

CITROËN EURO PASS



# TRAVEL BOOK 2019

Europe in Premium class  
with your Citroën



We thank you for choosing CITROËN EURO PASS for your trip and wish you a pleasant stay in Europe at the wheel of your new CITROËN vehicle.

## COUNTRIES AUTHORIZED IN THE CONTRACT

You are allowed to drive in the following countries:

<b>Austria</b>	<b>Hungary</b>	<b>Poland</b>
<b>Belgium</b>	<b>Iceland</b>	<b>Portugal</b>
<b>Bosnia and Herzegovina</b>	<b>Ireland</b>	<b>Principality of Andorra</b>
<b>Bulgaria</b>	<b>Italy</b>	<b>Romania</b>
<b>Continental Greece</b>	<b>Latvia</b>	<b>San Marino</b>
<b>Croatia</b>	<b>Liechtenstein</b>	<b>Serbia</b>
<b>Cyprus</b>	<b>Lithuania</b>	<b>(except Kosovo)</b>
<b>(Greek part only)</b>	<b>Luxembourg</b>	<b>Slovakia</b>
<b>Czech Republic</b>	<b>Macedonia (FYROM)</b>	<b>Slovenia</b>
<b>Denmark</b>	<b>Malta</b>	<b>Spain</b>
<b>Estonia</b>	<b>Metropolitan France</b>	<b>Sweden</b>
<b>Finland</b>	<b>Monaco</b>	<b>Switzerland</b>
<b>Germany</b>	<b>Montenegro</b>	<b>The Vatican</b>
<b>Gibraltar</b>	<b>Norway</b>	<b>UK</b>
	<b>Netherlands</b>	

*Islands that are part of the countries listed above, excluding Greece, are also allowed. E.g.: the Balearic and Canary Islands (Spain) - Sardinia and Sicily (Italy) - Madeira and Azores (Portugal) - Corsica (France).*

## SPECIFIC CUSTOMS REQUIREMENTS

### PORTUGAL:

- A non-renewable «Guia de Circulação» document **must be obtained from customs.**
- 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. Any work carried out under warranty must be undertaken by a garage in the Citroën 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.

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 damage that does not require immediate repair (an esthetic damage that does not affect the safety of the vehicle), you can return your vehicle in this condition at the end of your stay without extra charge, after informing CITROËN EURO PASS via a detailed letter.

## EXCLUSIONS



### **Countries not covered by the insurance and assistance plans:**

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



### **Incidents not covered:**

The CITROËN EURO PASS 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-related accidents.
- Loss, theft or damage of the vehicle keys.
- Obvious misuse of the vehicle.
- Failure to comply with the vehicle maintenance conditions as stipulated in the maintenance booklet (topping up coolant, windscreen washer, AdBlue for Diesel engines).
- Driving under the influence of alcohol or drugs.
- Vehicle stuck in sand, mud or snow.
- Participation in competitions, sports rallies or preparatory trials 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 CITROËN EURO PASS ASSISTANCE will not be reimbursed.

**IN THE EVENT OF BREAKDOWN OR FUEL ERROR**

Contact CITROËN EURO PASS ASSISTANCE 24/7  
on **09 69 360 760** when calling from France,  
or **+33 969 360 760** from abroad.

**IN THE EVENT OF AN ACCIDENT**

Contact CITROËN EURO PASS ASSISTANCE 24/7  
on **09 69 360 760** when calling from France,  
or **+33 969 360 760** from abroad.



Fill out the **European accident report** and write a **detailed accident statement** (if no third party is identified).

**IN ORDER TO PROCESS YOUR FILE AS SOON AS POSSIBLE**

Email the documents to **das@ima.eu** within 48 hours.



Send the originals, including your name and vehicle registration number, by post to **AUTOMOBILES PEUGEOT - SODEXA, CITROËN EURO PASS ASSISTANCE, 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 THEFT OR VANDALISM**

Contact CITROËN EURO PASS ASSISTANCE 24/7  
on **09 69 360 760** when calling from France,  
or **+33 969 360 760** from abroad.



