



# CITROËN ASSISTANCE TERMS OF SERVICE

These Terms of Service are valid for UK registered vehicles only and apply to Breakdown Incidents only. Please read carefully and keep it in a safe place as any use of your Citroën Assistance is subject to these Terms of Service.

Citroën Assistance is a contract between you and Citroën ('Citroën').

## USEFUL CONTACT INFORMATION

### What to do if you need assistance – contact numbers and addresses

For help following a Citroën Breakdown Incident in the UK 08000 727272

Citroën Assistance Services  
The AA Swallowfield One  
Wolverhampton Road  
Oldbury  
West Midlands  
B69 2AG  
[www.theaa.com](http://www.theaa.com)

SMS text messaging is available for use by deaf, hard of hearing or speech impaired Citroën customers who have suffered a Breakdown Incident by sending an SMS to 07900 444 999

Information is available in large print, audio and Braille on request. Please call: 0800 262 050 for details. Deaf, hard of hearing or speech-impaired customers who have a textphone may contact us using Text Relay.

### How Citroën will identify that you are entitled to Citroën Assistance:

Citroën Assistance will be provided upon validation of your vehicle registration number. Please note that Citroën, its contractors and agents are entitled to assume that anyone driving or travelling in the Car are authorised to request Citroën Assistance for that Car

Please also note that you should advise Citroën immediately of any changes to name or address.

**CRÉATIVE TECHNOLOGIE**

CITROËN WARRANTY

PINLEY HOUSE, 2 SUNBEAM WAY, COVENTRY CV3 1ND



## Compliments and complaints

If you have a compliment or complaint about your Citroën Assistance, Citroën really wants to hear from you. Citroën welcome your comments as they provide the opportunity to put things right and to improve its service to its customers.

**Please phone:** 0345 607 6727

**Text phone users can ring:** 0845 850 1207

**Or write to:**

Citroën Assistance Service  
Customer Support  
AA, Fanum House  
Basingstoke  
Hampshire RG21 4EA

Fax: 01256 492306

E-mail: [CustomerSupport@theAA.com](mailto:CustomerSupport@theAA.com)

## Terms & Conditions

### 1) Definition of words and phrases used in these terms & conditions

Some common terms are used to make these terms & conditions easier to understand. Wherever the following words or phrases appear they will always have the meaning set out below.

**1.1) 'Breakdown Incident'** means an event:

- a) which causes You to be unable to start a journey in the Car or involuntarily brings the Car to a halt on a journey because of some malfunction of the Car or failure of it to function; and
- b) after which the journey cannot reasonably be commenced or continued in the relevant Car; or

provided always that any part or other failure shall not be considered to be a Breakdown Incident unless it results in the Car not working as a whole.

**1.2) 'Term'** means the period of entitlement to Citroën Assistance as notified to You by Citroën in writing

**1.3) 'You', 'Your'** means:

The customer and / or as the context requires the authorised driver at the time of the relevant Breakdown Incident

**1.4) 'Your Car'** means:



The Citroën Car which has been registered for assistance with Citroën at the time of the relevant Breakdown Incident and provided always that any such Car meets the Car specifications detailed in paragraph 3 below.

**1.5) 'Citroën'** refers to either Citroën Assistance unless specifically specified.

## **2) Duration of assistance**

Your entitlement to Citroën Assistance shall last for 12-months from the first date of registration.

## **3) Vehicle specifications**

Citroën assistance is only available for Citroën cars registered with Citroën and which meet the specifications set out below.

**Maximum Car Weight:** 3.5 tonnes (3,500kg) gross vehicle weight

**Maximum Car Width:** 7ft 6in (2.3m)

**Maximum Car length:** 7m (23ft)

**Maximum Car height:** 3m (9ft 10in)

The dimensions detailed above will be calculated taking into account anything attached to Your Car.

All Cars must be built to manufacturer's specifications and not be modified (e.g. larger wheels), hold a current MOT (where applicable) and be in a roadworthy condition.

## **4) Transportation of Animals**

Please note that livestock will not be recovered and the recovery of any animal is generally at Citroën's discretion. See under General Terms & Conditions detailed in paragraph 6 below.

## **5) Service Descriptions**

### **5.1) Citroën Roadside Assistance**

#### **5.1.1) What is available:**

- 1) Roadside Assistance is available if Your Car is stranded on the highway from the Your UK home address following a Breakdown Incident;
- 2) If, following a Breakdown Incident, a patrol or appointed agent cannot fix Your Car within a reasonable time, it, together with the driver and no more passengers than the legal seating capacity of Your Car, will be taken to Citroën's choice of relevant local repairer or to a local destination of Your choice, provided it is no further;

- 3) Citroën Assistance will make a telephone call at Your request following a Breakdown Incident.
- 4) Please note that any contract for repair, other than repairs carried out by Citroën's contractors or agents at the roadside under Your Citroën Assistance, is between the person requesting the repair and the repairer - it is not Citroën Assistance's responsibility to instruct the repairer to undertake any work required or to pay them for it.
- 5) Citroën Assistance does not guarantee that any recovery to a relevant local repairer will be within the opening hours of the repairer, or that the repairer will be immediately available to undertake any required repair. Whilst Citroën Assistance will endeavour to check that the chosen repairer carries out the type of repair work required, this cannot be guaranteed and Citroën Assistance, its contractors and agents do not provide any assurance or warranty with respect to any work carried out at Your request by any third party repairer.

#### **5.1.2) What is not available:**

- 1) The cost of spare parts, petrol, oil, keys or other materials required to repair Your Car or any supplier delivery or call out charges related to these items;
- 2) The cost of any labour, other than that provided by Citroën's contractors and / or agents under your Citroën Assistance at the scene of the Breakdown Incident
- 3) Any additional transport or other costs that You might incur or any incidental expenses that may arise during a recovery. Citroën Assistance cannot accept any costs for passengers who do not accompany Your Car while it is being recovered;
- 4) Routine maintenance and running repairs e.g. radios, air conditioning, interior light bulbs, heated rear windows;
- 5) Any recovery or tow following an accident. See General Terms & Conditions, General Exclusions for more information.
- 6) Assistance following a Breakdown Incident attended by the police, highways agency or other emergency service, until the services concerned have authorised the car's removal. If the police, highways agency or emergency service insist on recovered by a third party, the cost of this must be met by You;
- 7) A second or subsequent recovery, after Your Car has been recovered following a Breakdown Incident;
- 8) All things excluded under General Terms & Conditions detailed in paragraph 6 below.

