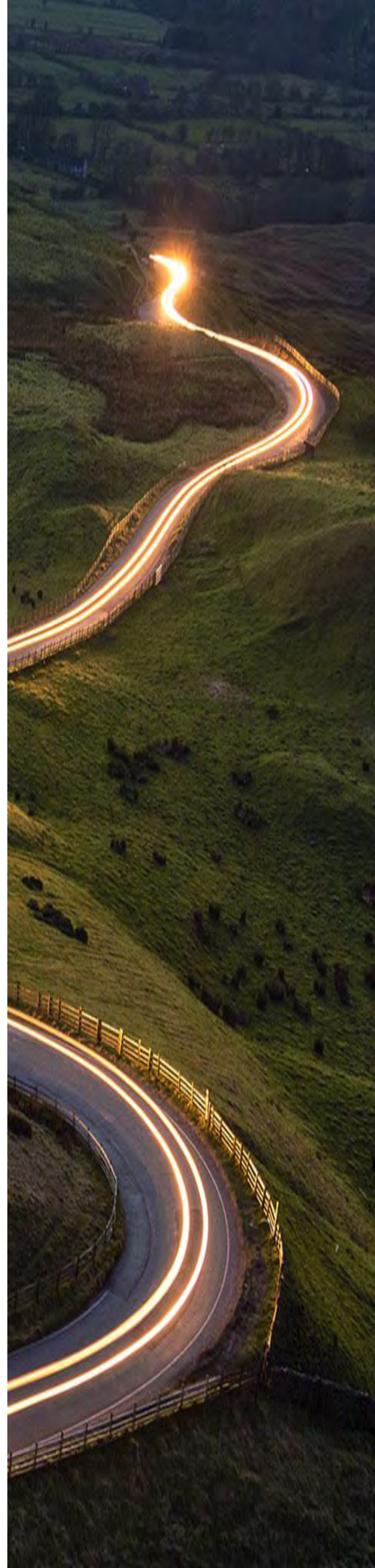


Travel booklet 2022

Renault Eurodrive
**The best premium service to
drive in Europe**





PERSONALISED HANDOVER

For optimum understanding of your vehicle (driving aids, latest technologies, etc.) a personalised handover will be held at the delivery center.



DRIVE WITH PEACE OF MIND THANKS TO OUR INSURANCE/ ASSISTANCE

You are covered by an all inclusive insurance policy with no excess and multilingual assistance always available 24/7 even in the case of flat tires, lost keys or filling the tank with the wrong fuel.



VEHICLE COVERED IN 40 EUROPEAN COUNTRIES

Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Cyprus (only Greek part) Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, the Vatican.

You can find the list of the incidents not covered by the Renault Eurodrive contract in our general terms and conditions.

ATTENTION !

- You are not insured beyond the validity date of your insurance certificate, or if you are traveling in a country that does not appear in the list of countries covered. Never leave the vehicle's registration card and keys in a parked vehicle



IN CASE OF INCIDENT

 Breakdown	 Accident	 Other (fire, vandalism, robbery attempt)	 Impact on your windshield	 Theft
1 + 6	1 + 2 + 4 + 5 + 6	1 + 3 + 4 + 5 + 6	1 + 7	1 + 3 + 8

- 1 Call assistance 24/24 – 7/7 – +33 (0)1 84 95 96 97
- 2 Carefully fill out both sides of the European accident report
- 3 Report the incident to the police
- 4 Send your report by e-mail **within 24 hours** to: dvse.sinistres.gsae@grassavoye.com

If the report is not sent within 24 hours, you will be charged for all expenses engaged for your mobility.

