

# 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 elements of your All-in plan and shall apply for the Contract Period.

#### 1. Definitions: the keywords in this Agreement have the following meanings:

**Agreement** – means the All-in Plan which shall comprise of these terms and conditions together with your Confirmation of Cover and the terms and conditions for the All-in Service/MOT and Warranty.

**Accident** – means an accidental crash immobilising the vehicle.

**Approved Repairer** – means a repairer approved by us.

**Breakdown** – means unforeseen mechanical or electrical failure during the Contract Period in the UK or in the territory which has either immobilised your vehicle or made it unsafe to drive.

**Conditions of Eligibility** – means those conditions set out in this document. **Confirmation of Cover** – means the document sent to you on activation of your All-in Plan with your Welcome email.

**Contractor** – means any person, who we use to provide the services described in this document.

**Contract Period** – means the period starting and ending on the date detailed in your Confirmation of Cover.

**Details** – means your name and vehicle registration number and model.

**DVLA** – means the Driver and Vehicle Licensing Agency, Swansea SA6 7JL responsible for registration of vehicles in the England, Scotland and Wales, the Isle of Man Department for Transport responsible for registration of vehicles in the Isle of Man and the equivalent authorities in Northern Ireland, Jersey and Guernsey for vehicles in Northern Ireland, Jersey and Guernsey respectively.

**Home** – means your permanent residence in the United Kingdom.

**Resident of the United Kingdom** – means a person living permanently in the United Kingdom or a person employed by a company having its registered office in the United Kingdom.

**Specialist Equipment** – is equipment not carried by All-in Roadside Assistance patrols. **Territory** – Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Former Yugoslav Republic of Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vatican City. **The AA** – Means Automobile Association Developments Limited.

**The Party/Your Party** – means the persons including you, travelling with you for the whole period of the journey during which the relevant breakdown or accident occurs.

**United Kingdom/UK** – 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 our behalf to our contractor and is between 3- 6 years from the date of first registration, be a 2.0L engine or under and travelled less than 100,000 miles at the time of activation.

**Volkswagen Financial Services** – means Volkswagen Financial Services (UK) Limited **We/Our/Us** – means Volkswagen Group United Kingdom Limited and/or any third party acting on our behalf.

**You/Your** – means the owner of the vehicle and any other person driving the vehicle with the owner's consent. This service applies to vehicles registered with the DVLA only, and is available throughout the territory.

#### 2. Volkswagen Roadside Assistance

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

- Your name and location
- Registration number and colour of your vehicle
- Vehicle model
- Description of the issue
- your mileage (if known)
- 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 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 in order to comply with any applicable laws, regulations or the advice or instruction of any regulatory authority. Such changes will be updated on our website or notified to you in writing from time to time. Please check our website from time to time to take notice of any such changes we make, as they are binding on you.

##### Service in the United Kingdom

Volkswagen Roadside Assistance is available in respect of Vehicles registered with the relevant Vehicle Licensing Agency only.

##### (a) Roadside

If you are stranded on a public highway (or other accessible road or area to which the public has the right of access) as a result of a Breakdown to Your Vehicle, We will arrange for a Contractor to assist You who will try to repair the Vehicle at the roadside.

Roadside includes labour at the scene of the Breakdown but not labour at any garage to which the Vehicle is taken.

If the Vehicle cannot be repaired at the roadside, or if repairs are unwise, We will arrange for the Vehicle and up to eight people to be taken to an Approved Repairer. If You wish the Vehicle to be taken to any other destination We will use reasonable endeavours to assist if You pay for the towage costs for the whole distance.

If You cannot readily get to the Vehicle, We will arrange, if practicable, to have it towed to a place of safety and stored until You can collect it. You must be in attendance with the Vehicle at the time of Breakdown and at the time of assistance. If the Vehicle is stored, this is at Your cost.

##### Roadside does not include:

- Routine servicing of the Vehicle.
- Breakdowns which would be prevented by routine servicing of Your Vehicle.
- Any labour other than that incurred at the roadside including, without limitation, garages.
- The cost of parts, fuel or other supplies.
- Replacing tyres or windows.

- Missing or broken keys. We may in Our absolute discretion attempt to arrange the services of a locksmith if You pay them direct.
- The cost of ferry crossings, road toll and congestion charges.
- Vehicles being demonstrated or delivered by motor traders, or used under trade plates.
- Vehicles, which in the reasonable opinion of Our patrol or Contractor, had broken down or were unroadworthy before Your Vehicle became eligible for Volkswagen Roadside Assistance.
- Vehicles within a quarter of a mile of Your Home or where You normally keep the Vehicle.
- Contaminated fuel. However, We may in Our absolute discretion, arrange for the Vehicle to be taken to a local garage for You to arrange and pay for any work carried out.
- Any Vehicle storage charges before, during or after any assistance provided by Us.
- Assistance following an Accident, fire, theft or vandalism or other incident normally covered by a motor insurance policy. We may in Our absolute discretion arrange assistance if You pay for the cost of assistance. (You may be able to recover these costs under the terms of Your motor insurance policy).
- The tow or transport of any Vehicle, which, in Our reasonable opinion, is loaded beyond its legal limit.
- Any Vehicle in a position where We cannot work on it or tow it, or wheels have been removed. We can arrange to rectify this but You will have to pay the costs involved.
- If there are animals in the Vehicle, their onward transportation is at Our sole discretion and is carried out solely at Your risk. We will not insure any animal or livestock in transit, during any onward transportation.

##### (b) Recovery

Recovery has the same features and limitations as Roadside but with the following variations:

- Recovery operates only in the United Kingdom.
- If We cannot arrange for the Vehicle to be repaired locally within a reasonable time, We will arrange for the Vehicle and up to eight people to be taken to an Approved Repairer or to any other single address. If there are more than five people this may require two separate Vehicles. An adult must accompany any persons under the age of 16.
- Residents of Northern Ireland are also entitled to be recovered from the Republic of Ireland.
- In the event that the Vehicle is vandalised or is involved in a road traffic Accident, We may in Our absolute discretion provide Recovery to the nearest Volkswagen UK approved body shop or, if You pay for the towage for the whole distance, to a destination of Your choice.

