

# Renault Eurodrive

Travel booklet

**Renault Eurodrive,**  
the premium service to drive in Europe!

**WILL,**  
3 months on  
the roads of  
Europe  
in **Espace**



**GEORGES,**  
1 month  
as a family  
in **Kadjar**



**MÉL,**  
6 months at  
the University  
of Berlin  
in **Clio**



of customers recommend  
**97%**  
Renault Eurodrive<sup>(1)</sup>

2019

**TRAVEL BOOKLET**

**RENAULT EURODRIVE,**  
the premium service to drive in Europe!

(1) The company La Voix du Client carried out a qualitative research survey from 01/01/2018 to 30/11/2018 among a sample of 8,332 customers. 96.9% of the 2,284 customers having responded to the survey said they recommended the Renault Eurodrive offer to their friends and family when answering the following question: 'Would you recommend the Renault Eurodrive offer to your friends and family?'

This booklet is provided for information only, and is not a contractual document. In case of a discrepancy between the information provided in the booklet and the program's General Terms and Conditions, the latter prevail.

**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 2019.**

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# DISCOVER THE RENAULT EURODRIVE EXPERIENCE

## A team **at your service**

### EDITORIAL

Dear customer, thank you!

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

This Travel Booklet was created especially for you!

You will find all the information you need for the smooth running of your stay.

You can also find this information at any time on our website:

**[www.renaultusa.com](http://www.renaultusa.com)**

Here are some extra tips for your trip:

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

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

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

All our team is here to help before, during and after your stay. You can reach us and ask us questions at any time via our email address: **[qualite@eurodrive.com](mailto:qualite@eurodrive.com)**

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

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

See you soon,  
The Renault Eurodrive Team

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

## Summary

- 04 At your arrival
- 06 For a relaxed and carefree stay: Insurance and Assistance
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## At your arrival

### 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, tires and procedures in the event of accidents and damage, etc.) in the visited countries.



### Before your arrival

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

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

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

**If you change your flight, train or arrival date or time, please notify your pick-up centre about the change.**

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.



### Personalized delivery

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

**Your expert will explain:**

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

**Your car will no longer hold any secrets for you!**



### Pick-up formalities

**Please present:**

- ✓ your PASSPORT (or identity card),
- ✓ your Renault Eurodrive CONTRACT.

**If you are not present during the pick-up:**

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

- ✓ A copy of the contract holder's passport
- ✓ Proxy form
- ✓ A copy of the contract.

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

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



**You will receive various items:**

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

### 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:

USUAL COMMERCIAL NAME

PETROL	DIESEL (dCi)
Unleaded	Diesel
E5	B7
E10	B10



## Insurance / Assistance at your service

### 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.

#### CAUTION!

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



### Drive with peace of mind!

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

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

✓ **A single number:**

**+33 (0)1 84 95 96 97**

**Your vehicle is covered in 40 European countries:**

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

**The Renault Eurodrive contract does not cover the following incidents:**

- ✓ Loss or theft of luggage and personal belongings,
- ✓ Fines, parking tickets,
- ✓ Improper use of the vehicle,
- ✓ Failure to comply with the vehicle's servicing conditions,
- ✓ Driving under the influence of alcohol or drugs,
- ✓ Cases of force majeure: natural disasters, strikes, riots
- ✓ Getting bogged down in sand or mud,
- ✓ Extra cost due to running of fuel or AdBlue,
- ✓ Running out of fuel or AdBlue



### 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)..

**TSA Gras Savoye - Gras Savoye Auto  
TSA 74255 - 77283 Avon Cedex**

**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.

- ✓ Snow tires and chains,
- ✓ Car maintenance,
- ✓ Impoundment of a car,
- ✓ The damage and /or theft of items contained in the trunk and the roof box,
- ✓ Mechanical incidents involving trailers and hitch,
- ✓ Participation in sports competitions, rallies, bets and matches,
- ✓ Damages occurring when, at the time of the accident, the driver does not have the required age or does not possess a valid driving licence required by the regulations in force,
- ✓ Damage occurring and expenses incurred when using the vehicle outside of the countries covered (list above),
- ✓ Motorway sticker and toll expenses,
- ✓ Expenses incurred without the prior agreement of Renault Eurodrive.



