

## **ALBANIA (Automobile Club of Albania)**

### **Breakdown service**

Operating hours: 24 hours a day.

### **Telephone numbers:**

+355 4 2387 017

+355 66 40 01 222

+355 69 40 01 222

Albanian, English and Italian- speaking telephone operators are in attendance at the call centre 24 hours a day. In an emergency, the motorist should describe the problem and state whether he/she is a member of a motoring club. An ACA breakdown or towing vehicle will be sent immediately.

### **Rates**

Members of ARC Europe and FIA clubs can benefit from breakdown assistance and towing services, on presentation of a valid membership card, at the following approximate rates:

Breakdown service + Towing service (including VAT)

	distance	rate
basic charge	30 km	119.66 EUR
additional charges	1 km	2.88 EUR

### **Reservations**

Hotel, car hire and flight reservations can be arranged by the ACA.

### **Touring information**

The ACA can provide foreign club members with touring information and itineraries free of charge. The club has an agreement with the travel agency Union Travel, and members of foreign clubs can purchase tickets for travel, excursions, etc.

### **Legal advice**

The ACA can provide free legal advice to members of AIT and FIA clubs, but a legal representative in Court can only be provided against payment.

### **Assistance with Customs facilities**

Members of AIT and FIA clubs having problems with the Albanian Customs authorities may contact the ACA head office for assistance.

## **AUSTRIA (OeAMTC)**

### **Breakdown services**

The ÖAMTC operates a breakdown service throughout Austria.

**Telephone number :** 120

Hours of service: 24 hours a day, 7 days a week

Emergency telephones on motorways are orange in colour and are 2 to 3 km apart. In an emergency, motorists should lift the bar to make a call, give the reference number of the phone, describe the problem and state if they are members of a motoring club. An ÖAMTC breakdown vehicle will be sent immediately.

### **Roadside assistance**

During daytime: (0600 - 2000 hours) 132 EUR

During nighttime: (2000 - 0600 hours) 175 EUR

Members of FIA clubs without Assistance Booklet get a discount of 27 EUR on the above rates, on presentation of their valid membership card.

### **Towing (fees are the same nationwide, including the Vorarlberg)**

<b>in the whole country</b>	<b>FIA members</b>	<b>others</b>
Basic tariff	81 EUR	119 EUR
Per km	2.10 EUR	2.30 EUR
Basic tariff for night and week-end	144 EUR	181 EUR
Per 15 min. recovery work	19 EUR	21 EUR
Storage fee per day	10 EUR	13 EUR

### **Reservations**

Hotel accommodation bookings and ticket reservations are available through ÖAMTC travel agencies located at the following offices:

1010 Vienna, Schuberting 1-3 Tel.: +43 1 711 99 34000

1150 Vienna, Schanzstr. 44 Tel.: +43 1 98 120 34200

1220 Vienna, Breitenleerstr. 29 Tel.: +43 1 25 096 34400

1100 Vienna, Wienerbergstr. 27c Tel.: +43 1 60 893 34100

1210 Vienna, Shuttleworthstr. 6-8 Tel.: +43 1 294 41 41 34300

4021 Linz, Wankmüllerhofstr. 60 Tel.: +43 732 341275

5020 Salzburg, Alpenstr. 102-104 Tel.: +43 662 62 66 16

6021 Innsbruck, Andechsstr. 81 Tel.: +43 512 3320 35600

8010 Graz, Radetzkystr. 11-13 Tel.: +43 316 826967

6850 Dornbirn, Untere Rossmähder 2 Tel.: +43 5572 23232 77110

3580 Horn, Kirchenplatz 12 Tel.: +43 29824276

9020 Klagenfurt, Alois-Schaderstr. 11 Tel.: +43 463 50 2200

9500 Villach, Gewerbezeile 1 Tel.: +43 4242 31 2082

3100 St. Pölten, Schulze-Delitzschstr. 3 Tel.: +43 2742 470 008

2700 Wiener Neustadt, Wienerstr 48 Tel.: +43 2622 843 89

2500 Baden, Zubringerstr. 99 Tel.: +43 2252 491 26

4320 Perg, Hauptplatz 11 Tel.: +43 7262 584 37

5301 Eugendorf, Moosstr. 37 Tel.: +43 6225 284 39

### **Touring information**

Upon presentation of the membership card, members of foreign clubs affiliated to the FIA will be welcomed at ÖAMTC offices and given travel information.

