

NOTIFICATION OF CHANGE OF OWNERSHIP OR DETAILS

Please print all details.

Vehicle details

If you have recently purchased a Škoda with current Škoda Assistance or have recently changed address, please complete this form and return it to the address shown below.

Registration number		Mileage	
Chassis number		Date	

Personal details

Title	Mr/Mrs/Miss/Ms*	Street	
	Other	Town	
Initials		County	
Surname		Postcode	
House number/ name		Telephone work	
		Telephone home	
E-mail			

Company details (please complete this section for a company vehicle only)

Company name		Street	
Your name		Town	
Premises name/ number		County	
		Postcode	

We, Škoda UK, Škoda Assistance Limited, and our retailers (the Data Controllers) will hold your information. We may share your information with other group companies and may pass it to other carefully selected third party organisations. Škoda may disclose details of breakdowns to retailers and other third parties, solely to enable them to attend and repair your vehicle. We, or they, may contact you by mail or telephone to let you know about other products, services and special offers which may be of interest to you.

If you do not wish your information to be used for marketing purposes, please tick this box.

You have the right to ask for a copy of the information held by us in our records in return for a request in writing and payment of a small fee. You also have the right to require us to correct any inaccuracies in your information.

* Delete where applicable.

Return this form to:

Škoda Assistance Customer Services, RAC House, Great Park Road, Bradley Stoke, Bristol BS32 4QN

In the event of a breakdown in the UK,
please call: **0800 526625**

For queries relating to Škoda Assistance,
please call: **0800 526625**
(please select Option 2 for Membership enquiries)

Škoda Assistance is provided by RAC Motoring Services and/or RAC Insurance Limited. RAC Motoring Services (Registered in England No. 01424399. Head office: 8 Surrey Street, Norwich NR1 3NG) and RAC Insurance Limited (Registered in England No. 2355834. Head office: as above) are authorised and regulated by the Financial Services Authority.

Škoda Assistance
Issue: November 2009



Škoda Assistance Customer's handbook



Škoda. Manufacturer of happy drivers.

ŠKODA ASSISTANCE HELP WHEN YOU NEED IT

Sometimes, unforeseen circumstances arise and you may need help with your vehicle in the unlikely event of a breakdown. Škoda Assistance is there to give you the best possible advice and practical help. It is operational 24 hours a day, 365 days a year.

When calling for assistance, please have the following information to hand:

- Your name and location.
- Registration number and colour of your vehicle.
- Škoda model.
- Description of the fault.
- Your mileage (if known).
- A telephone number where you can be contacted.

Please do not make arrangements without first contacting Škoda Assistance on 0800 526 625.

All calls to Škoda Assistance are recorded. This will help us to confirm details of a call that may be incomplete or unclear.

Every new Škoda passenger vehicle is automatically provided with Škoda Assistance in the UK and Europe for three years (see page 5). Your Škoda Assistance is renewable at the end of the third year. Details of how to renew your Škoda Assistance will be sent to you in due course, or call **0800 526 625**.

Minicom Supertel: **0800 626 389**

Text facility for hearing or speech impaired customers: **07855 828 282**

TRAFFIC INFORMATION SERVICES AVAILABLE FROM THE HIGHWAYS AGENCY

You can get live traffic information in a number of ways – all to help you plan your journey. You can also find information about our work to provide safe roads, reliable journeys and informed travelers by visiting our website. Our online information is also available on compatible mobile devices at: www.highways.gov.uk/mobile

You can speak to someone at our contact centre 24 hours a day. Our advisors have access to all of our live traffic data so can give you updates about all major incidents on our network. We also have an automated telephone service where you can access our live information for England's motorways and major 'A' roads to get the latest information before you set off or when you stop for a break – never use a mobile phone while driving.

For news of the very latest traffic conditions tune in to our digital radio station, Traffic Radio which broadcasts continuous round-the-clock information telling you about the national network and regional traffic information. It is also available on the internet at: www.trafficradio.org.uk and on compatible mobile handsets.

We also have more than 2000 large electronic signs around our network to inform you of traffic conditions ahead. They also carry road safety campaign messages such as warning you to slow down or reminding you not to use a mobile phone while driving.

For live traffic information:

Call: **08700 660 115***

Visit: **www.highways.gov.uk**

24 hours a day, 365 days a year

* Calls from landlines to 08457 and 08700 numbers can cost up to 8p per minute but are free from some landline providers; mobiles usually cost more. Please check costs with your service provider.



Image: Crown Copyright, Highways Agency.