##### Recovery does not include:

- Breakdowns of caravans, trailers or other objects being towed. If Your Vehicle suffers a Breakdown We will recover any caravan, trailer or other object which has not broken down and which was being towed by the Vehicle at the time of Breakdown, subject to the terms of Volkswagen Roadside Assistance including the length restrictions.

– A second Recovery if:  
a) the original issue has not been repaired properly by a party other than Volkswagen Roadside Assistance;

b) Volkswagen Roadside Assistance have advised You that it is a temporary repair; or

c) the desired destination cannot accept the Vehicle due to company opening hours or other restrictions.

If a second Recovery is required, this service can be provided but a charge will be made dependent on the service required, time of day and distance. These charges will be payable by credit/debit card prior to the relevant service being provided.

– Use of the services having the object or effect of avoiding repair costs. For example if a Vehicle can be repaired in a reasonable time We may not arrange recovery but arrange for repair instead.

##### (c) At Home

– At Home has the same features and limitations as Roadside but with the following variations:

– At Home is only available in the United Kingdom.

– At Home allows You to use Roadside services within a quarter of a mile of Home or the place where You normally keep the Vehicle.

##### At Home does not include:

- Rectifying failed repairs attempted by You or someone on Your behalf.
- Caravans, trailers or other objects being towed.
- The reimbursement of taxi fares.

##### (d) Onward Travel

If We cannot arrange for the Vehicle to be repaired locally within a reasonable time, We may in Our absolute discretion arrange one of the following;

Either a hire car of similar size/capacity for 48 hours to enable You to complete Your journey, providing that there is one available and that You can meet the requirements of the car hire supplier which may include:

- Age limits. Drivers must be at least 21 years of age.
- The need to have a current driving licence, and, if held, a driving licence photocard with You.
- Limitations on acceptable types or number of motoring offence penalties and/or penalty points endorsed on Your driving licence.
- The need to provide a valid credit/debit card number. (Alternatively, the car rental provider will require a deposit of no less than £50 and may also undertake a simple credit check, before releasing the vehicle to You). All hires are subject to the supplier's terms and conditions.
- Or overnight accommodation for You and Your Party up to a maximum of £150 per person in total or £500 for Your Party whichever is less. This does not include the cost of providing meals and drinks. You will have to pay for any extra hotel or transport costs.
- Or a refund of the cost of public transport, standard class rail or other transport, for the driver, and up to seven passengers to reach the end of their journey, subject to a maximum of £150 per person or £500 for Your Party whichever is less.

##### The following do not form part of Volkswagen Roadside Assistance:

- Caravans, trailers or other objects being towed. However, if Your Vehicle suffers a Breakdown We will recover any caravan, trailer or other object which has not broken down and which was being towed by the Vehicle at the time of Breakdown, subject to the terms of Volkswagen Roadside Assistance including the length restrictions.
- Any Onward Travel Benefits, as stated above, before Our attendance of the Breakdown incident.
- Any charges arising from Your use of the hire car, such as fuel costs, deposit, any insurance excess charges, collecting and returning the vehicle and any costs due to You keeping the vehicle after the agreed period of hire (You must settle these charges directly with the supplier).
- A second use of Onward Travel Benefits if the original issue has not been properly repaired by a third party other than Volkswagen Roadside Assistance or if Volkswagen Roadside Assistance have advised You that it is a temporary repair.
- Any Onward Travel Benefits, as stated above, if the Vehicle has been involved in an Accident.
- Any Onward Travel Benefits, as stated above, due to misfuelling, lost keys, lock-outs, kerb collisions, wheel changes and punctures.

##### (e) Lost and broken keys

In the event that You lose, break, or lock Your keys in Your Vehicle We may in Our absolute discretion attempt to locate a replacement/spare key and get this to You. Or We may in Our absolute discretion decide to recover You, the Vehicle and its passengers to the nearest Volkswagen UK Retailer.

##### (f) Accident Management

Accident Management may be provided in Our absolute discretion and, where provided, is subject to all of the relevant terms set out in this document, in addition to the terms set out below.

##### Accident Management services

These are the services that We can provide to You at the scene:

- (i) Advice

When **You** phone, **We** will give **You** advice on a wide range of issues, including what information **You** need to collect, whether **You** need to contact the police, and how to deal with the other party.

(ii) Vehicle driveability check

Through asking **You** a series of questions, **We** will assist **You** in determining the driveability of **Your Vehicle**.

(iii) 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 anytime in writing, by fax or email, or over the telephone.

(iv) Liability assessment

**We** can, if **We** have enough information, give **You** a preliminary view on who **We** think is liable and advise **You** how to deal with the situation.

(v) Motor insurance claim reporting

**We** can, if **Your** insurers will let **Us**, report the Details of **Your Accident** to **Your** insurance and ask them to contact **You** at a time convenient to **You** to arrange repairs etc. Alternatively, **We** can assist **You** in arranging repairs. Please note: that many of the above services can also be provided to **You** once **You** have left the scene of the **Accident**.

#### (g) 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 offences, consumer disputes and the best ways 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 in certain other circumstances at an additional cost) **We** may be able to assist **You** in obtaining a like for like temporary replacement vehicle until **Your Vehicle** is repaired. 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 provide a personal injury consultation with a qualified legal professional 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 **Us** on 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 will only be provided following **Your** involvement in an **Accident**

in the **United Kingdom** (please note that restrictions on certain services may apply in Northern Ireland.

(c) **We** can stop providing **You** with Accident Management at any time if **We** reasonably believe (at **Our** discretion) that the service **You** are requesting goes beyond the scope of Accident Management or will cause **Us** to incur unreasonable costs on **Your** behalf (for example, if any claim is disputed by **Your** insurers, **We** will not be obliged to assist **You** in pursuing the claim). This will not affect any other aspect of Volkswagen Roadside Assistance.

