

RENAULT EURODRIVE,

The best premium service

Renault Eurodrive

NEW Travel booklet !

Renault Eurodrive,
the premium service to drive in Europe!

WILL,
3 months on
the roads of
Europe
in Captur

GEORGES,
1 month
as a family
in Duster

MÉL,
6 months at
the University
of Madrid
in Clio

of customers recommend
97%⁽¹⁾
Renault Eurodrive

(1) The company La Voix du Client carried out a qualitative research survey from 01/01/2019 to 30/11/2019 among a sample of 7077 customers. 97.1% of the 2,668 customers having responded to the survey said they recommended the Renault Eurodrive offer to their friends and family when answering the following question: 'Would you recommend the Renault Eurodrive offer to your friends and family?'. Due to the pandemic situation no satisfaction survey was realized during 2020.

While all reasonable efforts have been made to ensure the accuracy of the information provided, due to Renault's policy of continuous improvement all particulars contained are subject to constant revision and Renault reserves the right to change, alter or modify, among other things, specifications and services without any notification at any time. Date of publication: november 2020.

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TRAVEL BOOKLET



GROUPE RENAULT

DISCOVER THE RENAULT EURODRIVE EXPERIENCE

A team at your service

EDITORIAL

Dear customers,

Thank you for choosing Renault Eurodrive and its network for your stay in Europe. This Travel Booklet was created especially for you!

All the information you need for the smooth running of your stay are gathered in this book.

Here are some extra tips for your trip:

Renault Eurodrive is the best premium service to short-term car rental! You own now a new vehicle, of which you are the only driver and that's not all! You won't need to worry about a thing during your stay, because we provide an all-risk insurance with no extra costs and a 24/7 assistance throughout your journey.

With us, you can take advantage of the young driver or additional driver benefit at no extra charge*.

With us, all drivers enjoy the same benefits, no matter how old they are! Indeed, to register you don't need to pay any young driver supplement. To make it short, you don't have any bad surprise.

The Renault Eurodrive range is one of the most innovative and best equipped on the market. Enjoy the latest trends and technological advances of the Renault Group in each of our models! And you know what? If your vehicle seduced you, you can redeem it for you, your friends or your family! You'll find all the information you

We wish you a very pleasant stay in Europe with your Renault or Dacia vehicle and we thank you once again for having chosen to live an all-inclusive experience with us.

Our services pleased you? Do not hesitate to share your experience around you.

Until we meet again,
The Renault Eurodrive Team

* If the additional driver is one of your descendants or ascendants.

Summary

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- 12 Our pick-up and drop-off centers in Europe



At your arrival

A premium reception



Before your arrival

For us, your comfort along with easy procedures are the golden rule for a successful stay.

In order to deliver your vehicle under the best possible conditions, you must remember to:

- ✓ **Provide your** Renault Eurodrive agent or pick-up center **with your flight/train number.**
- ✓ If you do not have a flight/train number, **then please contact the pick-up center to arrange an appointment.**

If you change your flight, train or arrival date or time, please also let your pick-up center know.

All information concerning your pick-up and drop-off center can be found on pages 12-13 and on the form relating to your pick-up center.

Modification of the party less than 21 days before delivery :

- ✓ The modification of the contract holder will be charged 150€.
- ✓ The modification of the pick-up point will be charged 300€.

If the vehicle is registered, modifications concerning the vehicle or the contract holder will be rejected.

Any cancellation done more than 21 days before delivery will be charged 50€ .

Any cancellation done less than 21 days before delivery will be charged 800€.



Personalised handover

For optimum understanding of your vehicle, a personalised handover will be carried out by an expert because we believe that every customer is unique.

Your expert will explain:

- ✓ The operation of your vehicle and the navigation system (GPS)
- ✓ The safety equipment provided in your vehicle
- ✓ The modularity and latest innovations specific to Renault and Dacia vehicles

Your car will no longer hold any secrets for you!

► For more information : www.tutos-video.renault.fr



Pick-up formalities

Please present:

- ✓ your PASSEPORT (or identity card)
- ✓ your Renault Eurodrive CONTRACT

If you are not present during the pick-up:

Persons authorised to drive/pick up your vehicle, i.e.: spouse, partner or direct family member, if they meet temporary transit (TT) eligibility conditions, must have the following elements:

- ✓ A copy of the contract holder's passport
- ✓ Power of attorney
- ✓ A copy of the contract

Drivers must be at least 18 years old and possess a driving licence valid for more than one year in the country where they drive.

