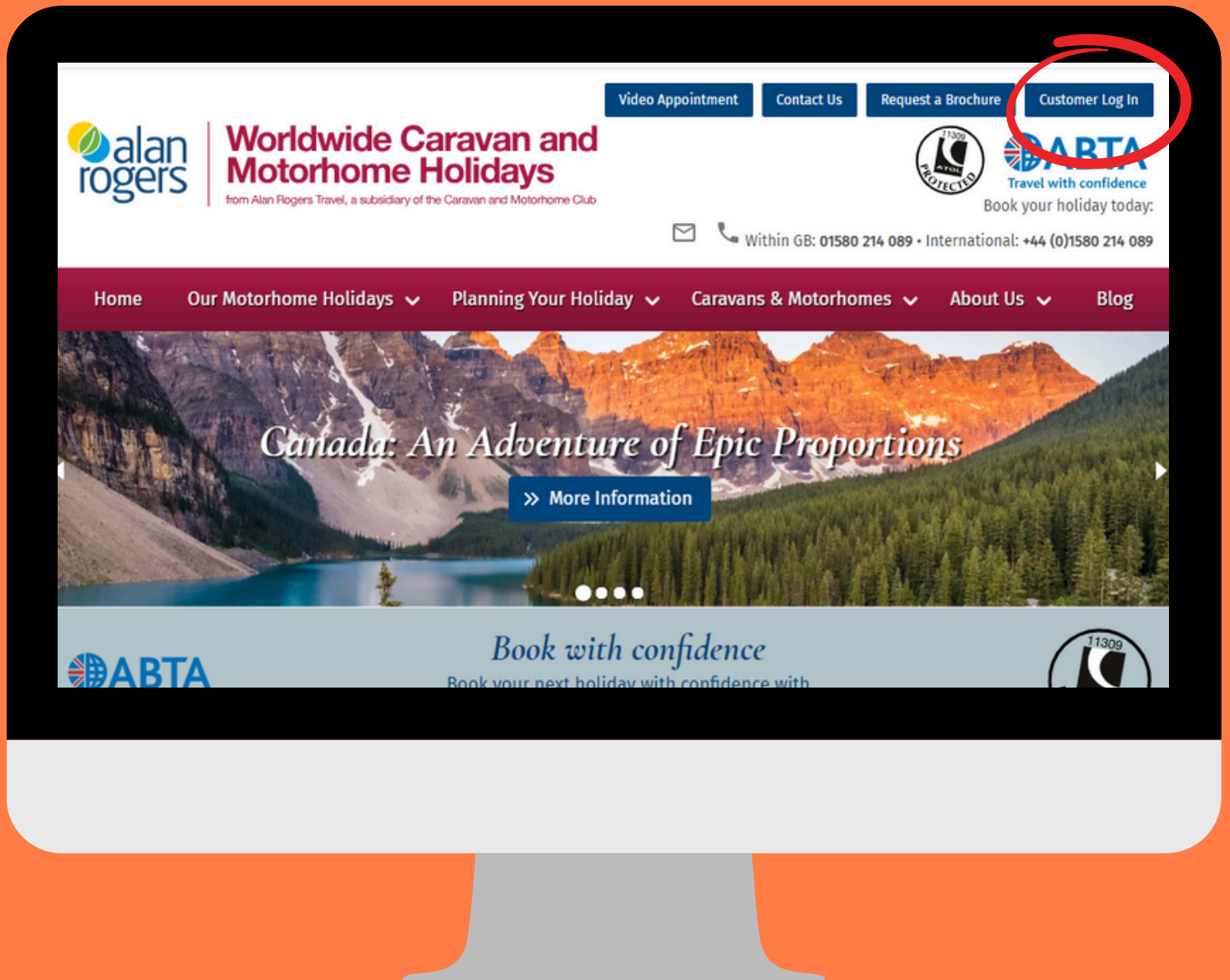
6. What if I lose my phone whilst travelling?

