



(www.renault-eurodrive.com)

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TRAVEL BOOKLET

RENAULT
EURO
DRIVE 2011

MORE THAN A CAR...



RENAULT EURODRIVE
www.renault-eurodrive.com

DRIVE THE CHANGE





USER'S GUIDE

YOUR NEW CAR

This chapter contains answers to all the questions you have about your vehicle, from pick-up to drop-off.

EDITORIAL

Dear Client, thank you!

Thank you for choosing Renault Eurodrive for your stay in Europe. All of our teams are dedicated to your satisfaction.

With Renault, you have chosen the brand with the most comprehensive network in Europe, a brand that is a world champion of safety – with 9 vehicles having scored the maximum five stars in the stringent, independent EuroNCAP car safety tests – and also one of the most environmentally committed, with its Eco² label.

These travelling instructions contain comprehensive information on how to use the Renault Eurodrive system. The booklet is a precious guide to find the right phone numbers and the right people to contact. Feel free to send us any comments, so that we can continue to enhance the booklet and better meet your needs. The information contained in the booklet is available online on our website, www.renault-eurodrive.com.

We wish you a pleasant stay in Europe at the wheel of your Renault or your Dacia car and thank you again for choosing Renault Eurodrive.



Jean-Christophe Pierson
DIRECTOR RENAULT COURTE DURÉE



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PICKING UP YOUR CAR

YOUR ARRIVAL

To pick up your car in the best possible conditions, we strongly suggest you make an appointment and/or supply your flight details.

We will expect you:

- on appointment, confirmed by telephone with your pick-up center three business days before the scheduled date. We will expect you no later than 30 minutes after the arranged time;
- on time and at the arranged location for your delivery (information supplied on request).



IMPORTANT

If you change your flight, train or arrival date and time, please contact our pick-up center as quickly as possible so that we can welcome you in the best possible conditions.

Always refer to the information about your pick-up center in the "Pick-up and drop-off centers" chapter on page 12, or the detailed information sheet for your center that you received from your Eurodrive agent.

To find out more

- Refer to the user guide in the glove compartment for more information about your Renault or your Dacia and to make the best possible use of all its equipment right away.
- For more information on Renault cars, go to www.e-guide.renault.com
- Check the warranty booklet for complete information on everyday maintenance for your vehicle.

PICK-UP PROCEDURE

Please present:

- your passport (or identity card),
- a copy of your Renault Eurodrive contract.

Your spouse, partner or a family member may also pick up the car and drive it, providing they present an authorized document with your signature.

Your partner must, in addition to the authorized document, present a certificate proving partnership or a sworn statement of partnership with your signature.

You will be presented with several items:

- vehicle registration papers,
- a European accident report with instructions,
- an insurance certificate,
- an insurance assistance booklet,
- two keys (or cards) for the vehicle,
- a safety kit (fluorescent vest + and warning triangle).

IMPORTANT

Drivers must be at least 18 years old and possess a driving license valid for use in the country concerned.

Remember

These items are to be returned with your vehicle. You will be billed for any missing items.



Fuel information

ENGINE	FUEL	NAME AT PUMP
Gasoline	Super unleaded	Sans plomb SP 95 / SP 98 Unleaded / Gasoline/petrol Gasolina sin plomo 95 Gasolina sin plomo 98
Diesel (DCI)	Diesel	Diesel / Gazole / Gas-oil

Remember

Eurodrive is not responsible for any costs linked to the wrong choice of fuel or lubricant.
The fuel type to be used with your vehicle is marked inside the fuel cap.
"GO" means diesel, "ES" means gasoline/petrol.

IMPORTANT

• For safety reasons, the cars are delivered with the fuel necessary to reach the nearest gas station.

- Fill up the tank as soon as possible.



INSURANCE / ASSISTANCE OF YOUR CAR

PEACE OF MIND

YOUR RENAULT OR YOUR DACIA IS PROTECTED:

- **in case of breakdown:** by the manufacturer warranty.
- **in case of accident, theft, attempted theft, fire, vandalism, broken windows:** by the deductible-free multi-risk insurance in your Renault Eurodrive contract.

CLAIMS

- you must always make a declaration for your Eurodrive vehicle (details of the circumstances, police report). Without a declaration, the insurance company will not pay any refunds. The same applies to damages or incidents affecting rental vehicles provided further to an incident with your temporary transit vehicle.
- do not take out any additional insurance from the rental agency.
- if an occupant aged over 70 dies, the claimants shall not benefit from the guarantee protecting transported persons.

YOUR VEHICLE IS COVERED IN 42 EUROPEAN COUNTRIES:

Andorra, Austria, Belgium, Bosnia Hercegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Great Britain, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Macedonia, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Vatican.

Remember Renault Eurodrive insurance and assistance does not cover Kosovo and the Turkish part of Cyprus.

IMPORTANT

In the event of damage, you must fill out:

- either an accident report with a third party (check the insurance policy number of the third party and make sure he/she signs the document),
 - or a detailed report (with detailed explanations of the circumstances, including the registration number and the date of the incident);
- Cases of vandalism or theft** must be reported to the police and the original report must be sent to GSAE.

The document must always be faxed to the following number:
☎ +33 (0)1 76 89 00 47.

Useful info

You are no longer insured after the validity date of your insurance certificate, neither if you drive in a country not mentioned in the list above.

PERSONAL BELONGINGS

This guarantee is provided for up to 3.5 tons vehicles to the following amounts:

200 euros	500 euros	800 euros	1,500 euros	2,000 euros
Personal mobile phones.	Cameras and video cameras.	Computers and car radios not included in the manufacturer catalogue.	Onboard DVD and video players or built-in GPS systems.	Fixed onboard telephones.

IN THE EVENT OF INCIDENTS

WHAT TO DO IN CASE OF BREAKDOWN, ACCIDENT, FIRE, VANDALISM OR THEFT?