In the case of the student TT system, only the contract holder is allowed to drive the vehicle



You will receive various items:

- ✓ the vehicle registration certificate
- ✓ an European accident report with instructions
- ✓ an insurance certificate
- ✓ the insurance/assistance booklet
- ✓ two keys (or cards) for the vehicle
- ✓ a safety kit (reflective jacket and warning triangle)

For safety reasons, cars are delivered with **enough fuel to reach the nearest service station** (i.e. approximately 50 km minimum range).

This is why the fuel warning light might be on.

THE LITTLE EXTRA

The type of fuel to be used for your vehicle is indicated inside the fuel filler flap

USUAL COMMERCIAL NAME	PETROL	DIESEL
	Unleaded	Diesel
	E5	B7
	E10	B10



Insurance / Assistance at your service



Drive with peace of mind!

You are covered by a fully comprehensive insurance policy with no excess and assistance always available 24/7 provided in 10,000 Renault dealerships sale points. Even in the case of flat tyres, lost keys or filling the tank with the wrong fuel:

- ✓ in case of breakdown: by the car manufacturer's warranty
- ✓ in case of damage (accident, theft, attempted theft, fire, vandalism, broken window, flat tyres, lost keys and wrong fuel): by the fully comprehensive insurance with no excess in your Renault Eurodrive contract

A single number:

+33 (0)1 84 95 96 97

Your vehicle is covered in 40 European countries:

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

The Renault Eurodrive contract does not cover the following incidents:

- ✓ Loss or theft of luggage and personal belongings
- ✓ Fines, parking tickets
- ✓ Improper use of the vehicle
- ✓ Failure to comply with the vehicle's servicing conditions
- ✓ Driving under the influence of alcohol or drugs
- ✓ Cases of force majeure: natural disasters, strikes, riots
- ✓ Getting bogged down in sand or mud
- ✓ Extra cost due to being of fuel or AdBlue
- ✓ Running out of fuel and AdBlue
- ✓ Snow tires and chains
- ✓ Car revisions
- ✓ Impoundment of a car
- ✓ The damage and/or theft of object contained in the trunk and the roof box
- ✓ Mechanical incidents involving trailers and hitch
- ✓ Participation in sports competitions, rallies, bets and matches
- ✓ Damages occurring when, at the time of the accident, the driver does not have the required age or does not possess a valid driving licence required by the regulations in force
- ✓ Damage occurring and expenses incurred when using the vehicle outside of the countries covered (list above)
- ✓ Motorway sticker and toll expenses
- ✓ Expenses incurred without the prior agreement of Renault Eurodrive



In the event of incidents

YOU MUST FILL IN:

- ✓ **Either an accident report with a third party** (check the insurance policy no. of the third party and make sure that he/she signs the document)
- ✓ **Or a full declaration** (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.

TSA Gras Savoye - Gras Savoye

Auto TSA 74255

77283 Avon Cedex

If your vehicle is driveable and the damage does not affect its correct use or your safety, you are authorised to return the vehicle as is after writing and sending your full declaration or report.



CAUTION!

If your declaration or report is not sent to TSA GRAS SAVOYE within 24 hours, you will be responsible for the services (e.g. rental car).

Stolen or lost documents ?

Cases of theft or loss of administrative documents (e.g.: vehicle registration certificate) must be reported to the local police authority and you must contact Renault Eurodrive on

+33(0) 1 76 84 96 96



FOR MORE INFORMATION

You are **not insured beyond the validity date of your insurance certificate**, or if you are traveling in a country that does not appear in the list of countries covered.

Never leave the vehicle's registration card and keys in a parked vehicle.



FOR MORE INFORMATION

Any expenses incurred without prior agreement from Renault Eurodrive Assistance will not be refunded.

No compensation will be granted if you have to change your travel plans (hotel cancellation, etc.).

If your vehicle needs to be repaired, you will be asked to collect it from the corresponding garage.



Insurance / Assistance at your service



What to do

IN THE EVENT OF BREAKDOWN, ACCIDENT, FIRE, VANDALISM OR THEFT?