(d) Any contract for goods 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 with third party supplier, or for the implications to **You** of entering into a contract on those terms. **You** should therefore check the terms of any such agreement carefully, to ensure that **You** are happy with them.

(e) There may be additional charges for goods or services **We** arrange on **Your** behalf including, but not limited to, services such as the sourcing of car hire or car repair. **You** will be notified of any additional charges (either by **Us** or the third party supplier) before **You** are obliged to enter into any contracts with any third party suppliers.

A **Vehicle** is only eligible to receive this aspect of Volkswagen Roadside Assistance if it is being used for a journey and returning to the **United Kingdom** within the **Contract Period**. Any number of journeys up to 90 days each in duration are eligible for Volkswagen Roadside Assistance, but longer stays are not. Volkswagen Roadside Assistance provided in respect of **Breakdowns** occurring in the European Territories is subject to a maximum total benefit of £2,500 per claim. In the event of a **Breakdown**, **We** will procure for the following, subject to the limitations for each section.

### 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 cost of services as if **You** were abroad.

In addition, **We** may in **Our** absolute discretion procure a contribution towards the cost of self-drive hire car including collision damage waiver and replacement Green Card as necessary, to complete the planned journey if Volkswagen Roadside Assistance confirms the **Vehicle** cannot be repaired within 24 hours, this is subject to a maximum contribution of £750.

### 5. Service whilst abroad

(a) Volkswagen Roadside Assistance is available for:

- Attendance of local **Breakdown** or garage services to repair the **Vehicle** at the roadside if possible; or

- Tow of the **Vehicle** from the place of **Breakdown** or, in **Our** absolute discretion, **Accident** to the nearest local repairer where **You** may arrange repairs;

- Storage charges for the **Vehicle** while awaiting repair or repatriation up to £100 (this 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.

Volkswagen Roadside Assistance is not available for:

- Any labour costs other than those incurred at the roadside. **We** will not pay labour costs at any garage to which the **Vehicle** is taken; or

- Repair costs, including labour, if the **Vehicle** was in a road traffic **Accident**, damaged by fire or stolen or is considered uneconomical to repair; or

- The cost of parts used for roadside or garage repairs; or

- The cost of any repairs not directly necessary to enable the **Vehicle** to continue the journey on the date of the **Breakdown**; or

- The cost of any other supplies, including but not limited to **Specialist Equipment**.

If the Volkswagen Group European Roadside Assistance centre can confirm that repairs to the **Vehicle** will take more than 12 hours of being notified of a **Breakdown**, or if it is to be repatriated to the **United Kingdom** then Volkswagen Roadside Assistance may in **Our** absolute discretion provide for either:

a) **Additional accommodation expenses**

A contribution of up to £60 per person per day towards necessary additional (not alternative) accommodation expenses (room only) while **You** wait for the **Vehicle**. Volkswagen Roadside Assistance is not available for the costs of meals, drinks or any other costs.

**Or**

b) **Journey continuation or return Home**

A contribution (subject to the limits set out in these Terms and Conditions) to travel expenses to allow **You** to either:

- Continue the planned journey during the period the **Vehicle** is not roadworthy; or
- Return **Home** by a direct route.

Expenses can comprise self-drive car hire up to a maximum of £750 including collision damage waiver and replacement Green Card as necessary, or second/standard class rail, or a combination of both. Volkswagen Roadside Assistance will in its reasonable discretion decide which course of action to adopt, but Volkswagen Roadside Assistance will take into consideration **Your** preference. **You** must collect the **Vehicle** when repaired, as once the **Vehicle** is repaired and **You** have been notified, Volkswagen Roadside Assistance will not pay any further expenses other than the costs of collection. This benefit may also be available, in **Our** absolute discretion, if the **Vehicle** is stolen and not recovered within 24 hours of reporting the matter to the police. A police report must be obtained. However, this benefit will cease if and when the **Vehicle** is recovered in a roadworthy condition.

**Volkswagen Roadside Assistance is not available for:**

- Fuel, oil, personal insurance, any collection charge if a hire car is left at a different location

to that arranged or any other costs in connection with self-drive hire car.

- The cost of any car hire beyond the period agreed with the Volkswagen Group European Roadside Assistance centre.

- Any car hire expenses after the **Vehicle** is repaired except for the direct journey to return and collect it.

- First class rail fares.

- Any costs under this benefit if they are for a service **You** used at the same time as the previous section 'Additional accommodation expenses'.

- International drop charges where a vehicle hired from abroad is dropped within the **United Kingdom**.

- The costs of hiring a motorcycle.

- Any hire costs not arranged through Volkswagen Roadside Assistance or agreed by Volkswagen Roadside Assistance.

If Volkswagen Roadside Assistance can confirm that repairs cannot be completed by **Your** planned return date to the **United Kingdom** and providing the cost of repatriation is not uneconomical. (Repatriation will be uneconomical if it will cost more than the **United Kingdom** market value of **Your Vehicle** according to Glass's guide or other appropriate industry standard used by Volkswagen Roadside Assistance).

**Volkswagen Roadside Assistance may in Our absolute discretion either:**

a) **Vehicle repatriation to the United Kingdom**

Arrange and cover the cost of taking the **Vehicle** by a road transporter from abroad to **Your Home** or chosen **United Kingdom** repairer for repair in the **United Kingdom**. When repatriation is authorised it normally takes 10-14 working days for delivery to a **United Kingdom** address from most west European countries. At busy times and from east European countries it may take longer.

If the **Vehicle** has been fitted with a roof box or bicycle rack, **You** must remove and place it inside the **Vehicle**. The roof box keys need to be left with the **Vehicle** keys.

