



# Your lease vehicle Card

All the information you need about your lease vehicle

# Congratulations on your new car!

**This brochure contains the most important information you will need regarding your lease vehicle, allowing you to take to the road well prepared and safely. And if anything should happen with your lease vehicle, then at least you will know what to do and whom you can contact. We wish you many pleasant journeys!**



## BEFORE YOU START DRIVING

### **Service Card & fuel card**

The Service Card contains the most important information you will need to be able to contact Athlon Car Lease quickly, whether by telephone or e-mail.

If your lease contract includes fuel, you can also use your Service Card as a fuel card and buy fuel with it. If your employer has opted for a brand-based fuel card, you will not be able to use the Service Card – instead, you will receive a separate fuel card. You can download the password needed for buying fuel from the lease driver section of our website: [www.athloncarlease.nl](http://www.athloncarlease.nl). Finally, you can use your Service Card as an identity document at for example the brand dealer, tyre specialist or at one of our selected damage repair companies.

### **Your Service Desk**

You can contact your Service Desk for any questions you may have in relation to your lease vehicle, and for passing on any ideas or complaints. The telephone number of your Service Desk can be found on your Service Card.

### **Who is allowed to drive your car?**

Athlon Car Lease has a lease contract with your employer, and it is your employer who decides who may use your lease vehicle. The only condition we make is that drivers of an Athlon Car Lease lease vehicle are in possession of a valid driving licence as defined under the law of the Netherlands. For information please refer to our general terms and conditions with which your employer is familiar.

### **Vehicle registration certificate**

When taking possession of your vehicle, you will receive the vehicle registration certificate from the dealer. However, if a gas installation is being fitted, you or your employer will receive part 1A of the certificate several weeks later by post.

### **Insurance/Green Card**

If your vehicle is insured through Athlon Car Lease, you will receive the Green Card in this welcome package. If it is insured through a different company, the Green Card will be sent to you by your employer or its insurance company. Your lease vehicle is insured only in the countries mentioned on the Green Card.



# ON THE ROAD

## **Good tyres – a must**

Having the correct tyre pressure means driving more safely and more economically, so you should check the pressure once a month. Your vehicle instruction booklet states what the correct tyre pressure is. For your safety, the tyre supplier replaces tyres with a profile of two millimetres or less (the legal requirement is 1.6 millimetres). If the tyres have to be replaced 'prematurely' as a result of fabric break, collision or excessive wear and tear, you or your employer will be liable for a proportion of the costs. If you have a flat tyre, you as the driver are responsible for replacing it with the spare tyre. If there is no spare tyre available, you can contact the Athlon Car Lease Emergency Centre.

## **Tyre service**

For tyre changes and inspections, we work in partnership with three tyre specialists: Euromaster, Kwik-Fit and Profile Tyrecenter. You can find your nearest branch in the lease driver section of our website: [www.athloncarlease.nl](http://www.athloncarlease.nl).

## **Winter tyres**

Whether or not winter tyres are included in your lease contract depends on the arrangements made by your employer. If you have a winter tyre contract, then you should first make an appointment yourself with Euromaster, Kwik-Fit or Profile Tyrecenter. If you do not have a winter tyre contract, but would still like to

have winter tyres, you are requested to first seek permission from your employer. As soon as notification of this has been received by and confirmed to us, we will arrange for you to have your winter tyres fitted by the relevant specialists. The branch at which you have your winter tyres fitted will store your summer tyres and exchange them again at the end of the winter.

## **Traffic violations/penalties**

If you have any questions about traffic violations you have committed, you should contact the body imposing the penalty. Violations of local by-laws, such as parking offences, penalties incurred abroad and violations in relation to temporary or relief vehicles will always be charged directly to your employer because of the short payment period involved, or for reasons of convenience. If the Ministry of Justice asks for your details, we will be obliged to comply.

## **Fuel declaration**

If fuel is included in your lease contract and you have been unable to pay with your fuel card, then you can reclaim your fuel costs via the lease driver section of the [www.athloncarlease.nl](http://www.athloncarlease.nl) website, provided your employer agrees. You can also reclaim your fuel costs via our website if you are using a temporary vehicle.