#### **5.2) Citroën Assistance from Home ('Home Start')**

##### **5.2.1) What is available:**

- Home Start provides access to the same service as is available under 'Citroën Roadside Assistance' following a Breakdown Incident at or within a quarter of a mile of Your UK home address.

#### 5.2.2) What is not available:

- All things excluded under paragraph 5.1.2 'Citraën Roadside Assistance' 'What is not available' above.

### 5.3) Citroën Recovery ('Recovery')

#### 5.3.1) What is available

- Recovery is available when Citroën Assistance provides either Roadside Assistance or Home Start service and Citroën Assistance cannot arrange a prompt local repair within a reasonable time;
- Recovery provides recovery of Your Car, together with the driver and no more passengers than the legal seating capacity of Your Car to any single destination of Your choice on the UK mainland or in Northern Ireland (see also General Terms & Conditions detailed in clause 6 below).
- Please note that vehicle repatriation will not be provided following a collision repair or a non-warranty incident

#### 5.3.2) What is not available:

- Recovery of the car is not available following an accident. See General Terms & Conditions, General Exclusions for more information.
- All things excluded under paragraph 5.1.2 'Citraën Roadside Assistance' 'What is not available' above.

### 5.4) Citroën Onward Travel ('Onward Travel')

#### 5.4.1) What is available:

- Onward Travel is only available at Citroën's absolute discretion

If Your Car is immobilised following a Breakdown Incident which Citroën Assistance has attended under Roadside Assistance or Home Start and where Citroën Assistance cannot arrange a prompt local repair. Citroën may at its absolute discretion choose to arrange either a replacement car OR overnight accommodation OR public transport costs (see overleaf for full details of what is available under each benefit).

#### 5.4.2) What is not available;

- Onward Travel is not available following an accident. See General Terms & Conditions, General Exclusions for more information.

### 5.4.3) Replacement car

#### 5.4.3.1) What is available

If at Our absolute discretion we elect to make a replacement car available, this benefit consists of arranging and paying for up to a 1.6-litre replacement saloon type car, plus insurance (subject to a £500 excess), for up to 2-working days hours from a Citroën Assistance chosen supplier. Where possible, and unless the receipt of the hire car is delayed at Your request and with Citroën's agreement, Citroën will arrange for any replacement car to be provided by the supplier around the time and point of the relevant Breakdown Incident. If the hire car is not taken at that time, You are responsible for arranging delivery direct with the relevant supplier. Citroën may be prepared to assist in the making of these arrangements. A collection and delivery service (or equivalent) is available from the chosen suppliers, subject to availability, to the supplier's terms and conditions and to Your payment of the supplier's fuel charges connected with collection and/or delivery. A minimum of two hours notice is required by the suppliers to arrange the delivery of a car. The collection and delivery service will only be available to Mainland UK destinations and to a pre-arranged and authorised maximum delivery distance. You are responsible for making arrangements for the return of the hire car to the supplier.

#### 5.4.3.2) What is not available:

- Other charges arising from Your use of the hire car, such as (without limitation) fuel costs (including those resulting from collection and/or delivery of the hire car) any insurance excess charges, and charges arising if You keep the car for more than 2-working days;
- Replacement cars cannot be supplied with a tow bar.

**Please note:** Replacement cars are supplied to You by Citroën Assistance's chosen suppliers. The car hire agreement will be between You and the relevant supplier and will be subject to that supplier's Terms & Conditions. These will usually require or include (amongst other things):

- Production of a full driving licence valid at the time of issue of the hire car;
- Limits on acceptable endorsements;
- Limitations on the availability and/or engine capacity of the replacement car;
- Drivers to be aged at least 18 years and to have held a full driving licence for at least 12 months
- A deposit e.g. for fuel;
- Acceptance of £500 excess

OR

#### 5.5.1) Public transport costs

If at Our absolute discretion we elect to make this benefit available Citroën will reimburse reasonable public transport costs incurred by the driver and no more passengers than the legal seating capacity of Your Car (see General Terms & Conditions clause 1g, below) in travelling to a single UK mainland destination; Claims should be made in writing and sent together

with proofs of purchases and receipts to: Citroën Assistance c/o The AA, Agency Accounts, Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA

**OR**

#### **5.5.2) Overnight accommodation**

If at Our absolute discretion we elect to make this benefit available Citroën Assistance will arrange and pay directly for one night's bed and breakfast in a 3 star hotel (on the day of or the day after) the relevant Breakdown Incident at a hotel of its choice for the driver and no more passengers than the legal seating capacity of Your Car (see General Terms & Conditions clause 1g, below).

Please note that any additional costs incurred during overnight accommodation such as other meals, drinks, telephone calls and newspapers are not included. You must settle these direct with the hotel before leaving.

#### **5.6) Non-Vehicle faults**

A non-Vehicle fault shall include without limitation faults arising as a result of accidents, lock-outs, broken keys, lack of fuel, wrong fuel type and tyre damage. Such faults are not included in Citroën Assistance and you will be asked to pay for assistance before roadside service is provided.

### **6) General Terms & Conditions**

#### **6.1) General exclusions**

6.1.1) Citroën Assistance does not provide for:

6.1.1.1) vehicle servicing or re-assembly, for example, where this is required as a result of neglect or unsuccessful work on the car (including, but not limited to, DIY car maintenance), other than that on the part of Citroën, its contractors and / or agents;

6.1.1.2) the cost of garage or other labour required to repair Your Car, other than that provided by Citroën, its contractors and / or agents at the scene of the relevant Breakdown Incident;

6.1.1.3) any costs of draining or removing fuel, lubricants or other fluids as a result of the introduction of an inappropriate substance. Citroën will arrange for Your Car to be taken to a Citroën Dealer or another location of your choice, provided no further, but you will have to pay for any work required;

6.1.1.4) any additional charges resulting from Your failure to carry a legal and serviceable spare wheel or tyre, except where this is not provided as manufacturers standard equipment. Citroën will endeavour to arrange on your behalf, but will not pay for, assistance from a third party;

6.1.1.5) having Your Car stored or guarded in Your absence;

6.1.1.6) the provision of service when Your Car is on private property e.g. garage premises, unless You can establish that You have the permission of the owner or occupier;

6.1.1.7) the provision of service to or for any persons in excess of the number of seats fitted in the car at the time of the relevant Breakdown Incident, or to anyone who was not travelling in the relevant car at the time of the relevant Breakdown Incident. If there are more people than the maximum allowed, Citroën will seek to arrange, but will not pay for, their onward transportation;

