



PEUGEOT OPEN EUROPE

HOLIDAYS BY CAR

PRACTICAL GUIDE



2010

All you need
to know about your
Peugeot Open Europe
contract



PEUGEOT OPEN EUROPE
HOLIDAYS BY CAR



Welcome to Europe!

On behalf of Peugeot Sodexa, I would like to thank you for choosing Peugeot Open Europe for your European holiday. We continually strive to improve our services to offer you, every year, a formula that is even better suited to your needs. Peugeot Open Europe constitutes an entire team that will assist you during your trip. From collecting at the pick-up center to dropping off your vehicle, each member of our team will be available and discreet to provide you with the solutions you need, as soon as you need them. Your patronage is our reward, and we will do our utmost to continue to deserve it. A member of your family can also benefit from your Peugeot advantages by purchasing definitively your vehicle at the end of the contract. To facilitate your stay in Europe, please familiarize yourself with this document that details the various aspects of the Peugeot Open Europe contract that will also be a valuable guide for your vacation. Happy driving at the wheel of your Peugeot!



Yann CARNOY
Chief Executive

A stylized handwritten signature in black ink, consisting of a large 'Y' and 'C' followed by a period.



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Peugeot Open Europe Centers



From the moment you arrive in Europe, **47 pick-up and drop-off centers** are waiting to welcome you in **9 different countries**. Their privileged positions within airports, stations or in city centers will make planning your journey easier; and allow you to enjoy your Peugeot Open Europe vacation with peace of mind.

Peugeot Open Europe.
The holidays of your life.



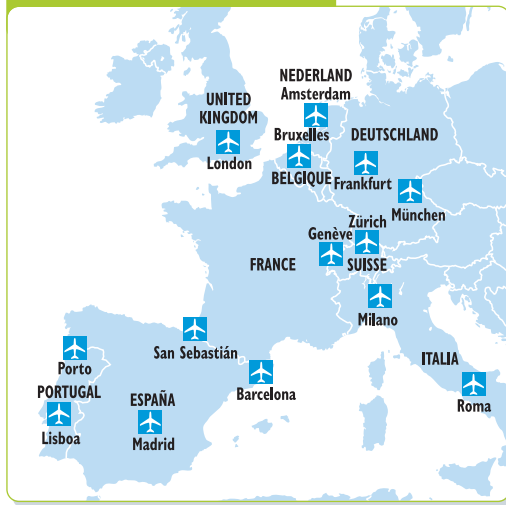


Meet us in the center
of your choice





Centers in Europe



Centers in France



Legends

-  Airport
-  TGV Station
-  Town
-  Port Terminal

NoVert 0 800 XXX XXX

Toll-free number only from a landline telephone located in the airport or station for welcoming you on arrival, and delivering your vehicle. It enables you to tell us you have arrived and to directly contact the delivery center you will be dealing with.



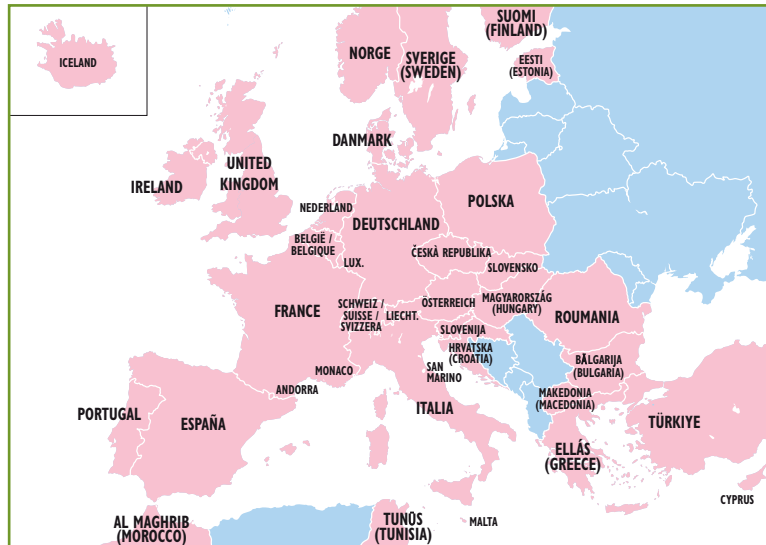
Your Peugeot Open Europe contract enables you to drive in 38 European countries, as well as their islands and principalities.
Only these countries are covered by your insurance and assistance contract.

List of countries authorized within the scope of the insurance contract:

Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Macedonia (F.Y.R.O.M.), Malta, Monaco, Morocco, the Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey, United Kingdom.

Important note: the islands belonging to the countries listed above and the principalities are also covered.

For example: the Balearics and the Canaries (Spain) – Sardinia and Sicily (Italy) – Madeira and the Azores (Portugal) – Corsica (France)...



**ANTIBES**

WALON FRANCE

28, boulevard du Général-Vautrin – 06600 Antibes

Tel. in France: **04 93 33 70 43**Tel. outside France: **+33 4 93 33 70 43****GPS: 7° 7' 10,8" E - 43° 35' 15,3" N**

Town

OPENFrom Monday
to Friday except
public holidays**AVIGNON****N°Vert 0 800 736 954**

MDS / AVIGNON

STATION-SERVICE AVIA

16, boulevard Saint-Michel – 84000 Avignon

Tel. in France: **04 26 07 74 54**Tel. outside France: **+33 4 26 07 74 54****GPS: 4° 48' 40,80" E - 43° 56' 34,21" N**

TGV Station

OPEN7 days/week, including
public holidays**BASEL-MULHOUSE-FREIBURG**BASEL-MULHOUSE-FREIBURG EUROAIRPORT
NATIONAL CITERTel. in France: **03 89 90 29 51 / 03 89 61 62 65**Tel. outside France: **+33 3 89 90 29 51 / +33 3 89 61 62 65****GPS: 7° 31' 53" E - 47° 36' 2" N**

Airport

OPEN7 days/week, including
public holidays**BIARRITZ**BIARRITZ – PARME AIRPORT
LAGUILLON SERVICESTel. in France: **05 59 54 63 65**Tel. outside France: **+33 5 59 54 63 65****GPS: 1° 31' 47" W - 43° 28' 19" N**

Airport

OPEN7 days/week, including
public holidays**N°Vert 0 800 XXX XXX**

Toll-free number only from a landline telephone located in the airport or station for welcoming you on arrival, and delivering your vehicle.

*Deliveries and returns in train stations and airports are ensured, during opening hours, 7 days a week, including on weekends and public holidays except in special circumstances.**For the centers located in town, there are no deliveries or returns during the weekend or public holidays (see public holidays table on pages 20-21).*

**BORDEAUX**

BORDEAUX – MÉRIGNAC AIRPORT
GARAGE PEUGEOT H. BARRE – TT SERVICES
Mr. Jérôme PRIETO and Mr. Gérard LÉBOURG
Mobile phone: **06 74 78 65 09**
Mobile phone outside France: **+33 6 74 78 65 09**
GPS: 0° 41' 58" W - 44° 49' 47" N



Airport

OPEN7 days/week, including
public holidays**BORDEAUX**

GARAGE PEUGEOT H. BARRE
107, rue Georges-Bonnac – 33000 Bordeaux
Mr. Jérôme PRIETO and Mr. Gérard LÉBOURG
Tel. in France: **05 56 96 80 26**
Tel. outside France: **+33 5 56 96 80 26**
GPS: 0° 35' 12" W - 44° 50' 25" N



Town

OPENFrom Monday
to Friday except
public holidays**BREST**

BREST – GUIPAVAS AIRPORT / GARAGE PONT
Tel. in France: **02 98 07 86 81***
Tel. outside France: **+33 2 98 07 86 81***
Mobile phone: **06 08 57 66 83***
Mobile phone outside France: **+33 6 08 57 66 83***
GPS: 4° 25' 18" W - 48° 26' 56" N



Airport

OPEN7 days/week, including
public holidays**BREST**

GARAGE PONT
Pont Amis – 29850 Gouesnou
Tel. in France: **02 98 07 86 81***
Tel. outside France: **+33 2 98 07 86 81***
Mobile phone: **06 08 57 66 83***
Mobile phone outside France: **+33 6 08 57 66 83***
GPS: 4° 27' 35" W - 48° 27' 35" N



Town

OPENFrom Monday
to Friday except
public holidays

*From 30/07/10 to 24/08/10 and from 24/12/10 to 4/01/11, only dial the cellular telephone number.

