

# ARVAL IGNITION OPERATIONAL GUIDE



All service and maintenance costs



Replacement tyres



Road fund licence



Breakdown and recovery



Accident management



Driver support line 24/7



**ARVAL**  
BNP PARIBAS GROUP

For the many  
journeys in life

# Contents

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## 1. Introduction

- 1.1 What is included with your vehicle?

## 2. Obtaining a quote

- 2.1 Choose your car
- 2.2 Vehicle choice
- 2.3 Accessories
- 2.4 Tow bars
- 2.5 Tax queries

## 3. Ordering your vehicle

- 3.1 Placing your order
- 3.2 Driving licence validation
- 3.3 Order confirmation
- 3.4 Personalised number plates
- 3.5 Delivery
- 3.6 Payslip changes
- 3.7 Business fuel

## 4. Looking after your vehicle

- 4.1 Servicing and maintenance
- 4.2 Hire cars
- 4.3 Safety recalls
- 4.4 Breakdown assistance
- 4.5 Tyres
- 4.6 Glass and windscreens
- 4.7 Vehicle cleanliness
- 4.8 Duty of care
- 4.9 Incorrect fuel/flooding
- 4.10 Taxing your vehicle (Road Fund Licence / Vehicle Excise Duty)
- 4.11 MOT

## 5. Fines and infringements

- 5.1 Speeding fines (Intended Prosecutions)
- 5.2 Fines for using mobile phones
- 5.3 Parking fines / Bus lane fines
- 5.4 Private parking charges
- 5.5 Congestion charges
- 5.6 Suspension from driving

## 6. Insured company vehicle

## 7. Accidents

- 7.1 Immediate action
- 7.2 Next steps
- 7.3 The repair process
- 7.4 The paperwork
- 7.5 Thefts
- 7.6 Personal property
- 7.7 Customer incident charge

## 8. Health and safety

- 8.1 Alcohol and drugs
- 8.2 Eyesight
- 8.3 Parking, reversing & manoeuvring
- 8.4 Mobile phones
- 8.5 Smoking policy