6.1.1.8) any ferry, toll or congestion charges incurred in connection with Your Car as a result of it being recovered;

6.1.1.9) the recovery of any cars bearing trade plates or which Citroën, its contractors and / or agents have reason to believe have just been imported or purchased at auction;

6.1.1.10) the transportation of immobilised cars where Citroën, its contractors and / or agents consider this to be part of a commercial activity, for example, to, from or for motor dealers or delivery companies;

6.1.1.11) the cost (including any call out charge) of any locksmith, body-glass or tyre specialist, should Citroën, its contractors and / or agents consider this to be required. Citroën will endeavour to arrange this help on Your behalf, however it will not pay for these specialist services and any contract for services provided will be between You and the relevant specialist. If, in the reasonable opinion of Citroën, its contractors and / or agents, Your Car requires recovery to such a specialist to be mobilised and, to effect that recovery, specialist lifting equipment not normally carried by Citroën's contractors and / or agents is required, Citroën will arrange the recovery but at Your cost. If use of a locksmith or other specialist would, in the opinion of Citroën, its contractors and / or agents, mobilise the car, no further service will be available for the Breakdown Incident in question;

6.1.1.12) the cost of any specialist lifting equipment (not normally carried by Citroën's contractors and / or agents), if this is, in the view of Citroën, its contractors and / or agents, required to provide assistance e.g. when a car has left the highway, is standing on soft ground or is stuck in snow or floodwater. In these instances, Citroën will arrange recovery but at Your cost and Citroën will not be liable for any damage they may be incurred. Once the car has been recovered to a suitable location, normal Citroën Assistance will be provided;

6.1.1.13) the transportation or arrangement of the transportation of any animal (guide dogs or hearing dogs to be transported together with their owner, where Citroën will provide transportation unless this is not possible for health and/or safety reasons). Citroën, its contractors and / or agents will not recover horses or livestock. If Citroën, its contractors and / or agents does at its absolute discretion, agree to transport an animal, then this will be at Your own risk. It is Your responsibility to secure any animal being transported or to make alternative arrangements for its transportation;

6.1.1.14) assistance for cars broken down as a result of taking part in any "Motor Sport Event", including, without limitation, racing, rallying, trials or time-trials or auto test. However, for the avoidance of doubt, Citroën does not consider "Concours d'elegance" events, track test days for road-legal cars or rallies held exclusively on open public highways where participants are required to comply with the normal rules of the road, to be Motor Sports Events.

6.1.1.15) Citroën Assistance does not provide for any car recovery following an accident. Citroën may, if You request, be prepared to arrange recovery following an accident but, if so, You will be responsible for paying the charges for this assistance (including, but not limited to, any charges relating to any specialist equipment used).

6.1.1.16) Please note that, following an accident, or otherwise, it is and remains Your responsibility to ensure that You properly comply with any requirements of Your motor insurer in making a claim under Your motor insurance policy.

## **6.2) General rights to refuse service**

6.2.1) Please note: if a Driver is refused service by Citroën, its contractors and / or agents the Driver has the right to an explanation in writing.

6.2.2) Citroën, its contractors and / or agents reserves the right to refuse to provide or arrange Citroën Assistance where:

6.2.2.1) You are not with Your Car at the time of the relevant Breakdown Incident and You are unable to be present at the time assistance arrives;

6.2.2.2) in the reasonable opinion of Citroën, its contractors and / or agents, Your Car was, immediately before the relevant Breakdown Incident, dangerous, overladen, unroadworthy or otherwise unlawful to use on a public road;

6.2.2.3) in its reasonable opinion or that of its contractors and / or agents, and other than solely as a result of a failure on the part of Citroën, the giving of service would involve a breach of the law (including, without in any way restricting the type of breach being referred to under this sub-clause, a breach of Citroën's and / or its contractors and / or agents health and safety duties);

6.2.2.4) in its reasonable opinion, there has been an unreasonable delay in reporting the relevant Breakdown Incident;

6.2.2.5) You cannot produce a valid Assistance card (or appropriate receipt) and some other form of identification. If these cannot be produced, and entitlement for Citroën Assistance can not be verified, Citroën, its contractors and / or agents reserve the right to refuse service. However if you are unable to prove entitlement to service or you are aware that you do not hold entitlement to Citroën Assistance, Citroën may, at its discretion, offer service on the immediate payment (by credit, debit or switch card) of the charges for such services.

6.2.2.6) The charges paid will be fully refunded if it can be established to Citroën's reasonable satisfaction that the relevant level of service entitlement was held at the time of the relevant Breakdown Incident. Without prejudice to Your statutory rights, no refunds will be given if entitlement cannot be proved, or simply because Your Car cannot be fixed at the roadside;

6.2.2.7) Citroën its contractors and / or agents reasonably considers that You:

6.2.2.7.1) or anyone accompanying You, is behaving or has behaved in a threatening or abusive manner to the employees, patrols or agents, of Citroën and / or its contractors and / or agents; or

6.2.2.7.2) have falsely represented that You are entitled to services that You are not entitled to; or

6.2.2.7.3) have assisted another person in accessing Citroën Assistance services to which they are not entitled; or

6.2.2.8) owe Citroën its contractors and / or agents money with respect to any services, spare parts or other matters provided by Citroën its contractors and / or agents on Citroën's instruction

### **6.3) Additional services**

Any additional services made available by Citroën which are not described in these Terms & Conditions are provided on a purely discretionary basis and may be withdrawn at any time.

### **6.4) Use of agents**

Citroën Assistance will be provided by Citroën and / or its contractors and / or agents.

### **6.5) Requests for assistance**

All requests for assistance must be made to Citroën using the contact instructions provided by Citroën from time to time. If You contact a garage direct, You will have to settle its bill and Citroën will be under no obligation to reimburse You.

### **6.6) Emergency nature of Citroën Assistance**

Citroën's contractors and / or agents are trained and equipped to carry out emergency roadside repairs and are not in a position to comment on the general safety or roadworthiness of a car after a Breakdown Incident or an emergency repair. In addition, completion of an emergency repair cannot be taken to signify or in any way guarantee the general roadworthiness of the car concerned.

### **6.7) Cancellation**

Citroën shall have the right to cancel any Citroën Assistance entitlement if you have been refused service under clause 6.2.2.7

### **6.8) Changes to Terms & Conditions**

Citroën Assistance also reserves the right to make changes to these Terms & Conditions during the Term, on the giving of reasonable notice, where it reasonably considers this necessary in order to comply with any applicable laws, regulations or the advice or instruction of any regulatory authority.

