Volkswagen Financial Services
Finance, Insurance, Fleet, Mobility.

‘All-In’ – Volkswagen Roadside Assistance Terms and Conditions

These terms and conditions form the terms and conditions that apply to the Roadside Assistance extension to your All-In Application for the Contract Period.

1. Definitions

- ‘All-In’ – means the All-In plan shall comprise all these terms and conditions together with your Confirmation of Cover and the terms and conditions for the All-In Service/MOTand Warranty.
- ‘Accident’ – means an unauthorised act of a vehicle and/or its occupants.
- ‘Approved Repairer’ – means a repairer approved by us.
- ‘Breakdown’ – means a mechanical or electrical failure during the Contract Period in the UK or in the territory which has either immobilised your vehicle or made it unsuitable for progress.
- ‘Conditional Eligibility’ – means those conditions set out in this document. Confirmation of Cover – means the document we issue in acknowledgement of your All-In plan with your Welcome email.
- ‘Contractor’ – means anyone whose services we use to provide the described services in the United Kingdom.
- ‘Contract Period’ – means the period starting on the day you take out the Cover and ending on the day you surrender Cover.

Details mean your name, address, registration number and model.

DVLA – means the Driver and Vehicle Licensing Agency, Swansea SA6 7LL.

- ‘Resident of the United Kingdom’ – means a person living permanently in the United Kingdom.
- ‘Specialist Equipment’ – equipment not covered by All-In Roadside Assistance. Territories – Allaria, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia, San Marino, Serbia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vatican City.

The terms ‘You’ and ‘Your’ mean the person, including You, travelling with You for the whole period of the journey during which the relevant Breakdown or Accident occurs.

United Kingdom – means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

Vehicle – means the vehicle you are driving whose details have been provided by Volkswagen Financial Services acting on your behalf and are subject to the terms and conditions of the relevant Roadside Assistance policy. Vehicle means the vehicle You or the person giving the vehicle information has in mind. You – means the owner of the vehicle and any other person who, at the time of a Breakdown, subject to the terms of Volkswagen Roadside Assistance including the length restrictions.

2. When calling for assistance, please have the following information to hand:

- Your location and number and colour of your vehicle
- Description of the issue
- Your vehicle’s registration number
- A telephone number where you can be contacted

Please do not make arrangements without first contacting Volkswagen Roadside Assistance on 0800 777 192. If you are ringing from a mobile phone in the UK, please call 0330 100 3241.

All calls to Volkswagen Roadside Assistance are recorded. This will help us to confirm details of a call that may be incomplete or unclear.

SMS text messaging is available for use by deaf, hard of hearing or speech impaired customers in a breakdown situation by sending an SMS to 07900 444 999. Deaf, hard of hearing or speech impaired customers may contact Volkswagen Roadside Assistance using Text Relay. These services are not available outside the United Kingdom.

Volkswagen Roadside Assistance is provided by Volkswagen Group United Kingdom Limited and in partnership with the AA. We reserve the right to make changes to these Terms and Conditions during the Contract period where this is necessary to comply with any applicable laws, regulations or the advice or instruction of any regulatory authority. Such changes will be published on our website or notified to you in writing from time to time. Please check our website from time to time to notice any such changes which may, as they are binding on you.

Service in the United Kingdom Assistance is available irrespective of Vehicles registered with the relevant Vehicle Licensing Agency only.

(a) Roadside

If you are stranded on a public highway or other accessible road area to which the public has the right of access, you are subject to a Breakdown to Your Vehicle, we will arrange for a Contractor to assist you, who will try to repair the Vehicle.

Roadside Assistance is not available on public highways or other accessible road areas to which the public has the right of access, on public roads, airports or marinas, on private property, on public property, or on UK public roads.

If the Vehicle cannot be repaired at the roadside, or repairs aren’t possible, we will arrange for the Contractor to transport the Vehicle to a place where it can be repaired.

(b) Accident

If you are involved in an accident, whether it is at the time of a Breakdown or at any other time, you must inform us immediately.

(c) Breakdown

- Missing or broken keys. We may in our absolute discretion attempt to arrange the services of a locksmith to repair the lock.
- The cost of ferrying crossings, travel and congestion charges.
- Vehicles being driven by a detainee, evicted person, or by someone who has been disqualified or by someone who has been involved in an accident.
- The cost of replacing/repairing other vehicles that may have been involved in the accident.

