

A large, diagonal, long-exposure photograph of a road at night occupies the left side of the page. It shows bright orange and red light trails from traffic, with a dark sky and silhouettes of trees in the background.

RAC Fleet Services

European
Motoring
Assistance



ARVAL
BNP PARIBAS GROUP

This vehicle is eligible for Fleet European Motoring Assistance – a service that provides emergency breakdown assistance while you are in Europe. The service is available to any person driving this vehicle with the owner's consent. The purpose of this document is to provide you with an overview of the key features of the product and essential information should you need to obtain assistance. The services outlined in this document are subject to full terms and conditions, a copy of which can be obtained from your Fleet Manager or Arval UK Ltd.

Key Services

Roadside Assistance

Attendance of local breakdown or garage services to repair the vehicle at the roadside if possible; or recovery of the vehicle from the place of breakdown to the nearest local repairer.

Replacement parts dispatch

Source and dispatch replacement part(s) necessary to complete the repair of the vehicle but which are not obtainable locally.

Journey continuation

A contribution towards travel expenses to continue the journey during the period the vehicle is not roadworthy, if we can confirm repairs to the vehicle will take more than 12 hours (not available at the same time as Additional accommodation expenses).

Additional accommodation expenses

A contribution towards necessary additional (not alternative) accommodation for room only while you wait for the vehicle to be repaired, providing we can confirm repairs to the vehicle will take more than 12 hours.

Replacement driver

We will cover the cost of providing a replacement driver to drive the vehicle and the party to your destination or return home if a registered doctor declares you medically unfit to drive and you are the only qualified driver.

Vehicle repatriation to the United Kingdom

We will cover the cost of taking the unaccompanied vehicle by road transporter from the garage abroad to your home or chosen repairer for repair in the UK, if we confirm with the garage abroad that repairs can not be completed by your planned return date and providing the cost is not more than the UK market value* of the vehicle [*UK market value as Glass' Guide or other appropriate industry standard as used by RAC].

Passenger repatriation to the United Kingdom

In the event of vehicle repatriation we will also repatriate the passengers to the UK.

Obtaining Assistance

If the vehicle has a breakdown in the United Kingdom, please refer to the terms of UK cover which have been provided to you or your company.

European Motoring Assistance applies to vehicles registered with the relevant Vehicle Licensing Agency and operates throughout the territory.

To obtain help in the event of an incident please call the appropriate number below. Please have to hand your company name, vehicle registration, your location and telephone number. Our control centre is open 24 hours a day, 365 days a year and is manned by English speaking multilingual incident managers.

France & Monaco

0472 43 66 19 from UK mobile (pay call) or

0800 74 46 22

from a landline phone from within France and Monaco (freephone)

Republic of Ireland

1 800 535 005

(freephone)

Rest of Europe

00 33 472 43 66 19 (pay call)

For our joint protection calls may be recorded and/or monitored.

Mobile phones

Whilst convenient, mobile phones may be expensive to use and you should note some service providers charge for calls to free phone numbers. It may also not be possible for us to return a call to a mobile phone but when it is, you may still have to pay for the cost of any international call. Please note mobile phone costs are not covered and RAC regrets it can not reimburse any telephone costs incurred. In case of difficulty in reaching an emergency number please contact your service provider, or use a conventional phone.

Important Information

Required items

To ensure that RAC can provide the services contained within this product please make sure you have the following original documents with you

- Credit Card (required if you need to take advantage of the vehicle hire benefit)
- Motor Insurance Certificate/Green Card (contact your Fleet Manager or Arval UK Ltd before taking a vehicle out of the UK to find out if you need a Green Card)
- Driving Licence (including paper counterpart if photocard licence)
- Vehicle registration document or hired/leased certificate VE103 (if applicable), plus letter of authority if vehicle is hired or borrowed

Breakdowns on motorways

If you break down on a continental motorway you are advised to use the roadside emergency telephones. You will be connected to the police or authorised motorway services, who will send a breakdown recovery vehicle. Motorways in France are privately managed, so if you break down on a French motorway or motorway service area, RAC can not send out assistance to you.

You may have to pay labour and towing charges on the spot and an authorised tariff is normally applicable. However, this will only be to the recovery company's own depot in the case of any tow. These items are covered by your policy, you should obtain a receipt to claim a refund on your return. If you are towed from a motorway, contact us as soon as you can, from the recovery company's depot if possible.

Countries covered (also referred to as the 'territory')

Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russia (West of the Urals), San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta and Melilla), Sweden, Switzerland, Turkey in Europe plus Uskudar, Ukraine.

A vehicle is covered only if it is being used for a journey within the territory and returning to the United Kingdom within the period of cover. Any number of journeys are covered each up to 90 days in duration but not for longer stays.

Making a claim

If you have paid for any cost which you believe is covered under European Motoring Assistance please telephone RAC for a claim form immediately on your return home.

Telephone: **0800 107 58 61**

Service providers

RAC 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. The above mentioned 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 the vehicle are carried out to your reasonable satisfaction.

This document represents an overview of the Fleet European Motoring Assistance product. For a copy of the full Terms & Conditions which include full details of the product and all exclusions please contact your Fleet Manager or Arval UK Ltd.

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