## 9. Taking your vehicle abroad

- 9.1 Insurance cover whilst abroad
- 9.2 Before you travel abroad

## 10. End of the contract

- 10.1 Renewal
- 10.2 Returning your vehicle

## 11. Contact Details

- Arval Contact Centre
- Quote Help Desk

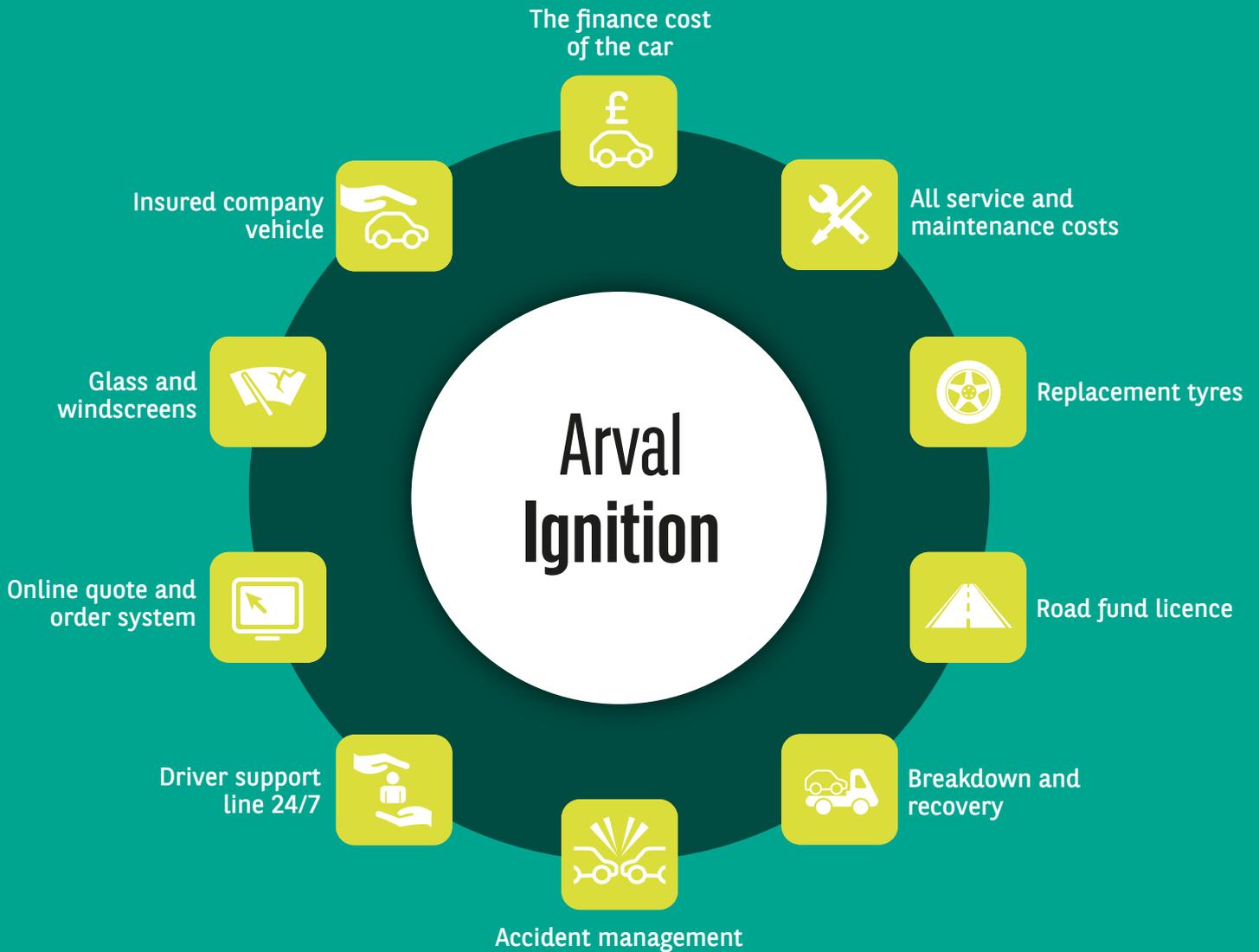


# 1. Introduction

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Welcome to the Arval Ignition Operational Guide. This document will give you the information you need in relation to ordering, using and returning an Arval Ignition car.

## 1.1 What is included with your vehicle?



The salary sacrificed by you **will not** cover:



- Fines, penalties and charges**
- Wear and tear on the vehicle which is considered unreasonable**
- Excess mileage charges**
- Any damage caused by drivers e.g. wrong fuel**
- Additional fluid top ups outside of manufacturer servicing**
- Neglect and / or abuse by the driver**



## 2. Obtaining a quote

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### 2.1 Choose your car

You can choose from a wide range of vehicle makes and models to suit your individual needs, and we are happy to provide multiple quotes for you to compare. Once you are happy with your quote and comfortable that you can afford the commitment, you can proceed to order.

### 2.2 Vehicle choice

Many employers choose to offer electric, or low emission, vehicle options as part of their salary sacrifice scheme to encourage more environmentally-friendly choices. These types of vehicles also benefit from attractive Benefit in Kind (BIK) rates giving you a cost-effective, tax-efficient option to drive a brand new car.

### 2.3 Accessories

It is possible to select accessories to be included in your vehicle. When selecting from the range of available accessories, please remember that they will increase the cost of the vehicle, the financial commitment you are making and the BIK. They must also be returned as part of the vehicle and cannot be removed.

### 2.4 Tow bars

The fitting of tow bars / roof bars / bike racks and other external equipment requires the approval of Arval. You must gain approval before you proceed. Tow bars must be supplied and fitted by a reputable company. The removal of any item at the end of the contract must be carried out at your expense and without damaging the vehicle. Any holes must be repaired to a professional standard.

You must ensure that your driving licence permits you to drive the vehicle with the trailer attached. Drivers who passed their UK driving test after 1 January 1997 must have passed an additional test in order to tow a trailer over 750kg. Please note that if permission to tow is given, you should obtain additional insurance cover for your trailer or caravan.

### 2.5 Tax queries

For further information on salary sacrifice schemes and how this may affect you, please refer to our Frequently Asked Questions (FAQs). Arval does not provide tax advice and you may wish to seek professional independent advice on your own circumstances.

# 3. Ordering your vehicle

Please ensure that you research the vehicle options available to you before ordering your vehicle, so that you can be confident that it is totally suitable for your requirements.



## 3.1 Placing your order

You will be required to accept the Ignition Company Car Policy and the relevant T&Cs, including the variation to your employment contract for the gross salary sacrifice. You should read the document carefully before proceeding.

Your employer will then review your application; current pay and benefits to ensure that, by taking a vehicle, your salary will not fall below the national minimum wage. By ordering the vehicle, you are committing yourself to the Arval Ignition scheme and are liable for the early termination charges at this point if you do change your mind.



## 3.2 Driving licence validation

You will be requested to provide your consent for Arval (and/or its agent) to undertake a driving licence validation check by completing a DVLA mandate.

Arval cannot proceed with your order until we have received consent to perform the licence check.