**Volkswagen Roadside Assistance is not available for:**

- Any repatriation not authorised by the Volkswagen Group European Roadside Assistance centre

- Repatriation if this is uneconomical. Repatriation will be uneconomical if it will cost more than the **United Kingdom** market value of the **Vehicle** according to Glass's guide or other appropriate industry standard used by **Us**.

- The cost of repatriation if the **Vehicle** is roadworthy.

- Any **Vehicle** being repatriated if Customs in any country find its contents are breaking the law.

- Any further costs in connection with the **Vehicle** once declared a write-off by **Us**.

**Or**

b) **Collection of Vehicle left abroad for repair**

Cover the following costs up to £600 for one person to collect the **Vehicle**, repaired abroad after **Breakdown**:

- Standard/second class rail fare plus other public transport fares which are necessary to reach the place of collection.

- Additional homeward cross channel ferry or rail fare for the repaired **Vehicle** (calculated by taking the actual fare less the value of any unused homeward portion of **Your** original cross channel ticket).

- Up to £60 per night for single room hotel accommodation necessary to complete the round trip – limited to room only.

**Volkswagen Roadside Assistance is not available for:**

- First class rail fares.

- The cost of any meals and drinks.

- The costs of more than one person.

**Note:** the Volkswagen Group European Roadside Assistance centre will decide whether **Your Vehicle** should be repaired abroad for **You** (or someone nominated by **You**) to return and collect. When **You** are advised the **Vehicle** is repaired and ready for collection, **You** must immediately notify Volkswagen Roadside Assistance by telephoning:

Volkswagen European Roadside Assistance 24 hour helpline: **00 800 1330 3939**.

**Authority for repatriation or repair**

If the **Vehicle** is not able to be driven due to a road traffic **Accident**, fire, break-in or theft, any damage which **You** are entitled to have repaired by **Your** motor insurers must be reported to them immediately. **Your** insurers must decide whether to declare the **Vehicle** as a write-off, authorise repair abroad or have the **Vehicle** repatriated. **We** cannot repatriate the **Vehicle** unless **Your** insurers first give their permission. Any repatriation after an **Accident** is at **Our** absolute discretion.

Volkswagen Roadside Assistance also reserve the right to negotiate with them to reclaim costs incurred. If **Your** insurers cannot or do not give permission to repatriate then it is Volkswagen Roadside Assistance's decision alone whether to declare the **Vehicle** as a write-off, or repatriate or repair locally a **Vehicle** which cannot be driven as a result of a **Breakdown**, or as a result of a road traffic **Accident**, fire or theft, for which **You** do not have fully comprehensive cover.

## 6. Additional services

We may in Our absolute discretion provide the following if applicable:

### (a) Urgent message relay service

We may in Our absolute discretion relay urgent messages from the Volkswagen Group European Roadside Assistance centre to Your immediate relatives or close business associates if the Vehicle cannot be driven because of Breakdown, Accident or fire or it is stolen.

### Volkswagen Roadside Assistance does not provide assistance with:

- Non urgent messages or messages to persons not described in the previous paragraph.
- The cost of relaying any urgent message not arranged through 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 Your Party to Your destination or Home, if a registered doctor declares You medically unfit to drive and You are the only qualified driver.

A replacement driver will not be arranged if there is another qualified driver in The Party who is fit to drive. Replacement drivers are limited to one per journey abroad.

## A. Service in the United Kingdom and abroad

### Credit card details

Volkswagen Roadside Assistance will require Your credit card details if Volkswagen Roadside Assistance arrange a service for You which is not covered by, or exceeds, any levels specified in the part entitled 'Terms and Conditions'. If You do not provide Volkswagen Roadside Assistance with Your credit card details Volkswagen Roadside Assistance will not be able to provide certain services which will be notified to You when credit card details are requested.

### Caravans and trailers

The Vehicle restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7m. If the Vehicle which has suffered a Breakdown is towing a caravan or trailer and We provide recovery, the caravan or trailer will be recovered together with the Vehicle to a single destination. Other than as set out in this paragraph caravans and trailers are not eligible to receive Volkswagen Roadside Assistance. We do Our best to find solutions to motoring problems, but We regret We cannot arrange a replacement caravan or trailer in the event of Breakdown or, in Our absolute discretion, Accident damage which cannot be repaired. It is also virtually impossible to hire vehicles with tow bars and it may become necessary to repatriate a caravan or trailer together with a towing vehicle which cannot be repaired abroad by the return date.

### Unforeseeable losses or events

Except in relation to any claim You may have for death or personal injury or for fraud or fraudulent misrepresentation, neither We nor Our Contractors will be liable for any increased costs or expenses or any loss, damage, cost or expense incurred as a result of, or in connection with, Volkswagen Roadside Assistance that is not reasonably foreseeable, including loss of profit, business, contracts, revenue or anticipated savings, or for any business losses. We do not guarantee the provision of any of the benefits under this document, if there is anything beyond Our reasonable control (for example storm, flood, severe weather, severe road traffic congestion, natural disaster, terrorist attack, war, strikes) or the reasonable control of any service provider which prevents Us or a service provider from providing that benefit. Where such an event occurs, Our obligations under Volkswagen Roadside Assistance will be suspended and the time for performance of Our obligations will be extended for the duration of the event outside Our control. Benefits may be refused if You or any of Your Party behaves in a threatening or abusive way to any persons providing service.

### Taxi bookings

In some circumstances it can be quicker and easier for You to arrange a taxi. We may ask You to make Your own arrangements for taxi service. If so please send Your receipts to Us and We will reimburse You subject to these Terms and Conditions, in particular the limits set out in the 'Onward Travel' and 'Service Whilst Abroad' sections.

### Contractors

Volkswagen Roadside Assistance is provided by Volkswagen Group United Kingdom Limited. We reserve the right to change any Contractor (including the AA) in Our sole discretion from time to time.