Below are a few recommendations:

BREAKDOWN 1 + 6
ACCIDENT 1 + 2 + 4 + 5
OTHER 1 + 3 + 4 + 5

- 1 Call (24/7): ☎ +33 (0)1 49 65 24 04
 - 2 Carefully fill out both sides of the European accident report
 - 3 Report the incident to the police.
 - 4 Fax your European accident report to:
☎ +33 (0)1 76 89 00 47 or call:
☎ +33 (0)1 76 84 96 96
 - 5 Send the originals to the following address:
GSAE Renault Eurodrive immeuble vendôme 12/14, rue du Centre 93197 Noisy-le-Gd Cedex, France
- 6 If the vehicle is left in a Renault or Dacia garage, always leave the registration documents inside the vehicle.

Conditions applying to the payment of costs vary according to the time the vehicle is immobilized:

- less than 10 days: hotel expenses or vehicle hire*.
- more than 10 days: hotel expenses, vehicle hire or supply of a new Eurodrive vehicle, depending on the expiry date of the contract*.

EXCLUSIONS

- The Eurodrive contract does not cover punctures, fuel leaking, filling the tank with the wrong fuel, lost of keys and cards, mechanical incidents caused by vehicle misuse, mechanical incidents caused by towing, snow tires and chains, or the price of spare parts. Neither does it cover fines or parking tickets, telephone, restaurant/bar, fuel or toll expenses, vehicle servicing costs, or expenses that the beneficiary was expected to pay as part of the planned stay in the place of the incident (e.g. accommodation).

- The contract does not cover events resulting from holders' participation in sports competitions, bets and matches.

Remember

If the keys are lost or stolen, you must pay the cost of producing a new pair.
If the administrative documents are lost or stolen (e.g. registration documents), you must report the incident to the local police and contact RCD on +33 (0)1 76 84 96 96. In the event of theft, only the belongings mentioned in the police report will be reimbursed.
In the event of theft, the cost of obtaining new ID papers is not reimbursed.

ASSISTANCE FOR YOUR CAR

- In the event of an accident, theft, attempted theft or breakdown, customers must call the following number: +33 (0)1 49 65 24 04 (24-7). Technical and material assistance will be provided as quickly as possible.
- If your vehicle is replaced, further to an incident, by

another rental vehicle supplied by a conventional rental operator, you will be required to submit a bank card print. Never take out any additional insurance.

- The rental vehicle must be dropped off with a full tank in a center operated by the rental operator in question, and not

- in a Eurodrive drop-off center.
- The Eurodrive contract does not cover events that occur as a result of the beneficiary taking part in sporting events, bets or matches.

*See general sales conditions on your order form.

CHANGING YOUR CONTRACT

EXTENDING YOUR CONTRACT

You may extend the length of your contract following the delivery of your vehicle, within the limits of the expiration date of the vehicle's registration certificate. To do so, contact Renault Eurodrive Monday to Friday from 9 am to 4 pm, excluding public holidays:

- In France: ☎ 01 76 84 99 00 📠 01 76 89 07 93
- From outside France: ☎ +33 1 76 84 99 00 📠 +33 1 76 89 07 93

You will be asked to supply the following information:

- the registration number of your vehicle or the number of your Renault Eurodrive contract,
- the number and expiry date of your credit card (the only authorized payment means),
- the date you want to extend the contract to,
- an address, an e-mail address or fax number so we can send you a new insurance certificate.

Remember

If you haven't extended your contract with Renault Eurodrive, use of the vehicle becomes illegal after the date of the original contract. In addition, the customer and their passengers are no longer insured. The driver alone will be liable for damages caused to third parties.

EXTENSION COSTS IN 2011

Renault models	Price per day
.....
TWINGO / WIND	20 euros
.....
CLIO HATCHBACK AND ESTATE / GRAND MODUS / KANGOO / MEGANE HATCHBACK AND COUPE / MEGANE ESTATE	25 euros
.....
SCENIC / GRAND SCENIC / LAGUNA HATCHBACK / LAGUNA ESTATE	30 euros
.....
MEGANE COUPE CABRIOLET / LAGUNA COUPE / LATITUDE / ESPACE / GRAND ESPACE / TRAFIC LONG	35 euros
.....
Dacia models	Price per day
.....
SANDERO	15 euros
.....
LOGAN MCV / DUSTER	20 euros

IMPORTANT

Extension fees must be paid by credit card.

CHANGING YOUR CONTRACT

Changing your contract

You may change your Eurodrive contract within the limits of a time frame based on the vehicle pick-up location:

Pick-up location	Maximum period for changing your contract (calendar days)
.....
Avignon – Biarritz – Bruxelles – Bordeaux – Calais – Francfort – Genève – Lyon – Marseille – Montpellier – Nantes – Nice – Orly – Paris 16 ^e – Roissy – Saint-Louis – Strasbourg – Toulouse	20 DAYS
.....
Amsterdam – Barcelone – Brest – Lisbonne – Londres – Madrid – Milan – Munich – Porto – Rome – Saint-Jacques – Vigo – Zurich	25 DAYS

IMPORTANT

The following changes to your contract will be charged if requested in the 24 days before pick-up date: 300 euros

- vehicle change
- pick-up location change
- name/contract holder change

Cancelling your contract

You may cancel your contract free of charge up to 25 days before the scheduled pick-up/delivery date. However, if you cancel your contract 24 days or less before this date, you will be charged a minimum of 300 euros for cancellation fees.

Remember

Conditions may vary from one country to another. Please contact your Eurodrive agent for more details.



RETURNING YOUR CAR

DROP-OFF PROCEDURES

Customers are required to call their return center three business days before the scheduled drop-off date.

All the information you need will be supplied during this call.

You will be expected no later than 30 minutes after the arranged time.

If you need to change the drop-off time:

Let your return center know as soon as possible about any change in drop-off times, so that your local correspondent can welcome you in the best possible conditions.

If you need to change the drop-off location:

To return your car to a different center from pick-up, contact the center of your choice no later than three business days before return date (see details of the centers on pages 15 to 24).

You will be billed for return fees outside France not settled when making your order.

If you need to return your vehicle early:

By sending a written request to Renault Eurodrive, you may benefit from a reimbursement for days not used, subject to a deductible of 7 days.

You will be billed for a minimum 21 days.

IMPORTANT

Always refer to the "Pick-up and drop-off centers" chapter (pages 12 to 24) for contact details and more information about each center.