(d) Roadside

- Routine servicing of the Vehicle.
- Breakdown which would have been prevented by routine servicing of your Vehicle.
- Routine maintenance work carried out by a repairer approved by us.
- The cost of any parts, fuel, electricity or service, which are not attributable to the accident.
- The cost of replacing tyres or windows.

(e) Accident

- Vehicle has been in an accident.
- Any vehicle involved in an accident.
- Any vehicle involved in an accident, whether it is at the time of a Breakdown or at any other time.

(f) Accident Management

- Accident Management may be provided in our absolute discretion and, where provided, in respect of all the relevant terms of this document, notwithstanding the terms of this section.

- Accident Management services are those services that we can provide to you as the scene.

Advice
When You phone, We will advise You as to the extent of insurance information You will need to collect, whether You need to contact the police, and help with dealing with the other party.

(i) Vehicle defensive training

Through asking 'You a series of questions We will assist You in determining the health of Your Vehicle.

(ii) Virtual insurance claim form

We can collect and record all the relevant information about the Accident for You, which We can supply to You at any time, in writing, by fax or e-mail, or over the telephone.

(iii) Liability assessment

We will not pay You or Your claimants compensation, give You a preliminary view on how We think You may advise and assist You as to how You deal with your situation.

(iv) Motor insurance claim reporting

We will advise You whether You are, in fact, entitled to report the Details of Your Accident to Your insurance and ask them to contact You at a time convenient to You to arrange repairs and claims. Alternatively, We assist You in arranging repairs. Please note that many of the above services are available to Yescorp You have left the scene of the Accident.

(v) Further services

These are the services We can provide to You once You have left the scene:

- Call back – at a time to suit You

We will call You back to deal with any other issues that You may have and provide a more detailed view of Your Options.

- Legal advice

We can provide You with initial legal advice related to Your Accident including uninsured losses, repair advice, traffic charges, consumer disputes and the best way of getting the best value for Your Vehicle if it is a write-off.

- Replacement vehicle assistance

If You are not liable for the Accident and the other party’s insurer agrees with this, and there is no other condition at an alternative location We may be able to assist You in obtaining a like for like replacement vehicle until Your repairs are completed. This will be subject to certain restrictions and the terms and conditions of the vehicle supplier who will contract with You directly.

- Personal injury claims assistance

We can advise personal injury consultation with qualified legal professionals to assess the prospects of pursuing a claim for compensation for your injuries or uninsured losses, where We consider You have a claim.

For further information call 0800 777 192, please select the appropriate option for Accident Management.

3. Accident Management terms and conditions

(A) Accident Management Services do not form a policy of insurance.

(B) Accident Management only will be provided following Your involvement in an Accident in the United Kingdom (please note that restrictions on certain services may apply in other territories).

(C) We can stop providing You with Accident Management at any time if We reasonably believe (at our discretion) that the service provided is not proceeding in accordance with the scope of Accident Management services available to Us from uninsured or unconditionally insured third parties, Your claims by Your insurers, or if We are not in a position to act due to circumstances relating to the services provided.

(D) Any agreement for or services We obtain on Your behalf will be between You and the third party supplier (unless We notify You otherwise). We will not be responsible for the terms of any agreement entered into by any third party supplier, or the implementation of Your tendering process contract terms.

(E) Where You are entitled to receive this service from another provider, We will provide You with the name and contact details of the service provider.

(F) We cannot guarantee that We will be able to provide all the components included in the service.

4. Service in the United Kingdom en route to the European Territory

If You are stranded on a public highway through breakdown of the Vehicle on the outward journey from Home, to Your point of departure from the United Kingdom, or on the inward journey from Your point of entry to the United Kingdom to Home, We will arrange and cover the costs of services as if You were abroad.

In addition, We may in Our absolute discretion contribute towards the cost of self-drive hire car including collision damage waiver and replacement Green Cards necessary, to complete the journey home. Yescorp's Vehicle Assistance service in the United Kingdom provides assistance in respect of breakdowns occurring in the European Territories subject to a maximum total benefit of £5,000 per claim in the event of a Breakdown. We will provide for the following, subject to the limitations for each section.

5. Service in the United Kingdom

(a) Volkswagen Roadside Assistances available:

- Attendence to/rt Dial Breakdown: garageserviceperthe Vehicle at the roadside where feasible;
- Tow to the vehicle from the place of Breakdown, or, in Our absolute discretion, Accident service to the nearest repair location if You may require repairs;
- Storage charges for the Vehicle whilst awaiting repair or repair up to 10000 is provided (in Our absolute discretion) and;
- The cost of wheel changes but not for replacement Tyres, such assistance to be provided at Our absolute discretion.