**Please note: Our Contractors provide services to Us and to drivers of Vehicles on Our behalf. Nothing in the Terms and Conditions creates a direct contract between You and the AA.**

## B. Service in the United Kingdom only

### Battery related issues

We may in Our absolute discretion provide the following benefits:

- Initial attendance for a battery related issue.
- The fitting of any parts or batteries purchased by You prior to Our attendance is not covered. This is to ensure that parts are fitted from reputable sources in order to avoid secondary call outs.
- Volkswagen Roadside Assistance will test Your battery at that initial Breakdown attendance. If the battery is no longer serviceable and so fails the test You will be advised to replace it.

## C. Service abroad only

### Motor insurance

We strongly recommend You tell Your motor insurers before taking the Vehicle abroad. If You do not, Your motor insurance policy may only cover You for damage You might cause to other people or their property (third party cover). This means that You would not be covered for any loss or damage to the Vehicle. Your insurers will also need to know if You are towing a caravan or trailer. Service providers Unless the services are provided by Volkswagen Roadside Assistance patrols or Contractors acting on Our instructions and on Our behalf, We do not give any guarantee as to the services provided by:

- garages,
  - breakdown/recovery companies,
  - repairers,
  - car hire companies and
  - other third party service providers whose emergency services We arrange on Your behalf and/or pay for under European Motoring Assistance.
- Such entities do not act as Our agents or subcontractors and We do not accept responsibility for their acts or omissions. You should check that any repairs to Your Vehicle are carried out to Your reasonable satisfaction.

## Important self-drive hire car information

Volkswagen Roadside Assistance will normally try to arrange a hire car similar in seating capacity and volume to, but not necessarily the same as, the Vehicle, if there is one available.

If You were travelling in an MPV or similar Vehicle, Volkswagen Roadside Assistance may arrange two hire cars. Volkswagen Roadside Assistance will only arrange this if there are two qualified drivers in Your Party. Otherwise, Volkswagen Roadside Assistance will arrange alternative means of transport.

Self-drive car hire arranged will be subject to the normal conditions of the hiring company. You will be required to enter into a vehicle hire contract with the relevant hire car provider, and such contract will be between You and the relevant hire car provider. Hire car providers do not act as Our contractors. The terms of such contracts will generally include limitations on driver age, driving convictions and other licence penalties etc. The driver must also have held a full United Kingdom driving licence or equivalent for a minimum of one year (two years for France).

Your credit card details will also be required as security for the hire and to cover extras such as top-up of the fuel tank when returning the vehicle. Car hire companies insist on having credit card details at the time of booking and the card must be produced at the time of hiring the car. The name on the credit card and the name of the driver of the hire vehicle must be the same. If You leave a hire car at a different location to the one arranged by the Volkswagen Roadside Assistance contact centre You must pay any collection charge which may be made.

Please note that many car hire companies across Europe charge a damage excess which is not covered by the collision damage waiver. In some parts of Europe hire cars are not allowed to cross national borders. It may be necessary to arrange two hires or alternative transport to complete Your journey. A car hired abroad must not be brought into the United Kingdom. It cannot be guaranteed that a hire car will be available.

Volkswagen Roadside Assistance cannot arrange the hire of motorised caravans, motorcycles, convertibles or vehicles with tow bar, roof rack, roof boxes, automatic gearbox, sports cars, 4x4 or luxury class vehicles and cannot guarantee the hire of minibuses or vans. Volkswagen Roadside Assistance will not be responsible for any delays in obtaining a hired vehicle and cannot guarantee to provide it in time to connect with Your pre-booked ferry, etc. You may have to collect a hired vehicle from the nearest available place of supply.

### Repayment of credit

#### You must pay back to Us on demand:

- a) any costs We have paid for which do not form part of Volkswagen Roadside Assistance as described in this document;
- b) the cost of any spare parts supplied.

### Spare dispatch

After You have asked the Volkswagen Group European Roadside Assistance centre to dispatch parts You are responsible for paying for them in full, even if You later obtain them locally.

We will arrange the dispatch of parts as quickly as possible but delays will occur at weekends and bank holidays. We will not be responsible for manufacturers' or suppliers' errors, loss or damage of parts in transit or any delay in delivery.

## 7. Exclusions

(Service in the United Kingdom and abroad)

In addition to any limits and exclusions noted elsewhere Volkswagen Roadside Assistance does not provide assistance in respect of, and neither We nor Our Contractors are responsible for the following:

1. Costs for anything which was not caused by the Breakdown.
2. Vehicles which have broken down as a result of taking part in any motor sport event or off-road activity (including, without limitations, rallies or stock car racing) which takes place off the road and/or is not subject to the normal rules of the road. However, Vehicles participating in any event (such as a treasure hunt, touring assembly or navigational road rally), which takes place on, and comply with the normal rules of the road, will be eligible to receive Volkswagen Roadside Assistance.
3. The cost of all parts, garage, labour or other costs in excess of the limits set out in this document. Please note these costs are likely to be higher in the European Territory than in the United Kingdom.
4. Loss caused by any delay, whether the benefit or service is being provided by Volkswagen Roadside Assistance or someone else (for example a garage, hotel, car hire company, carrier, etc.).
5. Any incident affecting a vehicle hired by You even if arranged for You by Us.
6. Routine servicing of Your Vehicle.
7. The cost of a glass or tyre specialist. We will arrange for Your Vehicle to be taken to a nearby garage for assistance but You will have to pay for any work carried out on the Vehicle. Any other recovery may be arranged but You will be liable for any additional costs.
8. Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:
  - a) War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, mutiny, rebellion, revolution, military rising, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.
  - b) Terrorism.  
Terrorism is defined as any act or acts including, but not limited to:
    - i) the use or threat of force and/or violence and/or
    - ii) harm or damage to life or to property (or the threat of such harm or damage) including, but not limited to, harm or damage by nuclear and/or chemical and/or biological and/or radiological means
    - iii) caused or occasioned by any person(s) or group(s) of persons in whole or in part for political, religious, ideological or similar purposes including, but not limited to, the intention to influence any government and/or to put the public or any section of the public in fear, or is claimed to be caused or occasioned in whole or in part for such purposes.
  - c) Any action taken in controlling, preventing, suppressing or in any way relating to (a) or (b) above.
9. Any Breakdown or Accident caused directly or indirectly by the overloading of the Vehicle and/or any caravan or trailer.
10. Any Breakdown or Accident due to:
  - a) running out of oil or water;
  - b) frost damage;
  - c) rust or corrosion;
  - d) tyres which are not roadworthy;
  - e) using the incorrect fuel.
11. Any request for assistance caused directly or indirectly by the effect of intoxicating liquors

or drugs.