### **6.9) Changes to your Personal Details**

Changes to your name or address must be notified to Citroën immediately. This must be done by writing to Citroën, Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND

#### **6.10) Matters outside Citroën's reasonable control**

While Citroën Assistance seeks to meet the service needs of its customers at all times, its resources and those of its contractors and / or agents are finite and this may not always be possible. Citroën its contractors and / or agents shall not be liable for service failures where Citroën its contractors and / or agents are faced with circumstances outside their reasonable control. Events which might constitute circumstances outside such reasonable control include (but are not limited to) Acts of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, acts of government or authority (including the refusal or revocation of any licence or consent), fire, subsidence, explosion, flood, snow, fog or other bad weather conditions, car, equipment or systems failures, shortages of fuel or other necessary supplies, failure of telecommunications lines or systems, default of suppliers or sub-contractors, theft, malicious damage, strike, lock out or industrial action of any kind.

#### **6.11) Exclusion of liability for loss of profit etc**

Citroën Assistance, its contractors and / or agents shall not, in any event, and to the extent permitted by law, have any responsibility for (a) any increased costs or expenses, (b) any loss of (i) profit, (ii) business, (iii) contracts, (iv) revenue or (v) anticipated savings or (c) for any special or indirect losses incurred as a result of or in connection with any service, whether resulting from tort (including negligence or breach of statutory duty), from breach of contract or otherwise. For the avoidance of doubt, nothing in this clause or these Terms & Conditions shall exclude or restrict the liability of Citroën its contractors and / or agents for negligence resulting in death or personal injury.

#### **6.12) Enforcement of Terms & Conditions**

6.12.1) Failure to enforce or non-reliance on any of these Terms & Conditions by Citroën its contractors and / or agents will not prevent Citroën its contractors and / or agents from subsequently relying on or enforcing them.

6.12.2) The Terms & Conditions, or benefits, of Citroën Assistance are only enforceable by the Customer, Citroën its contractors and / or agents. For the avoidance of doubt, and without limiting the above, any rights under The Contract (Rights of Third Parties) Act 1999, or any replacement or amendment of such act, are excluded.

#### **6.13) Use of headings**

The headings used in these terms & conditions are for convenience only and shall not affect the interpretation of its contents.

#### **6.14) Interpretation: use of English law & language**

Your Citroën Assistance and these Terms & Conditions are governed by and shall be interpreted in accordance with the laws of England and Wales. You and Citroën hereby submit to the exclusive jurisdiction of the English courts in relation to any disputes arising out of and / or in connection with these Terms and Conditions and / or Citroën Assistance. The Terms & Conditions are written in English and all correspondence entered into shall be in English.



## European T&Cs:

### Citroën European Roadside Assistance Terms and conditions

These terms and conditions contains the Terms and Conditions for Citroën European Roadside Assistance and are valid for UK & European registered cars only and apply to Breakdown incidents occurring in the European Assistance Territories only. Please read these terms and conditions carefully and keep them in a safe place as any use of your Citroën European Roadside Assistance is subject to these Terms & Conditions.

Citroën European Roadside Assistance is a contract between you and Citroën Citroën ('Citroën').

### Breakdown Contact Numbers

#### 24 hour helpline

**Calling from the UK, UK mobiles and abroad: 00800 4886 4887**

(when dialling from within UK always dial 00 800 and not 0800)

When calling don't forget that dialling and ringing tones differ from country to country and that the Citroën number may not work from some telephone networks. If you experience difficulties, please use the following numbers;

An alternative landline in Europe is: 0033 (0) 4 72 17 25 09

SMS text messaging is available for use by deaf, hard of hearing or speech impaired Citroën customers who have suffered a Breakdown Incident by sending an SMS to 07900 444 999

Information is available in large print, audio and Braille on request. Please call: 0800 262 050 for details.

Deaf, hard of hearing or speech-impaired customers who have a textphone may contact us using Text Relay

### Call Charges and use of Public Telephones

Some call service providers may charge for calls to free phone numbers. It may be possible for the calls to be returned to a mobile or a car phone, but your call service provider may charge you for this call.

You are therefore recommended to use a public telephone if possible. In France, only those phone boxes displaying the blue bell sign can receive incoming calls.

Please note that Citroën will not reimburse any telephone costs incurred by your party.

## **What to do if you need assistance**

### **Before you call anyone:**

1. If possible try and stop in a safe place out of the way of traffic.
2. Switch on hazard warning lights and sidelights.
3. Put on your high visibility jacket where legally required.
4. Place a warning triangle behind your car in a clearly visible position
  - Roads: approximately 30 metres behind.
  - European Motorways: approximately 100 metres behind.
  - UK Motorways: do not use a warning triangle as this is illegal for safety reasons
5. Get all occupants to a place of safety away from moving traffic.

### **What to do on a French motorway:**

Motorways in France are privately managed, so if you break down on a French motorway or motorway service area, cannot be sent out to you.

1. If you can get to an emergency telephone box, please press the button and the police will send assistance to your location
2. If you are using a public phone, please dial 17 or, from a mobile phone, dial 112
3. Once you have been towed off the motorway/service area, call the 24-hour Citroën European Roadside Assistance helpline for further assistance.
- 4.

Please note that it is compulsory in France to travel with a warning triangle and a fluorescent high visibility vest.

### **What to do elsewhere in France or the rest of Europe:**

Call the 24-hour Citroën European Roadside Assistance helpline for assistance. If you contact a garage direct, you will have to settle their bill and Citroën will not be obliged to reimburse you.

### **Please be ready to tell us:**

1. Your Citroën European Roadside Assistance entitlement number.
2. Your exact location.

3. A contact telephone number.
4. Your Car's make, model and registration number.

### **Driving Licence**

Your driving licence must also be available if the emergency car hire benefit is made available; the car hire company will expect to see the original driving licence, together with paper counterpart, if you hold a photocard licence.

### **Terms of Service**

#### **1) Definitions**

**1.1) 'Breakdown Incident'** means an event:

- a) which causes You to be unable to start a journey in the car or involuntarily brings the car to a halt on a journey because of some malfunction of the car or failure of it to function; and
  - b) after which the journey cannot reasonably be commenced or continued in the relevant car;
- provided always that any part or other failure shall not be considered to be a Breakdown Incident unless it results in the car not working as a whole.