- 5 Send the originals to the following address : TSA Gras Savoye –Gras Savoye Auto – TSA 74255 - 77283 Avon Cedex
- 6 The vehicle is left in a Renault or Dacia garage, unless it can be repaired on site.
- 7 In the event of an impact on your windshield in France, **contact Carglass** on their website carglass.fr or by telephone on **09 77 40 19 27** (price of a local call) to have the impact repaired within 24 hours at your place of residence. **You will not be charged.**
- 8 Send your report by e-mail : assur.eurodrive@renault.com



If your car is being repaired

You have the choice between an accommodation (65€ including all taxes/day/person) for a maximum duration of 10 days or a mobility solution from the same category **for a maximum duration of 21 days**



Never leave the car's registration certificate in the vehicle, **nor in the garage**. If you lose it or don't give it back, **you will have to pay 500 euros**. If you don't get your car back, **you will have to send the registration certificate to the following address** : RENAULT SIEGE DCF - EURODRIVE - Service 00337 API : FR EQV ARC 2 50 13, Avenue Paul Langevin 92359 Le Plessis-Robinson - FRANCE)

- Any expenses incurred without prior agreement from Renault Eurodrive Assistance **will not be refunded**.
- If your car is police checked, don't forget to say that **your principal residence is not based in Europe**.
- **No compensation** will be granted if you have to change your travel plans (hotel cancellation, etc.).
- In case of incident, you have 24 hours to pick up your vehicle in the garage. **If you don't, you will be charged for your mobility solution.**
- Renault Eurodrive insurance conditions cover the rental car. **You do not need to take additional services with the rental company**. If in spite of this you choose to subscribe to additional services, **no expenses will be refunded** (insurance, excess waiver, etc.)
- Using a mobility solution can limit the number of countries you can visit. **Please inform Renault Eurodrive team about your itinerary** : assur.eurodrive@renault.com

03 – Contract changes



YOU WANT TO EXTEND YOUR CONTRACT ?

Contact **+33 (0)1 76 84 99 00** (from 9 AM to 5 PM except on French public holidays) or adv1.eurodrive@renault.com

You can extend **the length of your contract** following the delivery of your vehicle and **within the limits of the expiry date** of the vehicle's registration certificate.

Extension fees are : **Renault 60 €/day** and **Dacia 50 €/day**. Extension fees must be paid by credit card.

If you do not extend your contract with Renault Eurodrive, the use of the vehicle becomes illegal after the initial contract end date. The customer, their passengers and **the vehicle will no longer be insured**. In addition, the **holder of Renault Eurodrive contract will be liable for all damages** and the extension fees will be raised to 100%.



YOU WANT TO PURCHASE YOUR VEHICLE ?

Contact **+33 (0)1 76 84 99 00** (from 9 AM to 5 PM except on French public holidays) or adv1.eurodrive@renault.com (it is the only contact appointed to give the current and correct prices)

You, a family member or a friend (living in France) have the option of purchasing the Renault Eurodrive vehicle used during your holiday at an attractive price. Take advantage of **discounts of up to 36%** on the new vehicle price including all taxes!

You will be asked to give a **residence address based in mainland France**.

Take your favorite home !

A vehicle tailor-made for you? You can purchase the model of your choice from the Renault and Dacia range from your Renault Eurodrive agent. The purchase of your vehicle is exclusive of VAT. Once again, Renault Eurodrive guides you through the process. For this purchase, your sales agent can put you in contact with a shipping agent and Renault Eurodrive provides you with all customs documents.

Buy a vehicle for mainland France !

Whether you want to anticipate your return or simply purchase a brand new vehicle, your Renault Eurodrive agent is there for you. The purchase of your vehicle is VAT inclusive. You will simply be asked to provide a residential address in mainland France and your vehicle will be delivered upon your arrival to one of our Renault Eurodrive centers

03 – Return your vehicle



If you need to return your vehicle early

You may be eligible for a refund for days not used, minus a franchise of 10 days. You will be charged a minimum of 21 days. For this, contact your sales agent.



To return your vehicle

D-5 Contact your drop-off center to organize your drop-off

You can return your vehicle in all Renault Eurodrive centers. If your return your vehicle in a foreign country (except France) that wasn't planned in your contract, you will be charged. (see our general terms and conditions)

The vehicle must be returned with all the equipment :

Equipements	If missing, you will be charged
Registration certificate (card)	500 euros
The cleanliness (pet hairs, sand, mud, stained upholstery, rubbish left inside the vehicle, etc.)	100 euros
Safety kit	20 euros

Abandoning the vehicle outside the registered pickup centers will be charged 500€ in France and 1500€ out of France.



Have a good trip in Europe !