The information provided by the DVLA will only be used for risk assessment, insurance and assessing the suitability of individuals to drive a vehicle. All information will be treated in the strictest of confidence. If the result of the licence check excludes you from joining the Arval Ignition scheme, you will be contacted to confirm this.

Driving licence checks occur on entry to the scheme and Arval's insurer reserves the right to carry out additional checks as required.



## 3.4 Personalised number plates

The use of personalised number plates is permitted on the Arval Ignition scheme. If you would like your personalised number plate transferred to your Arval Ignition vehicle, please advise Arval when you receive your order confirmation. Arval can then confirm the process for you. You will be required to pay any costs associated with the transfer of personalised number plates (including removal at the end of the contract); you will be asked to pay these costs directly to Arval and the DVLA as necessary.



## 3.3 Order confirmation

Once Arval is in receipt of your authorised vehicle order form, you will receive an order confirmation. It is your responsibility to check this carefully to ensure that the correct vehicle and accessories have been ordered. Contact Arval on **0345 266 5401**, within 48 hours if any queries regarding your order are found, as after this point, Arval may not be able to amend your order.

**Please note** any delivery dates supplied are estimates. You will be contacted to confirm a convenient delivery date and time once the vehicle is in stock at the supplying dealership.



## 3.5 Delivery

Once your new vehicle is in stock with the dealer, Arval will contact you to arrange a convenient delivery date. Deliveries can be made to your mainland UK work or home address, Monday to Friday. Deliveries will be made during daylight hours so that you can inspect the vehicle thoroughly.

Upon delivery, you must take the time to check the vehicle with the delivery driver. You will be asked to sign a vehicle delivery report. Should the vehicle have damage or if there is an error with the specification, please do not sign for delivery and contact Arval immediately.

Arval will provide your employer with the full details for the vehicle so that your payslip and tax can be amended.

## 3.6 Payslip changes

A salary sacrifice happens when an employee gives up the right to receive part of their cash pay due under their contract of employment in return for a form of non-cash benefit. The sacrifice is achieved by varying the employee's terms and conditions of employment relating to pay, and an actual reduction to gross basic pay occurs as a result. Upon submitting your order, you are agreeing to this amendment.

Your payslip will show the reduction in your gross salary, and the amount of tax and National Insurance that you pay will be adjusted accordingly.

## 3.7 Business fuel

Please refer to the Arval Ignition Company Car Policy.

# 4. Looking after your vehicle

You are personally responsible for the roadworthiness of the vehicle in accordance with legal requirements as if you were the owner of the vehicle.

Arval determines the monthly payment on the assumption that the car will be kept in good condition. It is therefore in the interest of all parties that the vehicle is maintained and looked after. You are under a duty to report all damage and defects immediately and to comply with the terms and conditions of the Arval Ignition Scheme.

Check your front & rear lights and indicators are working



Check washer fluid levels and top-up if needed



Check tyre tread depth, they must be changed once they reach

**2mm**

Check and adjust the tyre pressures, remembering to check them when the tyres are cold



Check your oil level and top it up with correct oil grade as necessary  
**- but don't overfill it**

## 4.1 Servicing and maintenance

It is your responsibility to ensure that vehicles are serviced in line with the manufacturer's recommendation at an Arval approved service centre. To book, please call Arval on 0345 266 5402 or visit [www.arval.co.uk/service-booking](http://www.arval.co.uk/service-booking)

By using Arval to book a service, you can benefit from vehicle collection and delivery to either your home or work address, or 'while-you-wait' servicing. Your car will also be cleaned whilst the service is taking place.

Please note that you will need to provide 7-10 working days' notice to benefit from these added services.

In addition to the standard servicing on your vehicle, you must also ensure that:

- Mechanical problems are dealt with immediately.
- MOT tests are carried out when required.
- No modifications are made to the car without prior approval. This includes towbars, roof-racks, cycle carriers and anything that changes the car from the specification at the point of delivery.
- All incidents must be reported to the Arval Contact Centre within 24 hours as standard..

You are required to carry out regular checks once a month on the following items:

- **Tyres** – check for tread depth, pressure, damage and uneven wear. As the driver, you are liable for any fines relating to illegal tyres so regular checks are very important!
- **Oil** – check the level and top it up with correct oil grade if necessary, but don't overfill it.
- **Fluid levels** – check coolant, brake fluid and washer fluid levels and top-up if needed.
- **Lights & wipers** – check that they're working correctly and address any problems.
- **General** – check condition of bodywork and check interior for damage and keep it in a clean condition inside and outside.

