



Driver's Guide

AA Fleet Europe



Your 4th
Emergency
Service

AA Fleet Europe Driver's Guide

This vehicle is eligible for AA Fleet Europe – a service that offers emergency breakdown assistance while you are in Europe.

This means that any person who is authorised to drive the vehicle with the vehicle provider's approval is entitled to assistance in accordance with the terms and conditions of AA Fleet Europe while they are driving the entitled vehicle in Europe.

Should you encounter problems, this Driver's Guide contains essential information you need to obtain advice and help if applicable. If you require further information, please discuss this with the manager of your fleet.

Things you need to do before you go to Europe

- Do contact your motor insurer or contact the manager of your fleet before taking the vehicle out of the UK. It is important that you are adequately covered to your, and their satisfaction, and you have the necessary documents to prove it.
- Do carry your driving licence, original vehicle registration document and passport, as you may be asked to produce any one of these items by the authorities. A provisional licence is unacceptable and the minimum driving age in most countries is 18.
- If the vehicle is borrowed you will need a letter of authority from the registered keeper to carry with the original registration document as some countries require certified authorisation. If the vehicle is hired or leased then you may need to obtain a Vehicle on Hire Certificate (VE103A).
- Do display the appropriate approved national identification plate on your vehicle and any caravan or trailer being towed.
- Do carry a spare set of car keys.

Provision of Assistance in Europe

Please note that AA Fleet Europe is not an extension of UK breakdown assistance in Europe. Different benefits apply and third party service providers, including garages, repairers, recovery operators, car hire companies, etc, whose services are arranged and / or paid for under AA Fleet Europe, are not approved by the AA and do not act as agents of the AA. While we will assist in liaising with third parties if you ask us to help, the AA cannot be held liable for any acts or omissions of any such garages or other third parties.

What to do on your return to the UK

In the event of a breakdown in Europe, a claim form can be obtained on your return from: The Automobile Association, Overseas Claims and Enquiry Unit, Telephone 01256 493730 or email: overseasclaims@theaa.com

Important notes

The AA will accept no liability for loss of income or contractual obligations, neither will we accept any responsibilities or liability for any vehicle or its contents, when left overseas prior to collection by our transporters or for the onward movement of a vehicle and / or its contents to the destination. This will remain the responsibility of the driver / vehicle provider and / or the motor insurer. Nothing shall restrict or limit our liability for negligence resulting in death or personal injury or fraud.

Geographical Limits: Albania, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain(excluding Ceuta and Melilla), Sweden, Switzerland, Former Yugoslav Republic of Macedonia; Turkey, Ukraine, Vatican City.

AA Fleet Europe does not apply to territories beyond mainland Europe or those not listed above. Except as detailed in the next paragraph, AA Fleet Europe can only be used for journeys where you take a vehicle overseas by waterborne craft or Eurotunnel, and not for crossing estuaries and non-tidal waterways. For travel from Northern Ireland to the Republic of Ireland cover AA Fleet Europe begins upon arrival in the Republic of Ireland. There is no entitlement for travel within Northern Ireland.

Country of departure: Great Britain, Northern Ireland, Isle of Man or Channel Islands.

Duration of trip: Any overseas trip undertaken from the UK with an entitled vehicle within the period of AA Fleet Europe entitlement, providing no individual trip lasts longer than 90 days. AA Fleet Europe only commences on embarkation of the outward ferry / shuttle and ceases immediately on disembarking from the inward bound ferry / shuttle. There is no entitlement under Fleet Europe for any incidents in the UK on your way to or from the port of embarkation and / or disembarkation. These benefits will not apply under any circumstances.

Release of personal data to fleet controller: Please note that details of any vehicle breakdown, including vehicle fault, location and vehicle occupants may be released to the vehicle owner, fleet department or hire company.

Automobile Association Developments Limited, (trading as AA Breakdown Services), is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000.

Registered office: Fanum House, Basing View, Basingstoke, RG21 4EA.

Registered in England and Wales Number: 01878835.

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Useful information country by country

The table to the right shows useful information for European countries.

Please note this is just a brief overview of driving information and should be used in conjunction with the detailed information that can be downloaded from theAA.com in the Motoring Advice - European Driving section of the website.

