Assistance services

Ayvens Assistance

Product leaflet



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Ayvens Assistance

- Ayvens Assistance offers its clients four assistance programmes which provide comprehensive care in the event of a vehicle breakdown or accident, including reimbursement of costs. The precise scope of services is always defined in the contract. To use Ayvens Assistance services free of charge, you must arrange them through Ayvens Assistance by calling +420 848 455 555 (or +420 251 032 944 when calling from outside the Czech Republic) or via the myAyvens Driver app.

Contact us whenever you need help or advice and wherever you happen to be!

- The Ayvens Assistance helpline provides 24-hour customer service. After dialling the phone number of the service, you will be put through to an operator who will be happy to help you resolve everything as quickly as possible after having been provided information about the vehicle and your problem.

Download the myAyvens Driver app free of charge:

Conditions of individual programmes applicable in the event of a breakdown and accident

1. EURO COMPLEX programme

A. Services provided throughout Europe

- **Repair on the spot**

  This concerns call out of a service vehicle directly to the location of the incident. The aim is to quickly get the vehicle running again. Assistance will be provided on public roads or at the location of the vehicle, off-road only if the vehicle is accessible (in accordance with the law). Free performance of the service includes call out of a service vehicle and 60 minutes of work by a mechanic.

- **Towing**

  If the vehicle cannot be repaired on the spot, you will be provided a free towing service to the nearest contractual service centre. The service includes call out of a tow truck, loading of the inoperable vehicle, its transportation and unloading, as well as towing of the inoperable vehicle to a safe place and its storage. The service also includes extrication of the vehicle from an off-road location where necessary and, subject to request by the user, transportation of the user and passengers to the service centre.

- **Temporary storage of the vehicle**

  In cases when it is not possible to repair the vehicle immediately (assistance is provided outside the working hours of the service centre), you will be provided free storage of the vehicle in a safe place until it can be transported to the contractual service centre. Free storage of the vehicle can be provided for a period of at most 4 days.

- **Provision of a courtesy car**

  This service is provided if it is not possible to repair the vehicle on the spot, for a period not exceeding the time it takes to repair the vehicle, although no longer than 4 days. The Ayvens Assistance dispatching centre will arrange a courtesy car for you of the same or nearest lower category depending on the local conditions. Assistance does not cover operating costs (fuel, etc.).





B. Services provided abroad

If the vehicle breaks down abroad and cannot be repaired on the day the breakdown is reported, one of the following services will be provided subject to request by the user:

- **Continuation of the journey/return home**

  We will provide you and the crew free transfer to the original destination or to the place of residence (site) of the main user of the vehicle. Transfer will be provided by train in 1st class. If the train journey is expected to take longer than 8 hours, the dispatcher will arrange economy class air travel. The service includes transportation of the passengers and personal luggage to the railway station or airport as applicable. The cost of the service will be paid by the dispatcher directly to the transport company or, subject to mutual agreement, the dispatcher will reimburse the user in arrears.

- **Arrangement of alternative accommodation**

  The dispatching centre will organise accommodation in a hotel for the user (or passengers) of the vehicle for the period of time required to repair the vehicle, including breakfast and transport to the hotel (although for no longer than 4 nights). This service is limited to a maximum of € 500 per person.

- **Transportation of the user to pick up the repaired vehicle**

  This service is provided for one user and provides one train ticket in 1st class or one economy class flight if the train journey would take more than 8 hours. Ayvens Assistance will reimburse costs to the provider or user on presentation of receipts up to a maximum of € 500. This service cannot be used if a courtesy car is provided.

- **Import of spare parts**

  If the spare parts needed to repair the vehicle are not available abroad in the country in question, the dispatching centre will arrange for their provision, including the necessary customs clearance. The service does not include payment for the actual parts and costs for their customs clearance.

2. EURO COMPLEX PLUS programme

Same conditions and range of services as the Euro Complex programme, but the free courtesy car is provided for a period of up to 5 days.

3. EURO COMFORT PLUS programme

Same conditions and range of services as the Euro Complex programme, but the free courtesy car is provided for a period of up to 10 days. In addition to that, the programme also includes repatriation of the vehicle from abroad, i.e. transportation of the inoperable vehicle to the nearest service centre in the Czech Republic in cases when Ayvens decides that repair of the vehicle abroad is uneconomical or the repair time exceeds 48 hours.

4. EURO COMFORT EXTRA programme

Same conditions and range of services as the Euro Comfort Plus programme, but the free courtesy car is provided for a period of up to 20 days.

5. TESLA EURO COMFORT PLUS programme

Same conditions and range of services as the Euro Comfort Plus programme. Valid only for Tesla vehicles.

6. TESLA EURO COMFORT EXTRA programme

Same conditions and range of services as the Euro Comport Extra programme. Valid only for Tesla vehicles.

Condition of using services: The „Provision of a courtesy car“, „Continuation of the journey/return home“ and „Arrangement of alternative accommodation“ services cannot be used at the same time.



What are all the things Ayvens Assistence can help you with?

- We will recommend the appropriate course of action in the event of an accident, breakdown, medical complications or any other emergency in the Czech Republic or abroad.
- We can help you arrange issuance of replacement documents. We will guide you through all of the steps required to obtain new or replacement documents, including organising and arranging communication with the relevant authorities and embassies in the Czech Republic and abroad.
- We will provide you contact details for police authorities, consular representatives and other important institutions in the Czech Republic and abroad.
- We will provide you information about the road traffic regulations in Europe and find suitable suppliers for trips abroad (motels, hotels, toll fees and fuel prices, etc.).
- We can help you with interpreting over the phone in emergency situations abroad.
- We can arrange an interpreter for meetings on location (the cost of the interpreter‘s fee is covered by the client).
- We will pass on messages.
- We will send papers or any other necessary documents to the place you are staying or the location of the accident (without payment of direct costs).
- In the event of a cash shortage caused by an accident or theft, we will arrange cash for you as soon as possible after depositing or transferring 100% of the required funds to our account.



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Ayvens Assistance for technical faults
and accidents NONSTOP: **+420 848 455 555**
When calling from outside the Czech Republic: **+420 251 032 944**

Ayvens Call Centre (Mon – Fri: 9 a.m. – 5 p.m.):
+420 955 525 000

E-mail for queries: infocz@ayvens.com
Website: **www.ayvens.cz**