



# TRAVEL BOOK 2024



*Dear Customer*

We thank you for choosing CAR-2-EUROPE for your trip and wish you a pleasant stay in Europe at the wheel of your new CAR-2-EUROPE vehicle.

**CAR-2-EUROPE**



car2europe.com

CITROËN PEUGEOT DS AUTOMOBILES

# 1 | KEY INFORMATION BEFORE YOU LEAVE

## COUNTRIES AUTHORIZED **IN THE CONTRACT**

You are allowed to drive in the following countries:

Austria	Hungary	Portugal
Belgium	Ireland	Principality of Andorra
Bulgaria	Italy	Romania
Continental Greece	Latvia	San Marino
Croatia	Lithuania	Slovakia
Cyprus (Greek part only)	Luxembourg	Slovenia
Czech Republic	Malta	Spain
Denmark	Metropolitan France	Sweden
Estonia	Monaco	Switzerland
Finland	Netherlands	The Vatican
Germany	Poland	

*Islands that are part of the countries listed above are also allowed.*

*E.g.: the Balearic and Canary Islands (Spain) - Sardinia and Sicily (Italy) - Madeira and Azores (Portugal) - Corsica (France) - Crete (Greece).*

*A TT vehicle cannot be driven **in United Kingdom**.*

## SPECIFIC **CUSTOMS REQUIREMENTS**

### **PORTUGAL:**

- A non-renewable “Guia de Circulação” document **must be obtained from customs**. You can contact [geral@portoparis.pt](mailto:geral@portoparis.pt) to help you with this process.
- Portuguese legislation allows for a TT (Temporary Transit) vehicle. to be driven for a maximum of 90 days.

### **SWITZERLAND:**

- Foreign students or trainees/interns temporarily residing in Switzerland for their studies must present themselves to customs and complete a “15-30” document available at customs. Approximate cost: 25 CHF.
- Swiss residents cannot drive their TT vehicle in Switzerland.

## **DURING YOUR STAY:**

- The maintenance of your vehicle must be carried out in accordance with the recommendations given in the maintenance booklet (maintenance at your expense). Any work carried out under warranty must be undertaken by a garage in the Manufacturer Network.
- Never leave the registration certificate, insurance document or vehicle keys in the car.
- During your stay, you are welcome to have snow tires fitted at your expense. The vehicle must be returned with its original tires.

## 2 | WHAT DOES YOUR INSURANCE/ASSISTANCE COVER?

Your insurance cover will be fully comprehensive with no excess, within the limits of the authorized countries except exclusions to the contract.

In the event of a damage that does not require immediate repair (an aesthetic damage that does not affect the safety of the vehicle), you can return your vehicle at the end of your stay without extra charge, after informing CAR-2-EUROPE via a detailed letter at [customer-care.tt@car2europe.com](mailto:customer-care.tt@car2europe.com)

### EXCLUSIONS



#### COUNTRIES NOT COVERED BY THE INSURANCE, ASSISTANCE AND WARRANTY PLANS:

- Countries not listed on page 1 will not be covered by the insurance, assistance and warranty.
- In the event of an incident in an uncovered country, all repairs or related costs will be your own responsibility.



#### INCIDENTS NOT COVERED:

The CAR-2-EUROPE contract does not cover the following incidents:

- Running out of fuel or frozen fuel.
- Loss or theft of luggage and personal belongings.
- Fines, tolls, highway vignettes.
- Alcohol and drug related accidents.
- Loss, theft or damage of the vehicle keys.
- Obvious misuse of the vehicle.
- Failure to comply with the vehicle maintenance guidelines as stated in the maintenance booklet (topping up coolant, windscreen washer, AdBlue for Diesel engines).
- Failure to top-up AdBlue.
- Vehicle stuck in sand, mud or snow.
- Participation in competitions, sports rallies or test drives for these events.
- Sanctions resulting from a lack of driving licence or failure to comply with regulations in force.
- Cases of unforeseen circumstances.