ŠKODA ASSISTANCE

Škoda Assistance provides the following (please refer to the Terms and Conditions on page 7):

1. Roadside assistance

In the event of a breakdown, Škoda Assistance will attend to either repair or recover the vehicle to the nearest authorised Škoda retailer or repairer.

2. Home assistance

In the event of a breakdown at home, Škoda Assistance will attend to either repair or recover the vehicle to the nearest authorised Škoda retailer or repairer.

3. Vehicle recovery

In the event that the vehicle cannot be repaired at the roadside or at home, Škoda Assistance will arrange for the vehicle to be taken to the most appropriate authorised Škoda retailer or repairer for repair.

4. Accident recovery

If the vehicle has been immobilised due to a road traffic accident, Škoda Assistance will arrange for the vehicle to be taken to an authorised bodyshop or the most appropriate authorised Škoda retailer or repairer.

5. Onward travel

In the event of recovery following breakdown, where your vehicle cannot be repaired within a reasonable time, Škoda Assistance will organise one of the following:

Car hire*

In the event of mechanical or electrical breakdown only, Škoda Assistance will arrange and pay for a replacement vehicle up to a maximum of two days. This excludes road traffic accidents and misfuel or contaminated fuel.

or Hotel accommodation

One night's bed and breakfast for the driver and up to seven passengers. (This excludes any other costs).

or Alternative travel??

Škoda Assistance will pay up to €150 a person or €500 for a party and arrange alternative transport for the driver and up to seven passengers to the driver's destination, e.g. by taxi or train.

*Please note: If car hire is made available, the driver must be able to satisfy the requirements of the vehicle hiring company, which may include age restrictions. They will wish to see a valid driving licence and may also ask for a refundable deposit to cover fuel charges, insurance costs and any extra days hire. For full Terms and Conditions see page 7.

6. Secure storage

In the event that the immobilised vehicle needs overnight storage, this will be arranged by Škoda Assistance.

7. Message service

Škoda Assistance will pass on any urgent messages to friends, family and business colleagues following a breakdown or accident.

8. Caravans/and trailer

Caravans and trailers are not covered for assistance, however, if you are towing a caravan or trailer at the time of the breakdown and we provide recovery, the caravan or trailer will be recovered, together with the vehicle, to a single location.

9. European Assistance

A vehicle is covered only if it is being used for a journey and returning to the United Kingdom within the period of cover. Any number of journeys are covered, each up to 90 days in duration, but not for longer stays. An overall limit of €2,500 applies per claim.

France and Monaco	0800 290 112	(Freephone within
France		and Monaco only)
	0472 43 52 55	(Pay call)
Republic of Ireland	1 800 535 005	(Freephone)
Rest of Europe	00 33 472 43 52 55	(Pay call)
For Serbia and Montenegro	99 33 472 43 52 55	(Pay call)
For Azerbaijan, Belarus, Georgia, Russia and Ukraine	810 33 472 43 52 55	(Pay call)

ŠKODA ASSISTANCE (CONTINUED)

Checklist before leaving the UK:

Make sure that you have the following original documents and other items with you and have familiarised yourself with the Terms and Conditions of your policy:

- Credit/Debit card.
- Motor insurance certificate/Green Card (contact your motor insurer before taking a vehicle out of the UK to find out if you need a Green Card or to upgrade to fully comprehensive insurance).
- Vehicle registration document.
- Driving licence (including paper counterpart if it is a photocard licence).
- Spare set of keys.
- Passport.
- Statement of insurance or booking reference.
- International driving permit (where necessary).
- Set of spare light bulbs and the warning triangle.
- High visibility jackets for all occupants.
- Check policy details are correct.

The tables on pages 7-8 provide further guidance on individual country requirements.

Škoda Assistance can also provide you with the following services:

1. Accident Assistance

If the vehicle is immobilised as a result of a road traffic accident, Škoda Assistance provides an Accident Assistance Helpline to guide the driver through the legalities of liability and insurance notification following the accident.

2. Legal helpline

Škoda Assistance will provide general advice on any legal motoring matter, although this is not a substitute for taking independent specialist legal advice where necessary.

To take advantage of either of the above services, please call **0800 526 625** and select the appropriate option.

TERMS AND CONDITIONS OF ŠKODA ASSISTANCE

List of European motoring requirements

The tables below outline the items required to be carried to comply with local laws, in addition to those which Škoda Assistance recommend in case of difficulties.