Make an **official report** to the police.

**IN ORDER TO PROCESS YOUR FILE AS SOON AS POSSIBLE**

Email the document to **das@ima.eu** within 48 hours.



Send the originals, including your name and vehicle registration number, by post to **AUTOMOBILES PEUGEOT - SODEXA, CITROËN EURO PASS ASSISTANCE, 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 THE CASE OF A FLAT TIRE**

Use the spare wheel and replace the wheel or use the puncture repair kit.



Drive to the nearest garage using the built-in GPS if needed and have the tire repaired.  
Keep all proof for reimbursement of expenses incurred.



For all refunds, please send a detailed statement, the invoice in your name, proof of payment by email to: **customer-care-tt@mps.com**



In case of any difficulties, contact CITROËN EURO PASS ASSISTANCE 24/7 on **09 69 360 760** when calling from France, or **+33 969 360 760** from abroad.

**In the covered countries, 24/7. The assistance benefits available will be limited to a maximum amount of €915 per incident. Transport and accommodation options may not be used simultaneously, but over time and for consecutive periods.**

## BREAKDOWN RECOVERY AND TOWING



- either road-side assistance;
- or towing of the vehicle to the nearest Citroën 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: €65 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 of an equivalent category without any special equipment.

- The CITROËN EURO PASS 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 CITROËN EURO PASS 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.

## 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 **4 working days** before the end of your contract. You will find the return center contact details, opening hours and map on [www.citroen-europass.com](http://www.citroen-europass.com)



#### INSTRUCTIONS:

- The vehicle must be returned clean and in a good condition.
- Please give back: the vehicle registration certificate, the two keys and the international insurance document
- **€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** of your choice to book an appointment.



**When?** No later than **7 working days** before the desired return date.

#### Refunding unused days:

Two conditions:

- Initial contract for a minimum of 30 days
- Return at least 7 days before the end of the contract

To obtain a refund for unused days, send your request in writing to your TT representative along with a copy of the vehicle receipt given to you by the return center.

#### REMEMBER:

- No refunds are given for the first 21 days of the contract.
- The refund corresponds to the price difference between the original contract and the amended contract, on which a 20% withholding is applied.
- If the contract has been extended, there can be no refund for early return.

## EXTENDING YOUR CONTRACT



**Contact CITROËN EURO PASS** from Monday to Friday (except French public holidays) between 8.30am and 4.30pm:



**+33 (0) 1 56 47 60 09**



**+33 (0) 1 56 47 49 52**



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

**Extension fee per day:**

C3 AND C3 AIRCROSS	€45
C4 CACTUS AND BERLINGO	€50
C4 SPACETOUREUR AND C5 AIRCROSS	€55
GRAND C4 SPACETOUREUR	€60
SPACETOUREUR	€70

## CHANGING RETURN CENTER



**Contact CITROËN EURO PASS** from Monday to Friday (except French public holidays) between 8.30am and 4.30pm:



**+33 (0) 1 56 47 60 09**



**+33 (0) 1 56 47 49 52**

If you return the car in France instead of dropping it off abroad, any extra costs already paid will not be refunded.



**When?** No later than **5 working days** before the end of your contract.

## BUYING YOUR VEHICLE AT THE END OF THE CONTRACT



- For any contract of a minimum of 30 days, you can buy the CITROËN EURO PASS vehicle used during your holiday for you or your loved ones to keep, at very advantageous conditions.
- You will benefit (depending on the model) from **an exceptional discount of 17 to 35% off the price of the new vehicle.\***

Why wait?!

Enquire now with your local TT agent or email your questions to **infos-tt-rachats@mpsa.com**

\* Based on the new French MRSP applicable.

The price of the CITROËN EURO PASS contract is not deductible from the purchase amount.