CALAIS PORT

COMPTOIR WALON FRANCE
Port Terminal East Terminal Car Ferry
Passenger disembarkment hall – 62100 Calais
Tel. in France: **03 21 46 18 30**
Tel. outside France: **+33 3 21 46 18 30**
Mobile phone: **06 07 32 15 43**
Mobile phone outside France: **+33 6 07 32 15 43**
GPS: 1° 51' 35,23" E - 50° 58' 7,82" N

Port
terminal**OPEN**7 days/week, including
public holidays except:**CLOSED****2010 : 1/1 – 25/12**
2011 : 1/1

**CHERBOURG / TOURLAVILLE**

PEUGEOT MARY AUTOMOBILES CHERBOURG
129, rue des Pommiers – 50110 Tourlaville
Mrs. Laurence PLANQUE and Nathalie PENVEN

Tel. in France: **02 33 88 48 12**
Tel. outside France: **+33 2 33 88 48 12**

GPS: 1° 33' 57,8" W - 49° 39' 14,3" N



Town

OPEN

From Monday
to Friday except
public holidays

CLERMONT-FERRAND

CLERMONT-FERRAND – AULNAT AIRPORT
SNTC – ZI de Ladoux – Rue Bleu – BP 80124 – 63118 Cézabat
Mrs. Sylvie PENOT and Mr. Jan Peter GODAERT

Tel. in France: **04 73 24 04 35**
Tel. outside France: **+33 4 73 24 04 35**
Mobile phone: **06 86 05 54 47***
Mobile phone outside France: **+33 6 86 05 54 47***

**Use only outside normal office hours and on weekends and public holidays.*

GPS: 3° 15' 94" E - 45° 7' 13,6" N



Airport

OPEN

7 days/week, including
public holidays except:

CLOSED

2010 : 1, 2, 3/1 – 3,
4, 5/4 – 22, 23, 24/5 –
30, 31/10 – 1/11 –
25, 26/12
2011 : 1, 2/1

HENDAYE

LAGUILLON SERVICES
1, rue de l'Industrie – Zone Autoport – 64700 Hendaye

Tel. in France: **05 59 54 63 65**
Tel. outside France: **+33 5 59 54 63 65**

GPS: 1° 46' 12" W - 43° 20' 55" N



Town

OPEN

From Monday
to Friday except
public holidays

LILLE

LILLE – LESQUIN AIRPORT
SOCIÉTÉ NORMANCHE

Tel. in France: **03 20 58 50 50**
Tel. outside France: **+33 3 20 58 50 50**
Mobile phone: **06 76 96 37 19**
Mobile phone outside France: **+33 6 76 96 37 19**

GPS: 3° 6' 26,36" E - 50° 34' 16,60" N



Airport

OPEN

7 days/week, including
public holidays except:

CLOSED

2010 : 14, 24/5 –
12/11

N°Vert 0 800 XXX XXX

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LILLE EUROPE TGV STATION

SOCIÉTÉ NORMANCHE

Tel. in France: **03 20 58 50 50**

Tel. outside France: **+33 3 20 58 50 50**

Mobile phone: **06 76 96 37 19**

Mobile phone outside France: **+33 6 76 96 37 19**

GPS: 3° 2' 28,58" E - 50° 38' 8,22" N



TGV Station

OPEN

7 days/week, including
public holidays except:

CLOSED

2010 : 14, 24/5 -
12/11

LYONS SAINT-EXUPÉRY

LYONS – SAINT-EXUPÉRY AIRPORT

AIR EUROPE SERVICE (AES)

Car rental area (Zone location de voitures)

Mrs. Carole PERICAUD

Tel. in France: **04 72 22 81 10**

Tel. outside France: **+33 4 72 22 81 10**

GPS: 5° 4' 18" E - 45° 43' 31" N



Airport

OPEN

7 days/week, including
public holidays

MARSEILLES

MARSEILLES – PROVENCE AIRPORT

STATION EXPORT AUTO (SEA)

Zone des Salins (opposite car rental area)

Route de l'Aviation-Générale

Mr. and Mrs. FLEURENTDIDIER

Tel. in France: **04 42 14 26 59**

Tel. outside France: **+33 4 42 14 26 59**

Mobile phone: **06 08 57 29 88**

Mobile phone outside France: **+33 6 08 57 29 88**

GPS: 5° 13' 26" E - 43° 26' 42" N

N°Vert 0 800 112 921



Airport

OPEN

7 days/week, including
public holidays*

*Only with appointment.

MONTPELLIER

MONTPELLIER – MÉDITERRANÉE AIRPORT

AUTO RAPIDO

Tel. in France: **04 67 99 92 37**

Tel. outside France: **+33 4 67 99 92 37**

Mobile phone: **06 08 02 26 11**

Mobile phone outside France: **+33 6 08 02 26 11**

GPS: 3° 57' 33" E - 43° 34' 38" N



Airport

OPEN

7 days/week, including
public holidays



NANCY / LAXOU

PEUGEOT SIAL (SIA DE LORRAINE)

1-3, avenue de la Résistance – BP 1023 – 54521 Laxou Cedex

Tel. in France: **03 83 95 80 80**

Tel. outside France: **+33 3 83 95 80 80**

Mobile phone: **06 18 01 69 14**

Mobile phone outside France: **+33 6 18 01 69 14**

GPS: 6° 8' 10" E - 48° 41' 39,20" N



Town

OPEN

From Monday
to Friday except
public holidays

NANTES / REZÉ

N°Vert 0 800 800 646

NANTES – ATLANTIQUE AIRPORT

UCAR

Zone Atout Sud – 24, rue de l'Abbé-Grégoire – 44400 Rezé

Tel. in France: **02 40 75 73 51**

Tel. outside France: **+33 2 40 75 73 51**

Mobile phone: **06 88 24 96 46**

Mobile phone outside France: **+33 6 88 24 96 46**

GPS: 1° 34' 4" W - 47° 11' 29" N



Airport

OPEN

7 days/week, including
public holidays

NICE

NICE – CÔTE D'AZUR AIRPORT

WALON FRANCE

Hall Arrivée Terminal I

Tel. in France: **04 93 21 45 18**

Tel. outside France: **+33 4 93 21 45 18**

Mobile phone: **06 07 16 45 61**

Mobile phone outside France: **+33 6 07 16 45 61**

GPS: 7° 12' 39" E - 43° 39' 57" N



Airport

OPEN

7 days/week, including
public holidays

NÎMES

PEUGEOT GRANDS GARAGES DU GARD

1667, avenue du Maréchal-Juin – 30900 Nîmes

Pick-up: Mrs. Agnès CAZAUD

Drop-off: Mr. Jean-Luc CHASTAGNIER

Tel. in France: **04 66 84 69 08**

Tel. outside France: **+33 4 66 84 69 08**

GPS: 4° 20' 40,51" E - 43° 49' 11,35" N



Town

OPEN

From Monday
to Friday except
public holidays

N°Vert 0 800 XXX XXX

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**PARIS / COURBEVOIE**

(4 km away from Paris by porte Maillot)

PEUGEOT SODEXA

115, avenue de l'Arche – 92400 Courbevoie

Tel. in France: **01 49 04 81 81**Tel. outside France: **+33 1 49 04 81 81****GPS: 2° 14' 18" E - 48° 54' 4" N**

Town

OPENFrom Monday
to Friday except
public holidays**PARIS / ORLY****NoVert 0 800 632 632**

