

Volkswagen Roadside Assistance Handbook



Volkswagen Roadside Assistance

Help when You need it

Sometimes, unforeseen circumstances arise and you may need help with your vehicle in the unlikely event of a breakdown. Volkswagen Roadside Assistance is there to give you the best possible advice and practical help. It is operational 24 hours a day, 365 days a year.

Some key messages if your vehicle has a problem:

- Put your **left** indicators on
- Move into the **left** lane
- Exit **left** at the next junction/services, or
- Exit **left** into an emergency area, hard shoulder or A-road layby
- Put your hazard lights on
- Get behind a safety barrier where there is one, keeping well away from moving traffic
- Call Highways England on **0300 123 5000** then Volkswagen Roadside Assistance for help

Calling Highways England first means that our control room can deploy traffic officers and is able to set the signals and gantry signs to ensure other drivers are aware of an incident, to slow down and change lanes where necessary.

When calling for assistance, please have the following information to hand:

- Your name and location
- Registration number and colour of **Your** Vehicle
- Volkswagen model
- Description of the issue
- Your mileage (if known)
- A telephone number where **You** can be contacted

Please do not make arrangements without first contacting Volkswagen Roadside Assistance on 0800 777 192.

If **You** are ringing from a mobile phone in the **UK**, please call **0330 100 3241**.

All calls to Volkswagen Roadside Assistance are recorded. This will help **Us** to confirm **Details** of a call that may be incomplete or unclear.

Your Volkswagen Roadside Assistance is renewable at the end of the first year. Details of how to renew **Your** Volkswagen Roadside Assistance will be sent to **You** in due course.

SMS text messaging is available for use by deaf, hard of hearing or speech impaired customers in a **Breakdown** situation by sending an SMS to **07860 027 999**. Textphone users can contact us using Relay UK by prefixing any of our numbers with 18001. These services are not available outside the United Kingdom.

Volkswagen Roadside Assistance is provided by Volkswagen Group United Kingdom Limited in partnership with the **AA**.

We reserve the right to make changes to these Terms and Conditions during the Period Of Eligibility where this is necessary in order to comply with any applicable laws, regulations or the advice or instruction of any regulatory authority. Such changes will be updated on Our website or notified to **You** in writing from time to time. Please check Our website from time to time to take notice of any such changes **We** make, as they are binding on **You**.

Traffic information services available from Highways England

Highways England provides live traffic information on England's motorways and major A-roads in a number of ways to help **You** plan **Your** journey. Their website gives **You** access to up to date information on the current traffic conditions including unplanned incidents such as accidents and congestion, lane closures and other restrictions due to improvement works.

For more information visit:
www.highwaysengland.co.uk/travel-updates/

Traffic England is a free website available 24 hours a day, 7 days a week, 365 days a year. It is run by Highways England's National Traffic Information Service.

For the latest live traffic information visit:
www.trafficengland.com

Live traffic information is also available on compatible mobile devices at:
<http://m.highwaysengland.co.uk>

You can download the app for free by going to: **Apple Store**, **Google Play** or **Microsoft App Store**. The app allows **You** to check how the traffic is flowing on motorways and major A-roads in England before **You** begin **Your** journey or when

You stop for a break – never use a mobile phone while driving.

Highways England National Traffic Operations Centre also provides live updates using the micro-blogging site Twitter. This service will let **You** know of any major traffic incidents, along with timely information to help **You** on **Your** way. This includes regional feeds providing live traffic information.

For the full index and map of the areas covered, visit: www.highwaysengland.co.uk/about-us/social-media-use/

You can speak to an advisor at Highways England Customer Contact Centre 24 hours a day on **0300 123 5000**. These advisors have access to live traffic data so **You** can get updates on all major incidents on motorways and major A-roads across England. **You** can also use this service to report any urgent road safety issues, for example debris on the road.

There are over 2,000 large electronic signs across the network to inform **You** of traffic conditions ahead. They also carry road safety campaign messages such as warning **You** to slow down or reminding **You** not to use a mobile phone while driving.



Image: Highways England, Open Government Licence

England's motorways are changing



Controlled motorway

Uses variable mandatory speed limits (VMSL) on a motorway with a hard shoulder.



Hard shoulder running

During peak times the hard shoulder will be open to traffic as a running lane.



All lane running

There is no hard shoulder on these sections of motorway. Obey variable speed limits and red X signals, and do not stop on the motorway. If you need to stop in an emergency, use an emergency area, motorway service area or leave at the next junction.



Speed limit signs

Speed limits will vary. Speed limits will be applied at times of congestion, to prevent stop start conditions. Signs above the carriageway will advise the current speed limit. If no speed limit is shown the national speed limit applies.



Emergency areas

Drivers who breakdown should try to drive to the nearest emergency area or if a breakdown occurs in a live lane we set signs and signals on the overhead gantry until assistance can reach the driver.

A red X symbol on a gantry sign over the motorway or A red X symbol on a gantry sign at the side of the motorway



Red X

We use a red X signal to show that a lane is closed, to protect drivers in difficulty or when road workers and emergency services need a safe space to work. It's illegal and dangerous to drive in a red X lane. If you're caught, you could receive a fixed penalty of up to £100 and three points, and in some cases more severe penalties or a court appearance.

Electronic Signals

<p>Blank signal</p> <p>This is applicable to all lanes, including the hard shoulder, where it is used as a running lane, and means that normal motorway rules apply. The hard shoulder is only for use in case of an emergency or breakdown.</p>	<p>Speed limit</p> <p>This is applicable to all lanes, including the hard shoulder when in use, and means that this is the maximum permitted speed. The speed will be enforced by digital enforcement cameras.</p>	<p>Arrow with flashing beacons</p> <p>This is applicable to all lanes, including the hard shoulder, and means that you should move into the lane as directed.</p>	<p>Red cross with flashing beacons</p> <p>This is applicable to all lanes, including the hard shoulder, and means that you must not proceed any further in this lane.</p>	<p>Red cross without flashing beacons</p> <p>This is applicable to the hard shoulder only and means that you should only use the hard shoulder in an emergency or breakdown, as per the Highway Code.</p>	<p>National speed limit</p> <p>This is applicable to all lanes, including the hard shoulder where used as a running lane, and means that national speed limits apply.</p>

Volkswagen Roadside Assistance

Volkswagen Roadside Assistance provides the following (please refer to the Terms and Conditions on page 9):

1. Roadside assistance

In the event of a **Breakdown**, Volkswagen Roadside Assistance will attend to either repair or recover the **Vehicle**.

2. Home assistance

In the event of a **Breakdown** at **Home**, Volkswagen Roadside Assistance will attend to either repair or recover the **Vehicle**.

3. Vehicle recovery

In the event that the **Vehicle** cannot be repaired at the roadside or at **Home**, Volkswagen Roadside Assistance will arrange for the **Vehicle** to be taken to the most appropriate authorised Volkswagen Retailer or Repairer for repair.

4. Accident recovery

If the **Vehicle** has been immobilised due to a road traffic accident, **We** may in **Our** absolute discretion arrange for the **Vehicle** to be taken to the nearest authorised body shop or the most appropriate authorised Volkswagen Retailer or Repairer.

5. Onward travel

In the event of recovery following **Breakdown**, where **Your Vehicle** cannot be repaired within a reasonable time, **We** may in **Our** absolute discretion organise and cover the costs of one of the following:

Car hire*

In the event of mechanical or electrical **Breakdown** only, Volkswagen Roadside Assistance may arrange and pay for a replacement **Vehicle** up to a maximum of two days. This excludes road traffic accidents.

or:

Hotel accommodation

Overnight accommodation for the driver and up to seven passengers.
(This does not include the cost of meals and drinks).

or:

Alternative travel

Volkswagen Roadside Assistance may arrange alternative transport for the driver and up to seven passengers to the driver's destination, e.g. by taxi or train.

* **Please note:** if car hire is made available, the driver must be able to satisfy the requirements of the vehicle hiring company, which may include age restrictions. They will wish to see a valid driving licence and may also ask for a refundable deposit to cover fuel charges, insurance costs and any extra days hire.

6. Secure storage

In the event that the immobilised **Vehicle** needs overnight storage following a **Breakdown**, **We** may in **Our** absolute discretion arrange for such storage.

7. Message service

Volkswagen Roadside Assistance will pass on any urgent messages to friends, family and business colleagues following a **Breakdown** and, in **Our** absolute discretion, following an **Accident**.

8. Caravan/trailer assistance

Volkswagen Roadside Assistance will arrange for any caravan or trailer that is being towed by the recovered **Vehicle** to be transported to the nearest place of safety. Size/weight restrictions apply. Please see point 16 on page 32 for more information.