ITEMS TO BE RETURNED

- the vehicle,
- both of the vehicle's keys or cards,
- the registration documents,
- the warranty booklet and the user manual,
- the safety kit (reflective jackets and red triangle),
- the duly completed European accident report, if you have had an accident,
- the SD card of the GPS,
- the infrared audio headsets,
- the remote controls.

Remember

If you return the vehicle late (after the date mentioned on your contract), an extension fee will be charged (see page 8).

Renault Eurodrive accepts no responsibility for personal belongings left behind in the vehicle.

IMPORTANT

- You will be billed for any missing items on return (documents mentioned above, keys or cards, vehicle equipment).
- You will be charged fees for not returning the vehicle to a Renault Eurodrive.





PICK-UP AND RETURN CENTERS

This chapter contains a list of our pick-up and drop-off centers in France and Europe, plus their contact details that you will need to make an appointment before picking up or dropping off your vehicle.



CAUTION

- For pick-ups: if you do not send a flight number, then you must make an appointment with your center no later than 3 working days before the agreed pick-up date*.
- For drop-offs: you must make an appointment with your center no later than 3 working days before the agreed drop-off date*.
- You will wait up to 30 minutes maximum beyond the agreed time and one hour after flight arrival statement.

*Detailed information about the opening hours of the switchboard at your pick up or drop off location is available in the appropriate location sheet.

IN FRANCE

P15 AVIGNON
P15 BIARRITZ
P16 BORDEAUX
P16 BREST
P17 CALAIS
P18 LYON
P19 MARSEILLE
P20 MONTPELLIER
P20 NANTES
P21 NICE
P21 PARIS CENTRE
P21 PARIS ONLY
P22 PARIS-ROISSY-CDG
P23 SAINT-LOUIS/
MULHOUSE-BASEL
P23 STRASBOURG
P24 TOULOUSE

IN EUROPE

P14 AMSTERDAM
P15 BARCELONA
P16 BRUSSELS
P17 FRANKFURT
P17 GENEVA
P18 LISBON
P18 LONDON
P19 MADRID
P19 MILAN
P20 MUNICH
P22 PORTO
P22 ROME
P23 SANTIAGO DE
COMPOSTELA
P24 VIGO
P24 ZURICH

AMSTERDAM – SCHIPHOL



RENAULT EURODRIVE / M.D.S.

Crowne Plaza Hotel
Planeetbaan 2, Hoofddorp
Amsterdam 2132 HZ Netherlands

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +31 (0)20 890 38 46

✉ eurodrive@mdsparc.com

PICK-UP SERVICE

Daily.

When your train or flight arrives,
as specified in your booking,
call our representative on
+31 (0)20 890 38 46.
A free minibus service will take you to the
reception centre, 3 km away.

RETURN SERVICE

Daily.

Return address: as above.
A free minibus service will take you
to your departure terminal.

📅 Public holidays: 01/01 - 04/22 -
04/24 - 04/25 - 04/30 - 05/05 - 06/02 -
06/12 - 06/13 - 12/25 - 12/26 - 12/31

AVIGNON



RENAULT EURODRIVE / M.D.S.

AVIA gas station
16, boulevard St-Michel
84000 Avignon

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +33 (0)4 26 07 74 54

✉ eurodrive@mdsparc.com

PICK-UP SERVICE

Daily.

When your train or flight arrives,
as specified in your booking, call our
representative on +33 (0)4 26 07 74 54
or 0800 73 69 54, from the station or
airport, using a landline (free phone number
accessible from most public telephones).
A free minibus service will take you
to the reception centre 10 km from the
airport.

RETURN SERVICE

Daily, from 7:00 am to 9:00 pm.

Return address: as above.
A free minibus service will take you
to the TGV train station or airport.

Getting to the centre

The reception centre is 400 m from
the Avignon Ville station (inside the Avia
gas station).

📅 Public holidays: 01/01 - 04/25 -
05/01 - 05/08 - 06/02 - 06/13 - 07/14 -
08/15 - 11/01 - 11/11 - 12/25 - 12/31

BARCELONA



RENAULT EURODRIVE / M.D.S.

Barcelona airport
Autovia de castelfelers (c31),
kilometer 187

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +34 93 184 56 71

✉ eurodrive@mdsparc.com

PICK-UP SERVICE

Daily.

Once you have arrived and collected your
luggage, use a public phone to contact
M.D.S. / Barcelona on the freephone
number 800 300 389. You will be
collected by a minibus and taken to the
M.D.S. / Barcelona reception center 1 km
away to pick up your vehicle.
The minibus will pick you up from car
park G Microbuses Hotel.
If you change flights or the time of your
appointment, then you must inform the
site agent to make sure that someone is
present to receive you.

RETURN SERVICE

Daily.

Information, procedures and formalities
will be provided over the phone when you
make your appointment on 93 184 56 71
from Spain, or +34 93 184 56 71 from
outside Spain.

📅 Public holidays: 01/01 - 01/06 -
04/22 - 04/25 - 05/01 - 08/15 - 09/11 -
10/12 - 11/01 - 12/06 - 12/08 - 12/25 -
12/26

BIARRITZ – ANGLET



RENAULT EURODRIVE / M.D.S.

ZAC de Parme
Allée de Galin
64600 Anglet

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +33 (0)5 24 62 06 62

✉ eurodrive@mdsparc.com

PICK-UP SERVICE

Daily.

When your train or flight arrives,
as specified in your booking, call our
representative on +33 (0)5 24 62 06 62
or 0805 62 01 05 from the airport,
using a landline (free phone number
accessible from most public telephones).
A free minibus service will take you
to the reception centre, 0.5 km from
the airport.

RETURN SERVICE

Daily.

Return address: as above.
A free minibus service will take you
to the airport.

Getting to the centre

By car: on the roundabout coming
into the airport, follow the "parking
couvert" sign.

📅 Public holidays: 01/01 - 04/05 -
05/01 - 05/08 - 05/13 - 05/24 - 07/14 -
08/15 - 11/01 - 11/11 - 12/25

BORDEAUX – MÉRIGNAC



RENAULT EURODRIVE / M.D.S.