You can also check the latest safety advice for your destination at the Foreign & Commonwealth Office website www.fco.gov.uk

Notes - Please read these notes in conjunction with the table

- (1) Minimum age at which a visitor may drive a car.
- (2) Before taking a vehicle abroad contact your motor insurer or broker to notify them of your intentions, and ask their advice. It is important to know what level of cover you will have and what documents you need to prove it.
- (3) GB Stickers are compulsory within the EU unless your UK registration plates display the GB Euro-symbol (Europlates) which became a legal option from 21 March 2001. The Euro plate must comply with the new British Standard (BS AU 145d). The Euro plate is only legally recognised in the EU; it is still a requirement to display a GB sticker when travelling outside the EU.
- (4) Not required for two-wheeled vehicles. In France from 1st January 2013, all drivers and passengers of a motorcycle over 125cc or a motor tricycle over 15 KW/h must wear reflective clothing while riding their vehicle.
- (5) Although not compulsory for visiting motorists to carry a warning triangle, its use is compulsory in an accident/breakdown situation.
- (6) Spain: One warning triangle compulsory for non-Spanish registered vehicles; two for Spanish registered vehicles. Note: Drivers of non-Spanish registered vehicles should consider carrying two triangles as, regardless of regulations, local officials may impose on-the-spot fine if only one is available.
- Croatia: Two triangles compulsory for vehicles towing a trailer.
- Switzerland: Warning triangle must be kept within easy reach (not in the boot).
- (7) The use of hazard warning lights or a warning triangle is compulsory in an accident/breakdown situation. However, a warning triangle should always be carried as hazard-warning lights have no effect at bends or rises in the road, or may become damaged or inoperative.
- (8) Compulsory for vehicles with an unladen weight exceeding 1524kgs.
- (9) Wearing, compulsory if driver and/or passenger(s) exits vehicle immobilised on carriageway, in Italy at night or in poor visibility, in Spain on all motorways and busy roads. In Croatia, the wearing is compulsory whenever you have to get out of the vehicle at the roadside in an emergency. In Portugal and Norway the actual law applies to residents; however, regardless of the regulations local officials may impose an on-the-spot fine. In Belgium the wearing of the reflective jacket only applies to the driver, it must be worn should you be stranded on a Belgian motorway or on a major road or should you stop at a place where parking is not allowed. In France drivers must have one warning triangle and one reflective jacket in their vehicle. In Austria the regulation only applies to the driver.
- (10) Headlamp adjustment for older vehicles can be done by using simple adhesive masks on the headlamps glass. For newer vehicles with HID, Xenon or many Halogen headlamps it is not so easy. Check out what you must do well before your departure by contacting a dealer for your make of vehicle. Without adjustment the dipped beam will dazzle oncoming drivers and this could result in a fine. In some countries it is compulsory to use dipped headlights at all times when driving during the day. **Note:** this adjustment is not required for two wheeled vehicles as the beam pattern is more symmetrical, but check that any extra loading has not affected the beam height. On some cars it is inadvisable or impossible for any one other than a qualified technician to change a headlamp bulb unit e.g. high intensity discharge (HID) headlamps and carrying spares is not an option. However, it is recommended that spare bulbs are carried for any lights that may be easily and/or safely replaced by the owner/driver. Spare bulbs are a compulsory requirement for Andorra, Croatia, Czech Republic, Slovakia and Spain and the tools to change them for Spain only.
- (11) Portugal: Visiting drivers of 17 years of age may encounter problems even though they hold a valid driving licence in the UK.
- (12) Compulsory during daylight hours if the visibility is poor. For France the use of dipped headlights is recommended throughout the year, for Croatia during daylight hours from the last Sunday in October to the last Sunday in March.
- (13) Recommended as their carriage is compulsory for vehicles registered in that country
- (14) Winter equipment restrictions apply during winter driving card. Please see country by country touring tips on the theAA.com/motorcycling.
- (15) Many countries now stipulate that GPS based navigation systems which have maps indicating the location of fixed speed cameras must have the 'fixed speed camera Pol (Point of Interest)' function deactivated.
- (16) In order to use some motorways in Portugal, a temporary electronic toll device (DEM) or the pre-payment of tolls is required.
- (17) Recommended for two wheeled vehicles.
- (18) As of 1st July 2012 it is compulsory for drivers of all motor vehicles including motorcyclists, excluding mopeds to carry a breathalyser in their vehicle while travelling in France. This will not be enforced until 1st November 2012. The breathalyser has to be certified by the French authorities, showing an 'NF' number. The official text states that one unused breathalyser must be produced. We recommend that two single-use breathalysers are carried, so if one is used or damaged you will still have a replacement to produce.