PARIS – ORLY AIRPORT

PEUGEOT SODEXA – Rue d'Amsterdam – 94310 Orly

Tel. in France: **01 49 75 14 55**Tel. outside France: **+33 1 49 75 14 55****GPS: 2° 22' 21" E - 48° 44' 20" N**

Airport

OPEN7 days/week, including
public holidays**PARIS / ROISSY
CHARLES-DE-GAULLE****NoVert 0 800 800 775**

PARIS – ROISSY CHARLES-DE-GAULLE AIRPORT

TT CAR

Tel. in France: **01 48 62 37 53**Tel. outside France: **+33 1 48 62 37 53****GPS: 2° 34' 1" E - 49° 0' 46" N****GPS*: 2° 56' 56" E - 49° 0' 12" N**

Airport

OPEN7 days/week, including
public holidays**PAU**

PAU – PYRÉNÉES AIRPORT

GARAGE DAVANT

Tel. in France: **05 59 14 80 00**Tel. outside France: **+33 5 59 14 80 00****GPS: 0° 24' 55,40" W - 43° 21' 21,91" N**

Airport

OPEN7 days/week, including
public holidays**PAU**

GARAGE DAVANT

148, boulevard de la Paix – 64000 Pau

Tel. in France: **05 59 14 80 00**Tel. outside France: **+33 5 59 14 80 00****GPS: 0° 20' 38" W - 43° 19' 6" N**

Town

OPENFrom Monday
to Friday except
public holidays**PERPIGNAN**

PERPIGNAN – RIVESALTES AIRPORT

WALON FRANCE

Tel. in France: **04 68 64 44 91**Tel. outside France: **+33 4 68 64 44 91**Mobile phone: **06 80 14 84 03***Mobile phone outside France: **+33 6 80 14 84 03*****Use only outside normal office hours and on weekends and public holidays.***GPS: 2° 53' 0" E - 42° 47' 48" N**

Airport

OPEN7 days/week, including
public holidays



RENNES

RENNES AIRPORT
CITER

Tel. in France: **02 99 29 60 26**
Tel. outside France: **+33 2 99 29 60 26**

GPS: 1° 43' 31,13" W - 48° 4' 6,93" N



Airport

OPEN

7 days/week, including
public holidays

STRASBOURG

STRASBOURG – ENTZHEIM AIRPORT
NATIONAL CITER

Tel. in France: **03 88 64 69 20**
Tel. outside France: **+33 3 88 64 69 20**

GPS: 7° 37' 39" E - 48° 32' 44" N



Airport

OPEN

7 days/week, including
public holidays except:

CLOSED

Sunday morning –
1/01/2010 morning

RENNES TGV STATION

CITER

Tel. in France: **02 23 44 02 78**
Tel. outside France: **+33 2 23 44 02 78**

GPS: 1° 40' 42,47" W - 48° 5' 47,93" N



TGV Station

OPEN

7 days/week, including
public holidays

TOULOUSE

TOULOUSE – BLAGNAC AIRPORT
BLANC TRANSPORT VÉHICULES (BTV)
Allée Saint-Exupéry – 31700 Blagnac (chez Budget)
Mr. Axel FARAMOND and Mr. Manuel QUILEZ

Tel. in France: **05 34 51 33 56**
Tel. outside France: **+33 5 34 51 33 56**

GPS: 1° 22' 8,91" E - 43° 38' 13,07" N

N°Vert 0 800 881 831



Airport

OPEN

7 days/week, including
public holidays

N°Vert 0 800 XXX XXX

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AMSTERDAM

AMSTERDAM – SCHIPHOL AIRPORT
MDS / AMSTERDAM
CROWNE PLAZA HOTEL
Planeetbaan 2, Hoofddorp
Amsterdam, 2132 HZ Netherlands

Tel. in the Netherlands: **0208 903 846**
Tel. outside the Netherlands: **+31 208 903 846**

GPS: 4° 42' 28,97" E - 52° 17' 46,99" N

Important: contact details valid until 31/12/2009. Check new details for 2010 on the website www.peugeot-openeurope.com.



Airport

OPEN

7 days/week, including
public holidays

BARCELONA

BARCELONA – EL PRAT AIRPORT
MDS / BARCELONA

Tel. in Spain: **93 184 56 71**
Tel. outside Spain: **+34 93 184 56 71**

GPS: 2° 4' 23,20" E - 41° 17' 19,19" N

NºVert 800 300 389



Airport

OPEN

7 days/week, including
public holidays

BRUSSELS

BRUSSELS – ZAVENTEM AIRPORT
EUROPCAR

Tel. in Belgium: **02 712 03 01** or **02** or **04**
Tel. outside Belgium: **+32 2 712 03 01** or **02** or **04**
Mobile phone: **0 475 72 08 80**
Mobile phone outside Belgium: **+32 475 72 08 80**

GPS: 4° 28' 48,65" E - 50° 56' 49,94" N



Airport

OPEN

7 days/week, including
public holidays

FRANKFURT

NºVert 0 800 664 5617

FRANKFURT – MÖRFELDEN AIRPORT
MDS / FRANCFORT
HOLIDAY INN EXPRESS – Langener Str. 200 – 64546 Mörfelden

Tel. in Germany: **0692 5738 5652**
Tel. outside Germany: **+49 692 5738 5652**

GPS: 8° 35' 35,70" E - 49° 58' 54,26" N



Airport

OPEN

7 days/week, including
public holidays



GENEVA

GENEVA – COINTRIN AIRPORT
SOGECAR

Tel. in Switzerland: **022 717 82 75**
Tel. outside Switzerland: **+41 22 717 82 75**

Note: deliveries and returns on French side.



Airport

OPEN

7 days/week, including
public holidays

GENEVA / FERNEY-VOLTAIRE

SOGECAR
ZA Les Maladières – Rue de Perruet – 01210 Ornex

Tel. in France: **04 50 40 94 70**
Tel. outside France: **+33 4 50 40 94 70**
Mobile phone: **06 08 70 89 75**
Mobile phone outside France: **+33 6 08 70 89 75**

GPS: 6° 5' 30" E - 46° 17' 1" N



Town

OPEN

From Monday
to Friday except
public holidays

LISBON

LISBON – PORTELA DE SACAIVEM AIRPORT
PORTO PARIS LDA
Rua C, edificio 125, piso 1, sala 2
Lisbon Airport (facing gas station)

Tel. in Portugal: **21 846 27 97**
Tel. outside Portugal: **+351 21 846 27 97**

GPS: 9° 7' 31,47" W - 38° 46' 16,90" N

NºVert 800 206 852



Airport

OPEN

7 days/week, including
public holidays except:

CLOSED

**2010 : 1/1 – 24, 25,
31/12**

LONDON / HEATHROW

LONDON – HEATHROW AIRPORT
MDS / LONDON RENTALCAR UK
Sipson Road – Unit 6 Sovereign Court – UB7 OJE Heathrow

Tel. from United Kingdom: **020 881 996 91**
Tel. outside United Kingdom: **+44 20 881 996 91**

GPS: 0° 26' 57" W - 51° 28' 56" N



Airport

OPEN

7 days/week, including
public holidays

NºVert 0 800 XXX XXX

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**MADRID**

MADRID – BARAJAS AIRPORT
 AUTO TURISTICA IBERICA
 C/Ingeniero Torres Quevedo, 6
 28022 Madrid

Tel. in Spain: **91 329 27 10** or **91 329 29 11**
 Tel. outside Spain: **+34 91 329 27 10**
 or **+34 91 329 29 11**

GPS: 3° 33' 32" W - 40° 26' 46" N

*Partial closure : the center is open from 9am to 1pm only.