Desk Hall A – Arrivals floor

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.

☎ +33 (0)6 74 78 65 08

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

Daily.

When your flight arrives, as specified in your booking, go to the Renault Eurodrive desk (Hall A on the Arrivals floor).

🔄 RETURN SERVICE

Daily.

Return address: airport, Parc des loueurs – Allée N1 – “TT Service”. Meet up in the car park.

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25 - 12/31

BREST – GUIPAVAS



RENAULT EURODRIVE / M.D.S.

Airport – P3 car park

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.

☎ +33 (0)6 63 05 88 79

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

Daily.

When your flight arrives, as specified in your booking, call our representative on +33 (0)6 63 05 88 79 or 0800 73 69 92 from the airport, using a landline (free phone number accessible from most public telephones).

A free minibus service will take you to the reception centre, 0.6 km from the airport.

🔄 RETURN SERVICE

Daily.

Return address: airport, P3 car park. A free minibus service will take you to your departure terminal. You will be expected no later than 30 minutes after the arranged time.

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25 - 12/31

BRUSSELS – ZAVENTEM



RENAULT EURODRIVE / EUROPCAR

Brussels Airport

Desk – Arrivals hall

Switchboard hours: Monday to Friday, from 6:30 am to 11:00 pm. Saturdays, from 7:00 am to 9:00 pm. Sundays and public holidays, from 8:00 am to 11:00 pm.

☎ +32 (0)2 712 03 01

or +32 (0)475 72 08 80

📍 PICK-UP SERVICE

Daily. Monday to Friday, from 6:30 am to 11:00 pm. Saturdays from 7:00 am to 9:00 pm. Sundays and public holidays, from 8:00 am to 11:00 pm. When your flight arrives, as specified in your booking, go to the Europcar desk (Arrivals hall).

🔄 RETURN SERVICE

Daily. Monday to Friday, from 7:00 am to 9:00 pm. Saturdays, from 8:00 am to midday. Sundays and public holidays, from 8:00 am to 9:00 pm.

Return address: reception desk in the Car Rental Park.

On arriving at the airport, keep left and follow the signs to Car Rental Return (first left after the bridge). Park the car in a space marked Europcar.

📍 Getting to the centre

By bus : No. 12 from Brussels, Rue Ducale.

By train : Airport City Express from Gare Centrale station in Brussels.

📅 **Public holidays:** 01/01 - 04/24 - 04/25 - 05/01 - 06/02 - 06/13 - 07/21 - 08/15 - 11/01 - 11/11 - 12/25

CALAIS PORT – EAST TERMINAL CAR FERRY



RENAULT EURODRIVE / WALON France

Desk – “Loueurs” (Rentals)

Switchboard hours:

Daily. From 8:00 am to 6:00 pm, except on public holidays.

☎ +33 (0)6 07 32 15 43

📍 PICK-UP SERVICE

Daily. Weekends and public holidays by appointment.

On your arrival, use the courtesy phone on the Renault Eurodrive/Walon France desk to contact our representative. Remember the time difference (France is one hour ahead of the UK).

🔄 RETURN SERVICE

Calais Port – East Terminal Car Ferry. All pertinent information will be given to you over the telephone.

📍 Getting to the centre

By train : TGV Fretun then 15 km by taxi (only possibility).

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25 - 12/31

FRANKFURT – MÖRFELDEN



RENAULT EURODRIVE / M.D.S.

Holiday Inn Express

Langener Str. 200

64546 Mörfelden

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.

☎ +49 (0)69 257 385 652

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

Daily.

When your flight arrives, as specified in your booking, call our representative on +49 (0)69 257 385 652 or 0800 664 56 17 from the airport, using a landline (free phone number accessible from most public telephones). A minibus from the Holiday Inn Express Hotel will take you to the reception centre, 10 km away.

🔄 RETURN SERVICE

Daily.

Return address: as above.

A free minibus will take you to your departure terminal.

NB: no pick-ups, drop-offs or transfers are available at Frankfurt-Hahn airport.

📅 **Public holidays:** 01/01 - 04/22 - 04/25 - 05/01 - 06/02 - 06/13 - 06/23 - 10/03 - 11/13 - 12/25 - 12/26

GENEVA – COINTRIN



RENAULT EURODRIVE / M.D.S.

Première Classe Hotel

Parc des Anneaux de Magny

Route du Nant

01280 Prévessin-Moens

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.

☎ +33 (0)6 84 97 25 47

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

Daily.

Vehicles can be picked up on the French side only. Take the exit marked “Secteur France”.

When your flight arrives, as specified in your booking, call our representative on +33 (0)6 84 97 25 47 or 0800 73 69 81 using a landline (free phone number accessible from most public telephones). A free minibus will take you to the reception centre, 4 km away.

🔄 RETURN SERVICE

Daily.

Return address: as above.

A free minibus will take you to your departure terminal.

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25 - 12/31

LISBON



RENAULT EURODRIVE / PORTO PARIS LDA

Lisbon Airport
Rua C, edificio 125, piso 1,
sala 2 (in front of the Arrivals hall,
opposite the petrol station)

Switchboard hours:

Monday to Friday, from 9:00 am to
midday and from 2:00 pm to 5:00 pm.

Except on public holidays.

☎ +351 21 846 27 97

📍 PICK-UP SERVICE

Daily. From 5:00 am to midnight,
except on January 1, and December
24, 25 and 31.

When your flight arrives, as specified
in your booking, call our representative
on +351 21 846 27 97 or 800 206 852
from the airport, using a landline (free
phone number accessible from most
public telephones).

A free shuttle will take you to the
reception centre, 300 m away.

🏠 RETURN SERVICE

Daily. From 5:00 am to midnight,
except on January 1, and December
24, 25 and 31.

Return address: as above.

Our representative will take you to
the airport free of charge.

📍 Getting to the centre

By car from Rossio: Avenida da

República, 2ª circular.

By bus from Cais do Sodré: Bus 44.

By bus from Rossio: Aero Bus, bus
nº 44, bus nº 45.