Procedures that must be followed:

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

- 1 **24h/24 – 7j/7 Call:** +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 Send your report by e-mail within 24 hours to: das@ima.eu AND dvse.sinistres.gsae@grassavoie.com
- 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, you must leave the registration certificate inside the vehicle.**



Your mobility solution

For your trip to continue without any problems, Renault Eurodrive will provide you with a rental car to deal with any unforeseen circumstances. Your rental car will be a vehicle from the same category depending on availability.

You should know:

- ✓ Renault Eurodrive insurance conditions cover the rental car.
- ✓ **You do not need to take out** additional services with the rental company. If in spite of this you choose to subscribe to additional services, **no expenses will be refunded** (insurance, excess waiver, etc.).
- ✓ The vehicle will be rented from a traditional rental company, you will be asked for your credit card.

Modifying your contract



Want to extend your contract?

Extension prices : **Renault 55 € / jour Dacia 45 € / jour**
Extension fees must be paid by credit card.

Caution!

If you do not extend your contract with Renault Eurodrive, the use of the vehicle becomes illegal after the initial contract end date. The customer, their passengers and the vehicle will no longer be insured. In addition, the driver alone will be liable for damages caused to third parties.

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

One phone number :

+33 (0) 1 76 84 99 00

You must provide the following information:

- ✓ your vehicle's registration number or your Renault Eurodrive contract number
- ✓ the number, expiry date and ccv of your credit card (the only authorised payment means)
- ✓ the new contract end date required
- ✓ a postal address, an e-mail address or a fax number so that we can send you your new insurance certificate



Do you wish to purchase your vehicle?

You or a family member have the option of purchasing the Renault Eurodrive vehicle used during your holiday at an attractive price. Take advantage of discounts of up to 37% on the new vehicle price including all taxes!

Practical info

The vehicle must be registered in mainland France;
To make the most of this advantageous offer, you must start the procedure three weeks before the end of your contract.



FOR MORE INFORMATION

The rental car must be dropped off with a full tank to a center operated by the rental company in question.

The use of a rental car may limit the number of countries in which you are allowed to drive. Make sure that Renault Eurodrive is fully aware of your itinerary.

Contact to purchase your vehicle

Monday to Friday, 9 am to 4 pm, excluding public holidays:

One phone number :

+33 (0)1 76 84 99 00



At the end of your trip



To return your vehicle

You must contact the center to organize your drop-off.

When?

Three working days before the end of your contract. Remember to state the time of your drop-off.

Contact

All information concerning pick-up centers can be found on pages 12-13.

Do not forget to bring us:

- The vehicle's registration certificate
- Both of the vehicle's keys or cards
- User manual
- Safety kit



If you need to return your vehicle early

Unused days will be refunded:

You may be eligible for a refund for days not used, **minus a franchise of 10 days**. You will be charged a minimum of 21 days. For this, contact your sales agent.

Example of a manual diesel Kadjar:

A contract for a 50-day vehicle is composed as follows:

A 21-day package at 1200 € (not refundable)

+

An additional day rate at 20 €

=

Total : 1200 € + (29 days x 20 €) = 1780 €

- The basic 21-day package is not refundable.
- We will keep an additional 10-day deductible.

On a 50-day contract, only 19 days are eligible for refunding: 50 days (contract) - 21 days (package) - 10 days (deductible) = 19 days refunded

If you return 15 days before the term you will be refunded the equivalent of 5 days (15 days less 10 days deductible) at the rate of 20 €, or 100 €.

If you return 40 days before the expiry date, we will refund you 19 days at the rate of 20 € or 380 €.

if you need to change the drop-off center

When?

Make an appointment with your new center three working days before the drop-off date.

Contact:

The drop-off center chosen.

All information relating to pick-up centers can be found on pages 12 and 13.



FOR MORE INFORMATION

You will be charged for return fees outside of France not paid when making your order and for fees incurred due to abandoning a vehicle outside of Renault Eurodrive pick-up centers..



FOR MORE INFORMATION

Abandoning the vehicle outside the registered pick-up centers will be charged 400€ in France and 600€ out of France



WARNING

You will be charged 200 euros in case the registration card is lost .