NºVert 900 712 137

Airport

OPEN7 days/week, including
public holidays except:**CLOSED**2010 : 1, 5*, 6/1 –
31/3* – 24*, 25, 26,
31*/12

2011 : 1, 6 /1

MILAN / LINATE

MILAN – LINATE AIRPORT
 CRV SAS DI CATTANEO
 Mrs. Micaela CATTANEO and Mrs. Franca CATTANEO

Tel. in Italy: **348 33 10 102**
 Tel. outside Italy: **+39 348 33 10 102**
 Mobile phone: **348 42 10 024**
 Mobile phone outside Italy: **+39 348 42 10 024**

GPS: 9° 16' 43" E - 45° 27' 45" N



Airport

OPEN7 days/week, including
public holidays except:**CLOSED**2010 : 4/4 – 25/12
2011 : 1 /1**MILAN / MALPENSA**

MILAN – MALPENSA AIRPORT
 CRV SAS DI CATTANEO
 Mrs. Micaela CATTANEO and Mrs. Franca CATTANEO

Tel. in Italy: **348 33 10 102**
 Tel. outside Italy: **+39 348 33 10 102**
 Mobile phone: **348 42 10 024**
 Mobile phone outside Italy: **+39 348 42 10 024**

GPS: 8° 42' 33" E - 45° 37' 59" N



Airport

OPEN7 days/week, including
public holidays except:**CLOSED**2010 : 4/4 – 25/12
2011 : 1 /1**MUNICH****NºVert 0 800 664 5617**

MUNICH – F.-J.-STRAUSS AIRPORT
 MDS / MUNICH
 Ismaningerstrasse 98 – 85399 Hallbergmoos

Tel. in Germany: **069 257 385 652**
 Tel. outside Germany: **+49 69 257 385 652**

GPS: 11° 43' 55,38" E - 48° 20' 29,46" N



Airport

OPEN7 days/week, including
public holidays

**PORTO**

PORTO – SA CARNEIRO AIRPORT
PORTO PARIS LDA

Tel. in Portugal: **22 996 64 27**
Tel. outside Portugal: **+351 22 996 64 27**

GPS: 8° 40' 41" W - 41° 14' 8" N

**OPEN**7 days/week, including
public holidays except:**CLOSED****2010: 1/1 –
24, 25, 31/12****ROME FIUMICINO**

ROME – FIUMICINO AIRPORT
MDS / ROME
Via della Magliana 1098 – Ponte Galeria – Rome

Tel. in Italy: **069 926 83 92**
Tel. outside Italy: **+39 069 926 83 92**

GPS: 12° 22' 31,06" E - 43° 49' 22,35" N

N°Vert 800 969 277**OPEN**7 days/week, including
public holidays**SAN SEBASTIÁN**

SAN SEBASTIÁN AIRPORT
LAGUILLON SERVICES

Tel. in France: **05 59 54 63 65**
Tel. outside France: **+33 5 59 54 63 65**

Note: this is a French phone number even though the center
is located in Spain.

GPS: 1° 47' 38" W - 43° 21' 22" N

**OPEN**7 days/week, including
public holidays**ZURICH**

ZURICH – KLOTEN AIRPORT
MDS / AIRPORT PARKING

Tel in Switzerland: **043 500 4204**
Tel. outside Switzerland: **+41 43 500 4204**

GPS: 8° 33' 45,93" E - 47° 27' 8,82" N

N°Vert 0 800 700 201**OPEN**7 days/week, including
public holidays**N°Vert 0 800 XXX XXX**

Toll-free number only from a landline telephone located in the airport or station for welcoming you on arrival, and delivering your vehicle.

*Deliveries and returns in train stations and airports are ensured, during opening hours, 7 days a week, including on weekends and public holidays except in special circumstances.**For the centers located in town, there are no deliveries or returns during the weekend or public holidays (see public holidays table on pages 20-21).*



Public holidays in France and Europe

The table opposite displays the national public holidays for each country. For some cities or towns, local public holidays may have to be taken into account.

Reminder: nevertheless, for railway stations and airports, delivery is guaranteed 7 days a week, including public holidays except in special circumstances.

Important: when making an appointment by telephone for the return of your vehicle, please phone on working days, excluding weekends and public holidays.

	Belgium	France	Germany
2010 January	1	1	1 - 6
February			
March			
April	5	2 ⁽¹⁾ - 5	2 - 4 - 5
May	1 - 13 - 24	1 - 8 - 13 - 24	1 - 13 - 23 - 24
June			3
July	21	14	
August	15	15	
September			
October			3
November	1 - 11	1 - 11	1 - 17
December	25	5 - 26 ⁽¹⁾	24 - 25 - 26 - 31
2011 January	1	1	1 - 6

⁽¹⁾Only for Mulhouse, Nancy, and Strasbourg.

Public holidays in France and Europe

	Great Britain	Italy	Netherlands	Portugal	Spain	Switzerland
2010 January	1 - 2	1 - 6	1	1	1 - 6	1
February				16		2 - 5
March	17				19 ⁽⁴⁾	
April	5	4 - 5 - 25	2 - 4 - 5 - 30	2 - 4 - 25	1 ⁽⁴⁾ - 2 - 5 ⁽⁵⁾	
May	3 - 31	1	2 - 13 - 23 - 24	1	1 - 24 ⁽⁵⁾	1 - 13 - 24
June		2	1	3 - 10 - 13 ⁽²⁾ - 24 ⁽³⁾	3 ⁽⁴⁾ - 24 ⁽⁵⁾	
July						
August	2 - 30	15		15	15 ⁽⁵⁾	1
September					11 ⁽⁵⁾ - 24 ⁽⁵⁾	
October				5	12	
November		1		1	1 - 9 ⁽⁴⁾	
December	25 - 26	8 - 25 - 26	25 - 26	1 - 8 - 25	6 - 8 - 25 - 26 ⁽⁵⁾	25 - 26
2011 January	1 - 2	1 - 6	1	1	1 - 6	1

⁽²⁾Only for Lisbon.

⁽³⁾Only for Porto.

⁽⁴⁾Only for Madrid.

⁽⁵⁾Only for Barcelona.



Europe by Peugeot



You are heading off to **discover Europe**, with its abundance of **artwork**, **history**, magnificent **landscapes**, different **cultures**, **gourmet specialties** and varied traditions... in **38 countries** authorised by your contract.
Peugeot Open Europe.
The holidays of your life.





A On delivery

In order to ensure the vehicle delivery process goes as smoothly as possible, **you must schedule an appointment or provide us with your flight details**. You will be personally greeted **at the appointed time and place** for delivery, as indicated on your purchase order. On arrival at a station or airport, so that we can better locate you (and therefore better welcome you), as soon as you arrive and have collected your baggage, call the toll-free number **N°Vert 0 800 XXX XXX** from a landline to be connected directly with your delivery center.

NOTE: only the person holding title to the contract (whose name features on the vehicle registration certificate) or his/her spouse bearing a **letter of authorization** may take delivery of the vehicle.

Warning: for appointments where no flight information has been provided, our representative will wait for no more than 30 minutes beyond the scheduled arrival time. Please contact your delivery center for any change regarding your flight details or the appointed time of delivery.

You must present:

- Your passport (for French citizens living in French overseas territories, the national identity card will be accepted)
- Your purchase order or voucher
- Your driving licence

Before your departure from your home country, please ensure your PEUGEOT OPEN EUROPE representative has either a mobile telephone number or email address in case they need to contact you for any reason.

We will provide:

- Two keys for the vehicle*
- An SD card for the GPS system (if the vehicle is equipped with the Peugeot WIP Nav system) **A***
- The vehicle registration certificate or provisional registration certificate **B***
- The insurance certificate (with excerpt of coverage policy) **C**
- International automobile insurance green card **D**
- Return location information

***Important note:** all these items must be returned with the vehicle. Any missing item will be charged to your credit card.





You will also find in the vehicle:

- A joint accident report
 - The vehicle owner's manual in French
 - The French dealership booklets
 - The vehicle maintenance service record. This maintenance and warranty booklet has a label which constitutes the warranty card for your vehicle.
- Our agents will provide all the necessary explanations for these documents and ensure the delivery of your vehicle.