📅 **Public holidays:** 01/01 - 03/08 -
04/22 - 04/24 - 04/25 - 05/01 - 06/10 -
06/13 - 06/23 - 08/15 - 10/05 - 11/01 -
12/01 - 12/08 - 12/24 - 12/25 - 12/31

LONDON — HEATHROW



RENAULT EURODRIVE / M.D.S. / RENTALCAR UK

Heathrow Airport London
Sipson Road — Unit 6 Sovereign Court
UB7 OJE Heathrow

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +44 (0)20 881 996 91

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

Daily.

When your flight arrives, as specified
in your booking, call our representative
on +44 (0)20 881 996 91 or
0800 376 98 67 from the airport,
using a landline (free phone number
accessible from most public telephones).
A free minibus will take you to the
reception centre, 3 km away.

🏠 RETURN SERVICE

Daily.

Return address: as above.

A free minibus will take you to your
departure terminal.

📍 Getting to the centre

M.D.S. / RENTALCAR UK centre, 50 m
from the Texaco gas station.

📅 **Public holidays:** 01/01 - 04/25 -
05/02 - 05/30 - 08/29 - 12/25 - 12/26

LYON — SAINT-EXUPÉRY



RENAULT EURODRIVE / M.D.S.

18, av. du Maréchal Juin
69720 Saint-Laurent-de-Mure

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +33 (0)4 72 48 42 02

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

Daily.

When the agreed flight or train arrives
at St-Exupéry, call our representative
on +33 (0)4 72 48 42 02 or
0800 73 69 67 from the station or
airport, using a landline (free phone
number accessible from most public
telephones).

A free minibus service will take you
to the reception centre, 4 km away.

🏠 RETURN SERVICE

Daily.

Return address: as above.

A free minibus service will take you
to your departure terminal.

📍 Getting to the centre

The M.D.S. centre is near the post office
"La Poste".

📅 **Public holidays:** 01/01 - 04/25 -
05/01 - 05/08 - 06/02 - 06/13 - 07/14 -
08/15 - 11/01 - 11/11 - 12/25 - 12/31

MADRID — BARAJAS



RENAULT EURODRIVE / AUTO TURISTICA IBERICA (A.T.I.)

Madrid Barajas Airport
Ingeniero Torres Quevedo, 6
28022 Madrid

Switchboard hours:

Monday to Friday, from 9:00 am to 6:00 pm,
except on public holidays.

☎ +34 91 329 29 11

ou +34 91 329 27 10

📍 PICK-UP SERVICE

Daily. From 6:00 am to 8:00 pm,
except on January 1 and 6,
and December 25, 26 and 31.

**Delivery center will be open only from
9 :00 am to 1 :00 pm on January 1,
April 20, December 5, 7, 23 and 30.**

When your flight arrives, as specified
in your booking, call our representative
on +34 91 329 29 11 / +34 91 329
27 10 or 900 712 137 from the airport,
using a landline (free phone number
accessible from most public telephones).

A free shuttle will take you to the
reception centre, 5 km away.

🏠 RETURN SERVICE

Daily. From 6:00 am to 8:00 pm,
except on January 1 and 6, and
December 25, 26 and 31.

**Delivery center will be open only from
9 :00 am to 1 :00 pm on January 1,
April 20, December 5, 7, 23 and 30.**

Return address: as above.

A free shuttle will take you to the airport.

📅 **Public holidays:** 01/01 - 01/06 -
12/25 - 12/26 - 12/31

MARSEILLE-PROVENCE



RENAULT EURODRIVE / TRANSCAUSSE

Marseille airport (reception located near
the Sofitel and Ibis hotels)

Switchboard hours:

Monday to Friday, from 8:00 am to
midday and from 1:00 pm to 6:00 pm.

Saturdays, from 8:00 am to midday.

Except on public holidays.

☎ +33 (0)4 42 14 31 49

📍 PICK-UP SERVICE

Daily. From 5:00 am to midnight.

Follow the indications "Renault
Eurodrive". When your flight arrives,
as specified in your booking, call our
representative on the Transcausse
courtesy phone; Hall 1 (International
Arrivals), Halls 3/4 (Domestic Arrivals),
facing the information desk.
The representative will accompany you on
the free shuttle to the reception centre,
900 m away.

🏠 RETURN SERVICE

Daily. From 5:00 am to 10:00 pm.

Return address: airport (if possible, drop
off your luggage in the departure zone
first).

Follow the "Renault Eurodrive" signs.

A free shuttle will take you to your
departure terminal.

📍 Getting to the centre

By bus (shuttle) : From Saint-Charles
station in Marseille or the Aix-en-
Provence TGV station.

📅 **Public holidays:** 01/01 - 04/25 -
05/01 - 05/08 - 06/02 - 06/13 - 07/14 -
08/15 - 11/01 - 11/11 - 12/25

MILAN — LINATE — MALPENSA — CENTRE-VILLE



RENAULT EURODRIVE / M.D.S.

Milan Linate airport
Milan Malpensa airport
City center: Via C. Mezzofanti, 12
20133 Milan

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +39 0240 708 236

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

AIRPORTS: Daily.

When your flight arrives, call our
representative on +39 0240 708 236
or 800 969 255 from the airport,
using a landline (free phone number
accessible from most public
telephones).

CITY CENTER: Daily.

🏠 RETURN SERVICE

AIRPORTS: Daily.

The meeting point in terminal 1
and all pertinent information will be
given to you when you phone to make
an appointment.

CITY CENTER: Daily.

All pertinent information will be given
to you when you phone to make an
appointment.

📅 **Public holidays:** 01/01 - 01/06 -
04/24 - 04/25 - 05/01 - 06/02 - 08/15 -
11/01 - 12/08 - 12/25 - 12/26

MONTPELLIER MÉDITERRANÉE



RENAULT EURODRIVE / AUTORAPIDO

Reception located directly in the rental car compound

Switchboard hours:

Monday to Friday, from 8:00 am to midday and from 2:00 pm to 6:00 pm.

Except on public holidays.

☎ +33 (0)6 08 02 26 11

or +33 (0)6 81 08 81 14

MUNICH – F.J. STRAUSS



RENAULT EURODRIVE / M.D.S.