(b) Volkswagen Roadside Assistances not available for:

- Any labour costs other than those incurred by the roadside; Yescorp will only pay labour costs at any garage to which the Vehicle is taken;
- Repair costs, including labour, if the Vehicle is in a road traffic Accident, clammed or property fire or stolen or is considered unrepairable to repair;
- The cost of parts for Roadside garage repairs;
- The cost of any repairs required to the vehicle to continue the journey on the date of the Breakdown;
- The cost of any other supplies, ingbelief but not limited to specialist Equipment.

If the Volkswagen Group European Roadside Assistance Centre confirms that the vehicle will be towed to the nearest repair location, the following services will be provided:

- Additionalaccommodation expenses

A contribution of up to £600 per person per day towards necessary additional accommodation expenses (up to a maximum of £200 per week) whilst Yescorp attempts to repair the Vehicle. Volkswagen Roadside Assistance is not available for other costs of meals, drinks, or any other costs.

Or

Volkswagen Roadside Assistance is also available to negotiate with third parties to look at back exchanges and other costs. However, the Yescorp's liability is limited to the £600 per person per day.
We may in our absolute discretion provide the following (if applicable):

(a) Urgent messages/relayservice
We may in our absolute discretion relay urgent messages from the Volkswagen Group European Roadside Assistance centre to your immediate relations or close business associates if the vehicle cannot be driven because of a Breakdown. Accident, fire or it is stolen.

Volkswagen Roadside Assistance does not provide assistance with:
- Urgent messages or messages to persons not listed in the previous paragraph.
- The cost of relaying any urgent messages are not covered by the Volkswagen Group European Roadside Assistance centre.

(b) Replacement driver
We may in our absolute discretion arrange and cover the costs of a replacement driver to drive the Vehicle and/or to Your destination Home, if registered doctor declares that you medically unfit to drive. Replacement drivers are not authorized to repair a vehicle. If a replacement driver is not available, a journey is costed.

Volkswagen Roadside Assistance will not be available to provide a replacement driver on which will be applied to the time of towing the vehicle. It may incur additional costs for delays in towing the vehicle and vehicle damage.

(c) Caravan and trailers
The vehicle's extensions apply equally to caravans and trailers except that the maximum length of the caravans has not exceeded 7m. If the vehicle's extensions are exceeded, or if there is a towbar, or for trailer towing, a caravan or trailer, we will not recover the caravan or trailer to the vehicle on a single journey. Other than as set out in the paragraph, caravans and trailers are excluded

(d) Damage to the vehicle
We do not cover any damage to the vehicle, other than damage caused by the recovery process, or if the vehicle is caused by an accident. Assistance for roadside assistance is not covered by this Insurance.

(e) Roadside assistance
Roadside assistance is not covered by this Insurance.

(f) Expenses not covered
Expenses are not covered by this Insurance.

7. Exclusions

8. Disclaimers

9. Liability

10. Limitations

11. Miscellaneous
12. Any requests for assistance where the Vehicle is being driven by persons who no longer hold a full United Kingdom driving licence or who no longer hold a full United Kingdom driving licence and have not had their driving licence restored in the United Kingdom

13. Any claim which You have made under any policy of insurance held by You. If You have any policy which covers the same risks as Volkswagen Roadside Assistance You must advise us of this, where requesting service and We will be entitled to contact the insurance company concerned and reclaim any amounts recoverable towards costs.

14. The cost of transportation for a replacement car, if any, and any onward transportation to Your vehicle from its present location. Any onward transportation is at Volkswagen Roadside Assistance’s discretion and solely at Your risk. Volkswagen Roadside Assistance will not arrange or pay for any onward transportation.

15. Any periods outside Your Contract Period.

16. Any Volkswagen Passenger Car that does not conform to the following specification:
   a) maximum legal laden weight of 3,500kg (3.5 tonnes)
   b) maximum overall dimensions of length, height, width; 2.3m (all including load carried).

17. The Vehicle restrictions applicable toanciaservicetravellers except that the maximum length of trailer and maximum gross weight exceeds 3.8m.

18. The Vehicle which has been a breakdown towing a caravan or trailer and We procure recovery, the caravan or trailer will be recovered to the point at which the towing vehicle was at the time of the incident and no other services will be provided.

19. The number of persons maximum (including You) in the Vehicle.

20. The Vehicle is unattended.

21. Any personal effects, valuables or luggage left in the Vehicle in any trailer, boater or caravan anytime it is being towed by or used in conjunction with the Vehicle. These are Your responsibility.

