

TOYOTA ROADSIDE ASSISTANCE

YOUR HANDBOOK



RELAX. YOU'RE IN SAFE HANDS



We make driving in the UK and Europe as worry free as it can be

Welcome to membership of Toyota Roadside Assistance. We're here for you should anything unexpected happen while you're driving in the UK and Europe. We won't let a puncture, bump or lost keys ruin your day. Our Roadside Assistance package is provided by the AA, the UK's largest breakdown organisation. All you need to know about your cover is in this booklet, so have a quick read through and then keep it to hand in your car. We recommend keeping one of your membership cards with you and one in your car, alongside this booklet. Your cards show your unique membership number and all the

contact numbers you may need are on the back. We're here to help with any questions you might have. You can call, email or write to us:

0344 701 6201*

roadsideassistance@toyota.co.uk

**Toyota Roadside Assistance, Floor 2, Aspen Building,
Vantage Point Business Village, Mitcheldean GL17 0AF**

*Calls to this number cost the same as calling an 01 or 02 number. Where calls to 01 or 02 numbers are part of any 'inclusive' minutes (on mobile or landline), calls to this number will also be included.

Being there for you

It's a fact of life that if you drive, sooner or later something unexpected will happen. A puncture, a bump, even locking your keys in your car (we've all done that one) can ruin your day or holiday. So get covered and cared for with Toyota Roadside Assistance - and for just £7 a month.

ROADSIDE ASSISTANCE IN THE UK

What's included?

Roadside

Roadside Assistance is available wherever you are in the UK, any time of the day, every day of the year.

Recovery

The AA can usually sort things out by the side of the road or arrange swift repair at a local Toyota Centre. If not, they'll take you to a single destination of your choice. They'll also recover a caravan or trailer up to 26ft long, as long as it doesn't need any repairs.

Medical Assistance

If you are medically certified as ill by a doctor while driving and no one else can take the wheel, the AA will recover your vehicle and take it to any place you like on the UK mainland.

At Home

AA Assistance is available if you break down at your home.

Onward Travel

If the AA can't get your car back on the road quickly, they'll offer you one of these options:

- A free replacement car for up to 48 hours. (Subject to status. You must be over 21, may have to show a valid driver's licence and you might have to pay a fuel deposit)
- Up to £150 for each person in your car, to pay for a night in a hotel and breakfast for you and your passengers (max. £500)
- Up to £150 towards the cost of onward travel arrangements for each person in your car (max. £500)

Giving you peace of mind, every journey

You'd be surprised how many people get a puncture, lock their keys in the car or even run out of fuel. But it doesn't matter whether you've had an accident or experienced a rare mechanical failure, an AA roadside mechanic will be there to help and advise you.

What's not included?

- The cost of parts, including tyres, windows and keys (but your Toyota Centre will let you know what's covered by your warranty)
- Non-roadside labour (but this may be under your warranty)
- The cost of removing contaminated fuel and replacing it
- Replacing stolen wheels
- The cost of specialised recovery, e.g. getting your car out of a ditch
- Transportation of horses or livestock

Share the benefits

If you would like to know more about family benefits, call **0344 701 6201**.

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WHAT SHOULD I DO IF I BREAK DOWN IN THE UK?

Call us on

01737 500 021

Calls are charged at national/UK (geographic) rate.

Or call us on

0800 246 824

Calls are free of charge on mobile phones and landlines.

What details will I have to give?

- Registration number
- Model
- Colour
- Precise location
- Contact number (if possible)



ROADSIDE ASSISTANCE IN EUROPE

What's included?

- Breakdown cover in 44 countries
- Spare parts dispatch and delivery
- Lock and window repair to make your car secure after a break-in (max. £175)
- If your car is stuck due to a breakdown, accident or fire – or if it's stolen – you can request that the AA contact a member of your family
- A standard replacement car will be provided for up to 14 days if your car can't be fixed in less than 12 hours, or it has to be repatriated. Or you can get up to £60 accommodation allowance per person (max. £500), or a contribution to onward travel
- If you're certified medically unfit to drive and nobody else can, the AA may provide a driver to get you to your destination or arrange recovery for the vehicle to get you to where you are going
- The overall reimbursement limit for European Assistance is £2,500 per party per breakdown, excluding unaccompanied-vehicle recovery benefit

What's not included?

- If your car's permanently based abroad it won't be covered
- If you and your car are out of the country for more than 90 days at a time you won't be covered
- Parts and non-roadside labour are not covered, but your Toyota Centre can let you know what's under warranty
- Tyres, windows and keys
- If you have other insurance that covers the same risk, the AA won't pay the claim
- Toll charges and ferry crossings

We'll make sure nothing gets in the way of a wonderful trip

The AA has Europe covered. Which means wherever you are, you can call an English-speaking operator who will arrange to send the help you need.

