

Assistance package coverage

Area	Service	Basic		Standard		Standard - LCV		PLUS		PLUS - LCV	
		Czechia	Slovakia	Czechia	Abroad	Czechia	Abroad	Czechia	Abroad	Czechia	Abroad
TOWING	Roadside assistance (PO)	Included		Included		Included		Included		Included	
	On-site repair	Included		Included		Included		Included		Included	
	Spare parts, including delivery	Included		Included		Included		Included		Included	
	Towing, including loading / unloading	Included		Included		Included		Included		Included	
	Recovery - crane	Included		Included		Included		Included		Included	
	Standard arrival times for a service or recovery vehicle	45 min		45 min	90 min	45 min	90 min	45 min	90 min	45 min	90 min
ACCOMMODATION	Accommodation for 2 nights	Not included	Not included	CZK 1,500 / night / person max. 2 nights	EUR 120 / night / person max. 2 nights	CZK 1,500 / night / person max. 2 nights	EUR 120 / night / person max. 2 nights	CZK 1,500 / night / person max. 2 nights	EUR 120 / night / person max. 2 nights	CZK 1,500 / night / person max. 2 nights	EUR 120 / night / person max. 2 nights
	Transfer to the hotel	Not included		Included		Included		Included		Included	
	Transfer from the hotel to the workshop to collect the original vehicle (linked to accommodation)	Not included		Included		Included		Included		Included	
ALTERNATIVE TRANSPORT	Alternative transport (onward travel)	Included		Included		Included		Included		Included	
	Same vehicle category as the immobilised vehicle, including delivery	One category lower	-	Included		Included		Included		Included	
	Standard replacement vehicle delivery time	120 min		120 min	Subject to availability, usually 240 min	240 min	240 min	120 min	Subject to availability, usually 240 min	240 min	240 min
	Replacement vehicle rental period	For the repair period, max. 2 days	For the repair period, max. 2 days	For the repair period, max. 5 days	For the repair period, max. 5 days	For the repair period, max. 5 days	For the repair period, max. 5 days	For the repair period, max. 10 days	For the repair period, max. 10 days	For the repair period, max. 10 days	For the repair period, max. 10 days
	Replacement vehicle return location	At the designated location	At the designated location	Anywhere	Return in Czechia also possible	Anywhere	Return in Czechia also possible	Anywhere	Return in Czechia also possible	Anywhere	Return in Czechia also possible
	Alternative transport: train / bus / plane	Not included		Included		Included		Included		Included	
ADDITIONAL SERVICES	Interpreting service	English		English		English		English		English	
	Traffic information	YES		YES		YES		YES		YES	
	Provision of cash at the incident location	Costs recharged		Costs recharged		Costs recharged		Costs recharged		Costs recharged	
	Collection of the repaired vehicle - transport or transport arrangements for the repaired vehicle	Costs recharged		Costs recharged		Costs recharged		If the repair takes more than 24 h from handover		If the repair takes more than 24 h from handover	
	Arranging parking from the time the vehicle is handed over to the workshop	Included		Included		Included		Included		Included	
	Towing to a workshop other than the one specified in the assistance terms	Recharged		Recharged		Recharged		Recharged		Recharged	
	Increase in financial limits or extension of time limits specified in the assistance terms	Recharged		Recharged		Recharged		Recharged		Recharged	
EXTRA SERVICES	Full photographic documentation, repair cost estimate and extent of damage	Included		Included		Included		Included		Included	
	Client guarantee - NO CASH NEEDED	Included		Included		Included		Included		Included	
	Financial repair guarantee (immediate repair guarantee with subsequent recharging to Drivalia Lease)	Included		Included		Included		Included		Included	
	Referral to Drivalia Lease preferred workshops	Included		Included		Included		Included		Included	
	Arranging a replacement vehicle of a higher category than specified in the assistance terms	Recharged		Recharged		Recharged		Recharged		Recharged	