**1.2) European Assistance Territories:** means United Kingdom, Isle of Man, Channel Islands, Republic of Ireland, all islands of the Mediterranean (excluding Northern Cyprus) and the following countries of mainland Europe: Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden and Switzerland. Assistance does not apply to territories beyond mainland Europe.

**1.3) Party:** means the total number of people travelling in the car at the time of the Breakdown Incident.

**1.4) 'Term'** means the period of entitlement to Citroën Assistance as notified to You by Citroën in writing

**1.5) 'You', 'Your'** means: the customer and / or as the context requires the authorised driver at the time of the relevant Breakdown Incident

**1.6) 'Your Trip':** means any journey overseas in Your Car within the Term, starting in the UK, or any trip within the European Assistance Territories starting in mainland Europe

**1.7) 'Your Car'** means: The Citroën car which has been registered for assistance with Citroën at the time of the relevant Breakdown Incident and provided always that any such car meets the specifications set out in paragraph 2.3 below.

**1.8) 'Citroën'** refers to either Citroën Assistance unless specifically specified.

## **2) Entitlements**

### **2.1) Duration of cover**

Your entitlement to Citroën European Roadside Assistance shall last for and apply to Breakdown Incidents occurring during the Term.

### **Significant features and assistance limits**

Overall Assistance Limit	Overall assistance limit of £2,000 per Party per Trip	
1. Roadside Assistance and Emergency Repair	The cost of emergency repair at the roadside or towage to nearest repairer subject to the overall assistance limit.	
2. Location and Despatch of Spare Parts within the European Assistance Territories	Location and despatch costs (parts not covered) subject to the overall assistance limit.	
3. Alternative Travel Arrangements (discretionary entitlement)	Up to £750 per Party; Car hire for a maximum of 2-working days	
4. Emergency Accommodation (discretionary entitlement)	For a period of one-day up to a maximum of £65 per beneficiary per day;	

Please note: All limits stated above are inclusive of any VAT and / or any other applicable duties and / or taxes.

### **2.2) Geographical limits**

Citroën European Roadside Assistance applies within the European Assistance Territories only. If Your Car travels outside of the European Assistance Territories, You will not be covered for that portion of Your Trip. Please note that You must be with Your Car when assistance arrives.

The geographical limits of Citroën European Roadside Assistance may be amended in the event of areas becoming affected by war, civil disturbance, riot or radioactive contamination.

### **2.3) Car Specifications**

Citroën European Roadside Assistance is only available for Citroën cars registered with Citroën and which meet the specifications set out below.



**Maximum Car Weight:** 3.5 tonnes (3,500kg) gross vehicle weight

**Maximum Car Width:** 7ft 6in (2.3m)

**Maximum Car length:** 7m (23ft)

**Maximum Car height:** 3m (9ft 10in)

The dimensions detailed above will be calculated taking into account anything attached to Your Car and any trailer or caravan, including but not limited to towing equipment, any carriers or racks (e.g. bike or luggage), or anything else attached to the car or the carriers/racks.

Assistance will also be provided for a caravan or trailer which was on tow at the time of the relevant Breakdown Incident, provided that it falls within the above limits.

All Cars must be built to manufacturer's specifications, display a current tax disc, hold a current MOT certificate (where required), hold appropriate insurance for driving overseas.

You must hold appropriate insurance for driving Your Car overseas, Your Car must be in a roadworthy condition at the start of Your Trip and must be used for private purposes only.

**NOTE:** Entitlement does not extend to any costs relating to the transportation of personal effects, goods, cars, boats or other waterborne craft on or in Your Car/trailer. Citroën will not consider any claim for loss resulting from damage to/loss of use of these items. Such items remain Your responsibility at all times.

## 2.4) Car Occupancy

Citroën European Roadside Assistance shall not be available to or for any persons in excess of the number of seats fitted in the car at the time of the relevant Breakdown Incident, or to anyone who was not travelling in the relevant car at the time of the relevant Breakdown Incident. If there are more people than the maximum allowed, Citroën will seek to arrange, but will not pay for, their onward transportation.

You must comply with legislation in the countries You are visiting. Citroën cannot be liable for any loss whatsoever because Your Car cannot be imported into or used in overseas countries, due to its type, weight and/or dimensions.

## 3) Exclusions and Limitations

### 3.1) Service providers

Citroën European Roadside Assistance will be provided through garage agents and / or contractors.

- Third party service providers including garages, repairers, recovery operators, car hire companies, etc are not approved by Citroën's contracted service provider for Citroën European Roadside Assistance and do not act as

agents of such contractor. Neither Citroën nor its contracted service provider for Citroën European Roadside Assistance can be held liable for any acts or omissions of any such garages, contractors or other third parties.

- Where Cars are recovered, they are usually brought back unaccompanied
- National holidays and working hours vary throughout Europe and are different to the UK. This will impact on the assistance provided, especially during busy periods.

### **Cost of repairs and replacement parts**

- You shall be responsible for paying for any replacement parts and any repairs carried out other than at the roadside. It is Your responsibility to ensure You have received and understood the quotation given by the repairer before agreeing to any work to be carried out. Any contract for repair will be between You and the repairer.
- If spare parts are not available locally, this will impact on the time taken for a repair.

### **3.3) Average Recovery time to the UK**

When car recovery is arranged to the UK, delivery of the car normally takes 8-14 working days from most countries in Western Europe. At busy periods, or from other destinations such as, without restriction, Scandinavia or the Balkan Peninsula, recovery may take longer.

### **3.4) Personal luggage and equipment**

Providing the trailer and goods meet the size restrictions detailed above, Citroën will arrange for the repatriation of such trailer and its contents.

Where in our absolute discretion we agree to provide a hire car, it may be necessary to repatriate any caravan or trailer on tow at the time of the Breakdown Incident together with Your Car, if Your Car cannot be repaired abroad by Your return date.

Citroën European Roadside Assistance does not extend to any costs relating to the transportation of personal effects, goods, cars, boats or other waterborne craft on or in Your Car/trailer. Citroën will not consider any claim for loss resulting from damage to/loss of use of these items. Such items remain Your responsibility at all times.

### **3.5) Transportation of animals**

Please note that Citroën is not obliged to arrange transportation for any animals. You are responsible at all times for making alternative arrangements for the transportation of any animal accompanying You.

### **3.6) Motor Vehicle Insurance**

Citroën European Roadside Assistance is not motor vehicle insurance. It is Your responsibility to check with Your motor insurers to extend Your motor vehicle insurance to provide comprehensive overseas cover. Failure to do so may reduce Your cover to the national legal minimum level of motor insurance in the countries You are visiting.