At the end of the agreement, you will be responsible for the cost of restoring the vehicle to a good condition and you will be asked to reimburse your employer for any costs incurred due to:

- Failure to maintain your car.
- Damage that could be considered to be outside normal wear and tear.
- Broken or missing items such as spare keys or satellite navigation discs.

Recharges will be deducted from your net salary.



Arval Contact Centre:

**0345 266 5402**

or online at [www.arval.co.uk/service-booking](http://www.arval.co.uk/service-booking)

## 4.2 Hire cars

This scheme does not include the provision of hire cars for any purpose. You are advised to utilise collection and delivery services wherever possible. If you do choose to make private arrangements to hire a vehicle whilst your Arval Ignition vehicle is off the road, you will be liable for all costs and insurances. No reimbursement will be made by your employer for costs associated with hire cars.

If you utilise a courtesy car whilst your own vehicle is in for a service or repair, you will need to arrange additional insurance to cover the courtesy vehicle.

## 4.3 Safety recalls

From time to time, manufacturers may issue safety recall notices. As the registered keeper of the vehicle, Arval will receive safety recalls and forward these to you. Upon receipt of a safety recall notice, you should call the Arval Contact Centre on 0345 266 5402 to arrange for the vehicle to attend a franchised dealer as soon as possible.

## 4.4 Breakdown assistance

Your vehicle includes breakdown assistance. This covers you for roadside homestart/assistance/recovery/onward travel for up to 48 hours. Thereafter, you will be billed via payroll for the rental vehicle if you have kept it for longer than 48 hours. Should your vehicle break down, ensure that you are in a position of relative safety, then contact Arval on 0345 266 5402.

## 4.5 Tyres

Replacement tyres are included as part of the maintenance package. The legal minimum requirement for tread depth is currently 1.6mm of tread across the central three quarters of the tyre. Tyres with bald patches, bulges or cuts over 2.5mm long exposing the cords are also illegal and unsafe. It is your responsibility to check your tyres regularly to ensure compliance. Failure to comply with this requirement can lead to a fine and three penalty points for each defective tyre. Our tyre partners will be happy to check your tyres and replace them where appropriate. Just call our Arval Contact Centre on 0345 266 5402 and select the tyre option.

## 4.6 Glass and windscreens

Replacements to body glass or windscreens can be arranged through the Arval Contact Centre on 0345 266 5402. If the glass has been damaged due to an attempted theft or vandalism, you may be asked to make a claim through the accident management service. You will be charged a Customer Incident Charge of £100 for replacement windscreens. Repairs are free of charge, so please get problems seen to promptly.

## 4.7 Vehicle cleanliness

It is your responsibility to keep the vehicle clean and tidy inside and out. Valeting costs are NOT included within the maintenance contract. However, certain dealers may wash and vacuum your vehicle as part of service or maintenance work when booked via Arval's service booking facility.

## 4.8 Duty of care

It is your responsibility to ensure at all times that the vehicle is as safely and securely parked or stored as is possible.

## 4.9 Incorrect fuel/flooding

If you do put incorrect fuel into a vehicle, or the engine seizes due to driving through a flood, PLEASE DO NOT START THE ENGINE – call the Arval Contact Centre for breakdown assistance on 0345 266 5402. Additional damage can be avoided if the vehicle is recovered immediately.

## 4.10 Taxing your vehicle (Road Fund Licence / Vehicle Excise Duty)

Your vehicle will be automatically taxed throughout the contract, providing Arval hold a valid MOT certificate or the vehicle is less than three years old.

## 4.11 MOT

MOT reminders will be automatically issued to you approximately six weeks prior to the required date. This is to allow you time to book the vehicle into a MOT test station at a convenient date and time. Call the Arval Contact Centre on 0345 266 5402 to arrange for the vehicle to attend an Arval approved MOT station.

Failure to obtain an MOT certificate invalidates insurance cover and can prevent your vehicle being taxed. Therefore, Arval will continue to issue MOT reminders until they are in receipt of a valid MOT certificate.



## 5. Fines and infringements

It is your responsibility to pay fines without delay, unless you are able and intend to dispute them.

If it is possible to dispute a fine and there are genuine grounds to do so, you should contact Arval on 0345 266 5402, explaining the circumstances, so that Arval can guide you in the process.

Arval will receive all fines issued to the registered keeper of the vehicle. Any fine that Arval receives will also have an administration charge added to cover administration costs. Your employer will always recover the full cost of the fine, if applicable, and the administration charge, via payroll, from your net pay.

See below for more details on the process for each type of fine or infringement. These are examples of the main types of fines but others may still apply.

