

RENAULT EURODRIVE

Destination: Europe



TRAVEL BOOKLET

**YOUR VACATION WITH
PEACE OF MIND**



www.renaulteurodrive.com.au

RENAULT EURODRIVE

DRIVE THE CHANGE



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Destination: Europe

EDITORIAL

Thank you for choosing Renault Eurodrive for your stay in Europe.

At Renault, we have always believed that cars should be suited to everyone's life style and everyone's expectations. This ambition is reflected in our quest for mobility that is sustainable and environmentally friendly, and for safety and quality that can be accessed by the masses.

These traveling instructions contain comprehensive information on how to use the Renault Eurodrive. The information contained in the booklet is available online at our website, www.renaulteurodrive.com.au.

Out of a concern to make things easy for you, all our teams are dedicated to ensure that you are a satisfied customer. We give you an email address that is exclusively concerned with quality aspects of our service, prepared to receive all your questions, suggestions and complaints: qualite.eurodrive@renault.com.

We wish you a pleasant stay in Europe at the wheel of your Renault or your Dacia and thank you again for choosing Renault Eurodrive.



Renault Eurodrive team

USER'S GUIDE 2015 TRAVEL BOOKLET

This booklet contains answers to all the questions you have about your vehicle, from pick-up to drop-off.



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PICKING UP YOUR CAR

AT YOUR ARRIVAL

Please remember that, in order to deliver your vehicle under the best possible conditions, you must:

- provide your delivery centre with your **appointment details or your flight number**.
- If you do not have a flight number, **then please contact your delivery centre for an appointment at least 3 working days before the scheduled delivery date**.

If you change your flight, train or arrival date and time, please contact our pick-up centre as quickly as possible.

Always refer to the information about your pick-up centre on page 11.

We will wait for you for 30 minutes after the agreed time and for 1 hour after flight arrival statement.



IMPORTANT

- The regulations, highway codes and procedures in the event of an accident or damage differ from one country to another. You are responsible for your travel in Europe. Therefore, remember to refer to the specific regulations that apply in each country.
- All offences will result in a police report which will be sent directly to the contract holder's home (ie the person to whom the registration card ("carte grise") is issued to. The contract holder is responsible for the fines associated with the infraction.

PICK-UP PROCEDURE

Please present:

- your passport (or identity card),
- a copy of your Renault Eurodrive contract.

Your spouse, partner or a family member may also pick up the car and drive it, providing they present an authorised document with your signature and a copy of your passport.

Your partner must, in addition to the authorised document, present a certificate proving partnership or a sworn statement of partnership with your signature.

Drivers must be at least 18 years old and possess a driver's license valid for use in the country concerned. In the case of a special contract, only the contract holder is allowed to drive the vehicle.

You will be presented with several items:

- vehicle registration papers,
- a European accident report with instructions,
- an insurance certificate,
- an insurance assistance booklet,
- two keys (or cards) for the vehicle,
- a safety kit (fluorescent vest + and warning triangle).

CAUTION!

These items are to be returned with your vehicle.

You will be billed for any missing items.

FUEL INFORMATION

Corresponding fuel terminology

ENGINE	FUEL	NAME AT PUMP
Gasoline	Super unleaded	Sans plomb SP 95 / SP 98 Unleaded / Gasoline/petrol Gasolina sin plomo 95 Gasolina sin plomo 98
Diesel (DCI)	Diesel	Diesel / Gazole / Gas-oil

ATTENTION!

The fuel type to be used with your vehicle is marked inside the fuel cap: "GO" means diesel, "ES" means gasoline/petrol.

The Renault Eurodrive range is not equipped with snow tyres.



IMPORTANT

For safety reasons, the cars are delivered with enough fuel necessary to reach the nearest gas station, which corresponds to a 50 kilometre minimum distance. This is why the gas light might be "on" upon pickup.