Cover in Europe

- You'll be looked after by an AA-associate patrol or an approved contractor
- In some countries, repair centres may be closed in the afternoons and at weekends
- Replacement vehicles are likely to be suitable for your immediate needs but they probably won't be the same model as your car. (Due to high demand during holiday seasons, replacement cars may not always be immediately available)
- When you pick up your replacement vehicle, you'll need to provide a credit card. Security deposits can't be paid by cheque or cash
- You must show all parts of your driving licence when you pick up your car

Cover on the motorway

Step 1 You should use the nearest roadside-assistance telephone to call the authorised motorway service.

Step 2 You might have to pay labour and towing charges, but don't worry, you can reclaim them when you get home – just keep hold of your receipts.

Step 3 If you still need help from the AA, call 00 44 (0)1737 500 023 while your car's being repaired or before it's towed away.

Step 4 Keep hold of all your original receipts and you can easily reclaim charges by calling 01256 493 730 or writing to Overseas Claims, The AA, Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA.

WHAT SHOULD I DO IF I BREAK DOWN IN EUROPE?

Call us on

00 44 (0)1737 500 023

Calls are charged at national/UK (geographic) rate from the UK. If calling from abroad, please check with your provider for call charges.

To find out more about European
cover please call

0344 701 6201

Calls to this number cost the same as calling an 01 or 02 number. Where calls to 01 or 02 numbers are part of any "inclusive" minutes (on mobile or landline), calls to this number will also be included.

What details will I have to give?

- Registration number
- Your name
- Location and telephone number
- Model and colour



USEFUL CONTACTS

UK breakdown assistance

0800 246 824

Calls are free of charge on mobile phones and landlines.

Owners with visual or audio impairments use SMS service

07960027999

European breakdown assistance

00 44 (0)1737 500 023

Calls are charged at national/UK (geographic) rate from the UK. If calling from abroad, please check with your provider for call charges.

Information is available in large print, audio and Braille on request

0800 262 050

Toyota Roadside Assistance Enquiries

0344 701 6201

toyota.co.uk/roadside

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Text phone users can contact us using Next Generation Texting by prefixing any of our numbers with 18001

toyota.co.uk/roadside

Toyota Roadside Assistance terms and conditions

1. Under these terms and conditions only UK specification Toyota vehicles are classified as 'eligible' vehicles. 2. Where a paid Toyota Roadside Assistance Member changes their vehicle for another eligible vehicle, for which free membership is given, they must inform Toyota, who will issue a new Toyota Roadside Assistance card for the new eligible vehicle with the membership period plus any residual period remaining. 3. Where a paid Toyota Roadside Assistance Member changes his or her vehicle for a non-eligible vehicle, Toyota Roadside Assistance membership will be rendered null and void. Toyota will refund a proportion of the subscription paid by the Member, on a pro-rata basis for the unexpired period of membership, subject at all times to Toyota retaining an amount of £15 for administrative purposes. 4. Complimentary Toyota Roadside Assistance membership remains with the original vehicle to which it is first applied and cannot be transferred to another vehicle. Membership will automatically pass to the new owner should the vehicle be sold or transferred during the period of complimentary membership. 5. Eligibility to use the AA services: a) A member may use the roadside assistance services offered by Toyota Roadside Assistance whilst driving a registered vehicle, as may any other motorist driving that vehicle with the Member's consent. b) The registered vehicle is that vehicle whose registration number has been notified to Toyota Roadside Assistance. 6. Delivery of roadside assistance and breakdown services are the sole responsibility of the AA. Full terms and conditions are available at toyota.co.uk/roadsideterms or available on request by calling 0344 701 6201. 7. Where there are valid operational or commercial reasons for doing so, and subject to AA and Toyota Roadside Assistance management acting reasonably at all times, AA and Toyota Roadside Assistance management have the power to add, vary or amend the terms and conditions at any time and any such addition, variation or amendment shall become effective upon Toyota Roadside Assistance giving the Member one month's notice in writing or upon the Member's renewal date (whichever shall be the earlier). A Member not prepared to accept such addition, variation or amendment shall advise Toyota Roadside Assistance management in writing within the one month notice period and Toyota shall pay a refund of the membership on a pro-rata basis for the period between the end of the notice period and the Member's renewal date. 8. Toyota, its employees and agents will exercise all reasonable skill and care in the provision of goods and services and cannot accept responsibility because of any failure to meet any higher duty or standard. 9. Toyota Roadside Assistance management accept no responsibility for losses that are beyond its control or over which it has no control of the consequences or which it could not avoid by the exercise of reasonable care. 10. At Toyota Roadside Assistance management's sole discretion, (at all times acting reasonably) service may be refused where a Member's use of, or request for, that service is deemed by Toyota Roadside Assistance management to be excessive, unreasonable or impractical. 11. Offers are subject to review and can be changed or withdrawn at any time.