

Škoda Roadside Assistance.

We want every Škoda driver to have peace of mind on the road.

ŠKODA





Škoda Roadside Assistance
0800 756 322

Škoda has you covered 24/7

If your Škoda is immobilised for any reason, one call to 0800 756 322 will have you up and running in no time.

All Škodas purchased new from an authorised New Zealand dealer are covered free of charge for the period of the warranty.

We want every Škoda driver to have peace of mind on the road.

Škoda Roadside Assistance is operated in conjunction with First Assistance, the leading supplier of first line assistance services.

We plan for the unexpected

You can count on Škoda Roadside Assistance in the following situations and more. Anytime, anywhere in New Zealand.

- > You're stranded and need to get home.
- > Your battery goes flat.
- > Your windscreen shatters.
- > You accidentally run out of fuel.
- > You have a flat tyre.
- > You lose or break your key, or lock it in the car.
- > You require medical or personal assistance (in the case of a medical emergency please call 111).



How Škoda can help

If you need assistance far away from home

If your vehicle breaks down 100kms or more from home, and it cannot be reasonably repaired within 24 hours, we will provide the following:

Vehicle Recovery

We will transport your vehicle to the nearest authorised Škoda dealer. If you are towing a boat, caravan or trailer that can be transported using the same recovery vehicle dispatched for your Škoda, we will transport the attachment for free. If another recovery vehicle or second trip is required, we can transport the attachment at your own expense.

Emergency Accommodation

We will provide up to three nights accommodation for you and those travelling with you (up to a maximum of \$120 per night, GST included).

Alternative Transportation

We will arrange for alternative ground transport to help you and any travel companions return home or reach your next destination within New Zealand. This can include a rental car for a maximum of three days (up to \$120 per day, GST included) or a taxi up to a cost of \$50, GST included. We will provide a combination of alternative transport and accommodation up to a maximum overall value of \$360, GST included.

For breakdowns within 100kms of home or if the vehicle can be repaired within 24 hours, elements of the Škoda Roadside Assistance may not apply. Representatives at 0800 756 322 will advise how Škoda can best assist you in having your vehicle repaired or recovered.

If you require emergency lock and key assistance

Lockout

We will send a service provider to your location to open your vehicle. You or your authorised driver may be required to sign an indemnity releasing the service provider and the Automobile Association from liability should the forced entry cause damage to your vehicle.

Lost or broken keys

If you need a replacement key, we will do one of the following:

- Send a locksmith to your location to make a replacement (where possible).
- Arrange for your vehicle to be transported, free of charge, as per conditions listed under 'Vehicle Recovery'.
- Have your key couriered from your home or your original dealer within 24 hours (depending on the availability of courier services).

The cost of actual replacement keys will be at the driver's expense.

If you accidentally run out of fuel

We will provide you with free delivery of 10 litres of fuel. Although you are required to pay for the fuel, the delivery is free of charge.



If your windscreen shatters

We will refer you to the nearest authorised Škoda repairer. You'll be required to pay the repairer directly, but you may be able to claim the cost on your motor vehicle insurance.

If you require emergency travel assistance

We can assist in booking accommodation or making alternative travel arrangements if you are unexpectedly delayed. If your travel documents are lost or stolen within New Zealand, we can assist in cancelling and reissuing them for you. We can also offer advice if you're lost on the road.

If you require medical assistance

We provide 24 hour access to trained medical staff who will advise you by phone. We can refer you to a local doctor, dentist, chemist or hospital as required. We can also help arrange hospital admission, transfer of your medical records, repatriation to a place of treatment closer to home, or communication with your family doctor, relatives and friends from anywhere in New Zealand.

If you need to contact friends or family

We will pass on any urgent messages so friends and family won't worry about you.

Please note:

1. Škoda Roadside Assistance does not cover your vehicle following an accident. In the case of a motor vehicle accident, the Škoda Roadside Assistance benefits of vehicle recovery, emergency accommodation and rental car do not apply. Your comprehensive motor vehicle insurance should cover this event.
2. The Škoda Roadside Assistance is limited to the assistance benefits outlined in this booklet. All costs relating to maintenance and repair of the vehicle remain the responsibility of the owner.
3. Refer General Exceptions.
4. In most cases the roadside assistance will be provided by a representative of First Assistance. Their job is to get you mobile again or to the nearest dealer where more in-depth repairs can be carried out.





General Conditions

1. The Škoda Roadside Assistance programme reserves the right to decline assistance if your vehicle:
 - a) Has a recurring electrical or mechanical fault arising from abnormal use or being driven against the recommendation of the authorised dealer, and/or if the vehicle has not been serviced to the manufacturer's recommendation and maintained in a safe and roadworthy condition.
 - b) Is temporarily disabled by floods, snow affected roads, bogged or embedded in sand or mud or is not easily accessible due to other adverse conditions.
 - c) Is not on public or legally formed roads.
2. The Škoda Roadside Assistance emergency operations centre must be contacted when a breakdown or other incident arises that may be the subject of a claim, as the scheme cannot provide reimbursement unless the ŠKODA Roadside Assistance programme has given authority for the goods and/or services to be provided.
3. In the event of an ownership change please advise us via info@skoda.co.nz

General Exceptions

The Škoda Roadside Assistance programme will not offer assistance or reimbursement in the event of a call arising as a result of:

1. The use of your vehicle for motor racing, rallies, speed or duration tests, time trials or any abnormal vehicle use.
2. Loss or damage to the contents of your vehicle.
3. Any goods, services or arrangements supplied by an agent or person not acting on our behalf.

4. A motor vehicle accident (your comprehensive motor vehicle insurance should cover you in this event).
5. Snow chains on your vehicle. We will refer you to a local service provider.
6. The owner, the driver or a passenger:
 - a) Causing intentional damage or injury.
 - b) Participating in a criminal act or offence.
 - c) Willfully exposing themselves to danger (exempt in an attempt to save a human life).
 - d) Being under the influence of intoxication from liquor, solvent abuse or drugs (other than drugs taken under medical supervision and not for the treatment of drug addiction).
 - e) Voluntarily not observing the transport regulations in New Zealand where the breakdown, or any other incident, occurs or the practice of activities not authorised by the local authorities.
 - f) Leaving your vehicle unattended while waiting for roadside assistance.



7. The owner, the driver or passenger entering into any agreement where, or which could mean, additional liabilities are incurred.
8. The owner, the driver and any passengers incurring costs:
 - a) Which would normally have been incurred on the journey (such as petrol or hotel accommodation).
 - b) Which are reimbursed from another source unless specifically specified.
9. The owner, the driver and any passenger incurring costs for:
 - a) Petrol, insurance and ancillary charges relating to vehicle rental.
 - b) Meals, beverages and ancillary charges relating to accommodation unless specifically authorised.
10. Consequential loss of any kind.
11. War, terrorism, civil unrest, act of God, forces of nature, radioactivity, falling objects, or other aerial devices.



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www.skoda.co.nz

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