9. European Assistance

Volkswagen Roadside Assistance will also provide roadside assistance, recovery and, in **Our** absolute discretion, repatriation, replacement **Vehicle** and accommodation whilst **You** are travelling outside the **United Kingdom** within Europe*. Should **You** need to call **Us** please use the relevant number for the country:

Volkswagen European Roadside Assistance 24 hour helpline: **00 800 1330 3939**.

When calling don't forget that dialling and ringing tones differ from country to country and that the **00 800 1330 3939** number may not work from some telephone networks.

If **You** experience difficulties, please use the following alternative to reach Volkswagen European Roadside Assistance: **00 33 (0) 472 171 258**.

24 hour English speaking assistance – access to a 24 hour English speaking call centre and translation service 7 days a week, 365 days a year.
European garage mechanics and technicians are unlikely to speak English. Your European Breakdown cover will provide a translation service for you.

The telephone numbers are correct at the time of going to print (May 2021).

Your network provider may charge **You** for this call.

Calls may be recorded and/or monitored. SMS text messaging is available for use by deaf, hard of hearing or speech impaired customers in a **Breakdown** situation by sending an SMS to **07860 027 999**. Textphone users can contact us using Relay UK by prefixing any of our numbers with 18001. These services are not available outside the **United Kingdom**.

* Please see page 14 definition of 'European Territory' for a list of applicable countries.

Checklist before leaving the United Kingdom:

Make sure that **You** have the following original documents and other items with **You** and have familiarised yourself with the Terms and Conditions of Volkswagen Roadside Assistance:

- Credit card (required if **You** need to take advantage of the **Vehicle** hire benefit)
- Motor insurance certificate/Green Card (contact **Your** motor insurer before taking a **Vehicle** out of the **United Kingdom** to find out if **You** need a Green Card or to upgrade to fully comprehensive insurance)
- **Vehicle** registration document, plus letter of authority if **Vehicle** is hired or borrowed
- Driving licence
- Spare set of car keys
- Passport
- Statement of insurance or booking reference
- International driving permit (where necessary)
- Warning triangle
- High visibility jackets (at least two – see table on pages 12-13 for more details)
- Check **Your** Volkswagen Roadside Assistance details are correct

The table on pages 12-13 provides further guidance on individual country requirements.

Volkswagen Roadside Assistance can also provide **You** with the following services:

1. Accident Assistance

If the **Vehicle** is immobilised as a result of a road traffic accident, Volkswagen Roadside Assistance may in **Our** absolute discretion, provide an Accident Assistance Helpline to guide the driver through the legalities of liability and insurance notification, following the **Accident**.

2. Legal helpline

Volkswagen Roadside Assistance may in **Our** absolute discretion provide general advice on any **UK** personal legal motoring matter, although this is not a substitute for taking independent specialist legal advice where necessary. Please note that this is a purely telephone service and does not provide any level of legal representation. The service is, therefore, unable to view and advise on any documentation.

The legal helpline cannot advise against Volkswagen, the Volkswagen retail/service dealer network, **Our Contractors** and/or their respective group, associated and/or subsidiary companies from time to time.

To take advantage of either of the above services, please call **0800 777 192** and select the appropriate option.

Volkswagen Roadside Assistance Terms and Conditions



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How to obtain assistance in the United Kingdom

If **Your Vehicle** has a **Breakdown** in the **United Kingdom**, please follow these simple steps:

- Call **Us** on **0800 777 192**.
- Advise the operator that **You** have Volkswagen Roadside Assistance.
- Provide **Your Details** to the operator.
- Advise the operator of the location of **Your Vehicle**, the nature of any issue, and provide any other information requested by the operator.

Please do not go ahead and make **Your** own arrangements, as **We** cannot arrange reimbursement of costs incurred without prior authorisation.



Breakdowns on French Motorways

Motorways in France are privately managed, so if **You** break down on a French motorway or motorway service area, Volkswagen European Roadside Assistance cannot arrange for assistance to be sent to **You**.

1. If **You** can get to an emergency telephone box, please press the button and the police will send assistance to **Your** location.
2. If **You** are using a public phone, please dial 17 or, from a mobile phone, dial 112.
3. Once **You** have been towed off the motorway/service area, call the Volkswagen European Roadside Assistance 24 hour helpline for further assistance.

Mobile and phone costs

Volkswagen Roadside Assistance will not reimburse the cost of any telephone calls **You** make in connection with any **Breakdown (including mobile phone calls)**. It may be possible for Volkswagen Roadside Assistance to return a call to a mobile or a car phone, but **Your** service call provider may charge **You** for this call. Some service providers may charge for calls to freephone numbers. The regulations on the use of mobile and in-car phones vary from country to country. Please check with **Your** service provider that **Your** phone meets the requirements and standards for the countries in which **You** are travelling.

How to obtain assistance abroad

European Motoring Assistance applies to **Vehicles** registered with the relevant **Vehicle Licensing Agency** and operates throughout the **European Territory**.

To obtain help in the event of a **Breakdown**, and in **Our** absolute discretion, in the event of an **Accident**, fire or theft, or if the only qualified driver is medically unfit to drive please call Volkswagen Roadside Assistance, state that the Vehicle has European Motoring Assistance and give the following information:

- **Your** name.
- The model and registration number of the **Vehicle**.
- **Your** location and telephone number - if **You** are on a Motorway see also 'Breakdowns on French Motorways' opposite.

Please see page 7 for all telephone numbers to call for assistance when in Europe.



List of European motoring requirements

The table below outlines the items required to be carried to comply with local laws, in addition to those which Volkswagen Roadside Assistance recommend in case of difficulties. This document was printed in May 2021 and the information provided was correct at time of going to print.

As laws change from time to time, **We** advise that **You** check the local laws of the countries **You** are travelling to as the table below may have become out of date since printing. Whilst every effort has been made to ensure the material in this table is accurate, neither **We** nor **Our Contractors** can be held responsible if it becomes inaccurate due to any subsequent changes in the law.

Driving Requirements	Austria	Belgium	Croatia	Denmark	France	Germany	Ireland	Italy	Netherlands	Norway	Portugal	Spain	Sweden	Switzerland
Minimum age/UK licence holders (1)	17	18	18	17	18	18	17	18	18	18	17 (13)	18	18	18
IDP required – UK licence holders	n (2)	n	n	n	n	n	n	n (3)	n	n	n (3)	n (3)	n (2)	n
Original registration document	c	c	c	c	c	c	c	c	c	c	c	c	c	c
Motor vehicle insurance (4)	c	c	c	c	c	c	c	c	c	c	c	c	c	c
Motorway tax/vignette	c & Tolls	n	Tolls	Tolls	Tolls	n	Tolls	Tolls	n	Tolls	Tolls (18)	Tolls	Tolls	c & Tolls
GB sticker (5)	c	c	c	c	c	c	c	c	c	c	c	c	c	c
Warning triangle	c (6)	c (6)	c (6/8)	c	c (6)	r (7&16)	n	c (6)	r (9&6)	c (6)	r (9&16)	c (8&6)	r	c (6&8)
Reflective jacket/waistcoat	c (6/19)	c (10)	c (10)	r	c (6/10)	n	n	c (10&6)	n	r (10)	r (10)	c (10)	r	n
First-aid kit	c	r (16)	c (6)	r	n	r (16)	n	n	n	r	n	n	r	n
Fire extinguisher (6)	n	r (16)	n	r	n	n	n	n	n	r	n	n	r	n
Headlight adjustment (11)	c	c	c	c	c	c	n	c	c	c	c	c	c	c
On-the-spot fines	y	y	y (12)	y	y	y	y (12)	y (12)	y	y	y (12)	y	y (12)	y
Radar detectors (17)	u	u	u	u	u	u	u	u	u	u	u	u	u	u
Daytime headlights/passing lights – cars	n (15)	n (15)	c (15)	c	r (15)	r (15)	n (15)	c (14)	r	c	n (15)	n	c	c
Daytime headlights/passing lights – motorcycles	c	c	c	c	c	c	c	c	r	c	c	c	c	c
Breathalyser	n	n	n	n	c (20)	n	n	n	n	n	n	n	n	n

c = Compulsory r = Recommended by AA/respective country y = Yes n = No u = Unlawful.

Please note: the above table has been read in conjunction with the AA Touring Tips for the relevant country. The table is not a comprehensive list and for further information, please visit www.theaa.com/driving-advice/driving-abroad and the respective AA Touring Tips and Winter Requirement pages. Items highlighted above can be purchased from the AA Travel Shop – the one stop shop for all your motoring accessories.