Country	Motoring accessories						Driving information			
	Headlight converters	Warning triangle	Fire extinguisher	First aid kit	Spare bulbs	GB sticker	Minimum age for child in front seat with child restraint ⁶	Driver's minimum age	Crash helmets for motorcyclists	Motorway tolls charged
Albania	c	r	r	r	r	c	-	18	c	n
Andorra	c	c	r	r	r	c	-	18	c	n
Armenia	c	c	c	c	r	c	-	18	c	n
Austria	c	c	r	c	r	c	12	18	c	y
Azerbaijan	c	c	c	c	r	c	-	18	c	n
Belarus	c	c	c	c	r	c	-	18	c	n
Belgium	c	c	r	r	r	c	12	18	c	n
Bosnia Herzegovina	c	c	r	r	r	c	-	18	c	n
Bulgaria	c	c	r	r	r	c	12	18	c	y
Croatia	c	c	r	c	c	c	12	18	c	y
Cyprus (South)	-	c ¹	r	r	r	c	10	18	r	n
Czech Republic	c	c	c	c	r	c	12	18	c	y
Denmark	c	c	r	r	r	c	-	18	c	n
Estonia	c	r	c	c	r	c	-	18	r	n
Finland	c	c	r	r	r	c	-	18	c	n
France	c	r ²	r	r	r	c	10	18	c	y
Georgia	c	c	c	c	r	c	-	18	c	n
Germany	c	c	r	r	r	c	12	17	c	n
Gibraltar	c	r	r	r	r	c	-	18	c	n
Greece	c	c	c	c	r	c	10	18	c	y
Hungary	c	c	r	r	r	c	-	18	c	y
Republic of Ireland	-	r	r	r	r	c	12	17	c	n
Italy	c	c	r	r	r	c	12	18	c	y
Latvia	c	c	c	c	r	c	-	18	r	n

c = Compulsory r = Recommended y = Yes n = No - = Not required/Not applicable

TERMS AND CONDITIONS OF ŠKODA ASSISTANCE (CONTINUED)

Whilst every effort has been made to ensure the material in this chart is accurate, Škoda Assistance cannot be held responsible for any subsequent changes.

1. Two warning triangles are compulsory in Cyprus (South) and Turkey (West of Bosphorus). In Macedonia two warning triangles are required when towing a trailer.
2. Warning triangles or hazard lights are acceptable in France, but motorists are strongly recommended to carry a warning triangle in their vehicle.
3. Where there is no figure shown there is no minimum age limit for a child in the front passenger seat.

Country	Motoring accessories						Driving information			
	Headlight converters	Warning triangle	Fire extinguisher	First aid kit	Spare bulbs	GB sticker	Minimum age for child in front seat with child restraint ³	Driver's minimum age	Crash helmets for motorcyclists	Motorway tolls charged
Liechtenstein	c	c	r	r	r	c	7	18	c	n
Lithuania	c	c	c	c	r	c	-	18	r	n
Luxembourg	c	c	r	r	r	c	12	18	c	n
Macedonia	c	c ¹	r	c	r	c	12	18	c	y
Malta	-	c	r	r	r	c	11	18	c	n
Moldova	c	c	c	c	r	c	-	18	c	n
Monaco	c	r	r	r	r	c	10	18	c	n
Netherlands	c	c	r	r	r	c	12	18	c	n
Norway	c	c	r	r	r	c	-	17	c	y
Poland	c	c	r	r	r	c	10	18	c	n
Portugal	c	c	r	r	r	c	12	17	c	y
Romania	c	c	r	c	r	c	12	18	c	n
Russia (West of Urals)	c	c	c	c	r	c	-	18	c	n
San Marino	c	c	r	r	r	c	12	18	c	n
Slovakian Republic	c	c	r	c	r	c	12	18	r	y
Slovenia	c	c	r	c	r	c	12	18	r	y
Spain	c	c	r	r	c	c	12	18	c	y
Sweden	c	r	r	r	r	c	7	18	c	n
Switzerland	c	c	r	r	r	c	7	18	c	y
Turkey (West of Bosphorus)	c	c ¹	c	c	r	c	-	17	c	y
Ukraine	c	c	c	c	r	c	-	18	c	n
Serbia and Montenegro	c	c	r	c	r	c	12	18	c	y

c = Compulsory r = Recommended y = Yes n = No - = Not required/Not applicable



Breakdown – means the vehicle is immobilised due to mechanical ???or electrical failure.

Škoda retailer – means an authorised Škoda retailer within the United Kingdom.

Škoda repairer – means an authorised Škoda Repairer within the United Kingdom.

You – means the driver of the Škoda passenger car.