Any vehicle returned dirty (pet hairs, sand, mud, stained upholstery, rubbish left inside the vehicle, etc.) will involve comprehensive cleaning, which will be charged 80 euros.

Pick-up and drop-off centers

FOR PICK-UPS

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

FOR DROP-OFFS

You must make an appointment with your center 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.



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

FRANCE

- **Bordeaux / Mérignac Airport**
+33 (0)7 83 22 61 91 / mds.bordeaux@mdsparc.com
- **Brest / Guipavas Airport**
+33 (0)6 63 05 88 79 / mds.brest@mdsparc.com
- **Calais / Ferry Terminal**
+33 (0)6 22 13 93 54 / madetourisme@gmail.com
- **Lyon / Saint Exupéry Airport**
+33 (0)4 72 48 42 02 / mds.lyon@mdsparc.com
- **Marseille / Marseille Provence Airport**
+33 (0)4 42 14 31 49 / g.raillon@transcausse.com
- **Montpellier / Montpellier Méditerranée Airport**
+33 (0)6 81 08 81 14 / autorapido@orange.fr
- **Nantes / Airport**
+33 (0)6 88 24 96 46 / contact@alterpark.fr
- **Nice / Nice-Côte d'Azur Airport**
+33 (0)4 93 21 59 26 / infonice@ttroissy.net
- **Paris 16^e / City**
+33 (0)1 40 71 72 40 / infoparis@ttroissy.net
- **Paris Orly / Airport**
+33 (0)1 49 75 13 50 / infoorly@ttroissy.net
- **Paris-Cdg / Airport**
+33 (0)1 48 62 37 53 / infocdg@ttroissy.net
- **Strasbourg / Entzheim Airport**
+33 (0)3 88 49 11 07 / mds.strasbourg@mdsparc.com
- **Toulouse / Blagnac Airport**
+33 (0)5 40 80 43 12 / mds.toulouse@mdsparc.com

EUROPE

- **Amsterdam / Schiphol Airport**
+31 (0)20 890 38 46 / mds.amsterdam@mdsparc.com
- **Barcelone / Airport**
+34 93 184 56 71 / mds.barcelone@mdsparc.com
- **Francfort / Mörfelden Airport**
+49 (0)69 257 385 652 / mds.francfort@mdsparc.com
- **Genève / Cointrin Airport**
+33 (0)6 84 97 25 47 / mds.geneve@mdsparc.com
- **Lisbonne / Airport**
+351 21 846 27 97 / geral@portoparis.pt
- **Madrid / Barajas Airport**
+34 91 329 29 11 / +34 91 329 27 10 /
- **Milan / Linate Airport / Aéroport de Malpensa / City**
+39 0240 708 236 / mds.milan@mdsparc.com
- **Munich / F.J. Strauss Airport**
+49 (0)69 33 29 62 46 / mds.munich@mdsparc.com
- **Porto / Sa Carneiro Airport**
+351 22 996 64 27 / geral@portoparis.pt
- **Rome / Fiumicino Airport**
+39 0 665 001 456 / mds.rome@mdsparc.com
- **Saint-Jacques-de-Compostelle / Airport / City**
+34 981 58 64 44 / (samedi) +34 608 98 17 49 / maqalie.graner.saintlouis@reseau.renault.fr
- **Vigo / City**
+34 98 625 10 88 / rodosav@red.renault.es

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

Renault Eurodrive

Purchasing a brand new Renault or Dacia from your Renault Eurodrive agent is possible!

Easy and practical, you have two purchase options:

1. TAKE YOUR FAVOURITE HOME!

A vehicle tailor-made for you?

You can purchase the model of your choice from the Renault and Dacia range from your Renault Eurodrive agent. **The purchase of your vehicle is exclusive of VAT.** Once again, Renault Eurodrive guides you through the process. For this purchase, your sales agent can put you in contact with a shipping agent and Renault Eurodrive provides you with all customs documents.

2. BUY A VEHICLE FOR MAINLAND FRANCE!

Whether you want to anticipate your return or simply purchase a brand new vehicle, your Renault Eurodrive agent is there for you. **The purchase of your vehicle is VAT inclusive.** You will simply be asked to provide a residential address in mainland France and your vehicle will be delivered upon your arrival to one of our Renault Eurodrive centers.