Guide to table:

- Minimum age at which a visitor may drive a car.
- UK driving licences which do not incorporate photograph are recognised but, drivers must be able to produce photographic proof of identity (e.g. passport).
- All valid UK licences should be accepted. However, the acceptance of the older 'all green' style UK licences cannot be guaranteed. Drivers may wish to voluntarily update them before travelling abroad, if time permits. Alternatively, older licences may be accompanied by an IDP.
- Before taking a vehicle abroad contact your motor insurer or broker to notify them of your intentions, and ask their advice. It is important to know what level of cover you will have and what documents you need to prove it.
- GB Stickers are compulsory within the EU unless your UK registration plates display the GB Euro-symbol (Euro-plates) which became a legal option from 21 March 2001. The Euro-plate must comply with the new British Standard (BS AU 145d). The Euro-plate is only legally recognised in the EU; it is still a requirement to display a GB sticker when travelling outside the EU.
- Not required for two-wheeled vehicles.
- Although not compulsory for visiting motorists to carry a warning triangle, its use is compulsory in an accident/breakdown situation.
- Spain:** one warning triangle compulsory for non-Spanish registered vehicles; two for Spanish registered vehicles. Note: drivers of non-Spanish registered vehicles should consider carrying two triangles as, regardless of regulations, local officials may impose an on-the-spot fine if only one is available.
- Croatia:** two triangles compulsory for vehicles towing a trailer. **Switzerland:** warning triangle must be kept within easy reach (not in the boot).
- The use of hazard warning lights or a warning triangle is compulsory in an accident/breakdown situation. However, a warning triangle should always be carried as hazard-warning lights have no effect at bends or rises in the road, or may become damaged or inoperative.
- Wearing, compulsory if driver and/or passenger(s) exits vehicle immobilised on carriageway, in **Italy** at night or in poor visibility, in **Spain** on all motorways and busy roads, it must be kept within the vehicle. In **Croatia** the wearing is compulsory whenever you have to get out of the vehicle at the roadside in an emergency. In **Portugal** and **Norway** the actual law applies to residents; however, regardless of the regulations local officials may impose an on-the-spot fine.

In **Belgium** the wearing of the reflective jacket only applies to the driver, it must be worn should you be stranded on a Belgian motorway or on a major road or should you stop at a place where parking is not allowed. In **France** drivers must have one warning triangle and one reflective jacket in their vehicle. In **Austria** the regulation applies only to the driver.

- The legal requirement is to 'not dazzle oncoming drivers' rather than specifically to adjust/convert the headlight beam pattern. Without adjustment the dipped beam will dazzle oncoming drivers and this could result in a fine. Headlight beam converter kits are widely available but may not be suitable for all types of headlights. The AA shop sells beam converters suitable for all vehicles and individual fitting diagrams are included for the latest 'clear glass', 'projector and xenon' headlights inside the packaging. In some countries it is compulsory to use dipped headlights at all times when driving during the day. Note: this adjustment is not required for two-wheeled vehicles as the beam pattern is more symmetrical but check that any extra loading has not affected the beam height. On some cars it is inadvisable or impossible for anyone other than a qualified technician to change a headlight bulb unit e.g. high intensity discharge (HID) headlights and carrying spares is not an option. However, it is recommended that spare bulbs are carried for any lights that may be easily and/or safely replaced by the owner/driver. Spare bulbs are compulsory for **Croatia**.
- Sweden:** police are not authorised to actually collect fines, which must be paid in accordance with notice instructions. **Italy:** police will collect a quarter of the maximum fine amount from drivers of foreign registered vehicles. **Ireland:** police are not authorised to actually collect fines, they will issue a notice which must be paid within 28 days. **Croatia:** the fine does not have to be paid on-the-spot; however it does need to be paid within eight days. **Portugal:** some traffic police carry ATMs.
- Portugal:** visiting drivers of 17 years of age may encounter problems even though they hold a valid driving licence in the UK.
- Outside built up areas, during snow or rain causing poor visibility.
- Compulsory during daylight hours if the visibility is poor. For **France** the use of dipped headlights are recommended throughout the year, for **Croatia** during daylight hours from the last Sunday in October to the last Sunday in March.
- Recommended as their carriage is compulsory for vehicles registered in that country.
- Many countries now stipulate that GPS based navigation systems which have maps indicating the location of fixed speed cameras must have the 'fixed speed camera Pol (Point of interest)' function deactivated, please check individual touring tips.
- In order to use some motorways in **Portugal**, a temporary electronic toll device (DEM) or the pre-payment of tolls is required.
- Recommended for two-wheeled vehicles.
- In principle all drivers should possess a breathalyser, however, as of 25 January 2013 a driver can not be penalised for not carrying one – the possibility of imposing a fine has been postponed indefinitely. The breathalyser has to be a certified by the French authorities, showing an 'NF' number. The official text states that one unused breathalyser should be produced. We recommend that two single-use breathalysers are carried, so if one is used or damaged you will still have a replacement to produce.

Definition of words

Below are certain words that have a specific meaning in these Terms and Conditions and wherever these words appear they have the following meaning:

Accident

Means an accidental crash immobilising the **Vehicle**.

Approved Repairer

Means a repairer approved by Volkswagen UK.

Breakdown

Means unforeseen mechanical or electrical failure during the **Period of Eligibility** in the **United Kingdom** or in the **European Territory** which has either immobilised **Your Vehicle** or made it unsafe to drive.

Contractor

Means any person who **We** use to provide the services described in this document.

Details

Means **Your** name and **Vehicle** registration number, make and model.

European Territory

Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Former Yugoslav Republic of Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vatican City.

Fulfilment Material

Means the confirmation of eligibility for Volkswagen Roadside Assistance provided to **You** by **Us** or on **Our** behalf.

Home

Means **Your** permanent residence in the **United Kingdom**.

Period of Eligibility

Means the **Period of Eligibility** for Volkswagen Roadside Assistance being 12 months from the date the **Vehicle** was registered with the **Vehicle Licensing Agency**.

The AA

Means Automobile Association Developments Limited.

Resident of the United Kingdom

Means a person living permanently in the **United Kingdom** or a person employed by a company having its registered office in the **United Kingdom**.

Specialist Equipment

Is equipment not carried by Volkswagen Roadside Assistance patrols and includes, but is not limited to, winching and specialist lifting equipment.

The Party/Your Party

Means the persons including **You**, travelling with **You** for the whole period of the journey during which the relevant **Breakdown** or **Accident** occurs.

United Kingdom/UK

Means England, Scotland, Wales, Northern Ireland and for the purpose of this document includes Jersey, Guernsey and the Isle of Man.

Vehicle

Means the **Vehicle You** are driving whose **Details** have been provided by **Us** to **Our Contractor** and is within its **Period of Eligibility**.

Vehicle Licensing Agency

Means the **Driver** and **Vehicle Licensing Agency** (DVLA), Swansea SA6 7JL responsible for registration of vehicles in England, Scotland and Wales, the Isle of Man Department of Transport responsible for registration of vehicles in the Isle of Man and the equivalent authorities in Northern Ireland, Jersey and Guernsey for vehicles in Northern Ireland, Jersey and Guernsey respectively.

We/Our/Us

Means Volkswagen Group United Kingdom Limited and/or third party acting on **Our** behalf.

You/Your

Means the owner of the **Vehicle** and any other person driving the **Vehicle** with the owner's consent.



Service in the United Kingdom

Volkswagen Roadside Assistance is available in respect of **Vehicles** registered with the relevant **Vehicle Licensing Agency** only.

Roadside

If **You** are stranded on a public highway (or other accessible road or area to which the public has the right of access) as a result of a **Breakdown** to **Your Vehicle**, **We** will arrange for a **Contractor** to assist **You** who will try to repair the **Vehicle** at the roadside.

Roadside includes labour at the scene of the **Breakdown** but not labour at any garage to which the **Vehicle** is taken.

If the **Vehicle** cannot be repaired at the roadside, or if repairs are unwise, **We** will arrange for the **Vehicle** and up to eight people to be taken to an **Approved Repairer**. If **You** wish the **Vehicle** to be taken to any other destination **We** will use reasonable endeavours to assist if **You** pay for the towage costs for the whole distance.

If **You** cannot readily get to the **Vehicle**, **We** will arrange, if practicable, to have it towed to a place of safety and stored until **You** can collect it. The customer must be in attendance with the **Vehicle** at the time of **Breakdown** and at the time of assistance. If the **Vehicle** is stored, this is at the customer's cost.