United Kingdom – means England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man, for the purpose of this service.

Europe – means those countries shown in the tables on pages 7-8 not already included within 'United Kingdom'.

Authorised bodyshop – means a bodyshop/Repairer authorised by Škoda to undertake paint and/or body repairs.

Claim – means a call for assistance under this cover.

Period of cover – means 3 years from the date of first registration.

We – means Škoda Auto and/or any third party acting on our behalf.

TERMS AND CONDITIONS OF ŠKODA ASSISTANCE (CONTINUED)

Limitations

1. If any repairs are not covered under warranty, you will be liable for the labour costs arising from repairs/work carried out at an authorised Škoda retailer or Repairer.
2. If any parts are fitted either at the roadside or at an authorised Škoda retailer or Repairer, which are not covered by a Škoda Warranty, you will be liable for the cost of the parts. The roadside assistance operator or the Škoda retailer or Repairer involved will advise you of payment arrangements.
3. If a breakdown is caused by the fitting of non-approved parts or accessories (e.g. car alarm not approved by Škoda), the service will be limited to roadside assistance and/or recovery to the nearest authorised Škoda retailer or Repairer. No additional benefits will apply.
4. Any vehicle, which is considered to be overloaded by Škoda Assistance, will not be entitled to free load recovery until the owner/driver has reduced the payload to below the legal limit.
5. If the recovery of your vehicle requires the use of specialist equipment, any costs incurred as a result will be your responsibility but may be refundable under the terms of your motor insurance policy.
6. Every effort will be made to provide assistance by a Škoda Assistance technician. However, in the unlikely event of this not being possible, your breakdown will be attended by a RAC patrol or third party agent.
7. Onward travel (page 4 section 5) will not be provided after a road traffic accident.

Exclusions

Škoda Assistance will not provide service for:

1. Personally imported vehicles where Škoda Assistance has not been purchased direct from Škoda.
2. Vehicles registered outside the United Kingdom.
3. Any vehicle, which is being driven on trade-plates.
4. Any vehicle in an unroadworthy condition.
5. Costs which would have been incurred on the journey (e.g. petrol, hotel accommodation, meals, beverages, etc).
6. Costs which can be reimbursed from another source.
7. Costs incurred by the driver, passengers or any third party organising any of the services in this brochure without the prior authorisation of Škoda Assistance.



TERMS AND CONDITIONS OF ŠKODA ASSISTANCE (CONTINUED)

8. Any vehicle driven independently to an authorised Škoda retailer or Repairer.
9. Damage or injury intentionally caused or resulting from his/her participation in a criminal act or offence.
10. Any accident or injury either through voluntary non-observance of the law, or the practice of activities not sanctioned by local authorities.
11. Unforeseeable losses or events. Except in relation to any claim You may have for death or personal injury, if we are in breach of the arrangements under this contract, We will not be liable for any losses or damages which are not a reasonably foreseeable result of any such breach, for example, loss of profit, loss of revenue or anticipated savings, loss of contracts, or for any business losses. We do not guarantee the provision of any of the benefits under your policy, if there is anything beyond our reasonable control or the reasonable control of any service provider which prevents us or a service provider from providing that benefit. Benefits may be refused if You or any of your party behaves in a threatening or abusive way to any persons providing service under this policy.
12. Vehicles which have broken down as a result of taking part in any motorsport event or off road activity (including without limitations rallies or stock car racing) which takes place off the road and treasure hunt, touring assembly or navigational road rally), which takes place on, and complies with the normal rules of the road, will be covered.
13. Loss or damage directly or indirectly through war, invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, acts of God, flood or other catastrophe.
14. Damage to or loss or destruction of any property or any loss or expenses whatsoever arising therefrom; or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to, by or arising from:
 - Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
 - Radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component.
15. Loss, destruction or damage by pressure waves caused by aircraft or other aerial device travelling at sonic or supersonic speeds.
16. Nothing shall limit or restrict our liability for death or personal injury as a result of our negligence.

17. Freak weather conditions.
18. Costs relating to circumstances with???in the customer's control including, but not limited to, cost of fuel if run out of petrol/diesel, cost of new keys if lost.
19. Misfuel, however, we will arrange for the vehicle to be taken to an authorised Škoda Retailer or Repairer for You to arrange and pay for any work carried out.
20. The cost of transportation, accommodation or care of any animal. Any onward transportation is at the discretion of Škoda Assistance and solely at your risk. Škoda Assistance will not insure any animal during any onward transportation.
21. Routine servicing of the vehicle.
22. The cost of replacing tyres. However, we will arrange for a wheel change where a spare wheel is available.
23. Replacing windows.
24. The cost of ferry crossings, road toll and congestion charges.
25. Recovery does not cover vehicles not displaying a current excise licence.
26. Rectifying failed repairs attempted by you or someone on your behalf.