Your holiday is accessible at all times by logging in to the Vamoos website - www.web.vamoos.com - on any device. This can also be accessed by your friends and family whilst you are travelling.

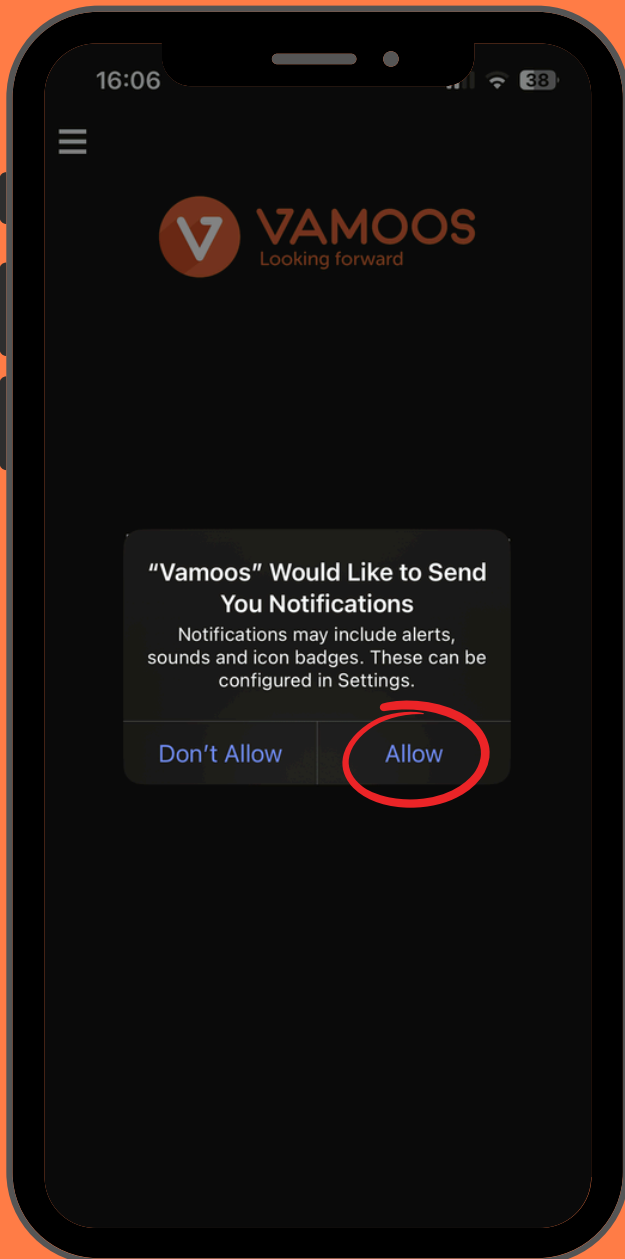
Please ensure that you notify us if you are unable to download the Vamoos app, as you may miss out on important information relating to your tour.

HOW TO LOG IN

You can log in to Vamoos either by downloading the app on your mobile device using the App Store or Google Play, or by visiting the 'Customer Log In' section of our website to login online.



NOTIFICATIONS



Please ensure that you allow notifications from Vamoos on your mobile phone in order to receive all necessary updates to your booking before you depart and whilst you are on your holiday.

You will receive a notification when your travel vouchers are uploaded to the Vamoos app, this will be around two weeks prior to travel.

If your booking includes flights, you will be notified of any schedule changes via the app. You will also receive notifications prior to your flight departure to advise you of the departure gate/terminal.

We may also need to issue important updates via the Vamoos app whilst you are travelling. This can include traffic advisories and weather condition warnings.

Please read through the documentation provided within the app thoroughly and if you have any questions at all prior to your departure, please get in touch with us on 01580 214 089 or email through to the Worldwide team at worldwide@alanrogers.com.

There is an Emergency Contacts section of the Vamoos app, where you can find all supplier contact details for use in urgent circumstances whilst on your holiday. Please only use these details when you are on your holiday and contact the Worldwide team with any questions or issues prior to departure.