INSURANCE / ASSISTANCE OF YOUR CAR

Whatever the problem, just call: **+33 (0)1 84 95 96 97**

DRIVE WITH PEACE OF MIND

YOUR RENAULT OR YOUR DACIA IS PROTECTED:

You are covered by a comprehensive insurance policy not subject to a “deductible”, ensuring you assistance 24/7 from any of our 10.100 Renault service points, even for punctures, loss of keys or putting the wrong fuel in the tank.

- in case of breakdown: by the manufacturer warranty.
- in case of accident, theft, attempted theft, fire, vandalism, broken windows, punctures, lost keys or wrong fuel: by the deductible-free multi-risk insurance in your Renault Eurodrive contract.
- **Whatever the problem, just call: +33 (0)1 84 95 96 97**

YOUR VEHICLE IS COVERED IN 42 EUROPEAN COUNTRIES

Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Great Britain, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Macedonia, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Vatican.

EXCLUSIONS

- The Eurodrive contract does not cover Impound costs fuel leaking, mechanical incidents caused by vehicle misuse, mechanical incidents caused by towing, snow tyres and chains. Neither does it cover fines or parking tickets, telephone, restaurant/ bar, fuel or toll expenses, vehicle servicing costs, or expenses that the beneficiary was expected to pay as part of the planned stay in the place of the incident (e.g. accommodation).
- Costs in case of force majeure: strikes, riots or « acts of God » etc...
- The contract does not cover events resulting from holders' participation in sports competitions, bets and matches.
- In the event of theft, compensation is payable only for stolen items mentioned in the police written statement, and **only on presentation of the original invoices or receipts** (800 euros maximum, according to the obsolescence table).
- Also, in cases of theft, no compensation is payable for expenditure incurred in replacing identity papers, boxes and bags on the roof or any items inside such containers.

CAUTION!
Remember Renault Eurodrive insurance and assistance does not cover Albania, Byel russia, Kosovo, Moldavia, Russia, Ukraine and the Turkish part of Cyprus.

! USEFUL INFO

- You are no longer insured after the validity date of your insurance certificate, and if you drive in a country not mentioned in the list above.
- If an occupant aged over 70 dies, the claimants shall not benefit from the guarantee protecting transported people.
- Never leave the registration documents and the spare keys in a parked vehicle.

CLAIMS

You must always make a declaration for your Eurodrive vehicle:

- either an accident report with a third party (check the insurance policy number of the third party and make sure he/she signs the document),
- or a full declaration within 24 hours (giving a detailed explanation of the circumstances, including the vehicle registration number, date, location, and damage noted on the vehicle).

Cases of vandalism or theft, must be reported to the police and the original report must be sent to TSA Gras Savoye. The document must always be faxed to the following number: +33 (0)1 76 89 00 47. Without a declaration, the insurance company will not pay any refunds. The same applies to damages or incidents affecting rental vehicles provided further to an incident with your temporary transit vehicle.

CAUTION!
If the administrative documents are lost or stolen (e.g. registration documents), you must report the incident to the local police and contact Renault Eurodrive on +33 (0)1 76 84 96 96.

YOUR REPLACEMENT VEHICLE

- **If your vehicle is replaced**, due to an incident, by another rental vehicle supplied by a conventional rental operator, you will be required to submit a bank card receipt. Never take out any additional insurance.
- **The rental vehicle must be dropped off with a full tank in a centre operated by the rental operator in question, and not in a Eurodrive drop-off centre.**

WHAT TO DO IN CASE OF BREAKDOWN, ACCIDENT, FIRE, VANDALISM OR THEFT?

Procedures that must be followed:

- BREAKDOWN **1** + **6**
- ACCIDENT **1** + **2** + **4** + **5** + **6**
- OTHER **1** + **3** + **4** + **5** + **6**

- 1** Call (24/7): ☎ **+33 (0)1 84 95 96 97**
- 2** Carefully fill out both sides of the European accident report.
- 3** Report the incident to the police.
- 4** Fax your European accident report to 📠 **+33 (0)1 76 89 00 47** or call ☎ **+33 (0)1 76 84 96 96**
- 5** Send the originals to the following address:
**TSA GRAS SAVOYE
GRAS SAVOYE AUTO
TSA 74255
77283 AVON CEDEX**
- 6** **If the vehicle is left in a Renault or Dacia garage**, always leave the registration documents inside the vehicle.

