



RENAULT
Passion for life

Renault Eurodrive

Travel **booklet**

Peace-of-mind throughout Europe



EDITORIAL

Thank you, dear customer!

Thank you for choosing Renault Eurodrive and its network of agents for your stay in Europe.

At Renault, we have always been convinced that cars have to adapt to the lifestyle and expectations of each and every individual. This is why throughout your stay qualified staff are at your service to answer your requests.

Renault Eurodrive is a car rental experience that facilitates your trips in Europe.

Picking up your new car upon arrival, personalised handover and assistance throughout your trip.

This travel booklet contains everything you need to know for a successful trip. The information contained in this guide is also available at our website:

www.renaultusa.com.

Our priority is your peace of mind.

All our teams are dedicated to making sure that you are a satisfied customer. You can contact us and ask us questions at any time via our e-mail address: **qualite.eurodrive@renault.com**.

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

The Renault Eurodrive team

DISCOVER THE RENAULT EURODRIVE EXPERIENCE

A team at your service

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



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Picking up your car | upon arrival

A top-quality welcome awaits you as soon as you arrive!

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

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

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

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

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

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

Your expert will explain:

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

Your car will no longer hold any secrets from you!



PICK-UP PROCEDURE

Please present:

- your PASSPORT (or identity card),
- a COPY of your Renault Eurodrive contract.

If you are not present during the pick-up:

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

- A copy of the contracting party's passport,
- Power of attorney,
- A copy of the contract.

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

In the case of the academic TT special, only the contract holder is allowed to drive the vehicle.

You will receive various items:

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



Don't forget...

- Regulations, highway codes and procedures in the event of an accident or damage differ from one country to another!
- Remain vigilant during your journeys in Europe: you are responsible for complying with the regulations (specific driving licences, crit'air sticker, tyres and procedures in the event of accidents and damage, etc.) in the countries visited.



Rest assured

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

This is why the fuel warning light might be on.

Please note : The type of fuel to be used for your vehicle is indicated inside the fuel filler flap: "DIESEL" (Diesel) or "PETROL" (Unleaded petrol 95 or 98).

FUEL

Corresponding fuel terminology

ENGINE	FUEL	USUAL COMMERCIAL NAME
Petrol	Unleaded	Super Sans plomb SP 95 / SP 98 Unleaded / Gasoline Gasolina sin plomo 95 Gasolina sin plomo 98
Diesel (dCi)	Diesel	Diesel / Gazole / Gas-oil

For a relaxed and carefree stay: Insurance / Assistance at your service

DRIVE WITH PEACE OF MIND!

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

- in case of breakdown: by the car manufacturer's warranty.
- in case of damage (accident, theft, attempted theft, fire, vandalism, broken window, flat tyres, lost keys and wrong fuel): by the fully comprehensive insurance with no excess in your Renault Eurodrive contract.
- A single number: **+33 (0)1 84 95 96 97**

YOUR VEHICLE IS COVERED IN 42 EUROPEAN COUNTRIES

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

The Renault Eurodrive contract does not cover the following incidents:

- Loss or theft of luggage and personal belongings,
- Fines, parking tickets,
- Improper use of the vehicle,
- Failure to comply with the vehicle's servicing conditions,
- Driving under the influence of alcohol or drugs,
- Cases of force majeure: natural disasters, strikes, riots
- Getting bogged down in sand or mud,
- Participation in sports competitions, rallies, bets and matches,
- Damages occurring when, at the time of the accident, the driver does not have the required age or does not possess a valid driving licence required by the regulations in force,
- Damage occurring and expenses incurred when using the vehicle outside of the countries covered (list above)
- Motorway sticker and toll expenses,
- Expenses incurred without the prior agreement of Renault Eurodrive.

CAUTION!

Albania, Belarus, Moldavia, Russia, Ukraine, Kosovo and the Turkish part of Cyprus are not covered by Renault Eurodrive insurance/assistance.