### 5.1 Speeding fines (Intended Prosecutions)

Upon receipt, Arval will supply your details to the issuing authority. The issuing authority will then contact you directly.

You must also inform Arval of any points added to your licence for insurance purposes.

### 5.2 Fines for using mobile phones

Driving without due care and attention is extremely dangerous. If you receive a fine for mobile phone use, it is your responsibility to pay this as soon as possible.

### 5.3 Parking fines / Bus lane fines

Parking tickets may be left on your vehicle and you can follow the procedure detailed within the ticket to settle the fine.

Any fines caught on camera and sent to Arval will be completed with your details and Arval will request the issuing authority to deal directly with you. When you receive it, you will have the option to dispute the fine or pay the fine yourself.

Any fines not paid within the stated period and reissued to Arval will be recharged via payroll.

Once a fine has been paid it cannot be disputed.

### 5.4 Private parking charges

Upon receipt of notice of this type, Arval will forward the fine onto you, the driver, so that you can pay the fine.

In the future, if Arval is required to pay the fine upon receipt, then we will do so and charge these costs on to your employer.

### 5.5 Congestion charges

If Arval receive a penalty notice for a congestion charge, we will pay the fine as we are unable to transfer liability.

### 5.6 Suspension from driving

If you are suspended from driving for any reason, e.g. penalty points, drink driving etc., you will be expected to terminate the agreement and pay all termination charges and associated charges/fines.

If you are suspended from work due to medical reasons, please refer to your company policy.

## 6. Insured company vehicle

Your vehicle is delivered with cover provided under Arval's own insurance policy via the Arval Total Care product. The cost is based on the type of vehicle, mileage and its overnight location.

## 7. Accidents

### 7.1 Immediate action

**Stop immediately** (as long as it is safe to do so). Stay calm and give yourself time to think.

Check the condition of yourself and any passengers and other involved motorists. Call the emergency services and let them know if there are any injuries or other dangerous circumstances.

**Inform the police** if anyone involved is injured or there is damage to property. The police must also be informed in cases of theft or if a third party did not stop or drove off without giving details.

**Cars should not be moved** until instructed to do so by a police officer. If the police attend the incident, make a note of the attending officer(s) name and number.

**Don't admit liability** (including saying sorry).

**Take the names, addresses & contact numbers of all people involved**, but it's also very important to take details of any witnesses. Keep a description of the other driver/s and the number of passengers in the car and sex/ages of all occupants. If you think a crash has been 'staged', take as much detail as you possibly can, then tell the police or Arval of your suspicions.

**Note the Registration Number/s** and details of all the vehicles involved, take photos of the crash and any damage (or jot it down on a piece of paper if this is not possible). This information can be used as evidence and will help you remember important facts.

As soon as you are able, **write down what happened** such as what lane you were in; the position of the vehicles before and after the crash; the time of day; road markings and signs; the weather; road conditions; anything you think may have contributed to the accident – was the other driver distracted, using a phone or changing the radio station for example?

Give the third party(s) involved in the incident your name, address and insurance details.

**Do not restart your journey** until it is safe to do so. Make sure that your car is both safe and legal to drive:

If any fluids have leaked from the car, do not attempt to start it or move it (other than to push it to the side of the road if you are able) and seek recovery.

If the steering/suspension or lights are damaged, again seek recovery.

If you believe the car to be roadworthy, make sure you drive off carefully and check all systems on the car are working.

If you are in any doubt about whether it is safe or legal to drive, seek recovery.

**Call the Arval Contact Centre** to report the full details of the incident, remembering to give as much information as you can as this will help your claim.

**Seek medical attention for any injuries you receive.** Don't hesitate to get checked out for any injuries. Even those which seem minor can become more serious soon after an accident when the shock has subsided.



**In the event of a collision:**

Call the **Arval Contact Centre** on

**0345 266 5402**

and report full details of the incident.

## 7.2 Next steps

Call the Arval Contact Centre on **0345 266 5402** to report the full details of the incident as soon as possible, remembering to give as much information as you can as this will help your claim.

Arval preferred suppliers must be used for all accident repairs. If you take your vehicle to a non-approved repairer, you will be recharged any additional costs over and above Arval's agreed rates, plus an administration fee.

They can arrange for a courtesy vehicle (subject to proof of a valid driving licence and any other terms and conditions of the supplying agent). The repairer will include the insurance on the courtesy car and will invoice this to Arval as part of the repair cost. They will also supply you with an accident report form.

Please note that you will need to take out additional insurance to cover a courtesy car whilst your own vehicle is in for a service or mechanical repair.