About fuel:

Warning: any expenses arising from using the wrong fuel, from running out of gas or from using the wrong lubricant will not be reimbursed under any circumstances. **The fuel to be used is mentioned on your vehicle registration certificate and inside the fuel filler cap: "GO" (Diesel, Gas Oil) or "ES" gas (95 or 98 leadfree petrol only).** There's a recap diagram on the back of your key-ring.



The vehicle is delivered with a supply of fuel ranging from 10 to 15 liters, depending on the car model.

Important note: you are not expected to return the vehicle with a full tank. The remaining fuel does not give any rights to reimbursement.

B Utilization

Who may drive the vehicle?

In order to drive the vehicle, you must be at least 18 years of age and have a current, unrestricted driver's license (not a learner's permit) that is valid for the countries in which you will be driving.

The following persons may drive the vehicle:

- The person holding the title to the contract (whose name features on the vehicle registration certificate)
- His/Her spouse and his/her direct descendents and ascendants if they meet all of the same conditions for obtaining temporary registration for transit as required of the title holder

Important note: adding or changing any names on the vehicle registration certificate or the international automobile insurance green card is not permitted.

International driving permit:

• For driving anywhere within the European Union:

Nationals of any member country of the European Union with a driving permit issued in the EU do not need an international driving permit. This document could be mandatory for anyone from a country outside the EU. Check with your national Automobile Club.



- **For driving anywhere outside the European Union:**

Regardless of your nationality, the international driving permit is mandatory.

Important note: even if you have an international driving permit, you must also have a valid current national driver's license.

Vehicle servicing:

Important note: all servicing must be performed by authorized maintenance workshops belonging to the Peugeot network.

You will find the intervals for these services in the maintenance booklet in your vehicle. These paying services are at your expense.

Warning: in between servicing, we recommend you check the oil level, water level, and tire pressure every 1,000 kilometers.

Work under warranty:

Should there be a need to carry out work under warranty, the operation must be performed at an official Peugeot garage upon presentation of the maintenance book and the warranty sticker.

Electronic anti-theft device:

All vehicles are equipped with a system that blocks starting of the vehicle.





A few importantes rules:

• **Children:** in Europe, the use of a restraint system, adapted to size and weight, is mandatory for children under the age of 10 (approved child restraint seat up to the age of 7 and booster seat from age 7 to 10).

Important note: to determine the size of the seat, consider the child's size at the delivery date.

• **Total number of passengers in the vehicle:** the vehicle registration certificate indicates the authorized maximum number of passengers. You must comply with this stipulation for purposes of insurance and civil liability.

Warning: children count for a full passenger place, regardless of their age.

Useful precautions:

Never leave the following in the vehicle:

- The vehicle registration certificate
- The International automobile insurance green card
- The keys to the vehicle
- SD card for the GPS system if it is equipped with the Peugeot WIP Nav system, particularly for coupé-cabriolets

Always lock the vehicle. Never leave any valuable objects in the vehicle.

In case of breakdown, accident, attempted theft or theft:

Depending on the country in which you are located, call **PEUGEOT SODEXA ASSISTANCE 24 hours a day:** [NoVer100 800 77 77 24 24](tel:+33147892424) (toll free) only from a **landline telephone** in one of the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Norway, the Netherlands, Portugal, San Marino, Spain, Sweden, Switzerland, and United Kingdom (NB: charges apply when calling from a cell phone),

OR +33 1 47 89 24 24 charges are applicable in all countries.

For additional information, see the "Assistance" section, pages 30 to 39.

Extension of the contract

WARNING: the contract may not be extended beyond the expiration date of the vehicle registration certificate.

To extend the contract, you must carry out the following:

Contact Peugeot Open Europe – Customer Care:

At least 4 business days prior to the end of your contract call CUSTOMER CARE. This service is available from Monday through Friday (except for French holidays) between 9am and 5pm only:

In France: 01 49 04 81 19 / 82 44

Outside France: +33 1 49 04 81 19 / 82 44



Provide the following information:

- The vehicle registration number
- The new date for the desired end of the contract
- Your credit card information: company (MasterCard, Visa, American Express, Diners) – number – expiration date
- Your holiday mailing address so that we can send you your new international automobile insurance green card

Payment for extension of the contract by credit card:

WARNING: the daily rate for this extension is:

207 Sedan	24 €	3008	32 €
207 SW and 207 CC	25 €	5008	35 €
Partner Tepee	26 €	Coupé 407, 807 and Expert Tepee	37 €
308 Sedan and 308 SW	27 €	4007 and 607	38 €
308 CC and 407 Sedan	30 €		

Warning: the amount for the extension must be paid immediately by credit card. In case of failure to pay, PEUGEOT OPEN EUROPE will refuse to establish the new insurance certificate required for extension of the contract. In this case, you will assume full civil, property and legal liability for any incidents that may occur. Damages to third parties and other vehicles will not be covered.

In cases of contract extension, regardless of the circumstances leading to the return in advance, the contract will not be reimbursed.

In case of return after the date organised, PEUGEOT OPEN EUROPE reserves the right to debit the amount due from your credit account.

D Return

In order to ensure the vehicle return process goes as smoothly as possible, you must schedule an appointment with your return center at least 4 business days before the expiration of your contract, **using the landline or mobile telephone numbers** indicated for each center at the beginning of this guide.

Warning: for each call, please consider the telephone line opening hours and public holidays (see website www.peugeot-openeurope.com, section Delivery and Return and the map of your center provided at delivery).



The vehicle must be returned to one of the 47 PEUGEOT OPEN EUROPE centers. If you do not follow this procedure, any expenses incurred will be charged to your credit card. Contact details for all the centers are on pages 6 to 19 and on the website, Delivery and Return section. Public holidays are listed on pages 20 and 21.

If you are returning the vehicle to the designated location:

At least 4 business days before the expiration of your contract, call the agent at the designated location in order to make an appointment.

Warning: the agent will not wait for more than 30 minutes at the return location beyond the time on which you have agreed.

If you want to change the location for returning the vehicle:

For locations in France, call the agent at the new site at least 4 business days before the expiration of your contract.

For locations outside France, call CUSTOMER CARE at least 4 business days before the expiration of your contract.

This service is available from Monday through Friday (except French holidays) between 9am and 5pm only:

In France: 01 49 04 81 19 / 82 44

Outside France: +33 1 49 04 81 19 / 82 44

CUSTOMER CARE will send you the map of the new site by fax or e-mail upon request. This map is also available on the website - Delivery and Return Centers tab.

Important note: for sites located outside France (except Geneva), this change will lead to an extra charge to be paid immediately by credit card by calling CUSTOMER CARE.

Warning: the return charges abroad cannot be reimbursed.

If you are returning the vehicle in advance:

Cumulative conditions must be met in order to receive a partial refund for the “unused portion” of the contract:

- minimum length of initial contract: 30 days
- date of return: at least 7 days prior to the expiration date of the initial contract

NOTE: in cases of contract extension, the contract will not be reimbursed if you return the vehicle before the end date of the extension.

Request for partial refund on the “unused portion” of the contract:

You must send a written request for partial reimbursement to the local representative who sold you the contract.

Warning: regardless of the circumstances leading to the return in advance, even in cases of force majeure, a minimum amount equal to 17 days of the contract will be retained and will not be reimbursed.



Documents and items to be returned with the vehicle:

- The vehicle registration certificate*
- The two keys to the vehicle*
- The vehicle maintenance service record
- The insurance certificate
- SD card for the GPS system (if the vehicle is equipped with the Peugeot WIP Nav system)*
- Safety kit: safety vest and triangle (if the vehicle is equipped with it on delivery)

Our agent will ask you to sign a double copy of the vehicle receipt (French-English) on which the vehicle's mileage and the returned or missing elements will be indicated. You will keep a bilingual (French-English) copy of this document.

***Important note:** all non-returned elements will be billed to you and debited from your credit card.

E Buying the vehicle at the end of your TT contract

You have the option of buying the TT vehicle for yourself or a family member subject to advantageous conditions given the duration of use under the Temporary Transit formula. We will take care of customs clearance for re-registration in mainland France only.