### **Legal advice**

ÖAMTC provides legal assistance to motorists.

### **Assistance with customs formalities**

ÖAMTC does not provide assistance with customs formalities.

### **Other**

#### **Renting snow chains**

Snow chains can be hired from the OeAMTC in Upper Austria, Tyrol, Vorarlberg and Salzburg. In other regions, chains can only be purchased.

When hiring chains, a security deposit amounting to the sales price must be paid (which varies from 49,80 to 79,80 EUR). If the chains have not been used - the deposit is refunded but a hire fee of 1,50 EUR per day will be deducted (max. 40 days). If the chains have been used - they must be purchased and cannot be returned.

## **BELARUS (BKA)**

### **Breakdown service**

Breakdown services are provided by Auto-Assistance, a company established by the BKA. This service is available day and night in the whole country.

Motorists in need of assistance can call 116 (within Belarus) or +375 17 222 0 666 (if calling from abroad).

Members of the BKA can get help from the technical assistance service (including towing) twice a year, free of charge, according to the level of membership.

Auto-Assistance provides free service to members of FIA clubs with whom reciprocity agreements are in place. Otherwise, motorists must pay for technical assistance and for towing in cash, according to the company's price list.

### **Note**

Breakdown services are free of charge in main cities, such as Minsk, Gomel, Grodno, etc. (and within a radius of 15 km around these towns). Further details of services are available at the following web addresses :

<http://www.bka.by/en/services/road-assistance/>

<http://www.bka.by/en/services/information/>

### **Reservations**

SMOK Travel can sell air tickets and make reservations for hotels, camping, theatre tickets, etc. Car hire, with or without chauffeur, can be arranged.

SMOK  
Nezavisimosti Avenue 43  
Minsk 220005  
Belarus

Postal address: P.O.B. 150

tel.: +375 17 294 5093  
+375 29 660 0062  
+375 29 683 1414

e-mail: [belarus@smoktravel.com](mailto:belarus@smoktravel.com)

Internet: <http://www.smoktravel.com>

### **Touring information**

A complete information service is available by phoning +375 17 222 0 666.

## **Legal advice**

The BKA can provide foreign club members with basic legal advice only, not comprehensive legal assistance. In that case, foreign club members will need to contact a lawyer.

## **Assistance with customs formalities**

Not available.

## **Other**

The BKA can also organize taxi services, parking and initial medical assistance.

## **BELGIUM (TCB)**

### **Breakdown service**

If their vehicle breaks down while in Belgium, members of an FIA or an ARC club who hold a valid Assistance Booklet must first of all contact their home club, who will then transmit the breakdown service request to the Touring Club.

Motorists not living in Belgium and not holding a valid Assistance Booklet issued by an FIA or ARC club may contact the Touring Club's assistance centre by calling 070 344 777 for breakdown or towing services (fees apply).

On motorways, motorists can use the roadside telephones called "telestrade" which are controlled by the federal police and are situated approximately every 2 km. In case of breakdown, the motorist must ask for "Touring Secours" ("Touring Wegehulp" in Dutch which is spoken in the northern half of the country).

### **Reservations**

Not applicable

### **Touring information**

The TCB website has information on some European countries, a journey planner, city maps, access to the "Guide Vert" Michelin and information on petrol prices.

The TCB has an online travel agency which offers holidays abroad as well as week-ends in the region -

<http://voyages.touring.be>

Motorists can obtain information on traffic conditions throughout Belgium on the TCB website

<http://www.touring.be/fr/avantages-membres/calcul-ditineraire>

## **Legal advice**

The TCB can advise members who subscribe to the service and have problems with garage bills, insurance claims and the Belgian authorities or with matters relating to the highway code and the penal system.

TCB - Legal Service: +32 2 233 24 68

## **Assistance with customs formalities**

Not available.

## **Urgent broadcasts**

Not available.