CAUTION!
As soon as a dashboard warning light becomes illuminated, it is essential to immediately stop the vehicle and contact the assistance department.

IMPORTANT

Please note: for any repair or reimbursement of any claim whatsoever, you must contact Renault Assistance and obtain an Incident Report Number.

This includes tyres, fuel, keys and any other incidents.

If you do not obtain an Incident Report Number, no claim will be reimbursed.

Whatever the problem, just call:

+33 (0)1 84 95 96 97

CONTRACT MODIFICATIONS

EXTENDING YOUR CONTRACT

Any changes or cancellation of your contract (**place of delivery, vehicle, contract holder's name**) made less than 30 days before delivery of your vehicle will incur fees. Please check with our office for full

You may extend the length of your contract following the delivery of your vehicle, within the limits of the expiration date of the vehicle's registration certificate. To do so, contact Renault Eurodrive Monday to Friday from 9 am to 4 pm, excluding public holidays:

- from France: ☎ 01 76 84 99 00
- from outside France: ☎ +33 1 76 84 99 00

You will be asked to supply the following information:

- the registration number of your vehicle or the number of your Renault Eurodrive contract,
- the number, expiry date and cryptogram of your credit card (the only authorized payment means),
- the date you want to extend the contract to,
- a postal address, an e-mail address or fax number so we can send you a new insurance certificate.

CAUTION!

If you haven't extended your contract with Renault Eurodrive, use of the vehicle becomes illegal after the date of the original contract.

In addition, the customer and their passengers are no longer insured. The driver alone will be liable for damages caused to third parties.

! EXTENSION COSTS IN 2015

34€ PER DAY FOR RENAULT MODELS

24€ PER DAY FOR DACIA MODELS

DO YOU WISH TO PURCHASE AND OWN YOUR VEHICLE?

You or a family member have the option to purchase in full the lease vehicle and become the owner of the title in France.

No later than 3 weeks before the end of your contract, contact Renault Eurodrive, Monday to Friday, 9am to 4pm, except on public holidays:

- From France: ☎ 01 76 84 99 00
- From outside of France: ☎ +33 1 76 84 99 00



IMPORTANT

Extension fees must be paid by credit card.

Please Note: No refunds are available for early returns or unused days

CHECKLIST

Before you leave for Europe:

- Inform your Eurodrive agent of the flight number at least one week before your departure.
- If you do not have a flight number, make an appointment with your delivery centre (at least three working days before the end date on your order form).
- Check your flight times with your airline and inform your delivery centre of any changes.
- Carefully read the "User's Guide" in your travel booklet, which provides all the necessary information, from pick-up through to drop-off.
- Bring your documentation.
- Bring your travel booklet.
- Bring authorization document where applicable.

When you drop off your vehicle:

Make sure you have not left any personal belongings in the vehicle.

Return:

- both of the vehicle's keys or cards,
- the registration documents,
- the warranty booklet and the driver's handbook,
- the safety kit (reflective jackets and red triangle),
- the SD card of the GPS,
- the duly completed European accident report, if you have had an accident.
- no refunds are available for early returns or unused days



RETURNING YOUR CAR

DROP-OFF PROCEDURES

Customers are required to call their return centre 3 business days before the scheduled drop-off date.

All the information you need will be supplied during this call. You will be expected no later than 30 minutes after the arranged time.

If you need to change the drop-off time:

Let your return centre know as soon as possible about any change in drop-off times, so that your local correspondent can welcome you in the best possible conditions.

