

TT EURODRIVE

**Renault
Group**

TRAVEL BOOKLET 2025



01 AT YOUR SERVICE

PERSONALISED HANDOVER

For optimum understanding of your vehicle (driving aids, latest technologies, etc.) a personalised handover will be held at the delivery center.

The delivery of the vehicle and its recovery can only be done by spouses (proof to be provided), children or parents (provided that they reside outside the European Union for more than 185 days/year) or by a courier company expressly authorized by TT Eurodrive (contact via your TT Eurodrive agent or on the TT Eurodrive website).

In addition to the presentation made during the handover, please find, through these video tutorials, all additional explanations to better familiarize yourself with your new vehicle:

<https://www.tutos-video.renault.fr/>

<https://www.dacia.fr/tutoriels-video.html>

DRIVE WITH PEACE OF MIND THANK OUR INSURANCE/ASSISTANCE

You are covered by an all inclusive insurance policy with no excess and a multilingual assistance available 24/7, even in case of a flat tire, lost keys or filling the tank with the wrong fuel. Your spouse, children and parents can also drive the vehicle if they meet the TT eligibility requirements at no extra cost.

VEHICLE COVERED IN 38 EUROPEAN COUNTRIES

Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Cyprus (only Greek part) Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, the Vatican.

You can find the list of the incidents not covered by the Renault Eurodrive contract in our general terms and conditions.

The United Kingdom and Serbia are no longer covered in terms of insurance, the clients of Temporary Transit are no longer allowed to travel there.

ATTENTION !

- You are not insured beyond the validity date of your insurance certificate, or if you are traveling in a country that does not appear in the list of countries covered. Never leave the vehicle's registration card and keys in a parked vehicle.
- Regarding Crit'air, as with all legal requirements specific to each country you visit, you must make sure that you respect them. For Crit'air, if you do not receive your sticker in time, we advise you to print the receipt of the invoice in order to present it to the authorities.

02 ASSISTANCE / INSURANCE

IN CASE OF INCIDENT

- 1 ASSISTANCE 24/24 - 7/7 - FROM METROPOLITAN FRANCE + DOM/TOM : **01 84 95 96 97** - FROM ABROAD **+331 84 95 96 97** (PLEASE MAKE SURE YOU CAN BE REACHED ON THE MOBILE NUMBERS INDICATED ON YOUR ORDER FORM).
- 2 CAREFULLY FILL OUT BOTH SIDES OF THE EUROPEAN ACCIDENT REPORT.
- 3 REPORT THE INCIDENT TO THE POLICE.
- 4 SEND YOUR REPORT AND/OR POLICE REPORT BY E-MAIL WITHIN 24 HOURS TO: GESTIONAUTO.RENAULT@BESSE.FR IF THE REPORT AND/OR THE COMPLAINT IS NOT SENT WITHIN 24 HOURS, ALL COSTS INCURRED FOR YOUR MOBILITY WILL BE AT YOUR OWN EXPENSE.
- 5 SEND THE ORIGINALS TO THE FOLLOWING ADDRESS:
BESSE CONSEIL
46 BIS RUE DES HAUTS PAVÉS
44000 NANTES - FRANCE
- 6 IMMOBILIZATION OF THE VEHICLE IN A RENAULT GARAGE, UNLESS REPAIRS CAN BE CARRIED OUT ON SITE. IN THE EVENT OF AN IMPACT TO A WINDSCREEN IN FRANCE, CONTACT CARGLASS ON THE WEBSITE CARGLASS.FR OR BY TELEPHONE ON **09 77 40 19 27** (PRICE OF A LOCAL CALL) TO HAVE THE IMPACT REPAIRED WITHIN 24 HOURS AT YOUR PLACE OF RESIDENCE. THERE ARE NO OUT-OF-POCKET EXPENSES.
- 7 SEND YOUR REPORT BY E-MAIL TO ASSUR.EURODRIVE@RENAULT.COM AND TO GESTIONAUTO.RENAULT@BESSE.FR AND THE ORIGINAL BY SECURE MAIL TO:
BESSE CONSEIL
46 BIS RUE DES Haut Pavés
44000 NANTES - FRANCE
PENSER ÉGALEMENT À CONTACTER LA **FOURRIÈRE À PROXIMITÉ.**

IF YOUR CAR IS BEING REPAIRED

You have the choice between an accommodation (65€ including all taxes/day/person) for a maximum duration of 10 days or a mobility solution from the same category for a maximum duration of 21 days.