When you call, the team will take the details of the accident from you and fill out an electronic claim form. The key information they will need is:

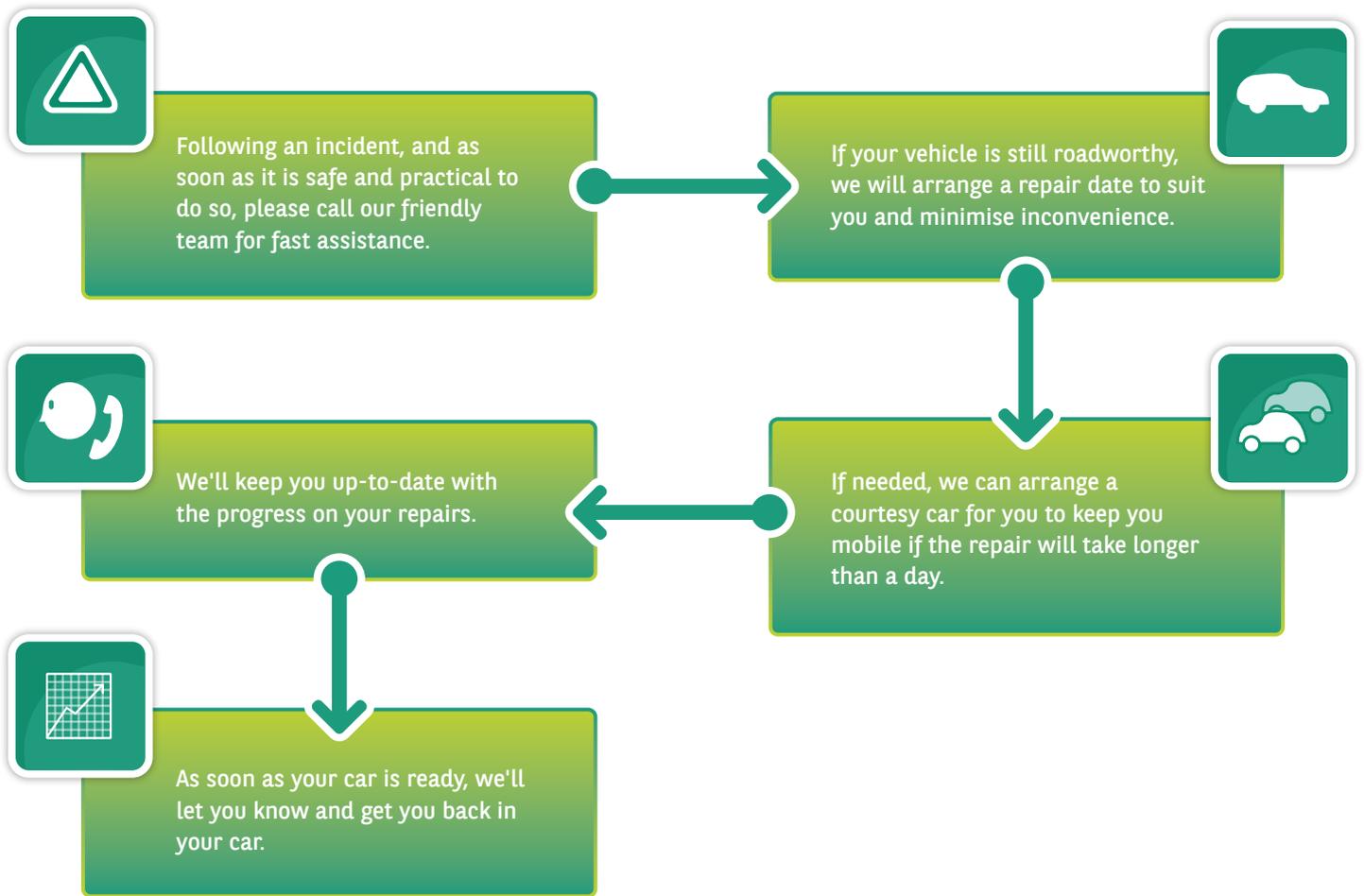
- Your registration number
- Date and time of incident
- Incident location
- Damaged area of your vehicle
- If it is mobile
- Home address
- Third party details, if applicable
- Witness details, if applicable.

The team will then arrange for a supplier to recover or book in repairs to your vehicle.



Arval Contact Centre:

**0345 266 5402**



## 7.3 The repair process

### Driveable vehicles

At the time of your call, the team will allocate the repair to the closest approved bodyshop to your home or work address, whichever is easier for you. You will be given their details and they will call you within 48 hours to arrange a mobile estimate. This means that the garage will come out to your vehicle either at your home or work address, note the damage and take digital photos.