Roadside does not include:

- Routine servicing of the **Vehicle**.
- **Breakdowns** which would be prevented by routine servicing of **Your Vehicle**.
- Any labour other than that incurred at the roadside including, without limitation, garages.
- The cost of parts, fuel or other supplies.
- Replacing tyres or windows.
- Missing or broken keys. **We** may in **Our** absolute discretion attempt to arrange the services of a locksmith if **You** pay them direct.
- The cost of ferry crossings, road toll and congestion charges.
- **Vehicles** being demonstrated or delivered by motor traders, or used under trade plates.
- **Vehicles**, which in the reasonable opinion of **Our** patrol or **Contractor**, had broken down or were unroadworthy before **Your Vehicle** became eligible for Volkswagen Roadside Assistance.
- **Vehicles** within a quarter of a mile of **Your Home** or where **You** normally keep the **Vehicle**.
- Contaminated fuel. However, **We** may in **Our** absolute discretion, arrange for the **Vehicle** to be taken to a local garage for **You** to arrange and pay for any work carried out.
- Any **Vehicle** storage charges before, during or after any assistance provided by **Us**.

- Assistance following an **Accident**, fire, theft or vandalism or other incident normally covered by a motor insurance policy. **We** may in **Our** absolute discretion arrange assistance if **You** pay for the cost of assistance. (**You** may be able to recover these costs under the terms of **Your** motor insurance policy).
- The tow or transport of any **Vehicle**, which, in **Our** reasonable opinion, is loaded beyond its legal limit.
- Any **Vehicle** in a position where **We** cannot work on it or tow it, or wheels have been removed. **We** can arrange to rectify this but **You** will have to pay the costs involved.
- If there are animals in the **Vehicle**, their onward transportation is at **Our** sole discretion and is carried out solely at **Your** risk. **We** will not insure any animal or livestock in transit, during any onward transportation.

Recovery

Recovery has the same features and limitations as Roadside but with the following variations:

- Recovery operates only in the **United Kingdom**.
- If **We** cannot arrange for the **Vehicle** to be repaired locally within a reasonable time, **We** will arrange for the **Vehicle** and up to eight people to be taken to an **Approved Repairer** or to any other single address. If there are more than five people this may require two separate **Vehicles**. An adult must accompany any persons under the age of 16.
- Residents of Northern Ireland are also entitled to be recovered from the Republic of Ireland.
- In the event that the **Vehicle** is vandalised or is involved in a road traffic **Accident**, **We** may in **Our** absolute discretion provide Recovery to the nearest Volkswagen **UK** approved body shop or, if **You** pay for the towage for the whole distance, to a destination of **Your** choice.

Recovery does not include:

- **Breakdowns** of caravans, trailers or other objects being towed. If **Your Vehicle** suffers a **Breakdown** **We** will recover any caravan, trailer or other object which has not broken down and which was being towed by the **Vehicle** at the time of **Breakdown**, subject to the terms of Volkswagen Roadside Assistance including the length restrictions.
- A second Recovery if:
 - a) the original issue has not been repaired properly by a party other than Volkswagen Roadside Assistance;
 - b) Volkswagen Roadside Assistance have advised **You** that it is a temporary repair; or
 - c) the desired destination cannot accept the **Vehicle** due to company opening hours or other restrictions.

If a second Recovery is required, this service can be provided but a charge will be made dependent on the service required, time of day and distance. These charges will be payable by credit/debit card prior to the relevant service being provided.

- Use of the services having the object or effect of avoiding repair costs. For example if a **Vehicle** can be repaired in a reasonable time **We** may not arrange recovery but arrange for repair instead.

At Home

- At **Home** has the same features and limitations as Roadside but with the following variations:
- At **Home** is only available in the **United Kingdom**.
- At **Home** allows **You** to use Roadside services within a quarter of a mile of **Home** or the place where **You** normally keep the **Vehicle**.

At Home does not include:

- Rectifying failed repairs attempted by **You** or someone on **Your** behalf.
- Caravans, trailers or other objects being towed.
- The reimbursement of taxi fares.



Onward Travel

If **We** cannot arrange for the **Vehicle** to be repaired locally within a reasonable time, **We** may in **Our** absolute discretion arrange one of the following;

Either a hire car of similar size/capacity for 48 hours to enable **You** to complete **Your** journey, providing that there is one available and that **You** can meet the requirements of the car hire supplier which may include:

- Age limits. Drivers must be at least 21 years of age.
- The need to have a current driving licence, and, if held, a driving licence photocard with **You**.
- Limitations on acceptable types or number of motoring offence penalties and/or penalty points endorsed on **Your** driving licence.
- The need to provide a valid credit/debit card number. (Alternatively, the car rental provider will require a deposit of no less than £50 and may also undertake a simple credit check, before releasing the vehicle to **You**). All hires are subject to the supplier's terms and conditions.

Or overnight accommodation for **You** and **Your Party** up to a maximum of £150 per person in total or £500 for **Your Party** whichever is less. This does not include the cost of providing meals and drinks. **You** will have to pay for any extra hotel or transport costs.

Or a refund of the cost of public transport, standard class rail or other transport, for the driver, and up to seven passengers to reach the end of their journey, subject to a maximum of £150 per person or £500 for **Your Party** whichever is less.

The following do not form part of Volkswagen Roadside Assistance:

- Caravans, trailers or other objects being towed. However, if **Your Vehicle** suffers a **Breakdown** **We** will recover any caravan, trailer or other object which has not broken down and which was being towed by the **Vehicle** at the time of **Breakdown**, subject to the terms of Volkswagen Roadside Assistance including the length restrictions.
- Any Onward Travel Benefits, as stated above, before **Our** attendance of the **Breakdown** incident.
- Any charges arising from **Your** use of the hire car, such as fuel costs, deposit, any insurance excess charges, collecting and returning the vehicle and any costs due to **You** keeping the car after the agreed period of hire (**You** must settle these charges directly with the supplier).
- A second use of Onward Travel Benefits if the original issue has not been properly repaired by a third party other than Volkswagen Roadside Assistance or if Volkswagen Roadside Assistance have advised **You** that it is a temporary repair.
- Any Onward Travel Benefits, as stated above, if the **Vehicle** has been involved in an **Accident**.
- Any Onward Travel Benefits, as stated above, due to misfuelling, lost keys, lock-outs, kerb collisions, wheel changes and punctures.

Lost and broken keys

In the event that **You** lose, break, or lock **Your** keys in **Your Vehicle** **We** may in **Our** absolute discretion attempt to locate a replacement/spare key and get this to **You**. Or **We** may in **Our** absolute discretion decide to recover **You**, the **Vehicle** and its passengers to the nearest Volkswagen **UK** Retailer.

Accident Management

Accident Management may be provided in **Our** absolute discretion and, where provided, is subject to all of the relevant terms set out in this document, in addition to the terms set out below.

Accident Management services

At the scene

These are the services that **We** can provide to **You** at the scene:

Advice

When **You** phone, **We** will give **You** advice on a wide range of issues, including what information **You** need to collect, whether **You** need to contact the police, and how to deal with the other party.

Vehicle driveability check

Through asking **You** a series of questions, **We** will assist **You** in determining the driveability of **Your Vehicle**.

Virtual insurance claim form

We can collect and record all the relevant information about the **Accident** for **You**, which **We** can supply to **You** at anytime in writing, by fax or email, or over the telephone.

Liability assessment

We can, if **We** have enough information, give **You** a preliminary view on who **We** think is liable and advise **You** how to deal with the situation.

Motor insurance claim reporting

We can, if **Your** insurers will let **Us**, report the **Details** of **Your Accident** to **Your** insurance company, and ask them to contact **You** at a time convenient to **You** to arrange repairs etc. Alternatively, **We** can assist **You** in arranging repairs. Please note: that many of the above services can also be provided to **You** once **You** have left the scene of the **Accident**.

Further services

These are the services **We** can provide to **You** once **You** have left the scene:

Call back – at a time to suit **You**

We will call **You** back to deal with any other issues that **You** may have and provide a more detailed view of **Your** options.



Legal advice

We can provide **You** with initial legal advice related to **Your Accident** including uninsured losses, repair advice, traffic offences, consumer disputes and the best ways of getting the best value for **Your Vehicle** if it is a write-off.

Replacement vehicle assistance

If **You** are not liable for the **Accident** and the other party's insurer agrees with this (and in certain other circumstances at an additional cost) **We** may be able to assist **You** in obtaining a like for like temporary replacement vehicle until **Your Vehicle** is repaired. This will be subject to certain restrictions and the terms and conditions of the vehicle supplier who will contract with **You** directly.