USEFUL INFORMATION

- Any expenses incurred without prior agreement from Renault Eurodrive Assistance will not be refunded;
- No compensation will be granted if you have to change your travel plans (hotel cancellation, etc.);
- If your vehicle needs to be repaired, you will be asked to collect it from the corresponding garage.

IN THE EVENT OF INCIDENTS

YOU MUST FILL IN:

- **Either an accident report with a third party** (check the insurance policy no. of the third party and make sure that he/she signs the document);
- **Or a full declaration** (detailed explanation of the circumstances, including the vehicle registration number, date, location and damage noted on the vehicle).

Cases of theft or loss of administrative documents (e.g.: vehicle registration certificate) must be reported to the local police authority and you must contact Renault Eurodrive on **+33 (01) 76 84 96 96**

Cases of vandalism or theft, must be reported to the police and the original report must be sent to TSA GRAS SAVOYE. If your vehicle is driveable and the damage does not affect its correct use or your safety, you are authorised to return the vehicle as is after writing and sending your full declaration or report.

CAUTION!

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

YOUR REPLACEMENT VEHICLE

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

You should know:

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

WHAT TO DO

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

Procedures that must be followed:

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

1 24/7

Call: ☎ **+33 (0)1 84 95 96 97**

2

Carefully fill out both sides of the European accident report.

3

Report the incident to the police.

4

Send your report by e-mail within 24 hours to: **das@ima.eu**

AND

dvse.sinistres.gsae@grassavoie.com

OR you can call

☎ **+33 (01) 76 84 96 96**

5

Send the originals to the following address:

**TSA GRAS SAVOYE
GRAS SAVOYE AUTO
TSA 74255
77283 AVON CEDEX**

6

If the vehicle is left in a Renault or Dacia garage, you must leave the registration certificate inside the vehicle.

CAUTION!

As soon as a dashboard warning light comes on, you must stop your vehicle immediately and contact the assistance department.



USEFUL INFORMATION

- The rental car must be dropped off with a full tank to a centre operated by the rental company in question.
- The use of a rental car may limit the number of countries in which you are allowed to drive. Make sure that Renault Eurodrive is fully aware of your itinerary.

Changing your **contract**

WANT TO EXTEND YOUR CONTRACT?

Any changes or cancellation of your contract (**place of delivery, vehicle, contract holder's name**) made less than 40 days before delivery of your vehicle **will be subject to \$750 fee.**

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

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

You must provide the following information:

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

CAUTION!

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

! 2017 extension prices

€34 PER DAY FOR RENAULT VEHICLES

€24 PER DAY FOR DACIA VEHICLES

Important

Extension fees must be paid by credit card.

DO YOU WISH TO PURCHASE YOUR VEHICLE?

You or a family member have the option of purchasing in full the Renault Eurodrive vehicle used during your holiday at an attractive price.

Take advantage of discounts for your vehicle of up to 42% on the new vehicle price including all taxes!

You will keep an unforgettable souvenir of your holiday in Europe.

Contact:

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

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

! Practical info:

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



At the end of your trip

TO RETURN YOUR VEHICLE

You must contact the return center to schedule your drop-off.



When?

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

Contact: All information concerning pick-up centres can be found on pages 12-13.

Do not forget to bring us:

- The vehicle's registration certificate,
- Both of the vehicle's keys or cards,
- User manual,
- SD card of the GPS,
- Safety kit,
- The European accident report.

Points to remember

- You will be charged 200 euros for each lost item.
- Any vehicle returned dirty (pet hairs, sand, mud, stained upholstery, trash left inside the vehicle, etc.) will involve comprehensive cleaning, which will be charged at 80 euros.

IF YOU NEED TO RETURN YOUR VEHICLE EARLY

Unused days will be refunded:

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

IF YOU NEED TO CHANGE THE DROP-OFF CENTRE

When?

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

Contact:

The drop-off center chosen.
All information relating to pick-up centers can be found on pages 12 and 13.

Important

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



Pick-up and return Centers

CAUTION!

- **For pick-ups:** if you do not send a flight number, then you must make an appointment with your center no later than 3 working days before the agreed pick-up date*.
- **For drop-offs:** you must make an appointment with your center no later than 3 working days before the agreed drop-off date*.
- We will wait up to 30 minutes maximum beyond the agreed time and one hour after flight arrival statement.