### **Abroad**

Always comply with the laws of the country in question! Your lease vehicle is insured in the countries listed on the Green Card. Generally, if your vehicle breaks down abroad, you will have to pay the costs up-front yourself. Make sure that the bill is made out to Athlon Car Lease, and that the VAT amount (in French: TVA, in German: MWST) is also stated on the invoice. In virtually every case, this will then be settled in the Netherlands once you have returned.

### **Caravan and trailer**

If you travel to Germany, Spain or Poland with a caravan or trailer weighing more than 750 kg, you are advised to have a separate Green Card drawn up. You can apply for this at your Service Desk.

### **Loss or theft of your car**

Report any theft to Athlon Car Lease immediately. The telephone number is on your Service Card. Notify the police and obtain an official report from them, and send it to Athlon Car Lease. Do not forget to make a copy for your own administration. In case of theft abroad, you should also notify the police in the Netherlands.

### **Loss or theft of your vehicle registration certificate or licence plate**

Report any loss or theft to your Service Desk and notify the police. Send the official police report within 24 hours to Athlon Car Lease.

### **Loss or theft of your fuel card**

Report any loss or theft of your fuel card to your Service Desk.

### **Confiscation**

Inform the body making the confiscation that your car belongs to Athlon Car Lease. Notify your Service Desk of the confiscation as soon as possible.

### **Break-ins**

Contact your Service Desk immediately, using the telephone number on your Service Card. You will then receive information on what to do next.

### **Maintenance via Service Track**

You should have your vehicle maintained in accordance with the manufacturer's instructions. When your vehicle is due for a service, you can use the Service Track. Go to the lease driver section of our website, [www.athloncarlease.nl](http://www.athloncarlease.nl), and enter the brand of your vehicle, the postal code or town/city of your home or work address under Service Track. You will then receive an overview of the nearest garages that have been selected specially by Athlon Car Lease, as well as information relating to the distance, opening times and whether or not your vehicle can be collected and returned to you. You then decide yourself which of these reliable service garages you would like to use.

### **Breakdowns**

Contact the Athlon Car Lease Emergency Centre immediately, whether you are in the Netherlands or abroad, on +31 (0)36 547 44 44.

### **Damage to bodywork or damage caused by an accident**

Bring yourself and any passengers to safety as quickly as possible. Then contact the Athlon Car Lease Emergency Centre to report the damage and, if necessary, to arrange alternative transport.

### **Damage incurred while parked**

Notify the police if the vehicle has been damaged while parked by an unknown third party, or if it has been vandalised. The Motor Traffic Guarantee Fund allows us to recover the damage caused by unknown third parties. For more information, go to the lease driver section of our website, [www.athloncarlease.nl](http://www.athloncarlease.nl).

### **Reporting damage**

Always report any damage within 24 hours by calling +31 (0)36 547 12 50 or via [www.athloncarlease.nl](http://www.athloncarlease.nl), and fill in the damage claim form as completely as possible. The form should be sent within three working days to Athlon Car Lease.

### **Damage repair companies**

In consultation with you, we will contact the nearest of our selected damage repair companies. You can find a list of the damage repair companies with which Athlon Car Lease has an agreement in the lease driver section of our website, [www.athloncarlease.nl](http://www.athloncarlease.nl).

### **Usage damage**

You will find the Damage Meter in the welcome package, which you can use to determine whether any damage falls under the definition of 'usage damage'. Usage damage is small-scale and acceptable damage that has arisen in spite of your taking good care of the car. You do not have to report any cases of usage damage. If you have any questions, please contact your Service Desk using the telephone number on your Service Card.

### **Damage to windows**

In case of damage to windows, you can contact Kwik-Fit or Carglass directly. You can find your nearest branch in the lease driver section of our website, [www.athloncarlease.nl](http://www.athloncarlease.nl).