Additional services

For an additional cost, the following services can be arranged, as they are not included as part of AA Fleet Europe.

- Caravans and Trailers
- Vehicles carrying over eight people (including the driver and infants)
- AA Travel Insurance
- Vehicle on Hire Certificate (VE103A)

For further details of these services, please ring AA Business Services on: **0800 55 11 88**

Help and assistance for vehicles in Europe

AA Fleet Europe is available through the AA European Operations Centre, open 24 hours a day. Your call will be answered by an English speaking operator, who will provide help and assistance where and when you need it in Europe (see geographical limits overleaf).

AA Fleet Europe applies if the vehicle is stranded on the highway as a result of a breakdown or road traffic accident.

The following may be available to you under AA Fleet Europe:

24 Hour Emergency Centre

Providing help and assistance in Europe (see geographical limits).

Roadside Assistance

Including towage to the nearest garage and location and despatch of spare parts to complete repairs overseas. The cost of parts and labour is not included.

Alternative Travel Arrangements

If repairs cannot be completed within 8 hours, we may provide reasonable additional costs for alternative travel.

Emergency Accommodation

If repairs cannot be completed within 8 hours, we may provide reasonable accommodation costs, over and above budgeted costs.

Vehicle Recovery to the UK

If repairs cannot be completed before you return home, we may arrange and pay costs up to the vehicle's current market value for the unaccompanied recovery of the vehicle to your home or appointed garage agent in the UK;

OR

once repairs are completed we may arrange and pay reasonable costs for one person to return and collect the vehicle.

What to do if you need assistance

Before you call anyone

- 1) If possible try to stop in a safe place out of the way of traffic.
- 2) Switch on hazard warning lights and sidelights.
- 3) Place warning triangle behind vehicle in a clearly visible position but remember never use a warning triangle on UK motorways.
- 4) Get all occupants to 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, the AA cannot send out assistance for you.

- 1) Go to the nearest emergency box or phone and dial 17 and the official motorway breakdown service will come out to you.
- 2) Once you have been towed off the motorway/service area, call the AA's 24-hour helpline below.

What to do elsewhere in France or the rest of Europe

- a) Call the AA's 24-hour helpline below for assistance.
- b) Outside France, only use a motorway emergency box if you do not have access to a mobile phone or if you do not know your motorway location.

24-hour helpline

00 800 42 43 24 44

Alternatively, from within France, dial:

04 72 17 12 03

or from any other location:

00 33 472 17 12 03

When calling don't forget that dialling and ringing tones differ from country to country and that the **00 800 42 43 24 44** number may not work from some telephone networks.

Please be ready to tell us:

- 1) The name of the company registered for AA Fleet Europe cover.
- 2) Your exact location, if possible.
- 3) A contact telephone number, if possible.
- 4) Your vehicle's make, model and registration number.

Important Note on mobile telephones

Mobile phones are convenient but expensive. Even if you ask someone to call you back on your mobile you may still have to pay for the call. You will also be charged for any calls made on a mobile to a freephone number. These costs are not covered under your policy under any circumstances.

