

SIMPLY CLEVER



Škoda Assistance members handbook



If you need assistance telephone:

Republic of Ireland (freephone)

1800 202102

Northern Ireland and rest of Europe

+353 1 6179685

Škoda Assistance

Keeping you moving

Škoda Assistance is a free and comprehensive motoring assistance service for all new Škoda models.

Created to perfectly compliment your vehicle's full two year unlimited mileage warranty, Škoda Assistance offers owners peace-of-mind motoring at home and abroad. It has been specifically designed to ensure Škoda owners receive the best possible service available.

In the unlikely event of a breakdown, you will always find help at hand, 24 hours a day, 365 days a year, by means of a phone call to Škoda Assistance.

This booklet provides details of the benefits covered under the scheme and the numbers you should call if you require assistance.

Benefits include:

- Home and roadside assistance
- Onward travel.
- Replacement vehicle.
- Vehicle storage.
- European Assistance.

What to do if your vehicle breaks down:

- Within Republic of Ireland, telephone free on 1800 202102.
- Within Northern Ireland and the rest of Europe, telephone +353 1 6179685.

Home and roadside assistance cover

To ensure the minimum of delay, please have the following information to hand:

- The Škoda model – automatic or manual transmission.
- Your exact location.
- Registration number and colour.
- A description of problem.
- A telephone number where you can be contacted.
- Be prepared to provide proof of ownership if requested.
- VIN number, if available.
- Mileage/Km.

Home and roadside assistance

In the event of a mechanical or electrical breakdown causing the immobilisation of your Škoda, whether at home or elsewhere in Ireland or Europe, Škoda Assistance will organise and pay the costs of taking the covered vehicle to the nearest Škoda dealer should roadside assistance prove unsuccessful.

Car hire, accommodation or onward travel

In the event that your Škoda cannot be repaired within a short time, Škoda Assistance will pay for one of the following (please ensure you remove all personal items, for example, passports or licence, before leaving your vehicle):

either

Car hire

Škoda Assistance will organise and provide you with a replacement car for the duration of the repair work, up to a maximum of three days. You will be responsible for all ancillary costs including petrol and insurance and you should be able to satisfy all the requirements of the vehicle hiring company (this may involve providing a credit card number for fuel deposit and current driving licence). The model supplied will be subject to availability.

or

Accommodation

Škoda Assistance will contribute towards overnight bed and breakfast accommodation to cover all persons travelling in the Škoda at the time of immobilisation for one night, up to a maximum cost of €100 per person or €300 per party. Transportation to hotel or bed and breakfast accommodation will be arranged by Škoda Assistance and transportation back to Škoda dealer.

or

Onward travel

Škoda Assistance will pay for rail/air/taxi transport to enable you to continue your intended journey. The maximum payable is €45 for taxi or €400 for rail or air transport per person.

Extra services

Škoda Assistance will assist you if you need to pass an urgent message to family, employer or friends if your journey has been delayed due to immobilisation.

Assistance abroad

Assistance abroad is available only in the event of mechanical or electrical breakdown causing immobilisation of the vehicle. If assistance is needed the number is +353 1 6179685.

Loss or theft of essential documents in Europe

Škoda Assistance Service will assist you in the event of essential documents such as passports, credit cards, or traveller cheques being stolen. Relevant banks and credit card companies will be contacted to cancel cards and cheques and arrangements for temporary passports will be made with local embassies or consulates.

Understanding your policy

Principal beneficiary means the owner or principal user of the covered vehicle.

Beneficiaries means all owners, users or passengers travelling in the covered vehicle at the moment assistance is required.

Covered vehicle means all new Škoda vehicles sold by Volkswagen Group Ireland Limited and or its Škoda dealer network in the Republic of Ireland.

Breakdown means electrical or mechanical breakdown. A broken-down vehicle is a vehicle which is no longer able to reach the local dealer or service partner under its own power or which the manufacturer prohibits from being driven further for technical reasons.

Vehicle requiring recovery is taken to mean a vehicle that can no longer reach the workshop under its own power or for which the manufacturer has forbidden further driving for technical reasons.

Area of cover

Ireland means the island of Ireland covering 32 counties.

Europe means Andorra, Austria, Belgium, Bulgaria, The Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal, United Kingdom, Slovakia, Spain and Switzerland.

Period of cover

Cover is for 3 years from the first date of registration of the Škoda vehicle, subject to the vehicle's Scheduled Inspection/Maintenance service being carried out on time by your Authorised Škoda Dealer.

General terms and conditions

Škoda provided you with a set of comprehensive benefits, however, the following exclusions exist:

1. The beneficiary or any third party organising any of the services detailed in this policy without first having authorisation from Škoda Assistance and having obtained a file number.
2. The covered vehicle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations.
3. Any costs that would have been payable normally by the beneficiary such as petrol, toll charges or parking and/or motoring fines.
4. Motor racing, rallies, speed or duration tests or practice of thereof.
5. Accident or injury either through voluntary non-observance of the laws of the land in which the beneficiary is travelling or the practice of activities not authorised by the local authorities.
6. Damage or injury intentionally caused by the beneficiary or resulting from his/her participation in a criminal act or offence.
7. Freak weather conditions.
8. Loss of damage directly or indirectly occasioned by or happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
9. Damage to or loss or destruction of any property or any loss or expense, whatsoever arising therefrom OR any consequential loss or any legal liability or whatsoever nature directly or indirectly caused by or contributed to by or arising from:
 - (1) Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
 - (2) The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
10. Loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
11. The maximum amounts payable for benefits described in this policy are expressed in Euro (€) and are inclusive of VAT.
12. Any claim not immediately resulting from the Breakdown or any claim where assistance has not been organised from inception by Škoda Assistance.
13. The service does not cover:
 - (a) Immobilisation occurring on a motor trader's premises.
 - (b) Assistance not on a hard road surface suitable to heavy transport.
 - (c) Immobilisation occurring in an area to which the Škoda Assistance has no right of access.
 - (d) The cost of petrol, oils, spare parts and other materials.
 - (e) A vehicle where the motorist or a representative is not present when the assistance arrives.
14. Any expenses incurred without prior consent of Škoda Assistance Service or not expressly provided for in this agreement.
15. Any expenses presented without appropriate and original documents.
16. Any claim not immediately resulting from 'Breakdown'.
17. The benefits provided in this agreement are subject to local availability especially in respect of rental cars and hotel accommodation.

Transfer request

Should you sell your Škoda you may transfer the unexpired portion of your Škoda Assistance cover to the new owner by completing the following details:

Please print details using block capitals

New owner details

Title (delete where applicable) Mr /Mrs / Miss / Ms / Other

Initials Surname

House name/number

Street

Town

County

Telephone Work Home

Name of previous owner

Vehicle details

Chassis number

Registration number

Mileage

Regularly serviced by

Declaration

Date Signature of new owner _____

Return this form to:

Škoda Assistance

Škoda Service Department

Škoda Ireland

Block C, Liffey Valley Office Campus,

Liffey Valley, Dublin 22

Please cut along dotted line, fold over and seal.



Fold.

Please cut along dotted line, fold over and seal.



Škoda Assistance

Škoda Assistance
Škoda Service Department
Škoda Ireland
Block C, Liffey Valley Office Campus
Liffey Valley
Dublin 22



Every effort has been made to ensure that all information is correct at the time of going to print. Products and services may be updated or deleted without prior notice, If in doubt about any of the products or services listed in this brochure, please consult your local Škoda dealer. Errors, omissions and technical approval excepted.

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www.skoda-auto.ie