If you need to change the drop-off location:

To return your car to a different centre from pick-up, contact the centre of your choice no later than three business days before return date (see details on pages 11 & 12).

You will be billed for return fees outside France not settled when making your order.

Any changes made after your collection date will be charged at the full depot charges.

If you need to return your vehicle early:

No refunds are available for unused days

Please ensure you have an adequate travel insurance policy that provides cover for cancellations and unexpected early return or non use of your full booking details.

You are required to return the vehicle in good mechanical and body conditions and in a correct state of cleanliness. The vehicle inventory will be made after restitution, you need to plan sufficient time for this.

Any vehicle returned dirty (pet hair, sand, mud, stained upholstery, trash left in the vehicle, etc...) will entail a complete cleansing which will be charged 80€.



IMPORTANT

Always refer to the "Pick-up and return centres" for contact details about each centre.

ITEMS TO BE RETURNED

- the vehicle
- both of the vehicle's keys or cards
- the registration documents
- the warranty booklet and the driver's handbook
- the safety kit (reflective jackets and red triangle)
- the duly completed European accident report, if you have had an accident
- the SD card of the GPS

CAUTION!

If you return the vehicle late (after the date mentioned on your contract), an extension fee will be charged (see page 07). Renault Eurodrive accepts no responsibility for personal belongings left behind in the vehicle.

IMPORTANT

You will be billed for any missing items on return (documents mentioned above, keys or cards, vehicle equipment).

You will be charged fees for not returning the vehicle to a Renault Eurodrive authorised agent location.



PICK-UP AND RETURN CENTRES

IN FRANCE

- **Bordeaux** / Mérignac airport
- **Brest** / Guipavas airport
- **Calais** / Harbor
- **Lyon** / Saint Exupéry TGV train station
- **Lyon** / Saint Exupéry airport
- **Marseille** / Marseille Provence airport
- **Montpellier** / Montpellier Méditerranée airport
- **Nantes** / Airport
- **Nantes** / TGV train station
- **Nice** / Nice-Côte d'Azur airport
- **Paris 16e** / City centre
- **Paris Orly** / Airport
- **Paris-CDG** / Airport
- **Saint-Louis – Bâle-Mulhouse** / Airport
- **Saint-Louis – Bâle-Mulhouse** / City
- **Strasbourg** / Entzheim airport
- **Toulouse** / Blagnac airport

IN EUROPE

- **Amsterdam** / Schiphol airport
- **Amsterdam** / TGV train station
- **Barcelona** / Airport
- **Brussels** / Zaventem airport
- **Frankfurt** / Mörfelden airport
- **Geneva** / Cointrin airport
- **Lisbon** / Airport
- **London** / Heathrow airport
- **Madrid** / Barajas airport
- **Milan** / Linate airport
- **Milan** / Malpensa airport
- **Milan** / City
- **Munich** / F.J. Strauss airport
- **Porto** / Sa Carneiro airport
- **Rome** / Fiumicino airport
- **Santiago de Compostela** / Airport
- **Santiago de Compostela** / City
- **Vigo** / City
- **Zurich** / Kloten airport

