

# Welcome to your Drivalia vehicle!

For an overview and scope of agreed services, please refer to the attached document Service entitlement or see the DriverPass card.

## Tyres

All requests concerning wheels (tyres, rims, accessories) must be dealt with within the contractual tire service network.

## Seasonal tire change

You must have your vehicle fitted with winter tyres in accordance with the valid legislation between November 1 and March 31.

## Maintenance and service

We will make an appointment for you for regular maintenance, as well as for repairs, just contact us via one of the channels listed below.

## Fuel cards

Use the fuel card to purchase fuel only for the vehicle for which it was issued. Do not leave the PIN information together with the fuel card.

## Charging cards for electric cars

They function as RFID, meaning they are not protected by a PIN. This makes it crucial to block them promptly if they are lost.

## Return / Purchase of the vehicle

Select one of the return or purchase methods as described in the DriverPass card and follow the instructions therein.

## What if...

### Travelling abroad

No permits are required for travel within the Schengen area. If you are travelling outside the Schengen area, we will arrange for you a Certificate of authorization to use your vehicle abroad.

### Assistance

Drivalia Assistance will provide you with NONSTOP help in case your vehicle becomes inoperable.

### Loss of vehicle documents

Please report lost documents (incl. fuel cards) through the channels below. If your registration plate is lost, your vehicle becomes inoperable. Use the assistance service for help.

### Replacement vehicle

The service is used for scheduled maintenance at a service station.

The vehicle will be delivered within 24 hours (on working days) in the Czech Republic. The replacement vehicle category is based on your contract settings.

## Insurance and claim settlement

### Traffic accident

If another driver is involved in the accident, fill in the Accident report together! Call in the Police if required by legislation.

### Damage or theft of the vehicle or vehicle parts

If you detect any damage to your vehicle or if it is stolen, contact the Police immediately by calling **158**.

### When using the vehicle:

- Do not carry out any modifications to the vehicle (including application of any stickers) without Drivalia's consent.
- If you lose the keys to the vehicle, please inform Drivalia immediately.
- Take care of the vehicle in such a way as to prevent damages.


We wish you many happy kilometers!

All the information you need, including service ordering, is available here:

**DRIVALIA**

 DriverPass card

 At [www.drivalia.cz](http://www.drivalia.cz)  
in My lease car section

 Non-stop driver line  
**+420 296 333 666**