Munich Airport
Ismaninger Str. 98
85399 Hallbergmoos

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm, except on public holidays.

☎ +49 (0)69 33 29 62 46

✉ eurodrive@mdsparc.com

NANTES



RENAULT EURODRIVE / UCAR

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

Switchboard hours:

Monday to Friday, from 8:00 am to midday and from 2:00 pm to 6:00 pm.

Except on public holidays.

☎ +33 (0)2 40 75 73 51

NICE-CÔTE D'AZUR



RENAULT EURODRIVE / TT CAR TRANSIT

Zone aéroportuaire
61, route de Grenoble
06100 Nice

Switchboard hours:

Monday to Friday, from 8:00 am to 5:00 pm, except on public holidays.

☎ +33 (0)4 92 29 13 83

✉ infonice@ttrouissy.net

PARIS CENTRE



RENAULT EURODRIVE / TT CAR TRANSIT

2, av. de la Porte de Saint-Cloud
Parking Porte de Saint-Cloud
75016 Paris

Switchboard hours:

Monday to Friday, from 9:00 am to 6:00 pm, except on public holidays.

☎ +33 (0)1 40 71 72 40

✉ infoparis@ttrouissy.net

PARIS – ORLY



RENAULT EURODRIVE / TT CAR TRANSIT

Orlytech – Reception outside the terminal, in the "Base arrière Loueurs" (Rentals) area

Switchboard hours:

Monday to Friday, from 7:00 am to 6:00 pm. Saturdays, from 7:00 am to 1:00 pm.

Except on public holidays.

☎ +33 (0)1 49 75 13 50

✉ infoorly@ttrouissy.net

📍 PICK-UP SERVICE

Daily. From 8:00 am to 10:45 pm.

When the agreed flight arrives, go to the AUTORAPIDO counter in the rental car compound.

🔄 RETURN SERVICE

Daily. From 5:30 am to 8:00 pm.

Drop-off address: Montpellier Méditerranée airport.

Follow the Rental Cars signs. Drive into the rental car compound through the automatic barrier and use one of the Autorapido places.

Then go to the counter located in the compound.

📍 Getting to the centre

By bus: from Montpellier, take the tramway towards the Odysseum as far as "Place de l'Europe". Then take a shuttle to the airport.

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25

📍 PICK-UP SERVICE

Daily.

When your flight arrives, as specified in your booking, call our representative on +49 (0)69 33 29 62 46 or 0800 589 15 76 from the airport, using a landline (free phone number accessible from most public telephones).

A free minibus will take you to the reception centre, 5 km away.

🔄 RETURN SERVICE

Daily.

Return address: as above.

A free shuttle will take you to your departure terminal.

📅 **Public holidays:** 01/01 - 01/06 - 04/22 - 04/25 - 05/01 - 06/02 - 06/13 - 06/23 - 08/08 - 08/15 - 10/03 - 11/01 - 11/13 - 12/25 - 12/26

📍 PICK-UP SERVICE

Daily. From 8:00 am to 10:00 pm.

When your flight arrives, as specified in your booking, our representative will wait for you in Hall 1 next to the reception desk ("Accueil").

When your train arrives, our representative will wait for you in the reception hall of the South entrance ("Accès Sud").

A free shuttle will take you to the reception centre 7 km from the airport. In the event of a problem, please contact our representative on the free phone number: 0800 800 646 (accessible from the airport and from Nantes using a landline).

🔄 RETURN SERVICE

Daily. From 7:00 am to 6:30 pm.

Return address: as above.

A free shuttle will take you to the airport or station.

📍 Getting to the centre

By bus : From Nantes, bus No. 36. Bus stop "Seil".

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25

📍 PICK-UP SERVICE

Daily. From 6:30 am to midnight.

When your flight arrives, call our representative on +33 (0)4 92 29 13 83 or 0800 803 583 from the airport, using a landline (free phone number accessible from most public telephones). A free shuttle will take you to the reception centre, 1.8 km from the airport.

Please note that walk in customer deliveries can be arranged daily between 6:30 am and 8:00 pm.

🔄 RETURN SERVICE

Daily. From 6:00 am to 9:00 pm.

A free shuttle will take you to your departure terminal.

NB: On Sundays, the gate is closed so you will need to use the TT Car entry phone.

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25

📍 PICK-UP SERVICE

Monday to Friday, from 9:00 am to 6:00 pm, except on public holidays. Any time during opening hours.

🔄 RETURN SERVICE

Monday to Friday, from 9:00 am to 6:00 pm, except on public holidays. Any time during opening hours.

📍 Getting to the centre

By underground train: Station: Porte de Saint-Cloud (line No. 9). Walk 200m to the car park "Parking de la Porte de Saint-Cloud".

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25

📍 PICK-UP SERVICE

Daily. From 6:30 am to midnight.

When your flight arrives, as specified in your booking, call our representative on +33 (0)1 49 75 13 50 or 0800 101 261 from the airport, using a landline (free phone number accessible from most public telephones).

Please note that walk in customer deliveries can be arranged daily between 6:30 am and 8:00 pm.

🔄 RETURN SERVICE

Daily. From 6:30 am to 8:00 pm.

Return address: office above (if possible, unload your luggage first in the Departures area). A free shuttle will take you to your departure terminal.

📍 Getting to the centre

By car: On leaving the terminal, follow the signs for Paris for 1 km. Exit when you see the sign "Orlytech – Orly-Ville". Keep right and follow the arrows "véhicules TT" to the TT Car Transit car park.

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25

PARIS — ROISSY-CHARLES DE GAULLE



RENAULT EURODRIVE / TT CAR TRANSIT

Roissy – Charles De Gaulle Airport
Terminal 3

Switchboard hours:

Daily. From 6:00 am to 06:00 pm.

☎ +33 (0)1 48 62 37 53

✉ infocdg@ttroissy.net

PORTO — SA CARNEIRO



RENAULT EURODRIVE / PORTO PARIS LDA

Francisco Sa Carneiro Airport

Switchboard hours:

Monday to Friday, from 9:00 am to midday
and from 2:00 pm to 5:00 pm.