### **4) Service Descriptions**

If Your Car is stranded on the highway as a result of Breakdown Incident, Citroën European Roadside Assistance will provide, within the European Assistance Territories, subject to all relevant terms, conditions and exclusions contained in this terms and conditions, for the arrangement of emergency roadside assistance and/or car recovery to the UK. We may in our absolute discretion arrange, emergency alternative travel or emergency accommodation for You and Your Party.

#### **4.1) Roadside assistance and emergency repair**

##### **4.1.1) What is available**

We will arrange for emergency roadside repair or towage to a local repairer.

##### **4.1.2) What is not available**

1. Any costs for labour that are not incurred at the roadside.
2. Any costs for replacement part(s), tyres, body glass, fuel, lubricants or other fluids, keys or materials.  
Any costs for a locksmith, body glass, tyres, keys or other specialist. If Citroën, its contractors and / or agents consider that such services are needed, Citroën, its contractors and / or agents will seek to arrange this on Your behalf, but will not pay for the cost of the call out nor any repair.
3. Any further assistance for the incident, if the use of a locksmith or other specialist will mobilise the car.
4. Any costs for non-emergency repairs such as radios, cd players and heated rear windows, satellite navigation or air conditioning or climate control faults which do not affect the mobility or security of Your Car nor render it unsafe to drive.
5. Any costs resulting from failure to maintain or service the Your Car in accordance with manufacturer guidelines.
6. Any costs incurred because You are not carrying a spare set of car keys, or other car access device, (where a spare set of keys or second car access device is supplied by the manufacturer), a spare set of keys for steering wheel locks, where used, and a legal and serviceable spare wheel(s) and tyre(s) or an "instant mobility system" (where this is supplied with the Car).

7. Any costs covered under Your Car's warranty.
8. Any costs incurred where the car is overloaded, used in rallying, off-road driving or in the Nürburgring or used in motor sports.
9. Any matter excluded from cover under the General Terms and Conditions set out on pages xx-xx, for example, but without limitation, any emergency assistance required following the Breakdown Incident where the need for such assistance arises in the circumstances specified in clause 7 of the General Terms and Conditions.

#### 4.1.3) Notes

- a. Citroën, its contractors and / or agents reserve the right to refuse to provide or arrange roadside assistance services if You are not present at the scene of the Breakdown Incident.
- b. If Citroën, its contractors and / or agents cannot arrange for a garage to accept a guarantee of costs, we will ask You to pay for any repairs undertaken at the time and seek reimbursement when You return home.
- c. Citroën, its contractors and / or agents cannot guarantee that any tow to a local repairer will be within opening hours or that the repairer will be available to undertake any necessary repair immediately.
- d. Any contract for repair will be between You and the repairer.
- e. If You insist on authorising lengthy or expensive repairs contrary to the advice of Citroën, its contractors and / or agents, Citroën, its contractors and / or agents reserve the right to refuse any further service.
- f. We will only seek to arrange a guarantee of costs within the financial limits of Citroën European Roadside Assistance and You will have to pay the repairing garage for extra costs and the costs of parts.
- g. Any advice regarding the cost of repairs provided will be indicative only and it is Your responsibility to ensure You have received and understood the quotation given by the repairer before agreeing to any work to be carried out.
- h. If You are not the owner of the car, You must check with the owner before You authorise any repairs.
- i. Repair costs can vary from those in the UK.
- j. Before You pay the bill and take Your Car away from the garage, check the work carefully to make sure it is satisfactory, while You are still overseas, as it may be very difficult for You to have a faulty repair corrected or to get any redress after You have paid the bill and returned home.
- k. If the garage cannot complete the repairs within 8 hours or until after Your planned return home, You must contact the 24 hour helpline on the number set out on page 1.

- l. If Your Car has left the highway and You ask for assistance when it is in a ditch, standing on soft ground, sand or shingle, or stuck in water or snow, Citroën may at its absolute discretion arrange this for You at Your cost.

m. **Non-Vehicle faults:**

A non-Vehicle fault shall include faults arising as a result of accidents, lock-outs, broken keys, lack of fuel, wrong fuel type and tyre damage. Such faults are not included in Citroën European Roadside Assistance and you will be asked to pay for assistance. Citroën may in its absolute discretion agree to provide or procure Citroën European Roadside Assistance in respect of such non-Vehicle faults. The provision of Citroën European Roadside Assistance in such circumstances will at the absolute discretion of Citroën. Where Citroën European Roadside Assistance is provided in such situations, only Citroën roadside assistance and emergency repair (as detailed in paragraph 4.1 above) will be available. No further benefits detailed in these terms and conditions will be available.]

#### **4.2) Location and despatch of spare parts**

##### **4.2.1) What is available**

We will pay for the location and reasonable delivery costs of spare part(s) needed to complete repairs overseas, providing that repairs have been agreed as the best option.

##### **4.2.2) What is not available**

1. Any costs for replacement part(s), tyres, body glass, fuel, lubricants or other fluids, keys or other materials.
2. Anything mentioned as not included under paragraph 4.1 'Roadside assistance and emergency repair'.
3. Any matter excluded under the General Terms and Conditions set out in paragraph 5 below.

##### **4.2.3) Notes**

- 1 You may be asked to pay for any spare part(s) at the time they are ordered for You.
- 2 No guarantees can be given regarding the availability of spare part(s).
- 3 Citroën is not liable for variations in the cost of spare parts located overseas.
- 4 Standard UK spare parts may not be available locally and delays may occur in location and delivery from the UK.

#### 4.3) Alternative travel arrangements

If the repairer estimates that the repairs to Your Car will take more than eight (8) hours then Citroën may at its absolute discretion arrange and/or pay for alternative travel as set out below.

##### 4.3.1) What is available

In the event that Citroën at its absolute discretion authorises this benefit additional expenses from one or a combination of:

- a. The cost of hiring an alternative car (including the minimum legally required motor insurance cover for the relevant territory or territories); for a maximum of 2-working days
- b. Economy Air fares
- c. First Class rail fares
- d. Local taxi fares
- e. Any other transport equivalent to 2nd class rail fares

Overall limit a–e is up to £750 per Party, per Trip.