#### 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).

### In case of theft or loss

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

**+33(0) 1 76 84 96 96**

### Useful information

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

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





## Insurance / Assistance at your service

## Modifying your contract



## 2019 extension prices

Renault 40€ / day  
Dacia 30€ / day

*Extension fees must be paid  
by credit card.*

### CAUTION!

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

## Contact to purchase your vehicle

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**

## + Want to extend your contract?

Any changes or cancellation of your contract (place of delivery, vehicle, contract holder's name) made more than 40 days before delivery of your vehicle will be subject to a \$100.00 fee. Cancellation of any reservations received between 40 and 26 days prior to the vehicle delivery date will be subject to a \$200 fee. Cancellations made 25 days or less before delivery will be subject to a \$1,150 fee. A courtesy credit of \$500 that can be applied to the next order will be given to reservations that incur a \$1,150 cancellation 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.

Please note that once purchased, those extra days are not refundable.

**From France:**

**01 76 84 99 00**

**From abroad:**

**+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.

## + Do you wish to purchase your vehicle?

You or a family member have the option of purchasing the Renault Eurodrive vehicle used during your holiday at an attractive price. Take advantage of discounts of up to 42% on the new vehicle price including all taxes!

### Practical info

**The vehicle must be registered in mainland France;**

To make the most of this advantageous offer, you must start the procedure three weeks before the end of your contract.

## + 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 24h/24 – 7j/7 Call: +33 (0)1 84 95 96 97**

**2** Carefully fill out both sides of the European accident report.

**3** Report the incident to the police.

**4** Send your report by e-mail within 24 hours to: **das@ima.eu**  
AND **dvse.sinistres.gsae@grassavoie.com**

OR you can call **+33 (0)1 76 84 96 96**

**5** Send the originals to the following address:

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

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

## + Your mobility solution

For your trip to continue without interruption, 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 insurance with the rental company. If in spite of this you choose to purchase 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.

### 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.



## At the end of your trip



### To return your vehicle

You must contact the 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,
- Safety kit,
- The European accident report.



### If you need to return your vehicle early

#### Unused days will be refunded:

You may be eligible for a refund for days not used, minus a deductible of 10 days. You will be charged a minimum of 21 days. For refunds, please 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 centre chosen.  
All information relating to pick-up centres 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.

Abandoning the vehicle outside the registered pick-up centers will be charged \$600 in France and \$800 out of France.

## Points to remember

You will be charged 200 euros for each item lost.

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

# Pick-up and drop-off centers



## FOR PICK-UPS

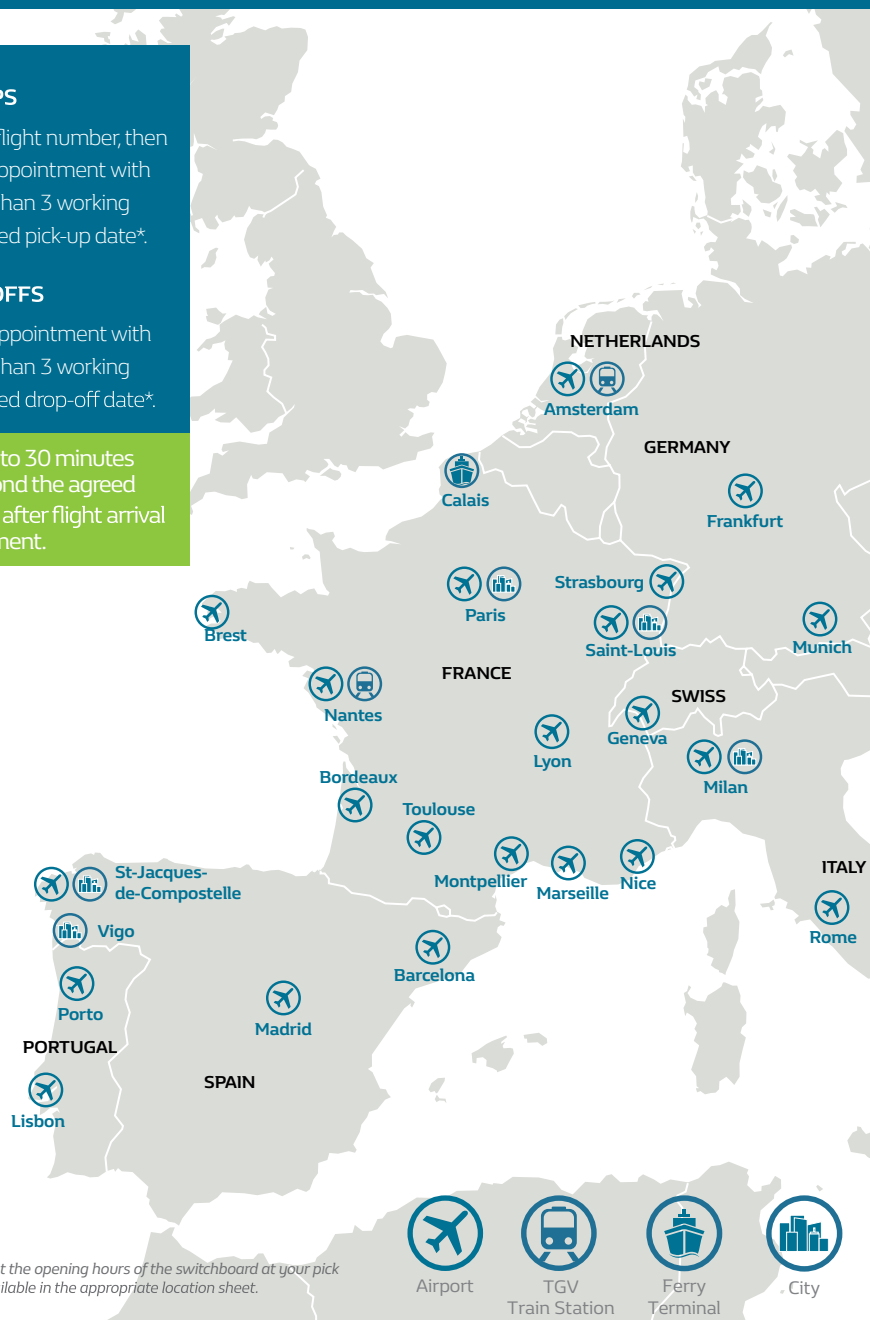
If you do not send a flight number, then you must make an appointment with your center no later than 3 working days before the agreed pick-up date\*.