Except on public holidays.

☎ +351 22 996 64 27

ROME — FIUMICINO



RENAULT EURODRIVE / M.D.S.

ROMADRIE-PARKING BLU

Via delle Pinne, 74
00054 Fiumicino

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +39 0699 268 392

✉ eurodrive@mdsparc.com

SANTIAGO DE COMPOSTELA



RENAULT EURODRIVE / M.CAEIRO S.A.

Poligono del Tambre
Via Isaac Peral 12-18
15890 Santiago de Compostela

Switchboard hours:

Monday to Friday, from 9:00 am to 1:00 pm
and from 3:00 pm to 7:00 pm.

Except on public holidays.

☎ +34 981 58 64 44

+34 608 98 17 49 (saturdays)

SAINT-LOUIS — BÂLE-MULHOUSE



RENAULT EURODRIVE / S.A. GARAGE

BADER

Garage Bader
81, av. du Général de Gaulle
68300 Saint-Louis

Switchboard hours:

Monday to Friday, from 8:00 am to
11:30 am and from 2:00 pm to 5:30 pm.

Except on public holidays.

☎ +33 (0)3 89 89 70 00

STRASBOURG — ENTZHEIM



RENAULT EURODRIVE / M.D.S.

TOTAL gas station
4, route de Schirmeck
67120 Duppigheim

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +33 (0)3 88 49 11 07

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

Daily, from 6:00 am to midnight.

When your flight arrives, as specified in your booking, call our representative on +33 (0)1 48 62 37 53 or 0800 800 775 from the airport, using a landline (free phone number accessible from most public telephones).

A free shuttle will pick you up.

NB: pick-ups from 5:00 am only for scheduled flights arriving between 4:00 am and 5:00 am.

Pick-up by appointment between 6:00 am and 8:00 pm.

🔄 RETURN SERVICE

Daily. From 6:00 am to 10:00 pm.

A free shuttle will take you to your departure terminal.

📍 Getting to the centre

By bus: Air France bus from Paris Porte Maillot and Roissybus from Place de l'Opéra.

By train: RER line B from Châtelet les Halles to the station Aéroport CDG1 then a shuttle service.

📍 PICK-UP SERVICE

Daily. From 5:00 am to midnight, except January 1, and December 24, 25 and 31.

When your flight arrives, as specified in your booking, our representative will be waiting for you in the Arrivals hall (passenger exit).

🔄 RETURN SERVICE

Daily. From 5:00 am to midnight, except January 1, and December 24, 25 and 31.

All pertinent information will be given to you over the telephone.

📍 Getting to the centre

By car from Porto: A28 then A41.

By bus from Avenida dos Aliados:

Aerobus.

By subway: Purple line - E.

📅 **Public holidays:** 01/01 - 03/08 - 04/22 - 04/24 - 04/25 - 05/01 - 06/10 - 06/23 - 06/24 - 08/15 - 10/05 - 11/01 - 12/01 - 12/08 - 12/24 - 12/25 - 12/31

📍 PICK-UP SERVICE

Daily.

When your flight arrives, as specified in your booking, call our representative on +39 0699 268 392, or 800 969 277 from the airport, using a landline (free phone number accessible from most public telephones).

A free minibus will take you to the reception centre, 6 km away.

🔄 RETURN SERVICE

Daily.

Return address: as above.

A free minibus will take you to your departure terminal.

📍 Getting to the centre

By car: direction Roma Fiumicino airport.

Follow OSTIA FIUMICINO then FIUMICINO Nord.

Follow the signs to the Parking Blu.

📅 **Public holidays:** 01/01 - 01/06 - 04/24 - 04/25 - 05/01 - 06/02 - 06/29 - 08/15 - 11/01 - 12/08 - 12/25 - 12/26

📍 PICK-UP SERVICE

Monday to Friday, from 8:00 am to 8:00 pm. Saturdays, from 10:00 am to 1:00 pm and from 3:30 pm to 7:00 pm. Except on public holidays.

When your flight arrives, as specified in your booking, call our representative.

A free shuttle will take you to the reception centre, 15 km away.

Pick-up address: Monday to Friday: as above. Saturdays: M. Caeiro, S.A. Centro de Rosalia Castro No. 158 – Santiago de Compostela.

🔄 RETURN SERVICE

Monday to Friday, from 8:00 am to 8:00 pm. Saturdays, from 10:00 am to 1:00 pm and from 3:30 pm to 7:00 pm. Except on public holidays.

Monday to Friday: above.

Saturdays: M. Caeiro, S.A. Centro de Rosalia Castro No. 158 – Santiago de Compostela.

A free shuttle service will take you to the airport.

📅 **Public holidays:** 01/01 - 01/06 - 03/08 - 03/19 - 04/21 - 04/22 - 05/17 - 06/02 - 07/25 - 08/15 - 08/16 - 10/12 - 11/01 - 11/06 - 12/08

📍 PICK-UP SERVICE

Monday to Friday, from 8:00 am to 11:30 am and from 2:00 pm to 5:30 pm. Except on public holidays.

When your flight arrives, as specified in your booking, go to the Autopole desk (France exit, next to the Avis desk). Use the courtesy telephone to contact our representative.

In the city, from Garage Bader at the address above. Any time during opening hours.

🔄 RETURN SERVICE

Monday to Friday, from 8:00 am to 11:30 am and 2:00 pm to 5:30 pm. Except on public holidays.

Garage Bader in the city centre: address above.

A free shuttle will take you to your departure terminal.

📅 **Public holidays:** 01/01 - 04/22 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25 - 12/26

📍 PICK-UP SERVICE

Daily.

When your flight arrives, as specified in your booking, call our representative on +33 (0)3 88 49 11 07 or 0800 73 69 98 from the airport, using a landline (free phone number accessible from most public telephones).

A free minibus will take you to the reception centre, 7 km away.

🔄 RETURN SERVICE

Daily.

Return address: as above.

A free minibus will take you to your departure terminal.

📅 **Public holidays:** 01/01 - 04/25 - 05/01 - 05/08 - 06/02 - 06/13 - 07/14 - 08/15 - 11/01 - 11/11 - 12/25 - 12/26 - 12/31

TOULOUSE – BLAGNAC



RENAULT EURODRIVE / M.D.S.