Personal injury claims assistance

We can provide a personal injury consultation with a qualified legal professional to assess the prospects of pursuing a claim for compensation for **Your** injuries or uninsured losses, where **We** consider **You** have a claim.

For further information call **Us** on **0800 777 192**, please select the appropriate option for Accident Management.

Accident Management terms and conditions

1. Accident Management services do not form a policy of Insurance.
2. Accident Management will only be provided following **Your** involvement in an **Accident** in the **United Kingdom** (please note that restrictions on certain services may apply in Northern Ireland).
3. **We** can stop providing **You** with Accident Management at any time if **We** reasonably believe (at **Our** discretion) that the service **You** are requesting goes beyond the scope of Accident Management or will cause **Us** to incur unreasonable costs on **Your** behalf (for example, if any claim is disputed by **Your** insurers, **We** will not be obliged to assist **You** in pursuing the claim). This will not affect any other aspect of Volkswagen Roadside Assistance.
4. Any contract for goods or services **We** obtain on **Your** behalf will be between **You** and the third party supplier (unless **We** notify **You** otherwise). **We** will not be responsible for the terms of any agreement with a third party supplier, or for the implications to **You** of entering into a contract on those terms. **You** should therefore check the terms of any such agreement carefully, to ensure that **You** are happy with them.
5. There may be additional charges for goods or services **We** arrange on **Your** behalf including, but not limited to, services such as the sourcing of car hire or car repair. **You** will be notified of any additional charges (either by **Us** or the third party supplier) before **You** are obliged to enter into any contracts with any third party suppliers.



Service whilst abroad

A **Vehicle** is only eligible to receive this aspect of Volkswagen Roadside Assistance if it is being used for a journey and returning to the **United Kingdom** within the **Period of Eligibility**. Any number of journeys up to 90 days each in duration are eligible for Volkswagen Roadside Assistance, but longer stays are not. Volkswagen Roadside Assistance provided in respect of **Breakdowns** occurring in the European Territories is subject to a maximum total benefit of £2,500 per claim. In the event of a **Breakdown**, **We** will procure for the following, subject to the limitations for each section.

Service in the United Kingdom en route to the European Territory

If **You** are stranded on a public highway through **Breakdown** of the **Vehicle** on the outward journey from **Home**, to **Your** point of departure from the **United Kingdom**, or on the inward journey from **Your** point of entry to the **United Kingdom** to **Home**, **We** will arrange and cover the cost of services as if **You** were abroad.

In addition, **We** may in **Our** absolute discretion procure a contribution towards the cost of self-drive hire car including collision damage waiver and replacement Green Card as necessary, to complete the planned journey if Volkswagen Roadside Assistance confirms the **Vehicle** cannot be repaired within 24 hours, this is subject to a maximum contribution of £750.

Service whilst abroad

Volkswagen Roadside Assistance is available for:

1. Attendance of local **Breakdown** or garage services to repair the **Vehicle** at the roadside if possible; or
2. Tow of the **Vehicle** from the place of **Breakdown** or, in **Our** absolute discretion, **Accident** to the nearest local repairer where **You** may arrange repairs;
3. Storage charges for the **Vehicle** while awaiting repair or repatriation up to £100 (this is provided in **Our** absolute discretion); and
4. The cost of wheel changes but not for replacement tyres, such assistance to be provided at **Our** absolute discretion.

Volkswagen Roadside Assistance is not available for:

- Any labour costs other than those incurred at the roadside. **We** will not pay labour costs at any garage to which the **Vehicle** is taken; or
- Repair costs, including labour, if the **Vehicle** was in a road traffic **Accident**, damaged by fire or stolen or is considered uneconomical to repair; or
- The cost of parts used for roadside or garage repairs; or
- The cost of any repairs not directly necessary to enable the **Vehicle** to continue the journey on the date of the **Breakdown**; or
- The cost of any other supplies, including but not limited to **Specialist Equipment**.

If the Volkswagen Group European Roadside Assistance centre can confirm that repairs to the **Vehicle** will take more than 12 hours of being notified of a **Breakdown**, or if it is to be repatriated to the **United Kingdom** then Volkswagen Roadside Assistance may in **Our** absolute discretion provide for either:

a) Additional accommodation expenses

A contribution of up to £60 per person per day towards necessary additional (not alternative) accommodation expenses (room only) while **You** wait for the **Vehicle**. Volkswagen Roadside Assistance is not available for the costs of meals, drinks or any other costs that are not specified on the previous page.

Or

b) Journey continuation or return Home

A contribution (subject to the limits set out in these Terms and Conditions) to travel expenses to allow **You** to either:

- Continue the planned journey during the period the **Vehicle** is not roadworthy; or
- Return **Home** by a direct route.

Expenses can comprise self-drive car hire up to a maximum of £750 including collision damage waiver and replacement Green Card as necessary, or second/standard class rail, or a combination of both. Volkswagen Roadside Assistance will in its reasonable discretion decide which course of action to adopt, but Volkswagen Roadside Assistance will take into consideration **Your** preference. **You** must collect the **Vehicle** when repaired, as once the **Vehicle** is repaired and **You** have been notified, Volkswagen Roadside Assistance will not pay any further expenses other than the costs of collection. This benefit may also be available, in **Our** absolute discretion, if the **Vehicle** is stolen and not recovered within 24 hours of reporting the matter to the police. A police report must be obtained. However, this benefit will cease if and when the **Vehicle** is recovered in a roadworthy condition.

Volkswagen Roadside Assistance is not available for:

- Fuel, oil, personal insurance, any collection charge if a hire car is left at a different location to that arranged or any other costs in connection with self-drive hire car.
- The cost of any car hire beyond the period agreed with the Volkswagen Group European Roadside Assistance centre.
- Any car hire expenses after the **Vehicle** is repaired except for the direct journey to return and collect it.
- First class rail fares.
- Any costs under this benefit if they are for a service **You** used at the same time as the previous section 'Additional accommodation expenses'.
- International drop charges where a vehicle hired from abroad is dropped within the **United Kingdom**.
- The costs of hiring a motorcycle.
- Any hire costs not arranged through Volkswagen Roadside Assistance or agreed by Volkswagen Roadside Assistance.

If Volkswagen Roadside Assistance can confirm that repairs cannot be completed by **Your** planned return date to the **United Kingdom** and providing the cost of repatriation is not uneconomical. (Repatriation will be uneconomical if it will cost more than the **United Kingdom** market value of **Your Vehicle** according to Glass's guide or other appropriate industry standard used by Volkswagen Roadside Assistance).

Volkswagen Roadside Assistance may in Our absolute discretion either:

a) Vehicle repatriation to the United Kingdom

Arrange and cover the cost of taking the **Vehicle** by a road transporter from abroad to **Your Home** or chosen **United Kingdom** repairer for repair in the **United Kingdom**. When repatriation is authorised it normally takes 10-14 working days for delivery to a **United Kingdom** address from most west European countries. At busy times and from east European countries it may take longer.

If the **Vehicle** has been fitted with a roof box or bicycle rack, **You** must remove and place it inside the **Vehicle**. The roof box keys need to be left with the **Vehicle** keys.

Volkswagen Roadside Assistance is not available for:

- Any repatriation not authorised by the Volkswagen Group European Roadside Assistance centre
- Repatriation if this is uneconomical. Repatriation will be uneconomical if it will cost more than the **United Kingdom** market value of the **Vehicle** according to Glass's guide or other appropriate industry standard used by **Us**.
- The cost of repatriation if the **Vehicle** is roadworthy.
- Any **Vehicle** being repatriated if Customs in any country find its contents are breaking the law.
- Any further costs in connection with the **Vehicle** once declared a write-off by **Us**.

Or

b) Collection of Vehicle left abroad for repair

Cover the following costs up to £600 for one person to collect the **Vehicle**, repaired abroad after **Breakdown**:

- Standard/second class rail fare plus other public transport fares which are necessary to reach the place of collection.
- Additional homeward cross channel ferry or rail fare for the repaired **Vehicle** (calculated by taking the actual fare less the value of any unused homeward portion of **Your** original cross channel ticket).
- Up to £60 per night for single room hotel accommodation necessary to complete the round trip – limited to room only.

Volkswagen Roadside Assistance is not available for:

- First class rail fares.
- The cost of any meals and drinks.
- The costs of more than one person.

Note: the Volkswagen Group European Roadside Assistance centre will decide whether **Your Vehicle** should be repaired abroad for **You** (or someone nominated by **You**) to return and collect. When **You** are advised the **Vehicle** is repaired and ready for collection, **You** must immediately notify Volkswagen Roadside Assistance by telephoning:

Volkswagen European Roadside Assistance 24 hour helpline: **00 800 1330 3939**.