Country	Age (1)	Speed limits (km/h)			Motor Insurance (2)	Compulsory								Recommended		
		Built up areas	Outside built up areas	Motorways		GB (3)	Δ	▮	💡	≡D (10)	+	≡D (10)	▮ (14)			
Andorra	18	50	60 *	n/a	TP	GB (3)	Δ	▮	💡	≡D (10)					▮ (14)	
Austria	18	50	100	130	TP	GB (3)	Δ (4)	▮ (4) and (17)	+	≡D (10)	▮ (14)					
Belgium	18	50	90	120	TP	GB (3)	Δ (4)	▮ (9)	≡D (10)			+	(13)	▮ (13)		
Bosnia Herzegovina	18	50	80 *	130	GC	GB (3)	Δ (6)	+	○	💡	≡D (10)	▮ (12)	▮ (9)	▮ (16)		
Bulgaria	18	50	90	130	TP	GB (3)	Δ (4)	+	▮ (4)	≡D (10)	▮ (12)	▮ (9)			▮ (14)	
Croatia	18	50	90 *	130	TP	GB (3)	Δ (6/4)	▮ (9)	+	(4)	💡 (17)	≡D (10)	▮ (12)	▮ (14)	GC	
Czech Republic	18	50	90	130	TP	GB (3)	Δ (4)	+	💡 (17)	≡D (10)	▮ (14)	▮ (14)	▮ (9)			
Denmark	17	50	80 *	110 *	TP	GB (3)	Δ	≡D (10)	▮			+	▮	▮		
Finland	18	50	80 *	120	TP	GB (3)	Δ	≡D (10)	▮	▮ (9)	▮ (14)					
France & Monaco	18	50	90 *	130	TP	GB (3)	≡D (10)	Δ (4)	▮ (4)	▮ (16)	B (18)				💡	▮
Germany	18	50	100	130	TP	GB (3)	≡D (10)	▮ (14)				Δ (5)	+	💡	▮	
Gibraltar	18	50	50	50	TP	GB (3)	≡D (10)									
Greece	17	50	90 *	130	TP	GB (3)	Δ	+	▮ (4)	≡D (10)						
Hungary	17	50	90 *	130	TP	GB (3)	Δ	+	≡D (10)	▮	▮ (9)	▮ (14)				
Ireland	17	50	60 *	120	TP	GB (3)	Δ	(8)								
Italy & San Marino	18	50	90 *	130	TP	GB (3)	Δ (4)	▮ (4/9)	≡D (10)	▮	▮ (14)					
Luxembourg	18	50	90	130	TP	GB (3)	≡D (10)	Δ (4)	▮ (9)							
Netherlands	18	50	80 *	120	TP	GB (3)	≡D (10)					Δ (4/7)	▮			
Norway	18	50	80 *	100	TP	GB (3)	Δ (4)	≡D (10)	▮	▮ (14)		▮ (9)	+	💡	▮	
Poland	18	50 *	90 *	130	TP	GB (3)	Δ (4)	≡D (10)	▮			+	💡	▮ (13)		
Portugal	17 (11)	50	90 *	120	TP	GB (3)	≡D (10)	▮ (12)	£ (19)			Δ (7)	▮ (9)			
Romania	18	50	90	130 *	TP	GB (3)	Δ (4)	+	▮ (4)	≡D (10)	▮	▮ (9)				
Slovakia	18	50	90	130	TP	GB (3)	Δ (4)	▮ (4)	+	≡D (10)	▮	▮ (14)				
Slovenia	18	50	90 *	130	TP	GB (3)	Δ (4)	≡D (10)	▮	▮ (4/9)	▮ (14)	+	💡	▮		
Spain	18	50	90 *	120	TP	GB (3)	Δ (4)	▮ (9)	≡D (10)	○					▮ (16)	
Sweden	18	30	70	110	TP	GB (3)	≡D (10)	▮	▮ (14)			Δ	ℳ	+	▮	
Switzerland	18	50	80	120	TP	GB (3)	Δ (4)	≡D (10)	▮ (14)			ℳ				

Where you see (number), please refer to the notes section on the previous page.

Guide to Symbols

18 Minimum age at which visitor may drive a car

0.05 Alcohol
The driver will be prosecuted if the level of alcohol in the bloodstream is more than the figure stated.

50 Speed Limits
*This is the standard legal speed limit (km/h) for cars where variable speed limits apply

TP Motor Insurance
Third Party Compulsory

GC Motor Insurance
Green Card Compulsory

GB GB Stickers
Compulsory unless your UK registration plates display the GB Euro-symbol (Europlates) which must comply with the new British Standard (BS AU 145d)

B Breathalyser

Δ Warning triangle

▮ Reflective jacket/waistcoat

+ First Aid Kit

▮ Fire Extinguisher

💡 Replacement bulbs

≡D Headlamp Adjustment

○ Spare tyre

▮ Lights
Daytime headlights / passing lights on all roads

£ Temporary toll device

▮ Lights
Daytime headlights / passing lights outside built up areas

ℳ Tow rope or towbar

▮ Winter equipment

ℳ Jump leads