

DRIVALIA

Drivers Guide

Dear customer,

This guide contains all the information you need about our main services, to ensure that you have peace of mind throughout your contract.

We wish you a pleasant journey!

If you have any problems or questions, you can reach us on :

+32 2 586 29 40

We advise you to save our number in your mobile phone so that you can access it immediately if you need to.

If you prefer, you can write to us at :

customercare-be@drivalia.com

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DRIVALIA

Planet Mobility

Drivalia's ambition is to meet your mobility needs with the most appropriate solution, whatever the occasion.

Innovative and flexible formulas for sustainable and responsible mobility, in Belgium and throughout Europe. You can find our full range of services at any time on our website www.drivalia.be



DRIVALIA Planet Mobility

Important information

- ▲ Please treat the vehicle **with care** and **respect the traffic law** and other regulations in force, and you will be entirely responsible for any infringement of the Highway Code in connection with the use of the rented vehicle.
- ▲ Be sure to follow **the manufacturer's instructions** regarding maintenance and keeping the vehicle in good condition.
- ▲ Any work on your vehicle must be **authorized by Drivalia beforehand**.
- ▲ Drivalia will let you know when the vehicle is due to undergo **technical inspection**. Please respect the deadline. Any fines or additional costs incurred by the late submission of the vehicle will be entirely at your expense.
- ▲ The **insurance certificate** will be sent to you by e-mail before each expiry date.
- ▲ You can check your contract at any time to make sure that all **services are included**.

Taking charge of the vehicle

At the time of delivery, you will receive the on-board documents and **the delivery certificate** attesting to the condition of the vehicle. Please keep it in the vehicle. The delivery certificate is valid as authorization to drive. We advise you to check that the model and any options correspond to what you ordered, that all the on-board documents are present and that your details are correctly recorded.

On-board documents :

- ▲ Certificate of registration (Part 1)
- ▲ Certificate of conformity
- ▲ Operating and maintenance manuals
- ▲ Vehicle warranty certificate
- ▲ European accident report
- ▲ Delivery certificate
- ▲ Insurance certificate
- ▲ Drivalia driver's guide

Maintenance

Make an appointment directly with one of our approved centres for :

- ▲ Extraordinary maintenance: repair and replacement of parts and accessories related to the natural use of the vehicle.
- ▲ Periodic maintenance in accordance with the manufacturer's instructions.

The list of approved centres is available on our website.



Please note: The Drivalia warranty and assistance service are only valid if regular servicing is carried out at an approved centre.

If the "Maintenance" service is not included in your contract, we invite you to have your vehicle serviced in the official network or in an approved centre.

Tyres

Make an appointment directly with one of our approved centres to have :

- ▲ Changing and storing summer/winter tyres
- ▲ Replace tyres following natural wear (less than 2mm grooves)
- ▲ Repairing tyres after a puncture (nail, stone, piece of glass, etc.)

Is your vehicle immobilised?

Contact our helpdesk on **+32 2 586 29 40**.

Is the punctured tyre beyond repair or is there other damage?

Please refer to the “Claims” section.



To drive safely, make sure your tyres are in perfect condition. Keep a close eye on their pressure and their grooves (min 2mm).

Roadside assistance

Has your vehicle broken down or been involved in an accident?

Contact our helpdesk on **+32 2 586 29 40**.

Our assistance service will organize **towing** or breakdown assistance to the nearest assistance centre or, if possible, **on-site repairs** by a mobile workshop.

In the event of immobilization, a **replacement vehicle** will be made available to you for a maximum of 5 days, or until repairs are completed if the "Replacement Vehicle" service is included in your contract.

Abroad

Roadside assistance - Urgent repairs

Have you broken down abroad? Contact our breakdown service on **+32 2 586 29 40**.

Certificate of insurance

The vehicle can be driven in all the countries listed on the insurance certificate.

Authorization

The delivery certificate serves as Drivalia's authorization to use the vehicle in the European Union. To travel to countries outside the Schengen area or to international transit zones in ports or airports, authorization is required in the event of a check. Without authorization, the car may be confiscated.