Inform the PEUGEOT OPEN EUROPE Purchase service directly at least 21 business days before the expiration of your contract, from Monday through Friday (except French holidays) between 9am and 5pm only:

Tel. in France: 01 49 04 81 82 - 01 49 04 81 56

Tel. outside France: +33 1 49 04 81 82 - +33 1 49 04 81 56

E-mail: infos-tt-rachat@peugeot.com

F Customer Care

If you wish to write to us:

PEUGEOT OPEN EUROPE – CUSTOMER CARE

115, avenue de l'Arche – BP 323

92402 COURBEVOIE CEDEX – France

E-mail: info.poe@peugeot.com



Assistance and insurance



Travel in complete peace of mind through **38 European countries**. Peugeot Sodexa Assistance is available **24/7**. The multirisk without excess Peugeot Open Europe insurance will take care of everything for you, allowing you to enjoy your trip to the fullest. **Peugeot Open Europe.**
The holidays of your life.





The PEUGEOT OPEN EUROPE contract offers both Insurance and Assistance cover.

The Insurance cover is comprehensive without any excess and covers the vehicle, its authorized driver, and non-paying passengers in the event of an accident, theft or attempted theft, or vandalism (with police report).

The Assistance cover is for the vehicle, its authorized driver, and passengers in the event of a breakdown that immobilizes the vehicle, or an accident related to the use of the vehicle.

Important note:

In case of an accident, always fill out the joint accident report.
In case of theft, attempted theft or vandalism: always obtain a police report.

Fax these documents to CUSTOMER CARE at:

01 49 04 82 89 (in France) or **+33 1 49 04 82 89**

(outside France) and **send the originals to:**
PEUGEOT OPEN EUROPE – CUSTOMER CARE
115, avenue de l'Arche – BP 323
92402 COURBEVOIE CEDEX – FRANCE

Who is covered?

- The contract title holder as well as any other non-paying passenger, up to the authorized maximum number of passengers indicated on the vehicle's registration certificate
- The vehicle itself, registered under the French special category "T"

For how long?

You are covered both for assistance and insurance for the duration of your contract, as indicated on your international automobile insurance green card.

In the event of theft, you must forward to Peugeot Open Europe any correspondence, letter or message addressed to you, particularly if the vehicle is found even after your contract has expired.



24-hours-a-day, 7-days-a-week assistance

WARNING: while the assistance of PEUGEOT SODEXA ASSISTANCE is intended to be an invaluable service in the case of difficulties, it should under no circumstances be considered as a complete and comprehensive solution for all types of incidents, nor as a guarantee that you will not have to modify your initial travel plans. No form of compensation may be claimed in such cases.

Any litigation arising from the interpretation and execution of these services that cannot be resolved in a non-adversarial manner will fall within the exclusive jurisdiction of the Commercial Court (Tribunal de Commerce) of the city of Paris.

Under which conditions can you call for assistance?

PEUGEOT SODEXA ASSISTANCE will come to your assistance in the following events:

- A breakdown that immobilizes the vehicle and which cannot be repaired the same day
- Accident or attempted theft which immobilize the vehicle and of which the resulting damages cannot be repaired the same day (warning: in the event of an attempted theft, a detailed report and police report are compulsory)
- Theft of the vehicle (warning: detailed report and police report are compulsory – see page 42 and 43)





How can you reach the 24-hour, 7-day assistance?

Dial: **№Veri 00 800 77 77 24 24** – an international toll-free number
in the following countries:

Austria	Germany	Monaco	Spain
Belgium	Ireland	Norway	Sweden
Denmark	Italy	The Netherlands	Switzerland
Finland	Liechtenstein	Portugal	United Kingdom
France	Luxembourg	San Marino	

Warning: you can call the local network from a public telephone box with a coin-operated or card phone (calls from mobile phones are charged).

**OR +33 1 47 89 24 24 (toll call),
for the following countries:**

Andorra	Greece	Romania
Bulgaria	Hungary	Slovakia
Croatia	Iceland	Slovenia
Cyprus	Macedonia (F.Y.R.O.M.)	Tunisia
Czech Republic	Malta	Turkey
Estonia	Morocco	
Gibraltar	Poland	

Warning: outside of the above-mentioned territorial limits, representing the 38 countries authorized within the scope of your contract, assistance is not available.

The PEUGEOT SODEXA ASSISTANCE phone numbers are embossed on the back of your key ring.



What information should you give to the assistance service?

Important note: keep the vehicle's registration certificate on you at all times.

The information required is as follows:

- Vehicle registration number
- The vehicle's chassis number
- Name and address of the title holder of the contract
- Start and expiration dates of the contract

How will the assistance service handle your call?

PEUGEOT SODEXA ASSISTANCE handles your calls 24 hours a day and seven days a week.

You can speak with an operator in any of the following four languages: French, English, Spanish or Portuguese.

An assistance "case number" will be assigned to you. Please note it carefully as it will be requested for any communications with PEUGEOT SODEXA ASSISTANCE.





How does the assistance service work?

> Level one

ON-SITE REPAIR

If on-site repair is impossible

> Level two

TOWING TO THE NEAREST PEUGEOT WORKSHOP

If repair takes more than one day

> Level three

*First option***RENTAL
VEHICLE***

OR

*Second option***ACCOMMODATION***

OR

*Third option***TRAVEL***Delivery location of vehicle
registered in category "T"

OR

Destination in Europe

*Up to a limit of € 915 including tax, per incident.



Detailed description of assistance services

Level one

Incident report: at the arrival of an authorized PEUGEOT SODEXA ASSISTANCE technician.

Action: attempt to repair the vehicle on site.

Level two

Incident report: the vehicle cannot be repaired on site.

Action: the vehicle is towed to the nearest PEUGEOT workshop.

Warning: on some superhighways, particularly in France, PEUGEOT SODEXA ASSISTANCE cannot intervene directly.

In these cases you must first contact the road service company authorized for that superhighway from one of the emergency call stations. Send the original of the invoice to Customer Care for reimbursement. PEUGEOT SODEXA ASSISTANCE will take over after the vehicle has been removed from the superhighway and upon receiving your phone call.

Level three:

Incident report: the vehicle is in a Peugeot workshop but cannot be repaired the same day.

Action: PEUGEOT SODEXA ASSISTANCE will propose one of the following three options, up to a cost limit of € 915 including tax, per incident.

Warning: in this case, you must sign the repair order presented by your approved repairer.

- **First option:**

Substitution of a rental car that is, at most equivalent to a comparable category, for the duration of the repairs, within the validity period of the contract, and up to a limit of € 915, including tax, per incident.

Important note: depending on the local availability of rental cars, the rental vehicle provided may not have the same features as the original vehicle in the PEUGEOT OPEN EUROPE contract (automatic/manual transmission – with/without air conditioning, etc.). No compensation or damages will be accorded for this discrepancy.



Warning: the insurance conditions specific to the PEUGEOT OPEN EUROPE contract (vehicle registered in the French special category “T”) will be replaced by the insurance conditions pertaining to the substitute rental vehicle provided.

Certain limitations apply to the use of a rental vehicle:

- Minimum age of driver: 21, 23 or 25 depending on the country
- License: the driver must have been in possession of a valid permit for at least one year
- Return: the vehicle must be returned with a full gas tank.

This is at the customer's expense.

• **Second option:**

Local accommodations while waiting for the vehicle to be repaired, up to a limit of € 915, including tax, per incident.

• **Third option:**

Transportation of the beneficiaries to their destination in Europe or to the location of the initial delivery of the vehicle in Europe, up to a limit of € 915, including tax, per incident. PEUGEOT SODEXA ASSISTANCE will cover the travel expenses for each of the beneficiaries by train, in first class, or by plane, in tourist class (if the destination is more than eight hours away by train).

