

ŠKODA Lease&Care DRIVER'S GUIDE



ŠKODA

ŠKODA Financial Services

Finance. Insurance. Fleet. Mobility.



This guide is designed to provide you with a better understanding of the ŠKODA Lease&Care agreement you have chosen.

Please take the time to read it so that you are aware of what you are entitled to under your agreement.

You can also access information about your agreement and other packages online.

Visit myskodafinance.vwfs.co.uk to find out more

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Your Responsibilities



Care Packages

Additional Elements

YOUR RESPONSIBILITIES



It is your responsibility as the hirer to ensure the vehicle is serviced at the manufacturer's recommended intervals by an authorised ŠKODA Retailer or ŠKODA approved repairer and, where applicable, that the vehicle has a current MOT certificate. You are responsible for ensuring that the vehicle is in good repair and condition at all times and for any damage caused to, or deterioration of, the vehicle other than through reasonable fair wear and tear.

To help take care of your ŠKODA you should regularly:

- Check the coolant levels and refill as necessary in-between services
- Check tyre pressures, depth of tread, and condition
- Check all lights and indicators

If the vehicle is required to be repaired at any time during the contract for accidental damage or similar, please refer to specific requirements as mentioned in the terms and conditions of your agreement.



ADDITIONAL INFORMATION

Fines and charges

You are responsible for the payment of any fines or charges relating to your vehicle, e.g. parking fines, fixed penalty notices, traffic camera offences, congestion charges, etc. If we are required to pay a fine on your behalf, we will recharge you or your company along with an administration fee.

We are legally obliged to provide any details that we have available (such as driver details), on demand from the police, to help identify the driver of any vehicle.

Fitting of non-standard equipment

The costs to fit/purchase and maintain 'extras' are solely at your expense. We recommend that all extras are supplied and fitted by an approved/qualified installer and that they conform to all legal requirements.

Any consequential damage arising from the installation of extras must be repaired at your cost. At the end of the contract, any visible holes in the

bodywork or trim must be repaired to the standard required by ŠKODA Financial Services, and any electrical alterations must be restored to the original standard.

ADDITIONAL INFORMATION

Fitting a personalised number plate

If you wish to transfer a cherished number plate onto your vehicle, you must first gain authorisation from us by going to myskodafinance.vwfs.co.uk. If you wish to assign a cherished registration number, we will complete the process for you as we are able to release the registration documents to a third party. The registration number will be assigned to the vehicle and we will charge a £50 (including VAT) administration fee for each plate change. This is in addition to any costs associated with the assignment or retention of the cherished plate. To avoid additional cost, please allow two months for this process.

End of contract – vehicle return

We shall contact you before the end date of the contract to remind you that the vehicle is due for return. Our collection company will then contact you to make arrangements to inspect and collect the vehicle.

Please ensure that all documentation is available with inspection and returned with the vehicle as follows:

- Vehicle handbook
- Spare keys
- Driver handbook

We also ask that you sign a formal report of the vehicle condition. If it has sustained any damage beyond fair wear and tear, including missing items or documentation (e.g. driver handbook, spare keys or original documentation), an appropriate charge will be incurred (for a definition of fair wear and tear, please refer to the BVRLA Fair Wear and Tear guidelines). For each mile covered by the vehicle over the agreed annual mileage, or the maximum total mileage, you must pay us the excess mileage charge shown in your agreement.

For a full list of the Lease&Care plan inclusions and exclusions please refer to the terms and conditions detailed on your SKODA Lease&Care agreement.

ADDITIONAL INFORMATION

Road Fund Licence

Every year, we will automatically renew your Road Fund License (RFL) for you, as part of your contract. The vehicle must still be taxed, even if it is exempt from any payments due to being an electric vehicle. Confirmation that the RFL has been renewed will be sent in the post annually, however, if you have a specific enquiry, please go to myskodafinance.vwfs.co.uk.

Contract amendments

If you wish to make any amendments to your contract, such as address, bank details or mileage allowance, please go to myskodafinance.vwfs.co.uk.

Foreign travel

Before taking the vehicle outside of the UK, please ask us for a letter of authority – form VE103 – as we are the registered keeper of the vehicle. Please apply at least 14 days before the date of travel, providing the names and addresses of all those driving the vehicle, registration number, departure and return date and email to travelabroad@vwfs.co.uk.