Authority for repatriation or repair

If the **Vehicle** is not able to be driven due to a road traffic **Accident**, fire, break-in or theft, any damage which **You** are entitled to have repaired by **Your** motor insurers must be reported to them immediately. **Your** insurers must decide whether to declare the **Vehicle** as a write-off, authorise repair abroad or have the **Vehicle** repatriated. **We** cannot repatriate the **Vehicle** unless **Your** insurers first give their permission. Any repatriation after an **Accident** is at **Our** absolute discretion.

Volkswagen Roadside Assistance also reserve the right to negotiate with them to reclaim costs incurred. If **Your** insurers cannot or do not give permission to repatriate then it is Volkswagen Roadside Assistance's decision alone whether to declare the **Vehicle** as a write-off, or repatriate or repair locally a **Vehicle** which cannot be driven as a result of a **Breakdown**, or as a result of a road traffic **Accident**, fire or theft, for which **You** do not have fully comprehensive cover.

Additional services

We may in **Our** absolute discretion provide the following if applicable:

Urgent message relay service

We may in **Our** absolute discretion relay urgent messages from the Volkswagen Group European Roadside Assistance centre to **Your** immediate relatives or close business associates if the **Vehicle** cannot be driven because of **Breakdown**, **Accident** or fire or it is stolen.

Volkswagen Roadside Assistance does not provide assistance with:

- Non urgent messages or messages to persons not described in the previous paragraph.
- The cost of relaying any urgent message not arranged through the Volkswagen Group European Roadside Assistance centre.

Replacement driver

We may in **Our** absolute discretion arrange and cover the costs of a replacement driver to drive the **Vehicle** and **Your Party** to **Your** destination or **Home**, if a registered doctor declares **You** medically unfit to drive and **You** are the only qualified driver.

A replacement driver will not be arranged if there is another qualified driver in **The Party** who is fit to drive. Replacement drivers are limited to one per journey abroad.



Requirements and limitations

A. Service in the United Kingdom and abroad

Credit card details

Volkswagen Roadside Assistance will require **Your** credit card details if Volkswagen Roadside Assistance arrange a service for **You** which is not covered by, or exceeds, any levels specified in the part entitled 'Terms and Conditions'. If **You** do not provide Volkswagen Roadside Assistance with **Your** credit card details Volkswagen Roadside Assistance will not be able to provide certain services which will be notified to **You** when credit card details are requested.

Caravans and trailers

The **Vehicle** restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7m. If the **Vehicle** which has suffered a **Breakdown** is towing a caravan or trailer and **We** provide recovery, the caravan or trailer will be recovered together with the **Vehicle** to a single destination. Other than as set out in this paragraph caravans and trailers are not eligible to receive Volkswagen Roadside Assistance. **We** do **Our** best to find solutions to motoring problems, but **We** regret **We** cannot arrange a replacement caravan or trailer in the event of **Breakdown** or, in **Our** absolute discretion, **Accident** damage which cannot be repaired. It is also virtually impossible to hire vehicles with tow bars and it may become necessary to repatriate a caravan or trailer together with a towing vehicle which cannot be repaired abroad by the return date.

Unforeseeable losses or events

Except in relation to any claim **You** may have for death or personal injury or for fraud or fraudulent misrepresentation, neither **We** nor **Our Contractors** will be liable for any increased costs or expenses or any loss, damage, cost or expense incurred as a result of, or in connection with, Volkswagen Roadside Assistance that is not reasonably foreseeable, including loss of profit, business, contracts, revenue or anticipated savings, or for any business losses. **We** do not guarantee the provision of any of the benefits under this document, if there is anything beyond **Our** reasonable control (for example storm, flood, severe weather, severe road traffic congestion, natural disaster, terrorist attack, war, strikes) or the reasonable control of any service provider which prevents **Us** or a service provider from providing that benefit. Where such an event occurs, **Our** obligations under Volkswagen Roadside Assistance will be suspended and the time for performance of **Our** obligations will be extended for the duration of the event outside **Our** control. Benefits may be refused if **You** or any of **Your Party** behaves in a threatening or abusive way to any persons providing service.

Taxi bookings

In some circumstances it can be quicker and easier for **You** to arrange a taxi. **We** may ask **You** to make **Your** own arrangements for taxi service. If so please send **Your** receipts to **Us** and **We** will reimburse **You** subject to these Terms and Conditions, in particular the limits set out in the 'Onward Travel' and 'Service Whilst Abroad' sections.

Contractors

Volkswagen Roadside Assistance is provided by Volkswagen Group United Kingdom Limited. **We** reserve the right to change any **Contractor** (including the **AA**) in **Our** sole discretion from time to time.

Please note: **Our Contractors** provide services to **Us** and to drivers of **Vehicles** on **Our** behalf.

Nothing in the Terms and Conditions creates a direct contract between **You** and **Our Contractors**.

B. Service in the United Kingdom only

Battery related issues

We may in **Our** absolute discretion provide the following benefits:

- Initial attendance for a battery related issue.
- The fitting of any parts or batteries purchased by **You** prior to **Our** attendance is not covered. This is to ensure that parts are fitted from reputable sources in order to avoid secondary call outs.
- Volkswagen Roadside Assistance will test **Your** battery at that initial **Breakdown** attendance. If the battery is no longer serviceable and so fails the test **You** will be advised to replace it.

C. Service abroad only

Motor insurance

We strongly recommend **You** tell **Your** motor insurers before taking the **Vehicle** abroad. If **You** do not, **Your** motor insurance policy may only cover **You** for damage **You** might cause to other people or their property (third party cover). This means that **You** would not be covered for any loss or damage to the **Vehicle**. **Your** insurers will also need to know if **You** are towing a caravan or trailer.

Service providers

Unless the services are provided by Volkswagen Roadside Assistance patrols or **Contractors** acting on **Our** instructions and on **Our** behalf, **We** 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.

Such entities 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 **Your Vehicle** are carried out to **Your** reasonable satisfaction.

Important self-drive hire car information

Volkswagen Roadside Assistance will normally try to arrange a hire car similar in seating capacity and volume to, but not necessarily the same as, the **Vehicle**, if there is one available. If **You** were travelling in an MPV or similar **Vehicle**, Volkswagen Roadside Assistance may arrange two hire cars. Volkswagen Roadside Assistance will only arrange this if there are two qualified drivers in **Your Party**. Otherwise, Volkswagen Roadside Assistance will arrange alternative means of transport.

Self-drive car hire arranged will be subject to the normal conditions of the hiring company. **You** will be required to enter in to a vehicle hire contract with the relevant hire car provider, and such contract will be between **You** and the relevant hire car provider. Hire car providers do not act as **Our** contractors.

The terms of such contracts will generally include limitations on driver age, driving convictions and other licence penalties etc. The driver must also have held a full **United Kingdom** driving licence or equivalent for a minimum of one year (two years for France).

Your credit card details will also be required as security for the hire and to cover extras such as top-up of the fuel tank when returning the vehicle. Car hire companies insist on having credit card details at the time of booking and the card must be produced at the time of hiring the car. The name on the credit card and the name of the driver of the hire vehicle must be the same. If **You** leave a hire car at a different location to the one arranged by the Volkswagen Roadside Assistance contact centre **You** must pay any collection charge which may be made.

Please note that many car hire companies across Europe charge a damage excess which is not covered by the collision damage waiver. In some parts of Europe hire cars are not allowed to cross national borders. It may be necessary to arrange two hires or alternative transport to complete **Your** journey. A car hired abroad must not be brought into the **United Kingdom**. It cannot be guaranteed that a hire car will be available.

Volkswagen Roadside Assistance cannot arrange the hire of motorised caravans, motorcycles, convertibles or vehicles with tow bar, roof rack, roof boxes, automatic gearbox, sports cars, 4x4 or luxury class vehicles and cannot guarantee the hire of minibuses or vans. Volkswagen Roadside Assistance will not be responsible for any delays in obtaining a hired vehicle and cannot guarantee to provide it in time to connect with **Your** pre-booked ferry, etc. **You** may have to collect a hired vehicle from the nearest available place of supply.

Repayment of credit

You must pay back to Us on demand:

- a) any costs **We** have paid for which do not form part of Volkswagen Roadside Assistance as described in this document;
- b) the cost of any spare parts supplied.

Spares dispatch

After **You** have asked the Volkswagen Group European Roadside Assistance centre to dispatch parts **You** are responsible for paying for them in full, even if **You** later obtain them locally.

