



TAKING YOUR ARVAL VEHICLE TO EUROPE



BEFORE TRAVELLING

Your vehicle is covered for breakdown in Europe as part of Arval Assist, provided in partnership with The AA. We strongly advise you take out additional breakdown cover if towing a caravan, trailer, carrying more than 6 passengers, or travelling with pets.

You will need to request a VE103 document from us

You must request this at least 5 working days before travel. This is a legal requirement for all leased or rented vehicles as it acts as a temporary log book (V5), meaning you have the owner's permission to take the vehicle abroad. A VE103 is needed for trips that don't exceed 90 days and is valid for a year.

Request your VE103 document

The cost is £15 +VAT.

You can order online, or call our 24 hour helpline on **0345 266 5017** and select the option for travel documents.

You will need to request your insurance documents from your insurer. If you are an Arval Total Care customer, you must also request your insurance documents by emailing totalcare@arval.co.uk

What to take with you and how to prepare your vehicle



Carry your driving licence, passport, VE103, and insurance documents as you may be asked to produce any one of these by the authorities. If you cannot produce them, the vehicle can be impounded.



It's important you check the latest driving guidelines and safety advice for your destination at both:

- www.theaa.com/european-breakdown-cover/driving-in-europe
- www.gov.uk/foreign-travel-advice



Check your tyre tread depths and ensure you know full details of tyre requirements, including tyre size, make, maximum load and speed rating for the countries you will be travelling through.



Some countries require winter or all-season tyres during winter conditions. Please check specific country requirements for winter / all-season tyres before you travel.



You will need to display the UK identifier when driving a UK-registered vehicle abroad. If your number plate includes the UK identifier, with the Union flag, you do not need a UK sticker. You will need to display a UK sticker clearly if your number plate has any of the following:

- a GB identifier with the Union flag
- a Euro symbol
- a national flag of England, Scotland or Wales
- numbers and letters only - no flag or identifier



Carry a spare set of keys.



If travelling with pets, the provision of services such as taxis and hotels can be limited due to the non-acceptance of pets. Any additional costs due to the carriage of pets are the responsibility of the owner.

WHILE TRAVELLING

Keeping you safe if you break down

- Try to stop in a safe place out of the way of traffic
- Switch on your hazard warning lights and sidelights
- Place a warning triangle behind your vehicle where it's clearly visible. **Remember, never use a warning triangle on a UK motorway**
- Make sure everyone is safely away from moving traffic

What to do on a French or Belgian motorway

Motorways in France and Belgium are privately managed, so if you break down on a French or Belgian motorway or motorway service area, we can't send out help. Instead, go to the nearest emergency box or phone and dial 17 - the official motorway breakdown service will come out to you.

What to do elsewhere in France and Belgium, or the rest of Europe

Call **(+44)121 336 6295** and you'll go through to The AA's European Assistance Team. Outside France and Belgium, only use a motorway emergency box if you don't have access to a mobile phone or if you don't know where you are. Don't forget that dialling and ringing tones differ from country to country.

Please be ready to tell us:

- The name of your company and that you are in an Arval vehicle
- Your exact location, if possible
- A contact phone number, if possible
- Your vehicle's make, model and registration number
- The number of occupants in your vehicle including any pets

How we will help (in conjunction with our supplier, The AA)

24-hour Emergency Centre

The AA's European Operations Centre is open 24 hours a day. Your call will be answered by an English-speaking operator, who will get help where and when you need it in Europe (see geographical limits at end of this document). We will cover the costs of your European breakdown within certain limits.

What is covered

Recovery including towing to the nearest garage, and despatching spare parts to complete repairs to your vehicle whilst overseas. Where possible, the cost of labour and parts will be paid to the garage by The AA.

Some garages may not have a relationship with The AA and will require upfront payment from you, the driver. In this instance, you will be required to pay upfront and reclaim from us when you are back in the UK.

Alternative travel and emergency accommodation

If repairs cannot be completed on your vehicle within 8 hours, reasonable costs will be covered for alternative travel and emergency accommodation until your vehicle is repaired or alternative travel is secured.

Accommodation availability may be limited if you are travelling with pets and you may be required to pay deposits or surcharges locally where the chosen accommodation requires an indemnity for damage.

Vehicle recovery to the UK

If your vehicle cannot be repaired before you return to the UK, we can arrange and cover the cost (up to the market value of the vehicle) for your vehicle to be recovered to your home or to a garage of our choice in the UK to be repaired. Or once the repairs have been completed, we may arrange and pay reasonable costs for one person to return to Europe and collect the vehicle.

Tyres

We cannot cover the cost of new tyres whilst in Europe. This means that you will be asked to cover the cost of tyres in full if you need a repair (that cannot be done at the roadside) or a replacement whilst in Europe.

Once you are back in the UK, you can follow the reimbursement process below, and if applicable, we will reimburse the cost of tyres to you.

There are some scenarios where we will not reimburse the cost of tyres:

1. Clear neglect of tyres. This will be assessed on a case by case basis and be dependent on previous tyre replacements you have had.
2. If you do not take tyres as part of a maintenance package with Arval.

If you have any queries about your tyre coverage, please contact Arval before travelling abroad.

AFTER TRAVELLING

REIMBURSEMENT PROCESS



If you have a maintenance package with Arval and have covered any costs yourself, please get in touch with us on:

0345 266 5017

To process a reimbursement, we'll need the following:

- Copy of invoice
- Proof of payment
- Any further documentation provided by the repairer

The expected timeframe for refunds to be processed by us is 30 days.

Provision of assistance in Europe

Different benefits apply and third-party service providers, including garages, repairers, recovery operators, car hire companies, etc, whose services are arranged or paid for under Arval Assist are not approved by us and do not act as our agents. While we will assist in liaising with third parties if you ask us to help, we cannot be held liable for any acts or omissions of any such garages or other third parties.

We will accept no liability for loss of income or contractual obligations, neither will we accept any responsibilities or liability for any vehicle or its contents, when left overseas prior to collection by our transporters or for the onward movement of a vehicle or its contents to the destination. This will remain the responsibility of the driver or vehicle provider or the motor insurer. Nothing shall restrict or limit our liability for negligence resulting in death, personal injury or fraud.

Geographical Limits: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta and Melilla), Sweden, Switzerland, Former Yugoslav Republic of Macedonia, Turkey, Vatican City.

Arval Assist does not apply to territories beyond mainland Europe or those not listed in the Geographical Limits; except as detailed in 'duration of trip', Arval Assist can only be used for journeys where you take a vehicle overseas by waterborne craft or Eurotunnel, and not for crossing estuaries and non-tidal waterways. For travel from Northern Ireland to the Republic of Ireland, Arval Assist cover begins upon arrival in the Republic of Ireland. Incidents in Northern Ireland are part of UK cover, not European.

Country of departure: Great Britain, Northern Ireland, Isle of Man or Channel Islands.

Duration of trip: Any overseas trip undertaken from the UK with an entitled vehicle within the period of Arval Assist breakdown entitlement, providing no individual trip lasts longer than 90 days. Arval Assist breakdown only commences on embarkation of the outward ferry or shuttle and ceases immediately on disembarking from the inward bound ferry or shuttle. There is no entitlement under Arval Assist for any incidents in the UK on your way to or from the port of embarkation or disembarkation. These benefits will not apply under any circumstances.

Release of personal data to fleet controller: Please note that details of any vehicle breakdown, including vehicle fault, location and vehicle occupants may be released to the vehicle owner, fleet department or hire company.