26, rue Raymond Grimaud
31700 Blagnac

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +33 (0)5 40 80 43 12

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

Daily.

When your flight arrives, as specified in
your booking, call our representative on
+33 (0)5 40 80 43 12 or 0800 73 69
88 from the airport, using a landline (free
phone number accessible from most
public telephones).

A free minibus will take you to
the reception centre, 1.6 km from
the airport.

🏠 RETURN SERVICE

Daily.

Return address: as above.

A free minibus will take you to your
departure terminal.

📅 **Public holidays:** 01/01 - 04/25 -
05/01 - 05/08 - 06/02 - 06/13 - 07/14 -
08/15 - 11/01 - 11/11 - 12/25 - 12/31

VIGO



RENAULT EURODRIVE / TALLERES

RODOSA S.L.

Avenida de Madrid, 135
36214 Vigo, Pontevedra

Switchboard hours:

Monday to Friday, from 8:30 am to 1:30 pm
and from 3:30 pm to 6:30 pm.

Except on public holidays.

☎ +34 98 625 10 88

📍 PICK-UP SERVICE

Monday to Friday, from 8:30 am

**to 1:30 pm and from 3:30 pm
to 6:30 pm. Except on public holidays.**

Any time during opening hours.

🏠 RETURN SERVICE

Monday to Friday, from 8:30 am

**to 1:30 pm and from 3:30 pm
to 6:30 pm. Except on public holidays.**

Any time during opening hours.

📅 **Public holidays:** 01/01 - 01/06 -
03/19 - 03/28 - 04/01 - 04/02 - 04/21 -
04/22 - 05/01 - 05/17 - 07/25 - 08/15 -
08/16 - 10/12 - 11/01 - 12/06 - 12/08 -
12/24 - 12/25 - 12/31

ZURICH – KLOTEN



RENAULT EURODRIVE / M.D.S.

Zurich Kloten airport

Switchboard hours:

Monday to Friday, from 9:00 am to 5:00 pm,
except on public holidays.

☎ +41 (0)43 500 42 04

✉ eurodrive@mdsparc.com

📍 PICK-UP SERVICE

Daily.

When your flight arrives, as specified in
your booking, call our representative on
+41 (0)43 500 42 04 or 0800 700 201
from the airport, using a landline (free
phone number accessible from most
public telephones).

A free minibus service will pick you up.

🏠 RETURN SERVICE

Daily.

Return address: as above.

A free minibus service will take you
to the airport.

📅 **Public holidays:** 01/01 - 04/22 -
04/25 - 05/01 - 06/02 - 06/13 - 08/01 -
12/25 - 12/26



NEW LIFE ? NEW VEHICLE !

BUY A NEW RENAULT OR DACIA VEHICLE (EXCL OR INCL TAX) AT A PREFERENTIAL PRICE.

Simplify your life, your agent Eurodrive will deal with all:

- soon after your arrival at the airport, pick up your new vehicle from one of our 40 centers in Europe,
- manufacturer's warranty and Renault service's quality,
- possibility to subscribe to a service contract (extended warranty, maintenance and service) and/or to an insurance contract,
- assistance Renault 24/24 and 7/7.

RENAULT EURODRIVE

www.renault-eurodrive.com

DRIVE THE CHANGE



CHECKLIST

Before you leave for Europe:

- ☐ Make an appointment with your delivery center (at least three business days before the end date on your order form).
- ☐ Check your flight times with your airline and inform your delivery centre of any changes.
- ☐ Carefully read the "User's Guide" in your travel booklet (pp. 3-11), which provides all the necessary information, from pick-up through to drop-off.
- ☐ Bring your travel booklet.
- ☐ Bring authorization document where applicable (see p. 5).

When you drop off your vehicle

Make sure you have not left any personal belongings in the vehicle.
Return:

- ☐ both of the vehicle's keys or cards,
- ☐ the registration documents,
- ☐ the warranty booklet and the user manual,
- ☐ the safety kit (reflective jackets and red triangle),
- ☐ the SD card of the GPS,
- ☐ the infrared audio headsets and GPS remote control,
- ☐ the duly completed European accident report, if you have had an accident.

When you get home

please fill out the Renault Eurodrive satisfaction questionnaire, available online at www.renault-eurodrive.com on the "Travelling in Europe" page.

CONTACT YOUR CENTER

Amsterdam	+31 (0)20 890 38 46	Montpellier	+33 (0)6 08 02 26 11
Avignon	+33 (0)4 26 07 74 54		+33 (0)6 81 08 81 14
Barcelona	+34 93 184 56 71	Munich	+49 (0)69 33 29 62 46
Biarritz	+33 (0)5 24 62 06 62	Nantes	+33 (0)2 40 75 73 51
Bordeaux	+33 (0)6 74 78 65 08	Nice	+33 (0)4 92 29 13 83
Brest	+33 (0)6 63 05 88 79	Paris Centre	+33 (0)1 40 71 72 40
Brussels	+32 (0)2 712 03 01	Paris Orly	+33 (0)1 49 75 13 50
	+32 (0)475 72 08 80	Paris-CDG	+33 (0)1 48 62 37 53
Calais	+33 (0)6 07 32 15 43	Porto	+351 22 996 64 27
Frankfurt	+49 (0)69 257 385 652	Rome	+39 0699 268 392
Geneva	+33 (0)6 84 97 25 47	Santiago de Compostela	
Lisbon	+351 21 846 27 97		+34 981 58 64 44
London	+44 (0)20 881 996 91	(saturdays)	+34 608 98 17 49
Lyon	+33 (0)4 72 48 42 02	St-Louis	+33 (0)3 89 89 70 00
Madrid	+34 91 329 29 11	Strasbourg	+33 (0)3 88 49 11 07
	+34 91 329 27 10	Toulouse	+33 (0)5 40 80 43 12
Marseille	+33 (0)4 42 14 31 49	Vigo	+34 98 625 10 88
Milan	+39 0240 708 236	Zurich	+41 (0)43 500 42 04