Transfer of Škoda Assistance

Škoda Assistance is not transferable to another vehicle. However, should you sell your Škoda, your Škoda Assistance stays with the vehicle and will be transferred to the new Škoda owner.

Please note that nothing in this clause or these Terms and Conditions will affect your statutory rights.

Variation

Please note that the Terms and Conditions of Škoda Assistance may be varied from time to time without notice. For further information, please contact Škoda Assistance on **0800 526 625** and select appropriate option.

Extending your Škoda Assistance

Škoda Assistance is a comprehensive service which offers a high level of service, advice and practical help in the event of a breakdown with your Škoda. You can renew at the end of the third year for either 12 or 24 months. Simply call on freephone **0800 526 625** and select appropriate option.



YOUR PERSONAL DATA

Use of personal information

1. Information you provide or we hold about you (whether or not under our contract (or contracts) with you) may be used by us or our third party agents to:
 - a) identify you when you contact us;
 - b) help identify accounts, services and/or products which you could have from us from time to time. We may do this by automatic means using a scoring system, which uses the information you have provided, any information we hold about you and information from third party agencies (including credit reference agencies);
 - c) help administer, and contact you about improved administration of, any accounts, services and products we have provided before, or provide now or in the future;
 - d) carry out marketing analysis and customer profiling (including with transactional information) and create statistical and testing information;
 - e) help to prevent and detect fraud or loss; and
 - f) contact you in any way (including mail, e-mail, telephone, visit, text or multimedia messages) about products and services offered by us and selected partners. We will only contact you in this way if you have previously indicated your consent.
2. We may allow other people and organisations to use information we hold about you for the purpose of providing services you have asked for, as part of the process of selling one or more of our businesses, or if we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings. From time to time, these other people and organisations may be outside the European Economic Area in countries that do not have the same standards of protection for personal data as the UK.
3. We may monitor and record communications with you (including phone conversations and e-mails) for quality assurance, legal, compliance, training and contractual purposes.



YOUR PERSONAL DATA (CONTINUED)

4. We will check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this. We and other organisations may use and search these records to:
 - a) help make decisions about credit and credit related services for you and members of your household;
 - b) help make decisions regarding the entitlement to Škoda Assistance for you and other members of your household;
 - c) trace debtors, recover debt, prevent fraud, and to manage your accounts or Škoda Assistance; and
 - d) check your identity to prevent money laundering unless you give us other satisfactory proof of identity.
5. Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in this document, and that they have not objected to the uses of their personal information described in it. Where you give us sensitive data about yourself or others (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the relevant subject of the information has agreed) to us processing such information in the manner set out in this document.
6. In connection with this contract we, and other companies in our group, may carry out credit and fraud prevention checks with one or more licensed credit reference and fraud prevention agencies. We and they may keep a record of the search. Information held about you by these agencies may be linked to records relating to other people living at the same address. These records will also be taken into account in credit and fraud prevention checks. Information from your application and payment details of your account will be recorded with one or more of these agencies and may be shared with other organisations to help make decisions about you and members of your household and for debt collection and fraud prevention. This includes those who have moved house and who have missed payments.
7. If you provide false or inaccurate information to us and we suspect fraud, we will record this and may share it with other people and organisations. We, and other organisations, may also use technology to detect and prevent fraud.



COMPLIMENTS AND COMPLAINTS

If you have either a compliment or a complaint related to Škoda Assistance, we really would like to hear from you. We welcome your comments as they provide us with the opportunity to put things right and to improve Škoda Assistance service.

Please contact us at:

Škoda Assistance
Breakdown Customer Carer
RAC Motoring Services
RAC House
PO Box 200, Walsall, W55 4QZ
Tel: 0800 917 4184
Fax: 01922 746 528
E-mail: vwgcustomercareoperations@rac.co.uk

If you have an issue not related to Škoda Assistance, then please write to:

Škoda Customer Services
Selectapost 34
Sheffield
S97 3FA
or E-mail: customerservices@skoda.co.uk

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

It is our policy to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempting to address them.

If our investigations take longer, a full response will be given within 20 working days or an explanation of Škoda Assistance's position with timescales for a full response.

Nothing in these Terms and Conditions shall affect your statutory rights.