The body shop will send the estimate to Arval for authority. Once authority is received, the body shop will contact you to arrange a convenient date to collect and repair your vehicle.

You will be given regular updates on repair progress and once completed it will be delivered back to you, having been cleaned inside and out.

### Non-driveable vehicles

Should your vehicle be non-driveable, it will be recovered to the garage straight away. At the time of your call, a courtesy car can be arranged for you if available.

The appointed garage will estimate the vehicle repair cost and send the estimate through to Arval's in-house engineers for authority. Once authority is given, the repairs will commence and you will be kept updated on progress.

### What happens if the accident is a considerable distance from home?

It is quicker to repair a vehicle near where the accident happened and transport the repaired vehicle back to your home or office address following completion of the work. Alternative transport can be arranged for you to get you home. You may be recharged towing costs if you insist on the vehicle being recovered for unnecessarily long distances.

### Vehicle write-off process

The appointed garage will estimate the repair costs and send the estimate to Arval for review/authorisation. If the estimate is considered uneconomical for repair, the vehicle will be deemed as a write-off. You will be liable for the rentals until the date the vehicle is deemed a write-off.

In order to have a new car, you need to follow the order process again. Please note that a courtesy car will not be provided whilst you are waiting for your new vehicle, so you will need to make your own arrangements.

### Will I receive a replacement vehicle?

All approved body shops can provide a courtesy car for up to a maximum of 30 days. If you use a replacement vehicle for longer than 30 consecutive days, you must inform HMRC and this may affect the tax you pay on benefits in kind.



## 7.4 The paperwork

As mentioned above, during your initial phone call to report the incident, the accident coordinator will be completing an electronic claim form from your description of what has happened.

This partially completed claim form will be sent to you for you to amend where necessary, provide a small sketch, sign and return in the pre-paid envelope provided. The late arrival of claim forms or other requested documentation can impact on this process and mean that the repair process will take longer than necessary.

If the incident involved a third party, regardless of fault, you may receive correspondence from their insurance company – this is common practice. Should you receive any such correspondence, don't worry – contact the accident management team on 0345 266 5402 for advice.

## 7.5 Thefts

If your car is stolen, broken into or criminally damaged, inform the police and Arval accident management without delay, giving full details of time and place of theft. The police will provide you with a 'crime number' for future reference.

You will be liable for the rentals on your vehicle until it is deemed a total loss.

## 7.6 Personal property

Claims will not be accepted for personal effects (this applies both to personal and company property). For this reason, they should not be left in your vehicle overnight and should be hidden from view wherever possible. You should make arrangements with your own insurance broker to have any valuable personal effects, which you need to carry around with you, insured under the 'all risks' section of your household effects policy.

## 7.7 Customer incident charge

Any at-fault or split liability incidents will be subject to a customer incident charge. You should not pay money directly e.g. to the accident repair centre. This will be invoiced to your employer. They will then make arrangements to deduct this charge from you via payroll on first notification of the incident from the accident management service provider.

**N.B.** If you elect to get the vehicle repaired through an alternative repairer than the one provided by Arval, the standard of repair must meet the standards detailed in the Arval Fair Wear and Tear Guide, otherwise additional recharges may be incurred by yourself. Any incidents involving a 3rd party must go through Arval.

# 8. Health and safety

If you have any accident, illness, deterioration of health or disability that affects your driving in any way, you must seek medical advice over whether you should continue to drive.

- If you suffer from a break, fracture or sprain, particularly relating to limbs, you must not drive. You will need written permission from your doctor to say when it is safe for you to continue driving
- Conditions that affect your ability to drive may result in insurance becoming void
- You must notify the DVLA if you have had, or suffer from, a medical condition or disability that may affect your driving. A full list of reportable ailments and conditions can be found on the DVLA website.

Driving while tired is dangerous, so take the necessary steps to avoid it. Make sure that you take a 15-minute break for every 2 hours of continuous driving. If you feel tired, find a safe place to stop, drink two cups of coffee or a high-caffeine drink and rest for 10-15 minutes to allow time for the caffeine to kick in.

## 8.1 Alcohol and drugs

- Don't drink alcohol or take drugs and drive - it seriously affects your judgement and ability, and is illegal
- Be aware that heavy drinking during the evening may affect your ability to drive the next day and that the "morning after" risks must be considered carefully before you drive
- Some prescription or 'over the counter' medicines can cause drowsiness, so always check for any warnings or seek advice from your GP/pharmacist
- Use of illegal drugs is highly dangerous and illegal - side-effects are unpredictable and can be even more severe than alcohol which may result in a serious road crash.