### **Caravan or trailer**

If your caravan or trailer is attached to your vehicle, any damage caused to third parties is covered. However, you should note that damage caused to your caravan or trailer, as well as any items being transported in them, is not covered by us. You are advised to take out extra insurance cover for this.



# RETURNING YOUR LEASE VEHICLE

## **Where can you return your car?**

At the end of your contract, you can hand in your vehicle to the dealer who supplies your new vehicle, to a CARE branch, or at your employer's address. In the latter case, your employer must notify Athlon Car Lease of this in writing.

## **What must you return?**

Vehicle registration certificate, parts 1A and 1B Key, reserve keys, remote control and code card(s), if any Radio front Maintenance and instruction book. All accessories that were leased with the vehicle Periodic motor vehicle test certificate. Any software for the navigation system (CD or DVD)

## **Never return the fuel card with the car.**

### **Cut it in two and post it to:**

**Athlon Car Lease  
PO Box 60250  
1320 AH Almere  
the Netherlands**

## **Purchasing your ex-lease vehicle**

Once the contract has terminated, you can purchase your current lease vehicle for yourself, family or friends at a very competitive price. This will give you a significant saving, as the price is guaranteed to be lower than what you would pay on the market.

Towards the end of the contract you can find out what the take-over price is, simply by sending an e-mail to [info@athloncarlease.nl](mailto:info@athloncarlease.nl). Include the vehicle registration number, the estimated odometer reading at the end of the contract and your telephone number in the e-mail.



# PRACTICAL INFORMATION

## Important telephone numbers

|                                |                       |
|--------------------------------|-----------------------|
| Service Desk                   | See your Service Card |
| Reporting damage               | +31 (0)36 547 12 50   |
| Athlon Car Lease               |                       |
| Emergency Centre               | +31 (0)36 547 44 44   |
| Kwik-Fit (window damage)       | 0800 70 07            |
| Carglass                       | 0800 04 06            |
| Euromaster                     | 0800 16 96            |
| Kwik-Fit                       | +31 (0)341 474 657    |
| Profile Tyrecenter             | 0900 01 45            |
| Central Fine Collection Agency | +31 (0)58 234 21 30   |
| Emergency services number      | 112                   |
| Police                         | 0900 88 44            |

## Athlon Car Lease B.V. address information

|                        |   |
|------------------------|---|
| Postal address         | PO Box 60250<br>1320 AH Almere<br>The Netherlands |
| Telephone number       | +31 (0)36 547 11 00                               |
| General e-mail address | info@athloncarlease.nl                            |
| Website                | www.athloncarlease.nl                             |

## Rent a vehicle

|                  |                                  |
|------------------|----------------------------------|
| Telephone number | +31 (0)36 547 42 10              |
| E-mail address   | rentalservices@athloncarlease.nl |

## Purchasing an ex-lease vehicle?

Athlon Car Lease Occasioncentre  
Veluwezoom 4  
1327 AG Almere  
The Netherlands  
[www.occasioncentre.nl](http://www.occasioncentre.nl)

## Change of address

Go to the lease driver section of our website – [www.athloncarlease.nl](http://www.athloncarlease.nl) – to register any change of address. If you prefer, you may also contact your Service Desk.

## Comments, tips or suggestions, contact form

We are always seeking to improve the services we provide. If you have any comments, tips or suggestions, please complete the form on [www.athloncarlease.nl](http://www.athloncarlease.nl) or call your Service Desk.



**[WWW.ATHLONCARLEASE.NL](http://WWW.ATHLONCARLEASE.NL)**

All the information in this brochure can be found in the lease driver section of our website, [www.athloncarlease.nl](http://www.athloncarlease.nl). It also contains useful tips and tools, the latest car news, special offers, tax-related information, details of our 'Occasioncentre' (from where ex-lease vehicles can be purchased) and much more. Have a browse around and sign up to our free online newsletter.

**Do you have any questions about your lease vehicle?**

Just contact Athlon Car Lease by calling the number on your Service Card.

**In case of accident, breakdown or theft:**

Athlon Car Lease

Emergency Centre +31 (0)36 547 44 44

Emergency services number 112

Police 0900 88 44