## **BELGIUM (RACB)**

### **Breakdown service**

Telephone number: +32 2 287 09 00

Hours of operation: 24 hours a day

Motorists not living in Belgium may contact the breakdown service centre, which will send an RACB or a SOS van. The charges arising from the services must be paid for by the motorist.

Emergency telephones are placed every 2 km along motorways and allow motorists to contact the federal police's breakdown service.

### **Reservations**

The RACB does not make hotel or travel reservations for foreign visitors.

### **Touring information**

The RACB can provide visitors with touring information, road maps and hotel lists.

Road traffic information is available 24/7 from [www.trafiroutes.wallonie.be](http://www.trafiroutes.wallonie.be).

## **Legal advice**

Not available.

## **Assistance with customs formalities**

Motorists having problems with customs authorities may contact the club for advice.

## **BULGARIA (UAB)**

### **Breakdown service**

The Emergency Centre is available 24 hours a day.

Telephone:

+359 2 980 3308

+359 2 91 146

146 with mobile phone

Fax: +359 2 867 360

The personnel speak German and English.

The UAB assists all motorists; members of FIA clubs are charged at a preferential rate.

Emergency telephones are situated every 2 km on motorways. These telephones link the motorist to the police, ambulance and breakdown services.

### **Reservations**

The Shipka Tourist Agency can reserve hotel rooms and arrange car hire.

Tel.: +359 2 987 9921

Staff speak German and French.

### **Touring information**

The Shipka Agency can prepare an itinerary for a visiting motorist.

### **Legal advice**

The UAB can provide legal advice to members of FIA clubs.

### **Assistance with customs formalities**

The UAB can assist motorists with the repatriation of damaged vehicles.

## **CANADA (CAA)**

### **Breakdown service**

CAA clubs offer breakdown assistance free of charge to members of clubs affiliated to the AIT, FIA and FITAC visiting Canada. They offer the same level of service as to Basic CAA members, so visiting motorists must check if the service they require will be given free of charge or not. Roadside assistance usually includes installing the spare wheel, battery charging, lockout service and fuel delivery. Towing is covered free of charge up to a maximum of 5 km from the place of breakdown. This service is available 24 hours a day, 7 days a week. Some clubs use their own vehicles, others have contracts

with independent operators. If the visitor calls a contract station directly, he will be expected to pay the cost of the service and then seek reimbursement where appropriate from his own club after returning home. Club members should therefore contact a CAA office.

**Telephone number to call the CAA Emergency Road Service:**

+1 800 CAA-HELP (+1 800 222 4357)

or 222 with a mobile phone.

**Reservations**

The CAA offices have travel agencies which can arrange hotel reservations, car rental and the purchase of tickets.

**Touring information**

The CAA offices provide itineraries and information on road conditions.

**Legal advice**

The CAA offices provide advice on legal matters relating to motoring.

**Assistance with customs formalities**

The CAA offices can provide assistance with customs formalities.

**Urgent broadcasts**

A visitor may contact a CAA office to arrange an urgent broadcast. This service is disappearing with modern technology.

**Other**

**Insurance**

The CAA clubs sell medical, personal and travel insurance policies, as well as motor insurance policies.

**Approved repair facilities**

All CAA clubs contribute to the co-ordination of a network of approved Auto Repair service facilities. Frequently re-evaluated by the clubs, the approved facilities agree to CAA Arbitration in the event of unresolved complaints.



## **CROATIA (HAK)**

### **Breakdown service**

The HAK breakdown service covers the whole country.

**Telephone number:** 1987 or +385 1 1987 from abroad

**Fax:** +385 1 66 03 287, 46 93 702

Breakdown service

- most major cities, especially along the coast during summer: 24 hours a day
- Zagreb: from 0600 to 2400 hrs

Towing service: 24 hours a day

### **Touring information**

HAK can give advice on travel itineraries, as well as recommend hotels.

The club has an agreement with an agency specialising in travel to Turkey and Spain - Nikal Travel. HAK members enjoy special concessions.

**Traffic Information Centre:** 072 777 777 - within Croatia / +385 1 46 40 800 from abroad.

### **Legal advice**

HAK is able to give some legal advice to foreign motorists. They can also obtain advice from a lawyer against payment.