## 8.2 Eyesight

- The Highway Code states that you must be able to read a car number plate from a distance of 20 metres (new style plate) in good daylight
- If you need to wear glasses or contact lenses to do this, you must wear them at all times while driving
- We recommend that everyone has regular eye tests - at least one every 2 years.

## 8.3 Parking, reversing & manoeuvring

- Park in a safe and well-lit area, avoiding spaces where passing cars may hit you
- Check if a parking space is large enough to avoid damage from car doors being opened
- Reverse into a parking space - it's safer than reversing out and it improves your visibility when driving away
- Take your time when manoeuvring - don't rush and make a mistake
- Make your intentions known, slow down and indicate that you're pulling in.

## 8.4 Mobile phones

We regard the safety of drivers and other road users, together with our compliance with all relevant legislation, as of paramount importance. To ensure that we adhere to the legislation and that ensure drivers are afforded protection, whether during work or private use of your car:

- You should not make or receive mobile phone calls (business or personal) whilst driving. This includes the use of hand held, Bluetooth and hands free kits. This also extends to Additional Drivers insured to drive your car
- Mobile phones should not be used when you have stopped at traffic lights or during normal hold ups
- You must never use your phone to send or receive text messages, check/send business or private emails, or use any Smart phone application or social networking site whilst driving
- These rules relate to both work and personal calls. They also relate to company issued and private mobile phones.

## 8.5 Smoking policy

Smoking is not permitted in any vehicle driven under the Arval Ignition scheme.

# 9. Taking your vehicle abroad

If you wish to take your vehicle abroad, you will require a vehicle insurance certificate, a Vehicle on Hire certificate (or VE103), letter of authority and details of the European Breakdown cover. You will need to request this at least 14 days before travelling to ensure necessary documentation is received in adequate time. A Green card will also be provided if required for overseas travel.

**N.B.** If you are stopped by the authorities whilst driving abroad and you cannot provide the documents detailed, you may be subject to fines and/or the risk of having your vehicle impounded.

## 9.1 Insurance cover whilst abroad

The insurance cover provided is only valid within the European Union. If you intend to travel outside the EU, you MUST contact the Ignition Team on 0345 266 5402.

## 9.2 Before you travel abroad

Before you travel abroad, you should carry out some basic checks on the vehicle, as it can be difficult to arrange maintenance repairs abroad. So it's worthwhile ensuring that any urgent maintenance work is completed in the UK prior to travel. You should at least check the following:

- Engine oil levels
- Water coolant levels
- Tyre pressures and tread depths
- Wiper blades
- Lights
- Horn
- The relevant equipment required by law for the countries you travel through.



## 10. End of the contract

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### 10.1 Renewal

Arval will contact you six months prior to your contract end date, advising you on the renewal process.

Please note new vehicles can take up to six months to be built and made available for delivery. Prompt placement of your renewal order will ensure that your existing Arval Ignition vehicle is replaced in a timely manner.

### 10.2 Returning your vehicle

Arval will contact you 6 months prior to the end of the contract to discuss options and arrange when your vehicle will be collected. You will be required to complete and sign a vehicle inspection report with the collection driver.

Return vehicles should be clean inside and out to enable an accurate estimation of any damage by the collection agent. Vehicles should be returned with the following items:

- Full set of keys (including any spares)
- Service documentation (including service book and instruction manuals)
- Any satellite navigation cards.

**Any personal items and data must be removed** from the vehicle, including personal data loaded into the car, credit card details (where applicable), any security passes, music and window stickers, as it may not be possible to retrieve these at a later stage.

Where a tow bar is fitted to a vehicle, arrangements should be made to remove this prior to collection by Arval if you want to retain it. If removed, any holes or damage should be made good to a professional standard.

If you have a personalised number plate fitted to the vehicle, you will need to make arrangements in advance of the vehicle return with Arval to transfer the registration number. You must pay any costs associated with the transfer, directly to Arval.

All drivers will be recharged if vehicles are returned in poor condition, with a mileage greater than the agreed contract mileage or if Arval are unable to collect the vehicle.

## 11. Contact details

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### Arval Contact Centre:

Help for accident management, breakdown and recovery, service booking, tyres, glass, going abroad and general queries

**0345 266 5402**

24 hours a day

### Quote Help Desk:

Quoting and vehicle related queries:

**Call**

**0345 266 5401**

9am to 5pm Monday to Friday

**Email**

ignition@arval.co.uk

**Address**

Ignition Team  
Arval UK Ltd  
Old Hall Road  
Sale  
Cheshire M33 2GZ



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