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



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

IN FRANCE

- **Bordeaux** / Mérignac airport
+33 (0)7 83 22 61 91 / mds.bordeaux@mdsparc.com
- **Brest** / Guipavas airport
+33 (0)6 63 05 88 79 / mds.brest@mdsparc.com
- **Calais** / Harbor
+33 (0)6 22 13 93 54 / madetourisme@gmail.com
- **Lyon** / Saint Exupéry TGV train station
+33 (0)4 72 48 42 02 / mds.lyon@mdsparc.com
- **Lyon** / Saint Exupéry airport
+33 (0)4 72 48 42 02 / g.raillon@transcausse.com
- **Marseille** / Marseille Provence airport
+33 (0)4 42 14 31 49 / g.raillon@transcausse.com
- **Montpellier** / Montpellier Méditerranée airport
+33 (0)6 08 02 26 11 / +33 (0)6 81 08 81 14 / autorapido@orange.fr
- **Nantes** / Airport
+33 (0)6 88 24 96 46 / pog@ucar.fr
- **Nice** / Nice-Côte d'Azur airport
+33 (0)4 93 21 59 26 / infonice@ttroissy.net
- **Paris 16^e** / City center
+33 (0)1 40 71 72 40 / infoparis@ttroissy.net
- **Paris Orly** / Airport
+33 (0)1 49 75 13 50 / infoorly@ttroissy.net
- **Paris-Cdg** / Airport
+33 (0)1 48 62 37 53 / infocdg@ttroissy.net
- **Saint-Louis – Bâle-Mulhouse** / Aéroport / Centre-ville
+33 (0)3 89 89 70 00 / magalie.graner.saintlouis@reseau.renault.fr
- **Strasbourg** / Entzheim airport
+33 (0)3 88 49 11 07 / mds.strasbourg@mdsparc.com
- **Toulouse** / Blagnac airport
+33 (0)5 40 80 43 12 / mds.toulouse@mdsparc.com

IN EUROPE

- **Amsterdam** / Aéroport de Schiphol / Central Station
+31 (0)20 890 38 46 / mds.amsterdam@mdsparc.com
- **Barcelona** / Airport
+34 93 184 56 71 / mds.barcelona@mdsparc.com
- **Brussels** / Zaventem airport
+32 (0)2 721 05 92 / be.sm.brut01s1@europcar.com
- **Frankfurt** / Mörfelden airport
+49 (0)69 257 385 652 / mds.frankfort@mdsparc.com
- **Geneva** / Cointrin airport
+33 (0)6 84 97 25 47 / mds.geneve@mdsparc.com
- **Lisbon** / Airport
+351 21 846 27 97 / geral@portoparis.pt
- **London** / Heathrow airport
+44 (0)20 881 996 91 / mds.londres@mdsparc.com
- **Madrid** / Barajas airport
+34 91 329 29 11 / +34 91 329 27 10 / info@autoturistica.com
- **Milan** / Linate airport / Malpensa airport / City
+39 0240 708 236 / mds.milan@mdsparc.com
- **Munich** / F.J. Strauss airport
+49 (0)69 33 29 62 46 / mds.munich@mdsparc.com
- **Porto** / Sa Carneiro airport
+351 22 996 64 27 / geral@portoparis.pt
- **Rome** / Fiumicino airport
+39 0 665 001 456 / mds.rome@mdsparc.com
- **Saint-Jacques-de-Compostelle** / Airport / City
+34 981 58 64 44 / (samedi) +34 608 98 17 49 / tcairo@red.renault.es
- **Vigo** / City
+34 98 625 10 88 / rodosav@red.renault.es

Purchasing a brand new Renault or Dacia

from your Renault Eurodrive agent is possible!



**Easy and practical,
you have two purchase options:**

1 Take your favourite home!

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

2 Buy a vehicle for mainland France!

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

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Visit: renaultusa.com



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

Date of publication: January 2017.

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