Reclaiming the vehicle

As the title holder of the contract, you must reclaim the vehicle after repairs. PEUGEOT SODEXA ASSISTANCE will provide tickets for travelling to reclaim the repaired vehicle. Home delivery of the repaired vehicle is not provided for.





What are the limits on the financial coverage provided by the assistance service?

The following expenses are not covered:

- Meals, miscellaneous refreshments, telephone calls, fax transmissions, toll road fees, tax discs, fuel costs, etc.
- Losses due to theft of luggage or personal belongings
- Fines and traffic violation penalties

In addition, in case of expenses for rentals, accommodations or transportation contracted for at your own initiative without any prior agreement by PEUGEOT SODEXA ASSISTANCE, these expenses cannot be reimbursed.

Medical assistance

In case of bodily injury related to the use of the vehicle registered under the PEUGEOT OPEN EUROPE contract, PEUGEOT SODEXA ASSISTANCE will provide one or more of the following services:

Transfer of injured persons:

If medical necessity has been established, PEUGEOT SODEXA ASSISTANCE will arrange for and cover the expense of transferring the injured persons who are beneficiaries:

- Either to the location of the initial vehicle delivery in Europe

- Or to the hospital facility best suited to the medical case concerned

The means of transfer implemented (ambulance, train, commercial airline, chartered air ambulance) will be determined by PEUGEOT SODEXA ASSISTANCE strictly on the basis of medical necessity as determined by the doctor or doctors consulted by the assistance service.

Important note: all medical expenses shall be the responsibility of the beneficiaries but are covered within the limits of the insurance contract. However, expenses incurred within the scope of the transfer procedure will be covered by PEUGEOT SODEXA ASSISTANCE.

Repatriation of deceased persons:

In the case of death related to the use of the vehicle registered under the PEUGEOT OPEN EUROPE contract, PEUGEOT SODEXA ASSISTANCE will also cover the repatriation of the deceased for amounts not to exceed the following:

- € 1,525 including tax, for the death AND burial of the beneficiary in continental France
- € 4,575 including tax, for the death OR burial of the beneficiary outside of continental France



Case of force majeure

PEUGEOT SODEXA ASSISTANCE cannot be held responsible for failing to comply with the commitments listed above in the case of force majeure.

The term force majeure shall be understood to mean any event that is independent of the will of the parties concerned and, in particular: government seizure of property, civil or foreign war, acts of terrorism or sabotage, riots or public disturbances, natural disasters, or strikes, with or without occupation of premises.



Exclusions

PEUGEOT SODEXA ASSISTANCE will under no circumstances provide assistance for incidents with the following causes:

- Failure to comply with the maintenance schedule recommended by the manufacturer
- The loss of keys
- Use of the wrong fuel type, running out of gas or using the wrong lubricant
- Flat or burst tyres regardless of the reason
- Immobilization of the vehicle by the authorities, particularly in the case of serious violations (speed and/or driving under the influence of alcohol) or impounding of the vehicle
- Participation in drag races, sports events or any preparations for such events
- Vehicle stuck in mud or other
- Cases of force majeure
- Any visibly improper use of the vehicle

Within the scope of these incidents, Peugeot Sodexa will charge the contract holder all of the costs incurred.



Insurance

What is the insurance coverage?

The coverage is as follows:

- Civil liability of the driver (including liability for non-paying passengers transported)
- Vehicle fire
- Theft of the vehicle (if reported to the police)
- Broken windows
- Damages incurred by accidents involving the vehicle, including acts of vandalism (if reported to the police)
- Legal protection
- Coverage of the driver

Important note: a summary of the coverage and the limitations is provided on the insurance certificate given at the time of delivery.

List of countries covered within the scope of the insurance contract

The list of countries covered by your insurance contract can be found on the back of your international green card, handed over at delivery.



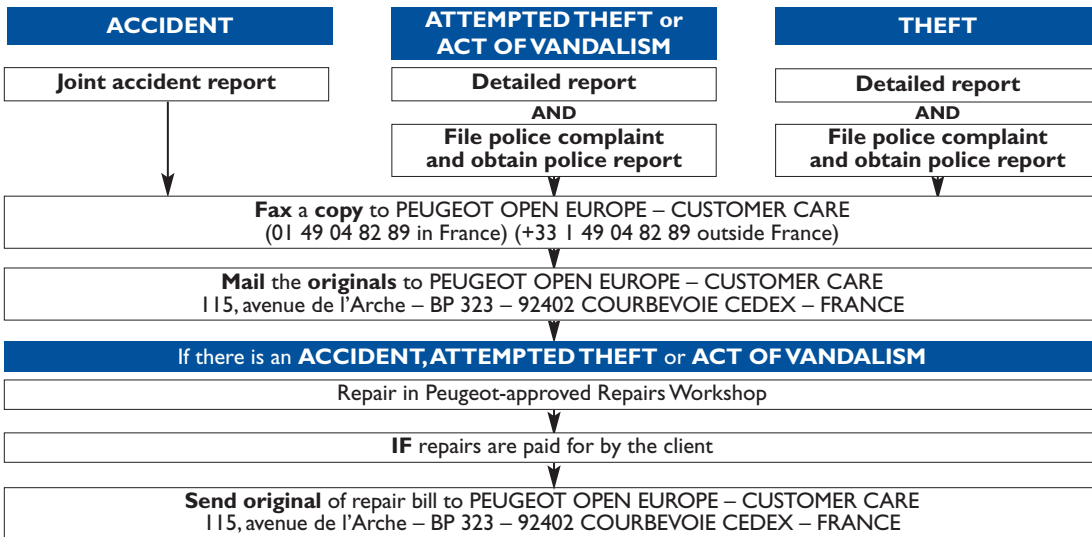


Documents required and procedure to be followed in case of accident, theft or act of vandalism

(General diagram for handling of an insurance report):

> Level one

Complete required documents



> Level two

Start insurance report

> Level three

Establish vehicle coverage

> Level four

Claim reimbursement, if applicable



Detailed description of the handling of an insurance report

Level one: completing the necessary documents

- **Joint report of accident:**

In case of: accident.

Required document: a copy of the joint accident report you were provided with in the vehicle at the time of delivery. Required information (report will be void if absent): this document should include the date, location, nature and circumstances of accident. **You must sign and date the document and have it signed by the other party.**



Remark: the “joint report of accident” document is always the best possible medium. However, if this document cannot be completed, write a detailed report on a blank sheet of paper, including the date, location, nature and circumstances of the accident. Also indicate the damages incurred, the identities of the persons involved as well as those of any witnesses who may be available, the names of the insurers, the address of the location to which your vehicle has been taken and, in the case of police intervention, the contact details of the police authorities as well as the police report number. This detailed report must be dated and signed.

- **Complaint filing established by the police:**

In case of: theft – attempted theft – act of vandalism.

Required document: report to be written by a police department.



- **Detailed report:**

In case of: theft – attempted theft – act of vandalism – any incident involving police intervention.

Required document: detailed report of the customer's description of the incident, written on a blank sheet of paper and indicating the date, location, nature and circumstances of the incident and any damages that may have occurred. It must be dated and signed by the customer. This document is essential for the provision of assistance services.

Important note: in case of accident with personal injuries, have a report written by the police or the competent local authorities and include the contact details of the injured parties. If these injured parties are your passengers, indicate their contact details on the back of the joint accident report.

In all cases, you must forward the original files to:
PEUGEOT OPEN EUROPE – CUSTOMER CARE
115, avenue de l'Arche – BP 323
92402 COURBEVOIE CEDEX – FRANCE

NB: DO NOT SEND ANYTHING TO THE INSURANCE COMPANY.

