



Scope of Assistance  
Alphabet Nederland B.V.

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## Article 1

### Conditions for providing assistance

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- 1.1** The right to assistance exists if assistance is requested from Alphabet's emergency centre immediately after the lease vehicle has broken down. The assistance applies if these conditions are met:
1. the lease vehicle can no longer be driven in traffic due to a collision or accident, or due to a technical fault and/or damage that cannot be remedied easily;
  2. the driver can no longer drive the lease vehicle in a medically responsible manner due to an accident or illness, unless another passenger is able and authorised to act as driver;
  3. the lease vehicle has been stolen;
  4. the lease vehicle is in a country listed on a valid green card.

## Article 2

### Lease vehicle

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- 2.1** A lease vehicle is defined as:
- a passenger car;
  - a commercial vehicle with a maximum GVW of 7,500 kg;
  - a motorcycle;
  - a motor scooter.
- 2.1** A trailer is defined as:
- a trailer, semi-trailer or caravan attached to the lease vehicle with a maximum total weight of 2,000 kg.

## Article 3

### Scope of the assistance within the Netherlands

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- 3.1** If the lease vehicle is damaged or has a technical malfunction:
- emergency repairs will be carried out where it is stranded;
  - it will be stored or secured;
  - it will be transported to the nearest repair facility if repairs can be carried out on the day of the incident;
- it will be transported to a repair facility designated by Alphabet Nederland if the repairs cannot be carried out on the day of the incident. The passengers (and the luggage, pets or trailer) will be transported to a joint destination or home address to be determined by the driver.

The destination address, home address or repair facility must be within the Netherlands.

## Article 4

### Scope of the assistance outside the Netherlands

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- 4.1** If the lease vehicle is damaged or has a technical malfunction:
- emergency repairs will be carried out where it is stranded;
  - it will be stored or secured;
  - it will be transported to the nearest repair facility if necessary repairs can be carried out over no more than two days (48 hours);
  - supervision will be arranged for the repairs at the repair facility;
  - unless otherwise agreed, the lease vehicle will be repatriated: if the necessary repairs take longer than two days (48 hours);
  - the passengers (and the luggage, pets or trailer) will be transported to a joint destination or home address to be determined by the driver if the repairs take longer than two days (48 hours);
- if the situation so requires and after the emergency centre has given approval, unforeseen costs of accommodation (excluding drinks, lunch and dinner) relating to waiting time for replacement transport or the repair of the lease vehicle will be assessed individually and reimbursed by Alphabet Nederland (reimbursement is based on reasonableness and fairness).
- 4.2** If the driver cannot drive, a replacement driver will be provided or the lease vehicle will be repatriated, unless another passenger is able and authorised to act as a driver.
- 4.3** The driver can have simple repairs, which do not require intervention by the emergency centre, carried out abroad. The costs can be claimed from Alphabet Nederland.

## Article 5

### Replacement vehicle

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- 5.1** Replacement transport may be provided under the conditions of the lease contract.

The emergency centre always organises any replacement transport required outside the Netherlands. The driver must always follow the delivery/return instructions of the emergency centre.

If the 'replacement transport' option is excluded from the lease contract and the lease vehicle is outside the Netherlands, replacement transport will be arranged to the joint final destination or to the Netherlands, with maximum payment from Alphabet for three days of replacement transport

## Article 6

### Exclusions

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- 6.1** Assistance will be provided in these situations and the resultant costs will be charged to the customer:
- if an exclusion as described in the insurance conditions is involved;
  - if the cause of the breakdown or damage to the trailer is unrelated to the lease vehicle. Separate emergency assistance insurance must be taken out for this purpose;
  - if the instructions of the emergency assistance provider, the emergency centre or the manufacturer of the lease vehicle are not or are only partially observed;
  - if the statutory obligations are not properly or punctually complied with by the driver and/or fellow passengers.

## Article 7

### Miscellaneous

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- 7.1** Claims must be submitted with bills.
- If assistance is included in the agreement with Alphabet Nederland, additional 24-hour assistance insurance for the lease vehicle is unnecessary.
- For trips outside the Netherlands, we recommend you take out travel insurance and have a credit card.

This is a translation of the original Dutch text, for convenience purposes only.  
The original Dutch text will be binding and shall prevail in case of any discrepancy between the Dutch text and the English translation.

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