



Driver's guide

Fleet Europe

Automobile Association Developments Limited, (trading as AA Breakdown Services), is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000. Registered office: Fanum House, Basing View, Basingstoke, RG21 4EA. Registered in England and Wales Number: 01878835.

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This vehicle is covered for our Fleet Europe service. This offers emergency breakdown assistance to anyone authorised to drive it with the vehicle provider's approval, while they are in Europe.

What to do before you go to Europe

- ▶ Contact your motor insurer or Fleet Manager before taking the vehicle out of the UK. It's important that you are adequately covered to your, and their, satisfaction and you have the necessary documents to prove it.
- ▶ Carry your driving licence, original vehicle registration document and passport, as you may be asked to produce any one of these items by the authorities. A provisional licence is unacceptable and the minimum driving age in most countries is 18.
- ▶ If the vehicle is borrowed, you will need a letter of authority from the registered keeper to carry with the original registration document as some countries require certified authorisation. If the vehicle is hired or leased then you may need to obtain a Vehicle on Hire Certificate (VE103A).
- ▶ Display the appropriate approved national identification plate on your vehicle and any caravan or trailer being towed.
- ▶ Carry a spare set of car keys.

Driving in Europe

You can find and download detailed information at theaa.com/drivingineurope

You can also check the latest safety advice for your destination at the Foreign & Commonwealth Office website www.fco.gov.uk

How we can help

If your vehicle is stranded on the highway as a result of a breakdown or road traffic accident, we can help.

24-hour Emergency Centre

Our European Operations Centre is open 24 hours a day. Your call will be answered by an English speaking operator, who will get help where and when you need it in Europe (see geographical limits).

Roadside assistance

Including towing to the nearest garage and location, and despatching spare parts to complete repairs overseas. The cost of parts and labour is not included.

Alternative travel arrangements

If we can't complete the repairs within 8 hours, we may provide reasonable extra costs for alternative travel.

Emergency accommodation

If we can't complete the repairs within 8 hours, we may provide reasonable accommodation costs, over and above budgeted costs.

Vehicle recovery to the UK

If we can't complete the repairs before you return home, we may arrange and pay costs up to the vehicle's current market value for the unaccompanied recovery of the vehicle to your home or appointed garage agent in the UK,

or

once we've completed the repairs we may arrange and pay reasonable costs for one person to return and collect the vehicle.

Benefits

Overall claim limit	Overall claim limit of £2,000 per party per trip (excluding unaccompanied vehicle recovery, legal benefit and, if purchased, optional parts and labour benefits).
24 hour English speaking assistance	Access to a 24 hour English speaking call centre and translation assistance 7 days a week, 365 days a year.
Roadside assistance and emergency repair	Emergency repair at the roadside or towage to nearest repairer.
Location and despatch of spare parts within Europe	Location and despatch costs (cost of parts not covered).
Alternative travel arrangements	Up to £1,200 per party; vehicle hire limit £120 per day.
Emergency accommodation	Up to £500 per party; limit of £60 per person per night.
Vehicle recovery to the UK or onward to your original destination	To recover your vehicle to the UK (but only where cost of recover does not exceed your vehicle's current market value) or vehicle collection – one person's costs to collect after a repair overseas.
Legal benefit	Up to £50,000 for costs of help and advice after a road traffic accident.

Need something else?

For an additional cost, we can also arrange the following services:

- ▶ Caravans and trailers
- ▶ Vehicles carrying over eight people (including the driver and infants)
- ▶ Travel Insurance with us
- ▶ Vehicle on Hire Certificate (VE103A)

Just call our Business Services team on 0800 55 11 88.

What to do if you need help

Before you call anyone

- ▶ Try to stop in a safe place out of the way of traffic
- ▶ Switch on your hazard warning lights and sidelights
- ▶ Place a warning triangle behind your vehicle where it's clearly visible, but remember – never use a warning triangle on UK motorways
- ▶ Make sure everyone is safely away from moving traffic

What to do on a French motorway

Motorways in France are privately managed, so if you break down on a French motorway or motorway service area, we can't send out help.

- ▶ Go to the nearest emergency box or phone and dial 17 – the official motorway breakdown service will come out to you
- ▶ Once you've been towed off the motorway or service area, call our 24-hour helpline

What to do elsewhere in France or the rest of Europe

- ▶ Call our 24-hour helpline
- ▶ Outside France, only use a motorway emergency box if you don't have access to a mobile phone or if you don't know where you are

24-hour helpline: +44 121 336 6295

Don't forget that dialling and ringing tones differ from country to country.

Please be ready to tell us:

- ▶ the name of the company registered for our Fleet Europe cover
- ▶ your exact location, if possible
- ▶ a contact phone number, if possible
- ▶ your vehicle's make, model and registration number

Mobile phones are handy but can be expensive. Even if you ask someone to call you back on your mobile, you may still have to pay for the call. These costs aren't covered under your policy.

What to do when you come back to the UK

If you break down in Europe, you can get a claim form when you come back from: The Automobile Association, Overseas Claims and Enquiry Unit. Or give us a call on 01256 493730 or email overseasclaims@theaa.com

Provision of Assistance in Europe

AA Fleet Europe is not an extension of UK breakdown assistance in Europe. Different benefits apply and third party service providers, including garages, repairers, recovery operators, car hire companies, etc, whose services are arranged or paid for under AA Fleet Europe, are not approved by us and do not act as our agents. While we will assist in liaising with third parties if you ask us to help, we cannot be held liable for any acts or omissions of any such garages or other third parties.

We will accept no liability for loss of income or contractual obligations, neither will we accept any responsibilities or liability for any vehicle or its contents, when left overseas prior to collection by our transporters or for the onward movement of a vehicle or its contents to the destination. This will remain the responsibility of the driver or vehicle provider or the motor insurer. Nothing shall restrict or limit our liability for negligence resulting in death or personal injury or fraud.

Geographical Limits: Albania, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta and Melilla), Sweden, Switzerland, Former Yugoslav Republic of Macedonia; Turkey, Ukraine, Vatican City.

AA Fleet Europe does not apply to territories beyond mainland Europe or those not listed in the Geographical Limits. Except as detailed in 'duration of trip', AA Fleet Europe can only be used for journeys where you take a vehicle overseas by waterborne craft or Eurotunnel, and not for crossing estuaries and non-tidal waterways. For travel from Northern Ireland to the Republic of Ireland AA Fleet Europe cover begins upon arrival in the Republic of Ireland. There is no entitlement for travel within Northern Ireland.

Country of departure: Great Britain, Northern Ireland, Isle of Man or Channel Islands.

Duration of trip: Any overseas trip undertaken from the UK with an entitled vehicle within the period of AA Fleet Europe entitlement, providing no individual trip lasts longer than 90 days. AA Fleet Europe only commences on embarkation of the outward ferry or shuttle and ceases immediately on disembarking from the inward bound ferry or shuttle. There is no entitlement under AA Fleet Europe for any incidents in the UK on your way to or from the port of embarkation or disembarkation. These benefits will not apply under any circumstances.

Release of personal data to fleet controller: Please note that details of any vehicle breakdown, including vehicle fault, location and vehicle occupants may be released to the vehicle owner, fleet department or hire company.