#### IMPORTANT :



Expenses incurred without the prior consent of CAR-2-EUROPE ASSISTANCE will not be reimbursed.

# 3 | WHAT TO DO IN CASE OF AN EMERGENCY



## IN THE EVENT OF BREAKDOWN OR FUEL ERROR

-  Contact CAR-2-EUROPE ASSISTANCE 24/7 (Citroën : +33 969 360 760 | Peugeot : +33 1 47 89 24 24 | DS : +33 969 390 730).



## IN THE EVENT OF AN ACCIDENT

-  Contact CAR-2-EUROPE ASSISTANCE 24/7 (Citroën : +33 969 360 760 | Peugeot : +33 1 47 89 24 24 | DS : +33 969 390 730).
-  Fill out the **European accident report** and write a **detailed accident statement** (if no third party is identified).





## IN CASE OF THEFT OR VANDALISM

-  Contact CAR-2-EUROPE ASSISTANCE 24/7 (Citroën : +33 969 360 760 | Peugeot : +33 1 47 89 24 24 | DS : +33 969 390 730).
-  Make an **official report** to the police.


## IN ORDER TO PROCESS YOUR FILE AS SOON AS POSSIBLE:

-  Email the document to [das@ima.eu](mailto:das@ima.eu) within 48h.
-  Send the originals, including your name and vehicle registration number, by post to **AUTOMOBILES PEUGEOT - ISS, Boîte PY03/005 - Service Assurance, 45, rue Jean-Pierre Timbaud, 78300 Poissy, France.**
- YOU WILL BE CHARGED FOR THE REPAIR FEES IF WE DO NOT RECEIVE THE DOCUMENTS FROM YOU.**

## IN CASE OF A FLAT TIRE

-  Since 2021, due to European CO<sub>2</sub> regulations linked to mass, new vehicles are no longer produced with a spare wheel.
-  Use the **repair kit**, as explained on the compressor or watch the video on [youtu.be/YDkk8Ib8adU](https://youtu.be/YDkk8Ib8adU).
-  If you can inflate the tire (maximum drive 200 km), go to the nearest **garage** using the built-in navigation if needed and get the tire repaired.  
Keep all proof for reimbursement of expenses incurred.
-  If you cannot inflate the tire, contact CAR-2-EUROPE ASSISTANCE 24/7 (Citroën : +33 969 360 760 | Peugeot : +33 1 47 89 24 24 | DS : +33 969 390 730).

## IN ORDER TO PROCESS YOUR FILE AS SOON AS POSSIBLE:

-  Send by email a detailed report of the issue, the invoice at your name and the proof of payment to [customer-care.tt@car2europe.com](mailto:customer-care.tt@car2europe.com)
- You can also contact us at this address for any issue related to your TT vehicle.**

# 4 | YOUR ASSISTANCE

In the covered countries, 24/7. The assistance support will be limited to a maximum amount of € 1 000 per incident.

Transport and accommodation options cannot be cumulative.

## BREAKDOWN RECOVERY AND TOWING



- either road-side assistance;
- or towing of the vehicle to the nearest garage.

• If the vehicle becomes unavailable for use, you have the choice between a temporary accommodation or a rental vehicle.

## ACCOMMODATION



• On-site accommodation while awaiting repairs may be offered by the assistance cover.

Budget: € 90 incl. tax per person, per night.

• Meals, miscellaneous drinks, telephone calls and other expenses will not be covered.

## RENTAL CAR



• Depending on availability, the rental car will be at most the same category without any specific equipment.

• **The CAR-2-EUROPE Insurance cover does not apply to the rental vehicle. This vehicle is covered by the Insurance policy of the rental agency it belongs to.**

• You will have to pay if you wish to subscribe to additional insurance from the rental agency.

• A deposit by credit card pre-authorisation will be systematically requested by the rental company.

• The rental vehicle must be returned with a full tank of fuel and without any damage.

• The rental vehicle must be returned to the same agency it was collected from.

• Costs related to the use of the rental vehicle (fuel, tolls, parking, additional costs, etc.) will remain your responsibility.