To obtain this authorization, write to us at:

customercare-be@drivalia.com

Replacement vehicle

If you are immobilized for more than 24 hours, or in the event of theft or fire, a replacement vehicle will be made available to you for a maximum of 5 days, or until the repairs are completed if the "Replacement Vehicle" service is included in your contract.

Drivalia will inform you when your vehicle is available again and you will have **24 hours to return the replacement vehicle.**

Please return it in accordance with the instructions provided to you on delivery.



No provision is made for a replacement vehicle in the event of loss of the registration certificate, keys or number plates, or seizure of the vehicle by the judicial authorities as a result of a failure to carry out regular servicing and/or a breach of the traffic law.

Fuel Card

Do you need to refuel or recharge?

If the "Fuel Card" service is included in your contract, go to the partner networks and use the card and PIN code supplied to you.

Please keep your personal PIN code secret to prevent misuse.

Has your card been lost or stolen?

Contact us immediately on **+32 2 586 29 40**.

If you have any other questions about your fuel card, please write to

customercare-be@drivalia.com



Any expenditure made with the fuel card will be considered as yours, unless you have notified us of the theft or loss of your card. So be sure to report any incident as soon as possible.




Claims

Has your vehicle been immobilized following an accident, vandalism or fire?

1. First contact Roadside Assistance on **+32 2 586 29 40**.
2. Report your claim within 24 hours at the following link



Remember to collect and provide as much information as possible about the incident:

-  Photos of the damage
-  Accident report completed and signed by both parties (in the case of accidents involving third parties)
-  Police report if available

Own cover damage

Has your vehicle been damaged in an accident?

Drivalia covers the cost of repairs, excluding the lump sum specified in your contract, to be paid when you collect the vehicle.

Does your policy not include cover for own damage?

Does your policy not include cover for your own damage? You or your insurer will be responsible for the cost of repairs. Contact your insurer to find out how to proceed.



Keep a copy of the documentation sent and keep it available in case Drivalia asks for it.

Theft

Has your vehicle been stolen?

Report the theft to the relevant authorities within 24 hours of the incident, indicating that the vehicle is the property of **Drivalia**.

Send the declaration to Drivalia immediately.

Has your vehicle been found?

▲ Inform Drivalia immediately.

▲ Send the documents issued by the competent authorities (report on the return of the vehicle, indicating any damage found when the vehicle was found or any "**hidden damage**").

Theft

Have your keys, number plate or registration certificate been lost or stolen?

- A** **Report** the theft or loss to the relevant authorities within 24 hours, indicating that the vehicle is the property of Drivalia.
- A** **Send** the declaration to Drivalia immediately.



If you lose your keys, number plate or vehicle registration certificate, you will be responsible for all replacement costs.

Returning the vehicle

A few weeks before the end of the contract, Drivalia will contact you to organise the return and inspection of the vehicle.

- ▲ You must return the vehicle to the location designated to you in the same condition as when it was delivered (with any accessories supplied by Drivalia).
- ▲ You are responsible for any damage or faults that are not attributable to normal wear and tear and that have not been reported.

Our end-of-contract inspections are carried out in accordance with Renta standards: <https://www.renta.be/>



Unless expressly authorized by Drivalia, failure to return the vehicle on the due date will result in criminal penalties and/or a complaint for misappropriation.

Returning the vehicle

The restitution report indicates the general condition of the vehicle, the mileage, the condition of the tyres, the expert's assessment of any damage and the presence of documents, keys and on-board equipment.

To be done before returning the vehicle :

- ▲ Make sure that the vehicle is clean so that its general condition and any damage can be properly assessed.
- ▲ Check that Drivalia has been notified of all claims made during the rental period. Any claims not previously reported will be charged to you.



The return will be formalised by your acceptance and signature of the document.

Early return

Would you like to return your vehicle before the end date?

Penalties for early return may be applied in accordance with the provisions of the general rental conditions.

For all requests for early return, please contact us in advance at customercare-be@drivalia.com

DRIVALIA

Have a nice trip!