12. Any request for assistance where the **Vehicle** is being driven by persons who do not hold a full **United Kingdom** or other recognised and accepted driving licence valid for use 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 risk as Volkswagen Roadside Assistance **You** must advise **Us** of this when requesting service and **We** will be entitled to contact the insurance company to claim and receive a contribution towards costs.

14. The cost of any transportation, accommodation or care of any animal. Any onward transportation is at Volkswagen Roadside Assistance's discretion and solely at **Your** risk. Volkswagen Roadside Assistance will not insure any animal during any onward transportation.

15. Any period 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). This weight is called the Gross Vehicle Mass (GVM);

b) maximum overall dimensions of: length 7m; height 3m; width 2.3m (all including any load carried).

The **Vehicle** restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7m. If the **Vehicle** which has suffered a **Breakdown** is towing a caravan or trailer and **We** procure recovery, the caravan or trailer will be recovered together with the **Vehicle** to a single destination. Other than as set out above, caravans and trailers are not eligible to receive Volkswagen Roadside Assistance. In the **European Territory** if the **Vehicle** requires repatriation **We** will arrange for repatriation of the caravan or trailer as well.

17. Any request for service by **You** unless **You** are **Resident of the United Kingdom** and the **Vehicle** is registered with the relevant **Vehicle Licensing Agency**.

18. Any **Vehicle** which is not roadworthy and in good mechanical condition at least seven days before any booked journey within **Your Contract Period**. **You** must also make sure it is serviced as the manufacturer recommends.

19. Any **Vehicle** carrying more persons than recommended by the manufacturer, up to eight persons maximum (including the driver). Each person must occupy a separate fixed seat fitted during **Vehicle** construction and to the manufacturer's specification.

20. The **Vehicle** if it is unattended.

21. Any personal effects, valuables or luggage left in the **Vehicle** or in any trailer, boat or caravan or any other item being towed by or used in conjunction with the **Vehicle**. These are **Your** responsibility.

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

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

24. **Vehicles** which were broken down/had suffered a **Breakdown** or unroadworthy at the start of this **Contract Period**.

25. It is a legal requirement that **Vehicles** used or recovered with their wheels in contact with the public highway must have a valid current excise licence. **We** will attempt to fix **Your Vehicle** at the roadside but will not provide any other service or benefit.

The above is not applicable to those vehicles exempt under Section 5 of the Vehicle Excise and Registration Act 1994 (which include certain types of vehicles, including certain old vehicles, agricultural vehicles and emergency vehicles) or under Section 5 of the Vehicle Duty Order 2010 in Isle of Man. For further information please contact either DVLA at [www.dvla.gov.uk](http://www.dvla.gov.uk) or Vehicle Licensing, Dept of Transport for Isle of Man at [www.gov.im/categories/travel-traffic-and-motoring/drivers-and-vehicles/vehicleregistration-and-licensing/](http://www.gov.im/categories/travel-traffic-and-motoring/drivers-and-vehicles/vehicleregistration-and-licensing/)

26. The costs of any parts provided by Volkswagen Roadside Assistance to fix **Your Vehicle** at the roadside must be paid in full by credit/debit card at time of **Breakdown** before work can commence.

27. Auxiliary equipment that does not form part of the factory specification. Service can be arranged on a Pay on Use basis.

28. In relation to any **Accidents** or customer induced faults (including flat battery due to user error, running out of fuel, use of incorrect fuel; and tyre defects due to error e.g. driving over potholes/kerbs, or failure to maintain correct tyre pressures) unless **We** elect in **Our** absolute discretion to do so.

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

30. When **Your Vehicle** is on private property e.g. garage premises, unless **You** can establish that **You** have the permission of the owner or the occupier.

31. Assistance is also not available following a **Breakdown** or **Accident** (where **We** elect in **Our** absolute discretion to provide service) attended by the police or other emergency service, until the **Vehicle's** removal is authorised. If the police insist on recovery by a third party, the cost must be met by **You**.

## 8. European claims procedure and conditions

When providing assistance **We** make every effort to arrange on **Your** behalf all costs within the limits set out in this document. However, in some instances **You** may be asked to pay locally and reclaim costs on **Your** return to the **United Kingdom**. There may also be occasions when **You** arrange and pay for assistance direct and wish to reclaim the cost. Any costs to be reclaimed must be agreed in advance and up to the limits as set out in these Terms and Conditions.

If **You** have paid any cost which **You** believe is included as part of Volkswagen Roadside Assistance, please telephone the **AA** for an application form immediately on **Your** return **Home**, quoting **Your** reference and **Vehicle** registration number. When returning **Your** completed application form **You** should enclose relevant original receipts (not photocopies). To obtain an application form, please telephone 01256 493580 or email: [overseasclaims@theAA.com](mailto:overseasclaims@theAA.com)

### Receipts

**You** must keep all relevant original receipts (not photocopies) as they will be needed for any claim. **We** may refuse to arrange reimbursement of expenses **You** are claiming back if **You** cannot provide original receipts or bills for the items **You** have paid.