### **Assistance with customs formalities**

The HAK can provide assistance with customs formalities.

### **Other**

From 15 June to 20 September the HAK broadcasts reports on road conditions, in English, German and Italian, on Croatian Radio stations:

HRT1 - 92.1 MHz

HRT2 - 98.5 MHz

HRT3 - 101 MHz

7 days a week, from 0630 to 2230 hours.

## **CYPRUS (Cyprus AA)**

### **Breakdown service**

The Cyprus AA operates a breakdown service:

**Operating times:** 24 hours a day

**Telephone:** +357 22 31 31 31 throughout the island

The telephone operators speak Greek and English. Breakdown vehicles patrol main roads 24 hours a day. Assistance and towing are free for all motorists who are members of an AIT or FIA club on presentation of their valid membership card.

For major repairs, the car is towed to the nearest town which has a garage for the car's agent; this service is free. However, a fee is payable on the spot if the driver wishes to have his car towed from one town to another within Cyprus; the amount to pay is well below that charged by commercial towing companies.

### **Reservations**

The Cyprus AA does not offer a reservations service.

### **Touring information**

The Cyprus AA does not provide touring information to motorists.

### **Legal advice**

The Cyprus AA offers legal advice to motorists on payment of legal fees.

### **Assistance with customs formalities**

The Cyprus AA can assist with customs formalities.

### **Urgent broadcasts**

The Cyprus AA can help with the broadcasting of urgent messages.

### **Other**

If they so desire, visiting motorists may become overseas members of the Cyprus AA on payment of an annual subscription.

## CZECH REPUBLIC (UAMK)

### **Breakdown service**

The UAMK breakdown service can be contacted 24 hours a day:

tel.: 1230 (only calls from within the Czech Rep.) or

+420 261 104 123 (calls from anywhere)

fax: +420 261 104 214

e-mail [dispecink@uamk.cz](mailto:dispecink@uamk.cz)

The operators speak German, English and French.

An ADAC ANS representative can be contacted at the UAMK emergency centre in Prague by telephoning +420 261 104 353 or

+420 261 104 354 daily from 0900 to 1800 hours or

fax +420 261 104 439

There is also an ANWB representative who can be contacted on the same numbers as the UAMK, see above.

The UAMK uses its own vehicles which are yellow and marked with the logos "UAMK", "ARC EUROPE" and the telephone number of the emergency centre. The UAMK has also concluded contracts with various companies who provide assistance and towing. These vehicles are marked with the UAMK logo and the telephone number of its emergency centre.

Cost of breakdown assistance and towing charges for club members:

<b>Breakdown assistance</b>	
workdays, from 0700 to 1900 hours	290 CZK for 30 minutes + 17 CZK per km travelled
workdays, from 1900 to 0700 hours Saturday Sunday public holidays	290 CZK for 30 minutes + 17 CZK per km travelled+ 10% supplement
<b>Towing charges</b>	
loading/unloading on workdays, from 0700 to 1900 hours	330 CZK + 910 CZK if using a crane
loading/unloading on workdays, from 1900 to 0700 hours, on Saturdays, Sundays and public holidays	330 CZK + 910 CZK if using a crane + 10% supplement
distance fee	
vehicle under 2 tonnes	21 CZK per km
vehicle from 2 t to 3.5 t	23 CZK per km

After an accident, the vehicle can also be loaded on a transporter by the UAMK but the costs are higher.

Payment can be made in cash. VAT at 21% is added to the above prices. For non-members, prices are approximately 30% higher.

### **Reservations**

The UAMK Travel Agency Autoturist can make reservations. There are 10 agencies throughout the country. The Prague agency is open from 0800 to 1800 hours.

AUTOTURIST a.s.  
Na Strzi 1837/9  
140 00 Praha 4  
Tel.: +420 261 104 401-2  
Fax: +420 261 104 431  
e-mail: [dispencink@autoturist.cz](mailto:dispencink@autoturist.cz)  
internet: <http://www.autoturist.cz/>

### **Touring information**

The UAMK can provide information as well as itineraries. Basic touring information on the Czech Republic is available on the UAMK website (in English) <http://www.uamk.cz>

### **Legal advice**

The UAMK provides legal assistance to its members and to foreign motorists who are members of FIA clubs.