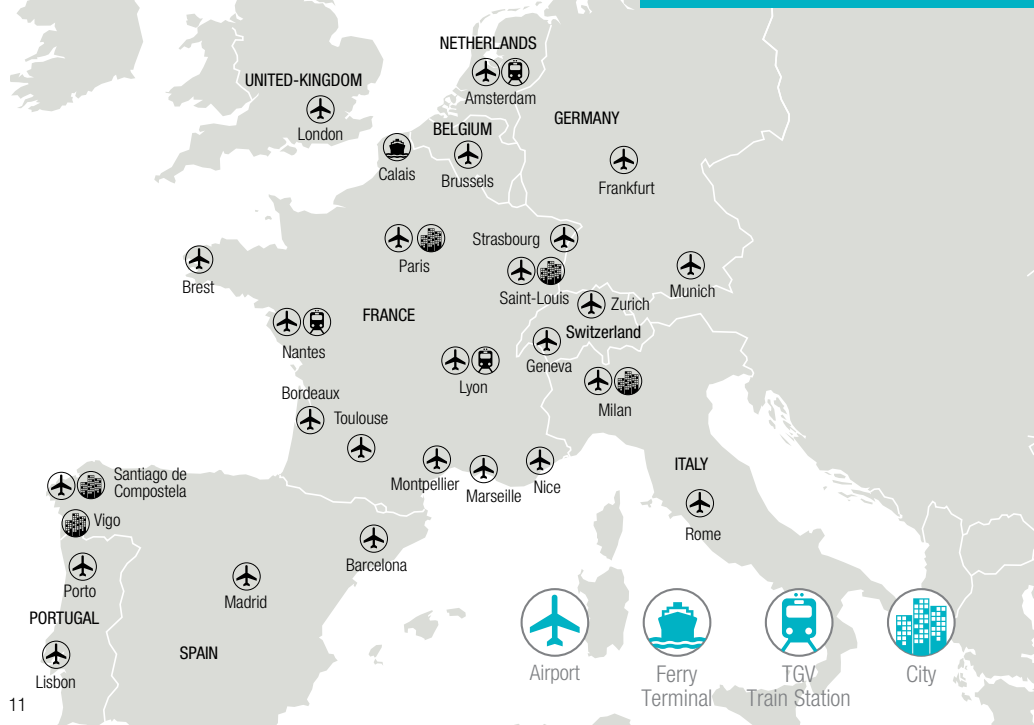
CAUTION!

- **For pick-ups:** if you do not send a flight number, then you must make an appointment with your centre no later than 3 working days before the agreed pick-up date*.

- **For drop-offs:** you must make an appointment with your centre no later than 3 working days before the agreed drop-off date*.

- **You will wait up to 30 minutes maximum beyond the agreed time and one hour after flight arrival statement.**

* Detailed information about the opening hours of the switchboard at your pick up or drop off location is available in the appropriate location sheet.



This chapter contains a list of our pick-up and drop-off centres in France and Europe, plus their contact details that you will need to make an appointment before picking up or dropping off your vehicle.

Amsterdam	+31 (0)20 890 38 46	Madrid	+34 91 329 29 11	Rome	+39 0 665 001 456
Barcelona	+34 93 184 56 71		+34 91 329 27 10	Santiago-de-Compostela	
Bordeaux	+33 (0)7 83 22 61 91	Marseille	+33 (0)4 42 14 31 49		+34 981 58 64 44
Brest	+33 (0)6 63 05 88 79	Milan	+39 0240 708 236	(saturday)	+34 608 98 17 49
Brussels	+32 (0)2 721 05 92	Montpellier	+33 (0)6 08 02 26 11	St-Louis	+33 (0)3 89 89 70 00
	+32 (0)2 800 09 73		+33 (0)6 81 08 81 14	Strasbourg	+33 (0)3 88 49 11 07
	+32 (0)2 800 09 74	Munich	+49 (0)69 257 385 652	Toulouse	+33 (0)5 40 80 43 12
Calais	+33 (0)6 07 32 15 43	Nantes	+33 (0)6 88 24 96 46	Vigo	+34 98 625 10 88
Frankfurt	+49 (0)69 257 385 652	Nice	+33 (0)800 803 583	Zurich	+41 (0)43 500 42 04
Geneva	+33 (0)6 84 97 25 47	Paris 16^e	+33 (0)1 40 71 72 40		
Lisbon	+351 21 846 27 97	Paris Orly	+33 (0)1 49 75 13 50		
London	+44 (0)20 881 996 91	Paris-CDG	+33 (0)1 48 62 37 53		
Lyon	+33 (0)4 72 48 42 02	Porto	+351 22 996 64 27		



Detailed information for the above centres is available 24/7 at www.renaulteurodrive.com.au in the Delivery & Return Centres section

NOTES