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

- You** must do all **You** can to prevent **Accident**, injury, loss or damage, as if **You** were not eligible to receive Volkswagen Roadside Assistance.
- You** must forward to the **AA** any writ, summons, legal document or other communication about a claim as soon as **You** receive it.
- You** must obtain any original receipts, certificates, police reports, evidence, etc. and give all the information and help **We** may need at **Your** expense. This includes medical certificates and details of **Your** household insurance if necessary.
- You** must not admit liability or offer or promise payment without the **AA's** written permission.
- The **Vehicle** must be roadworthy and in good mechanical condition when **You** commence **Your** journey.
- If any claims found to be fraudulent in any way **Your** claim 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'amiable' in France) and/or any police reports should **You** make a claim following a road traffic incident.

## 9. Caring for Our customers

### If **You** need to complain (UK and European Roadside Assistance)

Volkswagen Roadside Assistance aims to provide **You** with a high 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 and **You** want to complain, **We** will do **Our** best to try and resolve the situation.

### There are several ways **You** can contact **Us**:

Telephone: 0344 209 0556

Email: [vwgcustomercareoperations@theAA.com](mailto:vwgcustomercareoperations@theAA.com)

Post: Volkswagen Roadside Assistance Customer Care, Lambert House, Stockport Road, Cheadle, Cheshire SK8 2DY.

Fax: 0161 488 7544

Textphone users can contact us using Next Generation Texting (NGT) by prefixing any of our numbers with 18001.

**We** will either acknowledge **Your** complaint within five working days of receipt, or offer **You** **Our** final response if **We** have concluded **Our** investigations within this period.

If **We** acknowledge **Your** complaint, **We** will advise **You** who is dealing with it and when **We** expect to respond. **We** aim to respond fully within eight weeks. However, if **We** are unable to provide a final response within this period, **We** will write to **You** before this time and advise why **We** have not been able to offer a final response and how long **We** expect **Our** investigations to take.

Please note that the above number should only be used for complaints about Volkswagen Roadside Assistance's level of service, once **You** have returned **Home**. Any general enquiries relating to repatriation, claims for reimbursement of costs or other matters associated with **Our** European Service should be directed to Volkswagen European Roadside Assistance on 00800 1330 3939 (Calls may be recorded and/or monitored).

If **You** have an issue not related to Volkswagen Roadside Assistance, then please write to:

Volkswagen Passenger Cars Customer Services, Selectapost 12, Sheffield S97 3ZU.

Telephone: 0845 850 8585

Email: [customerservices@volkswagen.co.uk](mailto:customerservices@volkswagen.co.uk)

## 10. Transfer

**You** may assign this **Agreement** to any subsequent owners 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 assigning 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** use **Your** personal information provided in connection with **Your Agreement** for the following additional purposes:

- when **Your** Volkswagen Roadside Assistance policy is due to expire, to produce and dispatch renewal correspondence to **You**. **We** do this for **Our** legitimate interests in ensuring that **Our** customers are kept informed about the status of their policy and to ensure that **You** are given a choice as to whether **You** would like to renew **Your** Volkswagen Roadside Assistance policy; and
- to respond to queries and complaints that have been escalated to **Us** from the **AA** (including from the **AA's** call centre). **We** do this as it is in our legitimate interests to communicate with **You** in order to respond to queries, complaints or claims and to manage legal and regulatory requests and requirements, and to enforce and protect our legal rights or to establish, bring or defend legal claims.
- You** have rights in relation to the personal information that **We** process about **You** under data protection laws – please see **Our** main privacy statement for more information.

## 12. Right to cancel

**You** have the right to cancel the **Agreement** within 14 days without giving any reason. The cancellation period will expire after 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 0370 010 2080.

**You** can also use a copy of the model Cancellation Form, but it is not obligatory. Alternatively, write to Volkswagen Financial Services by email [CustomerServices@vwfs.co.uk](mailto:CustomerServices@vwfs.co.uk) and include **Your** full name, address and policy number. To meet cancellation deadline, it is sufficient for **You** to send **Your** communication concerning exercise of the right to cancel before the cancellation period has expired. **Your** right to cancel is lost once a performance of the services is expressly requested and begins during the 14 day cancellation period.

For the avoidance of doubt if **You** cancel this **Agreement** all aspects of the All-in plan including the Service/ MOT 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 all respects in accordance with the laws of England.

Effective from 01 May 2021

The table below outlines the items required to be carried to comply with local laws, in addition to those which Volkswagen Roadside 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 countries **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 accurate, neither **We** nor **Our Contractors** can be held responsible if it becomes inaccurate due to any subsequent changes in the law.

c = Compulsory r = Recommended by AA/respective country y = Yes n = No u = Unlawful.

#### List of European motoring requirements

Driving Requirements	Austria	Belgium	Croatia	Denmark	France	Germany	Ireland	Italy	Netherlands	Norway	Portugal	Spain	Sweden	Switzerland
Minimum age/UK licence holders (1)	17	18	18	17	18	18	17	18	18	18	17 (13)	18	18	18
IDP required – UK licence holders	n (2)	n	n	n	n	n	n	n (3)	n	n	n (3)	n (3)	n (2)	n
Original registration document	c	c	c	c	c	c	c	c	c	c	c	c	c	c
Motor vehicle insurance (4)	c	c	c	c	c	c	c	c	c	c	c	c	c	c
Motorway tax/vignette	c & Tolls	n	Tolls	Tolls	Tolls	n	Tolls	Tolls	n	Tolls	Tolls (18)	Tolls	Tolls	c & Tolls
GB sticker (5)	c	c	c	c	c	c	c	c	c	c	c	c	c	c
Warning triangle	c (6)	c (6)	c (6/8)	c	c (6)	r (7&16)	n	c (6)	r (9&6)	c (6)	r (9&16)	c (8&6)	r	c (6&8)
Reflective jacket/waistcoat	c (6/19)	c (10)	c (10)	r	c (6/10)	n	n	c (10&6)	n	r (10)	r (10)	c (10)	r	n
First-aid kit	c	r (16)	c (6)	r	n	r (16)	n	n	n	r	n	n	r	n
Fire extinguisher (6)	n	r (16)	n	r	n	n	n	n	n	r	n	n	r	n
Headlight adjustment (11)	c	c	c	c	c	c	n	c	c	c	c	c	c	c
On-the-spot fines	y	y	y (12)	y	y	y	y (12)	y (12)	y	y	y (12)	y	y (12)	y
Radar detectors (17)	u	u	u	u	u	u	u	u	u	u	u	u	u	u
Daytime headlights/passing lights – cars	n (15)	n (15)	c (15)	c	r (15)	r (15)	n (15)	c (14)	r	c	n (15)	n	c	c
Daytime headlights/passing lights – motorcycles	c	c	c	c	c	c	c	c	r	c	c	c	c	c
Breathalyser	n	n	n	n	c (20)	n	n	n	n	n	n	n	n	n

c = Compulsory r = Recommended by AA/respective country y = Yes n = No u = Unlawful.