You must inform your insurance company to arrange a 'green card', and ensure you have adequate insurance cover for the country you are visiting. To find out country specific laws and requirements that you will need to know whilst driving abroad, please visit: gov.uk/driving-abroad.

Please note that we will not be liable for any cost arising from use of the vehicle outside of the UK. Whilst abroad the vehicle is not covered for breakdown, repair or vehicle hire.

You are strongly advised to check your level of breakdown cover on **0800 526 625** and if required, arrange additional cover for your trip.

MOT certificate

An MOT test is not required in the first three years of a vehicle's life. When an inspection is required an authorised ŠKODA Retailer or repairer should undertake it.

CARE PACKAGES



Your chosen Care Package

As part of your Lease&Care agreement you will have selected either a Small, Medium or Large Care Package. The following pages provide a summary of what is included within each Care Package.

A Small Care Package covers you for essential servicing, this includes:

- All routine manufacturer servicing
- Brake fluid changes
- Dust & pollen filters
- Driverline concierge service
- Roadside Assistance

MEDIUM CARE PACKAGE



A Medium Care Package includes everything on the previous page in Small, as well as:

Brake, Suspension and cooling system repairs

Electric system maintenance

All fluid top ups

With a Medium Care Package you are also entitled to the replacement of vehicle parts, subject to fair wear and tear, that need to be repaired or replaced during the contract period.

All work is carried out in accordance with the manufacturer's recommended change schedule, and it is your responsibility to ensure the vehicle is serviced at the correct intervals. The service light will come on and advise you when the service is due. Failing to get the vehicle serviced in-line with the manufacturer's service schedule may invalidate the vehicle's warranty, which could leave you liable for costs on repairs.

LARGE CARE PACKAGE

A Large Care Package includes everything in Small and Medium as well as:

Repairable punctures (to be confirmed by our dedicated tyre repair specialists)

Replacement tyres of the same size and specification (but not necessarily the same make) as originally specified for standard fitment

Wheel alignment and Geometry check where necessary due to fair wear and tear

Wheel balance

Tyres changed at one of over 140 approved outlets across the UK

Tyres are some of the most likely vehicle components to suffer wear and tear. Drivers should make regular checks in order to keep within safety and legal requirements.

As part of your Large Care Package, replacement tyres are provided when necessary due to fair wear and tear.* We will specify the make of any replacement tyres and they can only be repaired or replaced by a tyre specialist authorised by us.

The coverage applies to the standard tyre fitment for your vehicle. Only premium brand tyres will be used and optional upgrades to the standard specification (factory or aftermarket) are the responsibility of the driver.

If you need to use your tyre cover, call ŠKODA Driverline on **0330 100 8889**

* For a full list of the Lease&Care plan inclusions and exclusions, please refer to the terms and conditions detailed in your ŠKODA Lease&Care agreement.



MEDIUM AND LARGE CARE PACKAGE INCLUSIONS

Medium and Large Care Package inclusions are listed below, Small Care Packages are limited to routine servicing only.

Electrical system including:

- | | |
|-----------------|----------------------|
| Battery | Standard alarm |
| Bulbs | Standard immobiliser |
| Central locking | Window regulator |
| ECU | Wiper motor |
| Fuses | Wiring |
| Instruments | |

Transmission including:

- | | |
|-----------|----------------|
| CV joints | Differential |
| Gaiters | Drive shafts |
| Gearbox | Wheel bearings |

Brake repairs including:

- | | |
|-----------|----------------|
| Cylinders | Discs and Pads |
|-----------|----------------|

Cooling system including:

- | | |
|-------------------|--------------|
| Coolant | Reservoir |
| Heater components | Sender units |
| Hoses | Water pump |
| Radiator | |

Suspension including:

- | | |
|---------------|-----------------|
| Anti-roll bar | Shock absorbers |
| Bushes | Springs |

Miscellaneous items such as:

- Air conditioning service (max. one per contract if necessary)
- Key batteries
- MOT
- UK Roadside Assistance for the term of your agreement, provided that your vehicle is serviced and repaired by an authorised ŠKODA Retailer or repairer in accordance with the manufacturer's instructions
- Wiper blades

High Voltage Components including:

- High Voltage battery
- Electric Drive Motor
- Control Units





WHEN YOUR ŠKODA NEEDS SERVICING AND MAINTENANCE

With your Lease&Care agreement servicing and maintenance couldn't be easier. This is how it works:

When your vehicle requires servicing or maintenance, contact your authorised local ŠKODA Retailer or ŠKODA authorised repairer to book your vehicle in. It is advisable to contact your Retailer or repairer in advance of your requirement, where possible, as sometimes they will need notice to fit work into their schedule. When making your booking, remember to mention that you have a Lease&Care agreement. Service or maintenance under this scheme can

only be obtained from an authorised ŠKODA Retailer or repairer

The authorised Retailer or repairer will contact us for authority to carry out the work required and you will be asked to sign only for the completion of the job

Your digital service record will also be updated by the servicing retailer

That is all there is to it, however please note:

If you ask the Retailer or repairer to carry out any work not included within your Care Package, you will have to pay for it when the work has been completed

Any services not carried out before the contract end or mileage limit cannot subsequently be claimed for

Damage caused to the vehicle as a result of neglect of service requirements will be charged to you



EXCLUSIONS

The following are excluded from our Small, Medium and Large Care Packages (unless otherwise stated)

All non-standard service work

Glass, including windscreens and all light units resulting from damage/ outside influences

Tyre replacement or puncture repair (Available with Large Package only)

Wheel alignment and Geometry check (Available with Large Package only)

Air and fluid top-ups **between** services

Maintenance and repair of non-factory or non-standard fitted items/accessories

Damaged or broken aerials

Warranty work

Anti-theft devices

Body repairs

Any repairs we do not believe are fair wear and tear (as defined in the terms and conditions)

Accidental damage

Irreparable punctures (to be confirmed by our dedicated tyre repair specialists)

Misuse or vandalism

Replacement of non-standard tyres

Tyre sealant and repair equipment

Tyres that have been repaired using tyre sealants or additives

Wheel alignment as a result of kerb damage or any other negligence

Winter and all season tyres

Damage caused by:

Negligence, abuse or misuse, and accidents

Food, drink, and cigarettes

Any form of corrosion including pollution, water, chemicals, salt and weather

Damage to:

In-vehicle entertainment (including audio, communications and navigation systems)

Internal and external trim and bodywork

Damage to HV charging cables or incompatible charge points

VWFS RENT-A-CAR ALLOWANCE



If you have chosen to include the 7 days Rent-a-Car annual allowance to your Care Package, please follow the steps below to arrange hire of your non-electric vehicle:

Contact VWFS Rent-a-Car on 0330 100 8933

The VWFS Rent-a-Car team will locate and confirm your closest Rent-a-Car location and check whether a suitable vehicle is available for your dates required

Once confirmed you will be able to arrange delivery of your vehicle or collection of your vehicle from that location – don't forget to take your driving licence with you. (For full delivery details please see your Lease&Care agreement)

If you would like to locate your nearest Rent-a-Car location please visit www.vwfsrentacar.co.uk/locations.



ŠKODA DRIVERLINE

You are also eligible to get instant access to a range of services from ŠKODA Driverline, a dedicated telephone line for all your motoring needs.

ŠKODA Driverline can help you with any of the following:

- Breakdown and recovery services
- Reporting accidents and damage
- Service booking or maintenance enquiries
- Tyres
- Glass repair
- General enquiries

To activate your ŠKODA Driverline services, or for more information, please contact us on **0330 100 8889**

ENSURANCE

In addition to the ŠKODA Driverline service, you are also eligible for Ensurance* – ŠKODA's free accident and repair cover. In the event of an accident, ŠKODA Ensurance guarantees that your vehicle will be repaired in a ŠKODA authorised repairer using only genuine ŠKODA parts. It works alongside your existing comprehensive motor insurance policy, no matter who you are insured with, to help get your vehicle back on the road as smoothly as possible.

To activate your ŠKODA Ensurance cover, please visit: insurewithskoda.co.uk

* For more details on what's covered, please refer to the Ensurance Cover Booklet that can be found at insurewithskoda.co.uk. Ensurance from ŠKODA Financial Services is sold and administered by Lawshield UK Limited and underwritten by UK General Insurance Limited on behalf of Watford Insurance Company Europe Limited.

VWFS UK, Lawshield UK Limited and UK General Insurance Limited are not part of the same corporate group.



ŠKODA Financial Services is a trading name of ŠKODA Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR, which is authorised and regulated by the Financial Conduct Authority (FCA). ŠKODA Financial Services (UK) Limited financial services register number is 311988.

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