22. Specialist Equipment costs. We will arrange for the specialist services if needed, but You will have to pay for any additional costs to the Contractor.

23. Any costs which are not specifically stated in being included in These Terms and Conditions of Volkswagen Roadside Assistance.

24. Vehicle Periods which have been broken or had a breakdown which has not been cleared before the start of this Contract Period.

25. It is a legal requirement that if the vehicle is seized or recovered the vehicle is in contact with the public highway must have a valid current insurance. We will attempt to give You a vehicle that is usable but will not provide any service if the vehicle is not insured.

26. In relation to Your vehicle, any customer included in the Vehicle (including any child you operate error, running out of fuel, use of incorrect fuel, and tire defects due to e.g. driving over potholes, kerbs, or failure to maintain correct tyre pressure) unless We elect in Our absolute discretion to do so.

27. In circumstances where provision of the Volkswagen Roadside Assistance would involve a breach of the law.

28. When Your vehicle is unaccounted for, e.g. garage premises, unless You can establish that You have the permission of the owner or occupier.

29. Assistance is not available following a breakdown or Accident (where Women on Our absolute discretion to provide service attended by the police or the emergency services, until the Vehicle’s removal is authorised. If a vehicle is on recovery third party, the cost must be met by You.

8. European claims procedure and conditions

When providing assistance, We make every effort to recover Your vehicle fully within the limits set out in this document. However, in some instances You may be asked to physically and/or reclaim costs of removing your vehicle to the United Kingdom. There may be occasions when You are responsible for payment for service and delivery of Your vehicle. Any costs to be reclaimed must be agreed in advance and to the limits as set out in these Terms and Conditions.

If we paid any amount which You believe is included as part of Volkswagen Roadside Assistance, please telephone the AA on the following number for return home, quoting Your reference and Vehicle registration number. Wherever Your completed application form for service, You should enclose everything your receipt(s) photocopied. To obtain an application form, please telephone 01256493580 or e-mail queries@aa.co.uk.

Receipts

You shall keep all relevant original receipts. If not photocopies will be needed for some. We may refuse to authorize reimbursement for expenses unless You can provide original or receipt bearing the items You have paid.

Claims for reimbursement are subject to You complying with the following conditions:

1. You must tell us all about the Accident, injury, loss, damage, as If You were not entitled to receive Volkswagen Roadside Assistance.

2. You must give the AA all the information about the Accident, its cause and how or by whom it happened.

3. You must return any original receipts, certificates, police reports, evidence, etc. and give us the information to help the AA in payment of Your claim at Your expense. This includes medical certificates and details of Your vehicle’s condition if necessary.

4. You must not, without the AA’s written permission, use the vehicle for your own purposes, or attempt to claim for the same accident, injury, loss, damage or other service.

5. You must be roadworthy and in good mechanical condition when You commence your journey.

6. Any claims found to be fraudulent or unnecessary will be forfeited.

You must, within seven days of any request from the AA, send to the AA copies of any European accident statements (called a ‘Constat d’Avalable’ in France) and/or any police reports should You make a claim following a road traffic incident.

9. Caring for Your customer

If You manage to contact UK and European Roadside Assistance, Volkswagen Roadside Assistance aims to provide you with the highest level of service at all times. However, there may be a time when You feel that Our service has fallen below the standard You expect. If this is the case You must contact Volkswagen to try and resolve the situation.

There are several ways You can contact Us:

Telephone: 03446000556
Email: vagcustomercareoperations@aa.com
Post: Volkswagen Roadside Assistance Customer Care, Lambert House, Stockport Road, Crewe, Cheshire CW1 2DV.
Fax: 01635874754
Textphone users contact us using Next Generation Texting (NGT) by prefacing your number with 18001.

We will then acknowledge Your complaint with a full working days receipt, offer You the final opportunity to resolve the situation.

If We acknowledge Your complaint, We will advise You how We deal with complaints and offer You the final opportunity to resolve the situation. However, if We are unable to resolve Your complaint, we will then send You a letter of response, which will detail the steps We have taken to resolve the issue.

Please be aware that the above number should be only used for complaints about Volkswagen Roadside Assistance’s level of service, once You have returned home. Any general queries relating to repairs and claims for reimbursement of cost of travel must be associated with Our European Service should be directed to Volkswagen European Roadside Assistance 08000 1330 390 (All calls may be recorded and monitored).