##### 4.3.2) What is not available

1. Any additional charges arising from Your use of the hire car such as fuel costs, any insurance excess charges [(minimum £500)], or additional hire costs if You keep the car longer than the period of hire agreed with Us. You must pay these costs direct to the hirer.
2. Any additional charges made by the airline including but not limited to excess baggage.
3. (In connection with any contribution made under paragraph a. above) Any contribution towards the cost of motor insurance cover for an alternative hire car which is over and above the relevant minimum legally required cover for the territory or territories concerned. It is strongly recommended that You consider purchasing (at Your own expense) additional insurance, for example, without restriction, purchase Collision Damage Waiver, if offered by the hirer.
4. Any costs incurred if You leave a hire car at a different location to the one agreed with Us or the hire company.
5. Any costs incurred following Your return to Your home in the UK or Europe.
6. Any additional costs incurred for Your pet(s).
7. Anything mentioned as not covered under paragraph 4.1 'Roadside assistance and emergency repair'.
8. Any matter excluded from Citroën European Roadside Assistance under the General Terms and Conditions detailed in paragraph 5 below.

9. Availability of hire cars or equivalent replacement for Your Car cannot be guaranteed. Multi purpose vehicles, four wheel drive vehicles, minibuses, vans, motorcycles and vehicles with automatic transmission in particular are difficult to hire.
10. Citroën cannot guarantee replacement cars will be supplied with a tow bar.
11. Citroën cannot arrange a replacement mobile caravan or trailer nor can Citroën arrange for replacement roof boxes. Personal effects, goods, vehicles, boats or other waterborne craft carried in or on Your Car, caravan or trailer remain Your responsibility at all times.
12. Unless Citroën agrees otherwise with You, it will only cover hire car costs where it has have arranged the hire. No guarantees can be made that hire cars will be available in all circumstances. You must be able to comply with the hirer's terms and conditions, which will include:
  - a. Production of a full driving licence including any endorsements, valid at the time of issue of the hire car (some companies may require additional information). If You have a photocard style licence, You must carry the paper counterpart (D740) as well.
  - b. Production of a credit card. Arrangements for a hire car cannot be made without one
  - c. Drivers must be within the hirer's minimum/maximum ages for the hire and comply with legislation in the country concerned and must have held a full driving licence for 12 months or more.
  - d. Acceptance of excess (minimum £500)

**Please note:** In some countries you must be at least 25 years old to hire a car

13. Car hire companies' terms may change and do vary. The requirements listed above are not exhaustive and compliance with them does not guarantee availability of a hire car. If You do not comply with the hire company's terms or fail to return the car to them as agreed, the hire company may take action against You.
14. In parts of Europe, hire cars are not permitted to cross national frontiers and it may be necessary to change hire cars at national borders. If You do not follow Our, or the hirer's instructions, You must pay any additional costs You incur.
15. If Citroën has arranged car hire for Your journey home to your UK address, a car hired abroad cannot be used for any part of Your journey in the UK. A second UK registered car will be arranged for this part of the trip.
- n. If Citroën, its contractors and / or agents cannot arrange for a service provider to accept a guarantee of costs in respect of car hire or other alternative travel costs Citroën will ask You to pay for any repairs undertaken at the time and seek reimbursement when You return to your UK home.
16. If Your Car is specially adapted for You or Your Party's needs it is unlikely that We will be able to locate a similarly adapted car overseas. We will seek with You to find a suitable alternative method of travel, within the benefit limit.

#### **4.4) Emergency accommodation**

If the repairer estimates that repairs to Your Car cannot be repaired on the same day, then Citroën may at its absolute discretion arrange and/or pay for Your reasonable and necessary costs for additional emergency accommodation as set out below.

##### **4.4.1) What is available**

In the event that Citroën at its absolute discretion authorises this benefit additional costs over and above those You have budgeted for, for overnight accommodation in a 3 star hotel for a period of one-day up to a maximum of £65 per day for each member of the Party;

##### **4.4.2) What is not available**

1. Meals, drinks, telephone calls and newspapers or any other costs incurred by You or Your Party. You must settle these direct with the hotel before leaving.
2. Costs which You would have paid, had no problem with Your Car occurred.
3. Costs where the need for accommodation arises from the transport of any animal.
4. Costs for any animal's emergency accommodation.
5. Anything mentioned as not covered under paragraph 4.1 'Roadside assistance and emergency repair'.
6. Any matter excluded from cover under the General Terms and Conditions detailed in paragraph 5 below.

##### **4.4.3) Notes**

If Citroën, its contractors and / or agents cannot arrange for a service provider to accept a guarantee of costs in respect of emergency accommodation, Citroën will ask You to pay for any repairs undertaken at the time and seek reimbursement when You return home

#### **4.5) Car recovery to the UK or Europe or onward to your original destination in Europe**

This will be provided if repairs cannot be completed in time for Your planned return home.

##### **4.5.1) What is available**

The cost of unaccompanied recovery for Your Car, up to its current market value, to a single destination being either a) Your permanent home address in the UK or Europe or b) Your nominated car repairer in the UK or Europe c) Your original destination within the European Assistance Territories.

If repairs are started but not completed before Your planned return home, Citroën may in its absolute discretion arrange with You and pay for one person's reasonable travel and accommodation costs to go directly overseas to collect Your Car.

#### **4.5.2) What is not available**

1. Recovery of Your Car if Citroën, its contractors and / or agents calculate it to be beyond commercial economic repair. Citroën will never pay more than the value of the Car to bring it to your home in the UK. If You are advised that Your Car is beyond commercial economic repair, You will be given up to eight (8) weeks after the original incident to agree suitable alternative arrangements for the recovery or disposal of Your Car. If no agreement is reached during such eight (8) week period, You will be deemed to have authorised Citroën, its contractors and / or agents to dispose of Your Car.
2. Recovery where Your Car only needs minor or inexpensive repairs.
3. If You choose to have Your Car recovered onward to Your original destination You will not be entitled to any further recovery assistance for the full duration of that Trip.
4. Recovery where the local garage can complete repairs before Your return date.
5. Recovery costs for a car if nobody in Your Party is fit to drive.
6. Repatriation costs for You or Your Party if nobody in Your Party is fit to drive. In such circumstances, repatriation arrangements must be made for You by Your personal travel insurer.
7. Any losses resulting from delay in recovering Your Car.
8. The cost of additional transit risk insurance. You should contact Your motor car insurers to ensure You have any additional cover required.
9. The replacement cost of Your Car or any salvage money if Your Car is beyond commercial economic repair.
10. Transportation costs for a repaired car.
11. Separate transportation costs for personal effects/goods/cars/boats or other waterborne craft carried in or on Your Car/trailer. These remain Your responsibility at all times.
12. Any repair costs after Your Car has been recovered to Your home in the UK, chosen garage in the UK or Your original destination.