Second level: starting an insurance report

WARNING: immediate transmission of documents by fax to PEUGEOT OPEN EUROPE – CUSTOMER CARE is necessary for starting the insurance report as quickly as possible, but is not sufficient by itself. **The originals** of the documents remain necessary to complete the insurance report and **must be mailed to:**

PEUGEOT OPEN EUROPE – CUSTOMER CARE
115, avenue de l'Arche – BP 323
92402 COURBEVOIE CEDEX – FRANCE

- **Fax:**

In France: 01 49 04 82 89
Outside France : +33 1 49 04 82 89

Warning: in case of theft you must also mail the following items to PEUGEOT OPEN EUROPE – CUSTOMER CARE: the registration certificate and the two keys to the vehicle. If these items were stolen with the vehicle, they must be mentioned when filing the complaint established by the police.

NB: DO NOT SEND ANYTHING TO THE INSURANCE COMPANY.



Level three: coverage of the vehicle

In liaison with PEUGEOT SODEXA ASSISTANCE, only leave the vehicle at the nearest Peugeot-approved Repairs Workshop. Repairs must always be performed by an authorized Peugeot workshop.

Level four: request reimbursement for repairs if necessary

• In which cases must you pay for the repairs?

After you send the accident declaration by fax, PEUGEOT OPEN EUROPE will notify the Peugeot Repairs Workshop of coverage. You do not have to pay for the repairs except in case of minor repairs (costing less than € 305 including tax) due to an accident, an attempted theft or an act of vandalism. In this case you must pay the Peugeot workshop and request reimbursement directly from PEUGEOT OPEN EUROPE – CUSTOMER CARE, sending the original invoice and the original accident report (joint accident report and filing of complaint). You will be reimbursed on your credit card.

Warning: this approach only applies to repairs performed at a Peugeot workshop.

Warning:

Without the original of the receipt for the repairs, no reimbursement can be made.

Without the original of the complaint filed and established by the police, no reimbursement can be made.

Without the original of the detailed report, no reimbursement can be made.

Exclusions

The following incidents will not be covered by the insurance:

- Flat or damaged tyres (except vandalism)
- Wrong fuel type, empty gas tank or wrong lubricant type
- The loss or theft of luggage or personal belongings
- Fines, tickets and alcohol-related accidents
- The loss of the vehicle keys
- Any visibly improper use of the vehicle



Customer Care



As our customers are very important to us, Peugeot Open Europe has created a Customer Relationship Management entity to ensure close ties.

To contact us

Additional information, questions, extension of contract?
CUSTOMER CARE is here to serve you:

By phone, from Monday to Friday 9am to 5pm

(excluding French public holidays):

In France: 01 49 04 82 44 / 81 19

Outside France: +33 1 49 04 82 44 / 81 19

By fax:

In France: 01 49 04 82 89

Outside France: +33 1 49 04 82 89

By mail:

PEUGEOT OPEN EUROPE – CUSTOMER CARE

115, avenue de l'Arche – BP 323

92402 COURBEVOIE CEDEX FRANCE

By e-mail: info.poe@peugeot.com



Planning your vacation in Europe

We suggest some websites that could be very useful to you when planning your vacation.

Lodging and restaurants

To find a hotel, bed and breakfast, castle hotel or restaurant, consult the following websites:

- www.logis-de-france.fr
- www.chambresdhotels.com
- www.chambres-hotes.org
- www.chateauxhotels.com



Itineraries and maps

Two interesting websites provide you with detailed maps and itineraries. You can consult them in addition to the maps for return centers provided by your local representative.

- www.viamichelin.com
- www.mappy.com

You can access traffic conditions on French roads and superhighways *via*:

- www.infotrafic.fr and www.bison-fute.equipement.gouv.fr for France
- www.sytadin.tm.fr for the region of Paris

Flight times

For information on French airports, consult:

- www.aeroport.fr

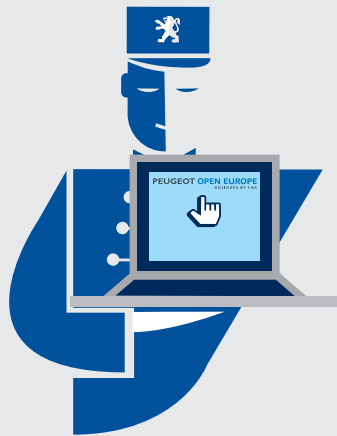
The website www.aeroportsdeparis.fr will provide you with information on the times of most flights arriving or leaving Paris.

Peugeot Open Europe's website also provides you with practical information for planning your stay (see next page).

Practical websites



Information available on the Internet



www.peugeot-openeurope.com

Practical information

PEUGEOT OPEN EUROPE remains by your side as you discover the Old Continent with practical information that will facilitate your itineraries and your purchases. There you will find all the information regarding your contract, the cost of fuel (which is updated each week), the value of the currency and conversion rates, as well as maps to delivery and return centers. Links to websites on airports, the weather or even tourist offices are also provided.

Delivery & return

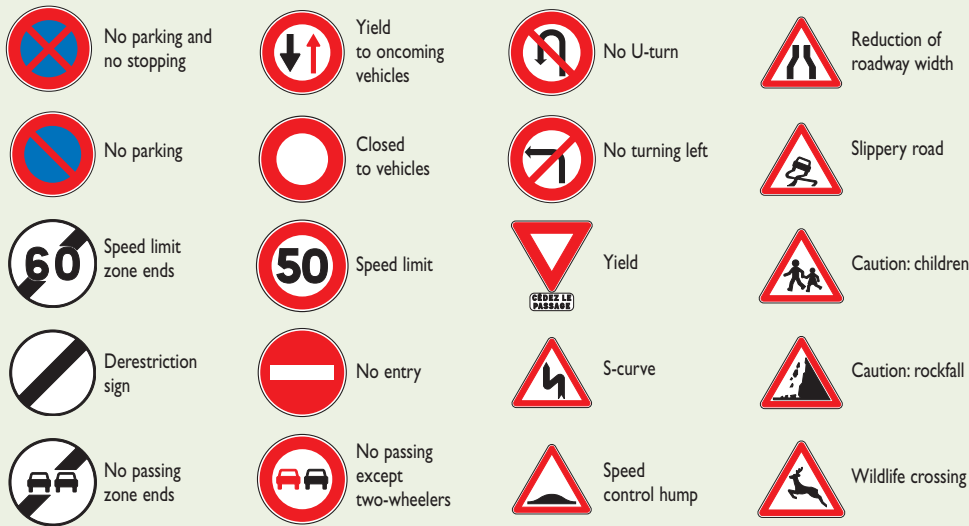
To help you spot the delivery and return locations of your vehicle in spite of the language barrier and the vastness of an airport, PEUGEOT OPEN EUROPE shows you the way with clear, detailed maps which will provide you with all the necessary information. Just follow the leader...

This site has been designed for you!



International road signs and signals

Warning: although the vehicle is registered in France, drivers must follow the driving and traffic rules in every country visited (that are authorized within the scope of the contract), including the requirement for additional pieces of equipment (ie. reflective safety vest, warning triangle, snow tyres, chains and other safety devices). These items should be purchased by the driver and are available at most major fuel stations throughout Europe.





Traffic lights ahead



Low-flying planes



Crossroads or junction – Yield to traffic from the right



Expressway ends



Snow chains required



Turn left before sign



Two-way traffic



Roundabout



Railroad crossing without barriers indicated by signs and signals



Pedestrians only



Recommended speed



Roundabout traffic



Steep downgrade



Right of way on priority road



End of no parking zone



Go straight or turn right at next intersection



Hospital



Danger



Railroad crossing



Bus lane



First-aid station



Priority road



Hazardous crosswinds



Turn left



Expressway begins



Dead end



Priority road ends

www.peugeot-openeurope.com



Enjoy your vacation
behind the wheel
of your Peugeot..



PEUGEOT SODEXA ASSISTANCE



Toll free number:

N°Vert 00 800 77 77 24 24

International toll-free number only from a landline telephone in the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Portugal, San Marino, Spain, Sweden, Switzerland and United Kingdom.

NB: you can call the local network from a public telephone box with a coin-operated or card phone (calls from mobile phones are charged).



Toll number

- from France: 01 47 89 24 24
- outside France: +33 1 47 89 24 24