Never leave the car's registration certificate in the vehicle, nor in the garage. If you lose it or don't give it back, you will have to pay 500 euros. If you don't get your car back, you will have to send the registration certificate to the following address:

RENAULT SIEGE TT EURODRIVE
API : FR TCR RUC 3 9B
1 AVENUE DU GOLF
78286 GUYANCOURT - FRANCE



BREAKDOWN | FUEL REVERSAL | FLAT TIRE | LOSS OF KEYS

1 + 6



ACCIDENT

1 + 2 + 4 + 5 + 6



FIRE | VANDALISM | ATTEMPTED THEFT

1 + 3 + 4 + 5 + 6



IMPACT ON A WINDOW GLASS

1 + 7



THEFT

1 + 3

- Any expenses incurred without prior agreement from Renault Eurodrive Assistance **will not be refunded.**
- In case of control by customs or by the local police, please specify only your fiscal residence located outside the European Union, as well as your driving license outside the European Union
- **No compensation** will be granted if you have to change your travel plans (hotel cancellation, etc.).
- In case of incident, you have 24 hours to pick up your vehicle in the garage. **If you don't, you will be charged for your mobility solution.**
- Only your possible medical costs **incurred in France** can be compensated (up to €5,000 per injured person)
- Renault Eurodrive insurance conditions cover the rental car. **You do not need to take additional services with the rental company.** If in spite of this you choose to subscribe to additional services, **no expenses will be refunded.**
- Using a mobility solution can limit the number of countries you can visit. **Please inform Renault Eurodrive team about your itinerary:**
assur.eurodrive@renault.com

03 CONTRACT CHANGES

YOU WANT TO CHANGE YOUR CONTRACT ?

Contact us from Metropolitan France + DOM/TOM on the following number: **01 76 84 99 00** (from 9am to 5pm except French public holidays) or from abroad: **+331 76 84 99 00** or at **adv1.eurodrive@renault.com**. You can extend the duration of your contract after the delivery of your vehicle within the limit of the validity date of the vehicle registration certificate.

Attention: Due to the customs specificities in Portugal, the maximum duration of a contract for a delivery in Lisbon or Porto, cannot exceed 90 days.

The extension fees are 70 €/day for Renault and Dacia. The extension fees must be paid by credit card.

If the contract is not extended with our services, the client, his passengers and the vehicle are no longer insured. All damages caused will be the exclusive responsibility of the contract holder and the extension fee will be increased to 100%. In addition, in case of control by the police, you will have to pay all the fees.

YOU WANT TO BUY BACK YOUR VEHICLE ?

Contact at the latest 2 weeks before the end of your contract the following number from France + DOM/TOM **01 76 84 99 00** (from 9am to 5pm except French public holidays) or from abroad: **+331 76 84 99 00** or **adv1.eurodrive@renault.com** (only authorized contact who can give the current prices).

This service is the only one authorized to give you the right price.

Benefit from discounts for the repurchase of the vehicle by you, a member of your family or by a friend (resident in France).

The purchase of your vehicle is made inclusive of VAT. You will be asked to provide us with a residence address in France.



04 TO RETURN YOUR VEHICLE

FOR AN EARLY RETURN OF OUR VEHICLE

You may be eligible for a refund for days not used, minus a franchise of 10 days. You will be charged a minimum of 15 days.

For this, contact your sales agent.



TO RETURN YOUR VEHICLE

D-5 Contact your drop-off center to organize your drop-off

You can return your vehicle in all Renault Eurodrive centers. If your return your vehicle in a foreign country (except France) that wasn't planned in your contract, you will be charged. (see our general terms and conditions).

The vehicle must be returned with all the equipment:

Equipments	If missing, you will be charged
Registration certificate (card)	500 euros
The cleanlines (pet hairs, sand, mud, stained upholstery, rubbish left inside the vehicle, etc.)	100 euros
Safety kit	20 euros

Abandoning the vehicle outside the registered pickup centers will be charged 500€ in France and 1500€ out of France!

Have a good trip in Europe!



Find my TT
delivery center



Scan to watch Renault
tutorial videos



Scan to watch Dacia
tutorial videos