

SKODA

Škoda Assistance Members Handbook



SKODA

Škoda Assistance.

Keeping You On The Road.

An all-encompassing motoring support service, Škoda Assistance now comes free with all new Škoda cars.

Škoda Assistance guarantees Škoda drivers total peace of mind, whether motoring at home or abroad. It perfectly compliments your vehicle's three year warranty*. As always with Škoda, you can rest assured that Škoda Assistance will deliver the best possible service available to your car.

Škoda Assistance works very simply. In the unlikely event of a breakdown, all you need to do is phone Škoda Assistance and you will get the help you need, 24 hours a day, 365 days a year. This booklet gives you all the details of the scheme, including the benefits available and the numbers you need should you have to call for assistance.

We have experienced personnel who can make arrangements on your behalf. Please call us first, otherwise costs cannot be reimbursed.

Benefits include:

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

What to do if your vehicle breaks down:

Within the Republic of Ireland, telephone free on 1800 202 102.

Within Northern Ireland and the rest of Europe, telephone +353 1 617 9685.

For vehicles equipped with Care Connect please press the breakdown call button.



*Škoda warranty first two years are unlimited mileage, year three is subject to a 150,000km limitation. If your vehicle was purchased with the optional four or five year warranty extension they will also be limited to 150,000 kms in years four and five. For vehicles over three years old, we provide complimentary breakdown assistance for 12 months upon completion of a service in an authorised Škoda Retailer.

Home and Roadside assistance cover

To ensure you get the quickest service possible, make sure to have the following information to hand:

- > The Škoda model – automatic or manual transmission
- > A description of the problem
- > Your exact location
- > Mileage/Km
- > A telephone number where you can be contacted
- > VIN number, if available
- > Car registration and car colour

Home and roadside assistance.

Should mechanical or electrical breakdown result in the immobilization of your Škoda, whether at home or in Europe, and should roadside assistance prove unsuccessful, Škoda Assistance will organise and pay for the covered car to be transported to the nearest Škoda retailer. We will also provide support in cases of punctures or flat batteries.

Car hire, accommodation or onward travel.

If your Škoda can't be repaired within a short timeframe, Škoda Assistance will pay for one of the following:*

Car hire:

Škoda Assistance will provide you with a replacement car for the duration of the repairs, up to a maximum of 3 days. You will be responsible for all ancillary costs, including fuel and insurance. You should also be able to satisfy all the requirements and conditions of the vehicle hire company (which may include credit card for fuel deposit and current driving licence). Car supplied will be subject to availability.

We have experienced personnel who can make arrangements on your behalf. Please call us first otherwise costs cannot be reimbursed.

Accommodation:

Škoda Assistance will contribute towards overnight bed and breakfast accommodation for all people travelling in the Škoda at time of breakdown. This contribution will be for one night and up to a maximum of €100 per person or €300 per party. Transport between your accommodation and the Škoda retailer will be arranged by Škoda Assistance.

Onward travel:

Any rail, air, taxi or bus transport that will enable you to continue your intended journey will be paid for by Škoda Assistance. The maximum payable per person is €45 for taxi or bus, or €400 for rail or air transport.

*Please ensure you remove all personal items before you leave your vehicle, including passports and driving licence.

Extra services.

Škoda Assistance will help you get in contact with family, friends or employer if your journey has been delayed by breakdown.

Assistance abroad:

Assistance abroad is only available in the event of mechanical or electrical breakdown resulting in immobilisation of the car. In this event, the number to call is +353 1 617 9685.

Loss or theft of essential documents in Europe:

Should any of your essential documents – such as passports, credit cards, traveller cheques – be stolen or lost, Škoda Assistance will provide help. Relevant banks and credit card companies will be contacted and stolen or lost cards will be cancelled. Arrangements for temporary passports will be made with local embassies or consulates. The cost of replacement cards, traveller cheques and passports will be the responsibility of the beneficiary.

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 retailer 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 retailer 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 Retailer. We provide complimentary breakdown assistance for 12 months upon completion of a service in an authorised Škoda Retailer.



General terms and conditions

Škoda provides 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 or 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 there from 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.
18. All information correct as at 24th March 2023.

**Škoda Assistance,**

Volkswagen Group
Ireland Limited,
Block C,
Liffey Valley Office Complex,
Liffey Valley, Dublin 22.

Head office:
+353 1 898 9700.
skoda.ie

If you need assistance
telephone:

Republic of Ireland
(freephone)

1800 202 102.

Northern Ireland and
rest of Europe

+353 1 617 9685.

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 retailer. Errors, omissions and technical approval excepted.



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

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
Volkswagen Group Ireland Limited
Block C
Liffey Valley Office Complex
Liffey Valley
Dublin 22



Fold

Please cut along dotted line, fold over and seal.

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Volkswagen Group
Ireland Limited,
Block C,
Liffey Valley Office Complex,
Liffey Valley,
Dublin 22.