



IN AN EMERGENCY / 2017

CITROËN Euro Pass Assistance **24/24 7/7**

From France: **09 69 360 760**

From abroad: **+33 969 360 760**



CONTENTS / 2017

**WHAT TO DO IN CASE OF ACCIDENT,
THEFT OR VANDALISM? ————— 3**

CONTRACT COVER ————— 4

A – INSURANCE
B – ASSISTANCE

**ANNEX 1
COUNTRIES AUTHORIZED IN THE CONTRACT - 5**

**ANNEX 2
EXCLUSIONS ————— 6**

**ANNEX 3
HOW DOES THE ASSISTANCE SERVICE WORK? - 7**

**ANNEX 4
PROVISION OF A COURTESY VEHICLE ————— 8**

WHAT TO DO IN CASE OF ACCIDENT, THEFT OR VANDALISM?

Contact **CITROËN EURO PASS ASSISTANCE**

24/24 and 7/7

From France: **09 69 360 760**

From abroad: **+33 969 360 760**



Any expense without the assistance agreement will not be reimbursed.

Depending on your circumstances, please send the following documents within 48 hours:

- **accident statement,**
- **or detailed report on a plain paper** (if no third party identified),
- **and/or police report.**

Email these documents to

das@ima.eu

within 48 hours

AND send the original documents by post to

CITROËN EURO PASS – SERVICE ASSURANCE

Immeuble Nova – 71, boulevard National

92250 La Garenne-Colombes – FRANCE

For any other request, please contact your Citroën Euro Pass representative in your country of residence.

CONTRACT COVER

A – INSURANCE

The insurance cover is comprehensive and without excess:

- in the countries specified in [annex 1](#) (see page 5),
- except for the exclusions given in [annex 2](#) (see page 6).

A summary of the coverage and limitations is provided on the insurance certificate issued at the time of delivery.

In the event of damages caused to your vehicle, if it will drive and the damage does not affect the proper operation of the vehicle, **you may return the vehicle in this state** after having written and sent your detailed report.

B – ASSISTANCE

Assistance is provided, up to a limit of **€915 including tax** per incident and sets:

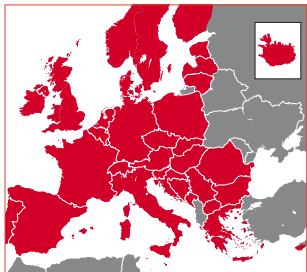
- on-site repair,
- or towing,
- or indication to the nearest Citroën garage,
- and in case of immobilization of your car, a replacement solution (rental car or accommodation or travel) while the car is being repaired.

Once the vehicle has been repaired, you must collect it from the place where the repairs were carried out.

All details in [annex 3](#) (see page 7).

COUNTRIES AUTHORIZED IN THE CONTRACT

Austria	Hungary	Portugal
Belgium	Iceland	Principality of Andorra
Bosnia-Herzegovina	Ireland	Romania
Bulgaria	Italy	San Marino
Croatia	Latvia	Serbia
Cyprus (Greek territory only)	Liechtenstein	Slovakia
Czech Republic	Lithuania	Slovenia
Denmark	Luxembourg	Sweden
Estonia	Macedonia (FYROM)	Switzerland
Finland	Malta	Spain
France (mainland)	Monaco	United Kingdom
Germany	Montenegro	Vatican
Gibraltar	Netherland (The)	
Greece	Norway	
	Poland	



The islands that make up the above countries are also authorized. Examples: The Balearic and Canary Islands (Spain) – Sardinia and Sicily (Italy) – Madeira and Azores (Portugal) – Corsica (France), etc.

- Authorized countries
- Non authorized countries



Customs regulations prohibit the circulation of TT (Temporary Transit) vehicles outside of the countries listed above.

EXCLUSIONS

The **CITROËN EURO PASS** contract does not cover the following incidents:

- loss or theft of luggage and personal belongings,
- fines, traffic penalties,
- lost, stolen or damaged keys,
- obvious misuse of the vehicle (including abnormal damages in relation to the mileage),
- non-compliance with the vehicle maintenance requirements, as stipulated in the user manual,
- vehicle servicing and topping up car fluid levels (windscreen washer, engine coolant, Add Blue for diesel engines),
- driving under the influence of alcohol or drugs,
- cases of unforeseen circumstances,
- vehicle stuck in mud,
- participation in races, sports rallies or preparatory trials for these events,
- any damage that occurs when the driver of the vehicle at the time of the accident is underage, or does not hold a valid driver's license required by the regulations in force,
- damages that occur to the vehicle and expenses engaged outside of the authorized countries (see [annex 1](#), page 5),
- expenses engaged without and before the agreement of CITROËN EURO PASS ASSISTANCE.

Should an incident like this occur,

CITROËN EURO PASS will charge you for all the costs incurred, including an admin fee of €150.



HOW DOES THE ASSISTANCE SERVICE WORK?

Assistance is provided within the limits of the countries covered and the exclusions of the contract (see [annex 1](#), page 5 and [annex 2](#), page 6), up to a limit of **€915 including tax**, per incident.

Level 1. On-site repair

Level 2. If on-site repair is not possible:

Towing to the nearest Citroën-approved Repairs workshop

Level 3. If repair takes more than one day:

Option 1: rental vehicle or

Option 2: accommodation or

Option 3:

- travel to the repair location for vehicles registered in category "T"
- or travel to your destination in Europe
 - by rail in 1st class
 - or plane in tourist class or equivalent (if the train journey is over 8 hours)



Remember, once the vehicle has been repaired, you must collect it from the place of repair. Home delivery of the repaired vehicle is not possible

Important

The following expenses are not covered:

- meals, miscellaneous refreshments, telephone calls, fax transmissions, toll fees, highway badges, fuel costs, parking fees, etc.
- consequences of theft of baggage or personal effects,
- fines and traffic violation penalties,
- any expenses incurred on your own initiative without the prior consent of **CITROËN EURO PASS**.



Services provided by CITROËN EURO PASS ASSISTANCE cannot guarantee against the possible need to change your initial plans. No compensation is due in this case.

PROVISION OF A COURTESY VEHICLE

Important : Depending on availability, the replacement vehicle will be at most of an equivalent category without special equipment.



In the event that a courtesy car is offered to the customer, the «fully comprehensive» insurance on the Temporary Transit vehicle does not apply. The courtesy vehicle is covered by the insurance policy taken out by the rental agency, based on the conditions described in the car hire contract. The contract holder has the option of taking out additional insurance offered by the rental company, at their own charge.

The driver agrees to comply with the conditions stipulated in the car hire or courtesy car agreement, including returning the vehicle with a full tank of fuel and to the same branch.

The use of a hire car is subject to certain conditions:

- Minimum age of the driver: **21, 23 or 25 years** depending on the country
- a valid driving license: **held for a minimum of 1 year**
- return: **with a full tank of petrol**, at your own cost

All costs related to the use of a replacement vehicle, such as fuel costs, tolls, parking, and any additional charges, including drop-off at a different location, i.e. any branch other than the one it was collected from, as well as any costs over the initial provision of **€915 (including tax)**, will be borne by the customer.

The use on the rental vehicle may limit the number of countries in which you are allowed to travel. Make sure that Citroën Euro Pass Assistance has been notified of your itinerary.