13. Any claim for car collection costs where the overseas garage has not started the necessary repairs to put Your Car back on the road before You return to your UK home.
14. Any additional costs incurred for Your pets.
15. Anything mentioned as not covered under paragraph 4.1 'Roadside assistance and emergency repair'.
16. Any matter excluded from cover under the General Terms and Conditions detailed in paragraph 5 below.

#### 4.5.3) Notes

- 1 If the garage dismantles Your Car for repairs, which are then halted for any reason, neither Citroën, its contractors and / or agents, nor the garage will accept responsibility for any parts returned in Your Car.
- 2 The luggage in Your Car always remains Your responsibility and any items left with Your Car for recovery are left at Your own risk.
- 3 The cost of recovery is limited to the current market value of Your Car (calculated with reference to recognised trade guide books and the UK market). If there is any doubt as to whether Your Car will be economic to repair Citroën reserves the right to arrange a vehicle inspection.
- 4 When car recovery is arranged, delivery of the car normally takes 8–14 working days from most countries in Western Europe. At busy periods, or from other destinations such as, without restriction, Scandinavia or the Balkan Peninsula, recovery may well take longer.
- 5 Before You leave Your Car for recovery, You should remove all valuables and make sure anything left in Your Car is safely stowed. There is no duty-free allowance on an unaccompanied car being recovered – take any dutiable items with You.
- 6 You must leave keys, including those for trailers, caravans or roof boxes in a safe place with Your Car, as Customs may need to unlock and inspect the car(s).
- 7 When You are notified that Your Car is ready for collection, You will have 14 days to collect the Car. You will be responsible for any additional storage fees incurred beyond this period.

#### 5) General Terms and Conditions

You must comply with the following terms and conditions to have the full benefit of Citroën European Roadside Assistance.

1. While Citroën will seek to arrange or provide the benefits under Citroën European Roadside Assistance at all times, this may not always be possible – for example, when are faced with circumstances outside our reasonable control, such as

(without limitation) extreme weather conditions, local customs or practices, local or national fuel shortage, civil unrest, equipment or systems failure or any form of industrial action which prevents, restricts or otherwise interferes with the production of goods or the provision of services.

2. Citroën its contractors and / or agents shall not, in any event, and to the extent permitted by law, have any responsibility for (a) any increased costs or expenses, (b) any loss of (i) profit, (ii) business, (iii) contracts, (iv) revenue or (v) anticipated savings or (c) for any special or indirect losses incurred as a result of or in connection with any service, whether resulting from tort (including negligence or breach of statutory duty), from breach of contract or otherwise. For the avoidance of doubt, nothing in this clause or these Terms & Conditions shall exclude or restrict the liability of Citroën its contractors and / or agents for negligence resulting in death or personal injury.
3. Citroën its contractors and / or agents shall have the right to refuse to provide service where Citroën its contractors and / or agents consider that You or any member of Your Party is behaving or has behaved in a threatening or abusive manner to the employees, patrols or agents of Citroën its contractors and / or agents, or to any third party contractor and Citroën its contractors and / or agents reserve the right to invalidate entitlement to Citroën European Roadside Assistance if at any time if, in the opinion of Citroën its contractors and / or agents , You have misused services provided under such assistance.
4. We will not cover anyone in Your Party for any claims arising directly or indirectly from:
  - a. direct or indirect consequences of terrorist activity, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), revolution, insurrection, military or usurped power;  
the negligent acts of You or Your Party;
  - b. any failure to take all reasonable steps to minimise any loss;
  - c. any payment which You would normally have made, if nothing had gone wrong.
5. If Citroën its contractors and / or agents do not enforce or rely upon any of these terms and conditions on a particular occasion or occasions, this shall not prevent Citroën its contractors and / or agents from subsequently relying on or enforcing them.
6. The headings used in these terms and conditions are for convenience only and shall not affect the interpretation of its contents.
7. The Terms & Conditions, or benefits, of Citroën European Roadside Assistance are only enforceable by the Customer, Citroën its contractors and / or agents. For the avoidance of doubt, and without limiting the above, any rights under The Contract (Rights of Third Parties) Act 1999, or any replacement or amendment of such act, are excluded.
8. Your Citroën European Roadside Assistance and these Terms & Conditions are governed and should be interpreted by the laws of England and Wales. The Terms & Conditions are written in English and all correspondence entered into shall be in English.

9. If at the time of making a claim You have an insurance policy covering the same risk, You are obliged to advise Citroën of this and Citroën shall be entitled to contact the insurer for a contribution.

## 6) Making a claim

Calls may be recorded or monitored for training purposes or to improve the quality of our service.

Whilst we make every effort to guarantee costs within the benefits on Your behalf, there will be occasions when we will ask You to pay the bill locally and reclaim agreed costs when You return home. Claims should be submitted within 31 days of Your return home. To obtain a claim form, please telephone The Overseas Claims and Accounting Department, on: 01256 493580

## 7) Conditions of making a claim

1. You should submit a claim within 31 days of Your return home. If You have any insurance policy which covers the same risk You must advise us of this when making a claim and we are entitled to contact the insurance company to claim and receive a contribution towards costs.
2. No alterations to these terms and conditions will be accepted, unless a duly authorised official of ours has confirmed changes in writing.
3. If costs are guaranteed on Your behalf, You must repay on demand for any expenses not covered by these terms and conditions. No claim for reimbursement will be processed until You have repaid such guaranteed costs in full.
4. You must do all that You can to keep Your claims as low as possible and to prevent loss, theft or damage.
5. In the event of Your intended method of travel and/or route being unavailable, You and Your Party must take suitable steps to travel by the most reasonable alternative method or route.

## 8) Compliments and complaints procedure

If You have a compliment or complaint about Citroën European Roadside Assistance, Citroën really want to hear from You. We welcome Your comments as they give us the opportunity to put things right and improve Citroën European Roadside Assistance.

Please phone: 0345 607 6727



**Text phone users can ring:** 0845 850 1207

**Or write to:**

Citroën Assistance  
Customer Support  
AA, Fanum House  
Basingstoke  
Hampshire RG21 4EA

Fax: 01256 492306

E-mail: [CustomerSupport@theAA.com](mailto:CustomerSupport@theAA.com)

If you are refused service, either in whole or in part, You have the right to an explanation from us in writing.