If You have an issue relating to Volkswagen Roadside Assistance, then please write to:

Volkswagen Passenger Cars Customer Services, Selecta House, 12 Shelfield Green, Tipton DY4 9JU.
Telephone: 08458508850
Email: customercare@volkswagen.co.uk

10. Transfer

You may assign this Agreement to any subsequent owner of the Vehicle for the Contract Period provided that You pay all the payments shown on Your Confirmation of Cover before the Agreement is assigned. Once all payments have been received Volkswagen Financial Services will agree to the assignee of the Agreement providing that You advise Volkswagen Financial Services in writing following the transfer of ownership and that the purchaser of the Vehicle agrees in writing to be bound by the terms and conditions of this Agreement in every way.

The Agreement is not transferable to another vehicle.

11. Your personal data

We will use Your personal information provided in connection with Your Agreement for the following additional purposes:

a) if You have provided us with Your Volkswagen Roadside Assistance policy or policy details, or if You have made a claim under the policy, or in any other way We have knowledge of You, We may use the information to contact You with correspondence to You. We do this for Our legitimate interests in as that We need to contact You in relation to Your policy or claim.

b) if You have provided us with information about Your vehicle, You have signed a declaration on the form to that effect, or You have agreed to Us using information about Your vehicle for marketing purposes, then We may use the information for these purposes.

If You have any questions in relation to the personal information We process about You, please contact Us on 08458508850.

12. Right to cancel

You have the right to cancel the Agreement within 14 days without giving any reason. The cancellation period will begin 14 days from the start date in Your Confirmation of Cover. To exercise the right to cancel, You must inform Volkswagen Financial Services of Your decision to cancel this Agreement by clear statement (e.g. a letter sent by post or e-mail) or contact Volkswagen Financial Services on phone 01700 010 080.

You can also use a copy of the model Cancellation Form, but is not obligatory. Alternatively, write to Volkswagen Financial Services by email. If You are within the period mentioned in Point 14.11 of the agreement, You will be able to cancel the Agreement.

If You cancel this Agreement all aspects of the All-Inclusive including the Service and Warranty will also be cancelled and You will no longer benefit from any aspect of the Agreement.

13. Law

This Agreement shall be construed and interpreted in accordance with the laws of England.

Effective from 01 May 2021
### Driving Requirements

| Requirement                                                                 | Austria | Belgium | Canada | Denmark | Estonia | France | Germany | Hungary | Ireland | Italy | Japan | Netherlands | Norway | Poland | Portugal | Slovakia | Spain | Sweden
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**Guidelines:**

1. Minimum age: All vis-a-vis compulsory for drivers.
2. UK driving licence holders are accepted. However, the acceptance of the older ‘all green’ style UK licence cannot be guaranteed. Drivers may wish to voluntarily update them before traveling abroad.
3. In certain countries, motorists must have a GB sticker to display when traveling outside the UK.
4. GB stickers are compulsory within the EU unless your UK registration plates display the GB Euro symbol (Euro plate), which became legal option from 21 March 2001. The Euro-platemust comply with the new EU standard (ECE R55).
5. The Euro plate is an official recognition of the EEC, it is a requirement to display GB stickers.
6. It is essential to carry these documents while traveling abroad.

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### List of European motoring requirements

This table outlines the items required to be carried with local laws in addition to those which Volkswagen Radsafe Assistance recommend in case of difficulties. This document was printed in February 2021 and the information provided was correct at time of going to print. As laws change from time to time, we advise that you check the local laws of the country you are travelling to as the table below may have become out of date since printing. Whilst every effort has been made to ensure the material in this table is correct, neither we nor Our Contractors can be held responsible if it becomes inaccurate due to any subsequent changes in the law.

<table>
<thead>
<tr>
<th>Country</th>
<th>Mandatory Items</th>
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<tbody>
<tr>
<td>Austria</td>
<td>GB sticker (c)</td>
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<tr>
<td>Belgium</td>
<td>GB stickers (c)</td>
</tr>
<tr>
<td>Canada</td>
<td>GB stickers (c)</td>
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<tr>
<td>Denmark</td>
<td>GB stickers (c)</td>
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<tr>
<td>Estonia</td>
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<td>Japan</td>
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<td>Netherlands</td>
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<td>Slovakia</td>
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<tr>
<td>Spain</td>
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</tr>
<tr>
<td>Sweden</td>
<td>GB stickers (c)</td>
</tr>
</tbody>
</table>

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(c) Compulsory
-- Recommended by AA respective country
--- Yes = No = Unlawful