- Guide to table:**
1. Minimum age at which a visitor may drive a car.
  2. UK driving licences which do not incorporate photograph are recognised but, drivers must be able to produce photographic proof of identity (e.g. passport).
  3. All valid UK licences should be accepted. However, the acceptance of the older 'all green' style UK licences cannot be guaranteed. Drivers may wish to voluntarily update them before travelling abroad, if time permits. Alternatively, older licences may be accompanied by an IDP.
  4. Before taking a vehicle abroad contact your motor insurer or broker to notify them of your intentions, and ask their advice. It is important to know what level of cover you will have and what documents you need to prove it.
  5. GB Stickers are compulsory within the EU unless your UK registration plates display the GB Euro-symbol (Euro-plates) which became a legal option from 21 March 2001. The Euro-plate must comply with the new British Standard (BS AU 145d). The Euro-plate is only legally recognised in the EU; it is still a requirement to display a GB sticker when travelling outside the EU.
  6. Not required for two-wheeled vehicles.
  7. Although not compulsory for visiting motorists to carry a warning triangle, its use is compulsory in an accident/breakdown situation.
  8. **Spain:** one warning triangle compulsory for non-Spanish registered vehicles; two for Spanish registered vehicles. Note: drivers of non-Spanish registered vehicles should consider carrying two triangles as, regardless of regulations, local officials may impose an on-the-spot fine if only one is available. **Croatia:** two triangles compulsory for vehicles towing a trailer. **Switzerland:** warning triangle must be kept within easy reach (not in the boot).
  9. The use of hazard warning lights or a warning triangle is compulsory in an accident/breakdown situation. However, a warning triangle should always be carried as hazard-warning lights have no effect at bends or rises in the road, or may become damaged or inoperative.
  10. Wearing, compulsory if driver and/or passenger(s) exits vehicle immobilised on carriageway, in **Italy** at night or in poor visibility, in **Spain** on all motorways and busy roads, it must be kept within the vehicle. In **Croatia** the wearing is compulsory whenever you have to get out of the vehicle at the roadside in an emergency. In **Portugal** and **Norway** the actual law applies to residents; however, regardless of the regulations local officials may impose an on-the-spot fine. In **Belgium** the wearing of the reflective jacket only applies to the driver, it must be worn should you be stranded on a Belgian motorway or on a major road or should you stop at a place where parking is not allowed. In **France** drivers must have one warning triangle and one reflective jacket in their vehicle. In **Austria** the regulation applies only to the driver.
  11. The legal requirement is to 'not dazzle oncoming drivers' rather than specifically to adjust/convert the headlight beam pattern. Without adjustment the dipped beam will dazzle oncoming drivers and this could result in a fine. Headlight beam converter kits are widely available but may not be suitable for all types of headlights. The **AA** shop sells beam converters suitable for all vehicles and individual fitting diagrams are included for the latest 'clear glass', 'projector and xenon' headlights inside the packaging. In some countries it is compulsory to use dipped headlights at all times when driving during the day. Note: this adjustment is not required for two-wheeled vehicles as the beam pattern is more symmetrical but check that any extra loading has not affected the beam height. On some cars it is inadvisable or impossible for anyone other than a qualified technician to change a headlight bulb unit e.g. high intensity discharge (HID) headlights and carrying spares is not an option. However, it is recommended that spare bulbs are carried for any lights that may be easily and/or safely replaced by the owner/driver. Spare bulbs are compulsory for **Croatia**.
  12. **Sweden:** police are not authorised to actually collect fines, which must be paid in accordance with notice instructions. **Italy:** police will collect a quarter of the maximum fine amount from drivers of foreign registered vehicles. **Ireland:** police are not authorised to actually collect fines, they will issue a notice which must be paid within 28 days. **Croatia:** the fine does not have to be paid on-the-spot; however it does need to be paid within eight days. **Portugal:** some traffic police carry ATMs.
  13. **Portugal:** visiting drivers of 17 years of age may encounter problems even though they hold a valid driving licence in the UK.
  14. Outside built up areas, during snow or rain causing poor visibility.
  15. Compulsory during daylight hours if the visibility is poor. For **France** the use of dipped headlights are recommended throughout the year, for **Croatia** during daylight hours from the last Sunday in October to the last Sunday in March.
  16. Recommended as their carriage is compulsory for vehicles registered in that country.
  17. Many countries now stipulate that GPS based navigation systems which have maps indicating the location of fixed speed cameras must have the 'fixed speed camera Pol (Point of interest)' function deactivated, please check individual touring tips.
  18. In order to use some motorways in **Portugal**, a temporary electronic toll device (DEM) or the pre-payment of tolls is required.
  19. Recommended for two-wheeled vehicles.
  20. In principle all drivers should possess a breathalyser, however, as of 25 January 2013 a driver can not be penalised for not carrying one – the possibility of imposing a fine has been postponed indefinitely. The breathalyser has to be certified by the French authorities, showing an 'NF' number. The official text states that one unused breathalyser should be produced. We recommend that two single-use breathalysers are carried, so if one is used or damaged you will still have a replacement to produce.