• The use of a rental vehicle may limit the number of countries in which you are allowed to travel.

Please inform CAR-2-EUROPE of your precise itinerary.

## **PLEASE NOTE:**



• Once the repairs have been completed, you must pick up your TT vehicle from the garage where the repair was carried out. Home delivery of the repaired vehicle will not be possible.

• These unplanned incidents may affect the initial course of your stay in Europe. However, no compensation can be claimed.

# 5 | PRACTICAL QUESTIONS

## RETURNING YOUR VEHICLE


### ON THE SCHEDULED DATE

-  **You must book an appointment** with the return center to organize the return of your vehicle.
-  **When?** At least **7 working days** before the end of your contract. You will find the return center contact details, opening hours and map on [car2europe.com](http://car2europe.com)



### INSTRUCTIONS:

- The vehicle must be returned clean inside and out, and in good condition.
- Please give back:
  - the 2 keys,
  - the vehicle registration certificate,
  - the international insurance document,
  - the hybrid vehicle charging cable.



-  **€ 200 WILL BE CHARGED** if the registration certificate or key is missing.
- You will be charged 100% of all costs involved (transport, parking, towing...) if you abandon your vehicle without returning it to the planned restitution center.

### IN ADVANCE

-  **Contact the return center** to book an appointment.
-  **When?** No later than **7 working days** before the desired return date.

#### REFUNDING UNUSED DAYS:

Detailed calculation:

- Minimum holding period of 30 days, no refund before that.
- No refund of unused days if return less than 7 days from the end of the contract.
- Cancellation of base contract promotions if do not fit in the adjusted contract characteristics.
- Reimbursement of the gap between base and adjusted contract with a 20% withholding.

**To get a refund for unused days, send your request in writing to your TT representative along with a copy of the vehicle receipt from the return center.**

**If the contract has been extended, no refund for early return.**

# 5 | PRACTICAL QUESTIONS (CONTINUED)

## EXTENDING YOUR CONTRACT



- Send an email to CAR-2-EUROPE: [c2econtact.tt@car2europe.com](mailto:c2econtact.tt@car2europe.com) (Mention: Brand, registration and your phone).

**Careful! The callback number will start with 09!**



- **When?:** No later than **4 working days** before the end of your contract. An answer will be communicated to you by email in priority, during the time slot of CAR-2-EUROPE from Monday to Thursday from 8:30 to 16:00 and Friday from 8:30 to 15:30 (except French holidays).

### Extension fee per day:

C3, C3 Aircross, 208, DS 3	€ 45
C4, 2008, 308, 308 SW	€ 50
C5 Aircross, 3008, DS 4, 408	€ 55
C5 X, 508, 508 SW, 5008, DS 7, DS 9	€ 60

## CHANGING RETURN CENTER



- Contact CAR-2-EUROPE by mail: [c2econtact.tt@car2europe.com](mailto:c2econtact.tt@car2europe.com) (Mention: Brand, registration number and phone).

- If you return the car in France instead of dropping it off abroad, you will not be reimbursed.

- If you return the car abroad instead of dropping it off in France, fees will be applied.



- **When?:** No later than **4 working days** before the end of your contract.

## WOULD YOU LIKE

## TO BUY YOUR VEHICLE AT THE END OF YOUR CONTRACT? NOTHING COULD BE SIMPLER!

For any contract of a minimum of 30 days, you can buy for your personal use or to benefit a member of your family or one of your relatives, the CAR-2-EUROPE vehicle used during your stay under exceptional conditions:



- You will receive an exceptional discount of up to **25% (depending on the model)** compared to the price of the new vehicle\* on the effective buy-back date.

- Manufacturer's warranty is maintained.

- You buy a vehicle that you were the only user of at a discount price.

**Don't wait any longer!**

Ask our sales team now by email at [rachats.tt@car2europe.com](mailto:rachats.tt@car2europe.com)

\* On the basis of the French price list at date of the request. The price of the CAR-2-EUROPE contract is not deductible from the buy-back amount.