## FOR DROP-OFFS

You must make an appointment with your center no later than 3 working days before the agreed drop-off date\*.

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



## FRANCE

- **Bordeaux** / Mérignac Airport  
+33 (0)7 83 22 61 91 / [mds.bordeaux@mdsparc.com](mailto:mds.bordeaux@mdsparc.com)
- **Brest** / Guipavas Airport  
+33 (0)6 63 05 88 79 / [mds.brest@mdsparc.com](mailto:mds.brest@mdsparc.com)
- **Calais** / Ferry Terminal  
+33 (0)6 22 13 93 54 / [madetourisme@gmail.com](mailto:madetourisme@gmail.com)
- **Lyon** / Saint Exupéry Airport  
+33 (0)4 72 48 42 02 / [mds.lyon@mdsparc.com](mailto:mds.lyon@mdsparc.com)
- **Marseille** / Marseille Provence Airport  
+33 (0)4 42 14 31 49 / [g.raillon@transcausse.com](mailto: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](mailto:autorapido@orange.fr)
- **Nantes** / Airport  
+33 (0)6 88 24 96 46 / [contact@alterpark.fr](mailto:contact@alterpark.fr)
- **Nice** / Nice-Côte d'Azur Airport  
+33 (0)4 93 21 59 26 / [infonice@tтроissy.net](mailto:infonice@tтроissy.net)
- **Paris 16<sup>e</sup>** / City  
+33 (0)1 40 71 72 40 / [infoparis@tтроissy.net](mailto:infoparis@tтроissy.net)
- **Paris Orly** / Airport  
+33 (0)1 49 75 13 50 / [infoorly@tтроissy.net](mailto:infoorly@tтроissy.net)
- **Paris-Cdg** / Airport  
+33 (0)1 48 62 37 53 / [infocdg@tтроissy.net](mailto:infocdg@tтроissy.net)
- **Saint-Louis – Bâle-Mulhouse** / Airport / City  
+33 (0)3 89 89 70 00 / [magalie.graner.saintlouis@reseau.renault.fr](mailto:magalie.graner.saintlouis@reseau.renault.fr)
- **Strasbourg** / Entzheim Airport  
+33 (0)3 88 49 11 07 / [mds.strasbourg@mdsparc.com](mailto:mds.strasbourg@mdsparc.com)
- **Toulouse** / Blagnac Airport  
+33 (0)5 40 80 43 12 / [mds.toulouse@mdsparc.com](mailto:mds.toulouse@mdsparc.com)

## EUROPE

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

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

# Renault Eurodrive

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



[renaultusa.com](https://renaultusa.com)



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.