We will arrange the dispatch of parts as quickly as possible but delays will occur at weekends and bank holidays. **We** will not be responsible for manufacturers' or suppliers' errors, loss or damage of parts in transit or any delay in delivery.

Exclusions

(Service in the United Kingdom and abroad)

Please note: Our Contractors provide services to **Us** and to drivers of **Vehicles** on **Our** behalf.

Nothing in these Terms and Conditions creates a direct contract between **You** and **Our Contractors**.

In addition to any limits and exclusions noted elsewhere Volkswagen Roadside Assistance does not provide assistance in respect of, and neither **We** nor **Our Contractors** are responsible for the following:

1. Costs for anything which was not caused by the **Breakdown**.
2. **Vehicles** which have broken down as a result of taking part in any motor sport event or off-road activity (including, without limitations, rallies or stock car racing) which takes place off the road and/or is not subject to the normal rules of the road. However, **Vehicles** participating in any event (such as a treasure hunt, touring assembly or navigational road rally), which takes place on, and comply with the normal rules of the road, will be eligible to receive Volkswagen Roadside Assistance.
3. The cost of all parts, garage, labour or other costs in excess of the limits set out in this document. Please note these costs are likely to be higher in the **European Territory** than in the **United Kingdom**.
4. Loss caused by any delay, whether the benefit or service is being provided by Volkswagen Roadside Assistance or someone else (for example a garage, hotel, car hire company, carrier, etc).
5. Any incident affecting a vehicle hired by **You** even if arranged for **You** by **Us**.
6. Routine servicing of **Your Vehicle**.
7. The cost of a glass or tyre specialist. **We** will arrange for **Your Vehicle** to be taken to a nearby garage for assistance but **You** will have to pay for any work carried out on the **Vehicle**. Any other recovery may be arranged but **You** will be liable for any additional costs.
8. Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:
 - a) War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, mutiny, rebellion, revolution, military rising, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.
 - b) Terrorism.
Terrorism is defined as any act or acts including, but not limited to:
 - i) the use or threat of force and/or violence and/or
 - ii) harm or damage to life or to property (or the threat of such harm or damage) including, but not limited to, harm or damage by nuclear and/or chemical and/or biological and/or radiological means

- iii) caused or occasioned by any person(s) or group(s) of persons in whole or in part for political, religious, ideological or similar purposes including, but not limited to, the intention to influence any government and/or to put the public or any section of the public in fear, or is claimed to be caused or occasioned in whole or in part for such purposes.
 - c) Any action taken in controlling, preventing, suppressing or in any way relating to (a) or (b) above.
- 9. Any **Breakdown** or **Accident** caused directly or indirectly by the overloading of the **Vehicle** and/or any caravan or trailer.
- 10. Any **Breakdown** or **Accident** due to:
 - a) running out of oil or water;
 - b) frost damage;
 - c) rust or corrosion;
 - d) tyres which are not roadworthy;
 - e) using the incorrect fuel.
- 11. Any request for assistance caused directly or indirectly by the effect of intoxicating liquors or drugs.
- 12. Any request for assistance where the **Vehicle** is being driven by persons who do not hold a full **United Kingdom** or other recognised and accepted driving licence valid for use in the **United Kingdom**.
- 13. Any claim which **You** have made under any policy of insurance held by **You**. If **You** have any policy which covers the same risk as Volkswagen Roadside Assistance **You** must advise **Us** of this when requesting service and **We** will be entitled to contact the insurance company to claim and receive a contribution towards costs.
- 14. The cost of any transportation, accommodation or care of any animal. Any onward transportation is at Volkswagen Roadside Assistance's discretion and solely at **Your** risk. Volkswagen Roadside Assistance will not insure any animal during any onward transportation.
- 15. Any period outside **Your Period of Eligibility**.
- 16. Any Volkswagen Passenger Car that does not conform to the following specification:
 - a) maximum legal laden weight of 3,500kg (3.5 tonnes). This weight is called the Gross Vehicle Mass (GVM);
 - b) maximum overall dimensions of: length 7m; height 3m; width 2.3m (all including any load carried).

The **Vehicle** restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7m. If the **Vehicle** which has suffered a **Breakdown** is towing a caravan or trailer and **We** procure recovery, the caravan or trailer will be recovered together with the **Vehicle** to a single destination. Other than as set out above, caravans and trailers are not eligible to receive Volkswagen Roadside Assistance. In the **European Territory** if the **Vehicle** requires repatriation **We** will arrange for repatriation of the caravan or trailer as well.
- 17. Any request for service by **You** unless **You** are **Resident of the United Kingdom** and the **Vehicle** is registered with the relevant **Vehicle Licensing Agency**.
- 18. Any **Vehicle** which is not roadworthy and in good mechanical condition at least seven days before any booked journey within **Your Period of Eligibility**. **You** must also make sure it is serviced as the manufacturer recommends.
- 19. Any **Vehicle** carrying more persons than recommended by the manufacturer, up to eight persons maximum (including the driver). Each person must occupy a separate fixed seat fitted during **Vehicle** construction and to the manufacturer's specification.
- 20. The **Vehicle** if it is unattended.
- 21. Any personal effects, valuables or luggage left in the **Vehicle** or in any trailer, boat or caravan or any other item being towed by or used in conjunction with the **Vehicle**. These are **Your** responsibility.
- 22. **Specialist Equipment** costs. **We** will however arrange for the specialist services if needed, but **You** will have to pay for any additional costs direct to the **Contractor**.
- 23. Any costs which are not specifically stated as being included in these Terms and Conditions of Volkswagen Roadside Assistance.
- 24. **Vehicles** which were broken down/had suffered a **Breakdown** or unroadworthy at the start of this **Period of Eligibility**.
- 25. It is a legal requirement that **Vehicles** used or recovered with their wheels in contact with the public highway must have a valid current excise licence. **We** will attempt to fix **Your Vehicle** at the roadside but will not provide any other service or benefit. The above is not applicable to those vehicles exempt under Section 5 of the Vehicle Excise and Registration Act 1994 (which include certain types of vehicles, including certain old vehicles, agricultural vehicles and emergency vehicles) or under Section 5 of the Vehicle Duty Order 2010 in Isle of Man. For further information please contact either DVLA at www.dvla.gov.uk or Vehicle Licensing, Dept of Transport for Isle of Man at www.gov.im/categories/travel-traffic-and-motoring/drivers-and-vehicles/vehicle-registration-and-licensing/
- 26. The costs of any parts provided by Volkswagen Roadside Assistance to fix **Your Vehicle** at the roadside must be paid in full by credit/debit card at time of **Breakdown** before work can commence.
- 27. Auxiliary equipment that does not form part of the factory specification. Service can be arranged on a Pay on Use basis.
- 28. In relation to any **Accidents** or customer induced faults (including flat battery due to user error, running out of fuel, use of incorrect fuel; and tyre defects due to error e.g. driving over potholes/kerbs, or failure to maintain correct tyre pressures) unless **We** elect in **Our** absolute discretion to do so.
- 29. In circumstances where provision of the Volkswagen Roadside Assistance would involve a breach of the law.
- 30. When **Your Vehicle** is on private property e.g. garage premises, unless **You** can establish that **You** have the permission of the owner or the occupier.
- 31. Assistance is also not available following a **Breakdown** or **Accident** (where **We** elect in **Our** absolute discretion to provide service) attended by the police or other emergency service, until the **Vehicle's** removal is authorised. If the police insist on recovery by a third party, the cost must be met by **You**.

European claims procedure and conditions

When providing assistance **We** make every effort to arrange on **Your** behalf all costs within the limits set out in this document. However, in some instances **You** may be asked to pay locally and reclaim costs on **Your** return to the **United Kingdom**. There may also be occasions when **You** arrange and pay for assistance direct and wish to reclaim the cost. Any costs to be reclaimed must be agreed in advance and up to the limits as set out in these Terms and Conditions.

If **You** have paid any cost which **You** believe is included as part of Volkswagen Roadside Assistance, please telephone the **AA** for an application form immediately on **Your** return **Home**, quoting **Your** reference and **Vehicle** registration number. When returning **Your** completed application form **You** should enclose relevant original receipts (not photocopies).

To obtain an application form, please telephone **01256 493580** or email: overseasclaims@theAA.com

Receipts

You must keep all relevant original receipts (not photocopies) as they will be needed for any claim. **We** may refuse to arrange reimbursement of expenses **You** are claiming back if **You** cannot provide original receipts or bills for the items **You** have paid.

Claims for reimbursement are subject to **You** complying with the following conditions:

1. **You** must do all **You** can to prevent **Accident**, injury, loss or damage, as if **You** were not eligible to receive Volkswagen Roadside Assistance.
2. **You** must forward to the **AA** any writ, summons, legal document or other communication about a claim as soon as **You** receive it.
3. **You** must obtain any original receipts, certificates, police reports, evidence, etc. and give all the information and help **We** may need at **Your** expense. This includes medical certificates and details of **Your** household insurance if necessary.
4. **You** must not admit liability or offer or promise payment without the **AA's** written permission.
5. The **Vehicle** must be roadworthy and in good mechanical condition when **You** commence **Your** journey.
6. If any claim is found to be fraudulent in any way **Your** claim will be forfeited.

You must, within seven days of any request from the AA, send to the AA copies of any European accident statements (called a 'Constat d'amiable' in France) and/or any police reports should You make a claim following a road traffic incident.



Extending Your Volkswagen Roadside Assistance

After **Your** one year period of Volkswagen's complimentary Roadside Assistance, **You** can extend **Your** Volkswagen Roadside Assistance at specially negotiated rates for Volkswagen customers. **We** will contact **You** before the complimentary period ends, but just in case, **You** can call **Us** on **0800 912 1439*** and select the appropriate option.

You will get the same great assistance, which is described in this booklet and includes:

- **Roadside** – **We'll** attend to **Your Vehicle** at the roadside anywhere in the **UK**.
- **Recovery** – includes delivery of **Your Vehicle** to any **UK** destination including the most appropriate authorised Volkswagen Retailer or Repairer for repair.
- **At Home** – assistance if you've broken down at **Home**.
- **Onward Travel** – includes replacement vehicle for up to 48 hours, overnight accommodation for **You** and up to seven passengers, and alternative travel costs paid if **Your Vehicle** can't be fixed at the roadside or by an authorised Volkswagen Retailer or Repairer within a reasonable time.
- **European Assistance** – includes the assistance across the continent, English-speaking incident managers and transport back to the **UK** if necessary.

Why choose Volkswagen Roadside Assistance after **Your** complimentary period runs out?

We think there are plenty of reasons:

- **Same comprehensive assistance** as complimentary Volkswagen Roadside Assistance.
- **Volkswagen tools and parts** – carried to fix far more cars at the roadside.
- **Volkswagen trained technicians** – who carry unique fault-finding diagnostics technology, to help diagnose problems quickly and accurately.
- **The AA** – they get more people back on the road than anyone else*.
- **Software updates** – can update the vehicle’s software at the roadside.
- **UK call centres** – available 24 hours a day.

Not owned **Your** Volkswagen from new? Volkswagen Roadside Assistance can be purchased for all Volkswagen vehicles.

Simply call **0800 912 1439**** and select the appropriate option.

* Source: All AA Attended Breakdowns (2.2m fixed breakdowns), Jan-Dec 2020 and RAC Annual Report 2020 (1.8m fixed breakdowns), Jan-Dec 2020. ** Lines are open Monday to Friday, 8am to 6pm.



Caring for Our customers

If You need to complain (UK and European Roadside Assistance)

Volkswagen Roadside Assistance aims to provide **You** with a high level of service at all times. However, there may be a time when **You** feel that **Our** service has fallen below the standard **You** expect. If this is the case and **You** want to complain, **We** will do **Our** best to try and resolve the situation.

There are several ways You can contact Us:

Telephone: **0344 209 0556**
Email: **vwgcustomercareoperations@theAA.com**
Post: Volkswagen Roadside Assistance Customer Care,
Lambert House, Stockport Road, Cheadle, Cheshire SK8 2DY.
Fax: **0161 488 7544**

Textphone users can contact us using Relay UK by prefixing any of our numbers with 18001.

We will either acknowledge **Your** complaint within five working days of receipt, or offer **You** **Our** final response if **We** have concluded **Our** investigations within this period.

If **We** acknowledge **Your** complaint, **We** will advise **You** who is dealing with it and when **We** expect to respond. **We** aim to respond fully within eight weeks. However, if **We** are unable to provide a final response within this period, **We** will write to **You** before this time and advise why **We** have not been able to offer a final response and how long **We** expect **Our** investigations to take.

Please note that the above number should only be used for complaints about Volkswagen Roadside Assistance’s level of service, once **You** have returned **Home**. Any general enquiries relating to repatriation, claims for reimbursement of costs or other matters associated with **Our** European Service should be directed to Volkswagen European Roadside Assistance on **00 800 1330 3939** (Calls may be recorded and/or monitored).

If **You** have an issue not related to Volkswagen Roadside Assistance, then please write to:

Volkswagen Passenger Cars Customer Services,
Volkswagen UK, PO Box 9004, LEEDS LS1 9WA.
General enquiries: **0800 333 666**
Email: **customerservices@volkswagen.co.uk**



Your personal data

Volkswagen Roadside Assistance is provided by **Us** in partnership with the **AA**. As the provider of the services, the **AA** will in most cases obtain personal information directly from **You** and will be responsible to **You** for its handling of **Your** personal information. Please visit the **AA**'s privacy notice at www.theaa.com/privacy-notice-breakdown-services for information about how the **AA** uses **Your** personal information.

In specific circumstances, **We** also receive personal information relating to Volkswagen Roadside Assistance. **Our** main privacy statement can be viewed at www.theaa.com/privacy-notice-breakdown-services, which explains what personal information **We** collect, how **We** use it, who **We** share it with and how long **We** keep **Your** personal information for. This applies to the Volkswagen Roadside Assistance services, together with the supplementary information below.

In addition to the purposes for using **Your** personal information described in **Our** main privacy statement, when **You** have a Volkswagen Roadside Assistance policy, **We** receive certain personal information about **You** from the **AA** (we receive, in addition to that stated in our main privacy statement, the following information: the length of **Your** Volkswagen Roadside Assistance policy, details about queries **You** may contact the **AA** about, and details about complaints **You** have made to the **AA** regarding **Your** Volkswagen Roadside Assistance

policy or the services provided in connection with that policy). **We** use this personal information for the following additional purposes:

- (a) when **Your** Volkswagen Roadside Assistance policy is due to expire, to produce and dispatch renewal correspondence to **You**. We do this for **Our** legitimate interests in ensuring that **Our** customers are kept informed about the status of their policy and to ensure that **You** are given a choice as to whether **You** would like to renew **Your** Volkswagen Roadside Assistance policy; and
- (b) to respond to queries and complaints that have been escalated to **Us** from the **AA** (including from the **AA**'s call centre). We do this as it is in our legitimate interests to communicate with **You** in order to respond to queries, complaints or claims and to manage legal and regulatory requests and requirements, and to enforce and protect our legal rights or to establish, bring or defend legal claims.
- (c) **You** have rights in relation to the personal information that **We** process about **You** under data protection laws – please see **Our** main privacy statement for more information. If **You** have any questions in relation to **Our** use of **Your** personal information, **You** can contact **Us** at dataprotection@theAA.com.



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Notification of change of ownership or details

Please print all details.

Vehicle details			
If you have recently purchased a Volkswagen with current Volkswagen Roadside Assistance or have recently changed address, please complete this form and return it to the address shown below.			
Registration number			
Chassis number			
Mileage		Date	
Personal details			
Title	Mr/Mrs/Miss/Ms*	Town	
	Other	County	
Initials		Postcode	
Surname		Telephone work	
House number/name		Telephone home	
Street		Email address	
Company details †			
Company name		Town	
Your name		County	
Premises name/number		Postcode	
Street		Email address	

* Delete where applicable. † Please complete this section for a company vehicle only.

We, Volkswagen Group United Kingdom Limited (trading as Volkswagen UK) will use the personal information we collect from you for the purpose of providing Volkswagen Roadside Assistance to you. We would also like to retain your personal information and share it with our retailers, group companies and carefully selected third party organisations so that we and they may contact you by post, telephone or email to let you know about other products, services and special offers that may be of interest to you. We may also ask you to participate in one of our customer satisfaction surveys. If you do not want your information to be used in this way please let us know by ticking the appropriate box(es) below.

I do not want to be contacted by Volkswagen UK and its retailers.

I do not want to be contacted by third party organisations.

You have the right to withdraw your consent at any time, to ask us for a copy of the information held by us on our records and/or to require us to correct any inaccuracies in your information. If you would like to exercise any of these rights please contact us at Volkswagen UK.

Return this form to: Volkswagen UK, PO Box 6322, Brinklow, Milton Keynes MK10 1AY.

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Please cut along dotted line, fold over and seal.

Moisten here

Moisten here

Fold.

Please cut along dotted line, fold over and seal.

Stamp
required

Volkswagen UK
PO Box 6322
Brinklow
Milton Keynes
MK10 1AY