### **Assistance with customs formalities**

The UAMK can give advice but not intervene in such matters.

### **Urgent broadcasts**

Urgent messages can be transmitted free of charge by radio.

### **CZECH REPUBLIC (ACCR)**

#### **Breakdown service**

The ACCR offers breakdown assistance through a company called ACA 1213. This service operates 24 hours a day throughout the country.

ACA contact details:  
in the Czech Rep.: 1213  
in the Czech Rep. and from abroad: +420 2 22 55 11 44  
e-mail: [info@aca1213.cz](mailto:info@aca1213.cz)

## **Reservations**

The ACCR does not provide any travel agency services.

## **Touring information**

The ACCR provides touring information and itineraries for visitors.

## **Legal advice**

Not available.

## **Assistance with customs formalities**

Not available.

## **Urgent broadcasts**

Not available.

## **DENMARK (FDM)**

### **Breakdown service**

DM/Dansk Autohjælp Road Assistance has more than 100 service stations and operates emergency services 24 hours a day. The number to call throughout Denmark is: 70 27 91 12.

N.B.: for visitors from Germany and Austria the number to call is:

ADAC Auslandsnotruf in Germany

Tel.: +49 89 22 22 22

Fax: +49 89 76 76 22

Visitors from Austria will be redirected to the OeAMTC in Vienna. They can also call OeAMTC directly on Tel.: +43 1 711 99 0

These clubs will provide breakdown assistance through Falck Euroservice.

Charges for repairs and towing must be paid for immediately.

On motorways, motorists may use the emergency telephones to call the breakdown service.

## **Dansk Autohjælp charges per hour (2015)**

Monday - Friday: 0700 - 1600 hours: DKK 894 + VAT

Monday - Friday: 1600 - 0700 hours: DKK 1094 + VAT

Saturday, Sunday and public holidays: 0000 - 2400 hours: DKK 1094 + VAT

Plus an administration fee of DKK 354 per breakdown.

VAT is levied at the rate of 25%.

## **Reservations**

A fully licensed travel agency is incorporated in the club organisation and will perform such services as booking hotel rooms, issuing travel tickets, making ferry reservations, etc. for visiting members of foreign clubs.

## **Touring information**

Touring information is provided free of charge to members of FIA/AIT clubs on presentation of their membership card, but they do not produce itineraries.

## **Legal advice**

The FDM are able to offer legal advice to foreign motorists.

## **Assistance with customs formalities**

The FDM can offer advice on matters relating to customs but cannot assist motorists with formalities.

## **Urgent broadcasts**

The FDM does not arrange the broadcast of urgent messages. Foreign visitors who need to have an urgent message broadcast should contact the local police station who will make the necessary arrangements.

## **Other**

The FDM has 82 camp sites.

## **ESTONIA (EAK)**

### **Breakdown service**

Hours of operation: 24h a day

Telephone number: +372 6979 188 or 1888 with a mobile phone

The Eesti Autoklubi operates a breakdown service with its own vehicles (bearing the word "AUTOABI"). Assistance is free within the SNAKE agreement if the motorist has an Assistance Booklet.

Otherwise the motorist must pay on-the-spot or subscribe to the "Assistance Exclusive".

### **Reservations**

Members of AIT clubs can purchase brochures, maps and other information material from the club office.

### **Legal advice**

Motorists can obtain advice from a lawyer against payment.

### **Assistance with customs formalities**

Not applicable.

### **Urgent broadcasts**

Not applicable.

### **Other**

Not applicable.

## **FINLAND (AUTOLIITTO)**

### **Breakdown service**

Road service is operated on a voluntary basis. Autoliitto road patrols can be called out at weekends and during public holidays. Sometimes they are also available on weekdays. At other times, or if the AL patrol cannot be reached, contracted partners will provide assistance.

Foreign club members who need help should telephone +358 200 8080, day or night (tariff: 2 EUR per minute).

Autoliitto is no longer in the SNAKE system. AL can assist FIA members at the normal rate.

**Call out fee:** 35 EUR

**Towing:** per hour: 50 EUR or per km: 1.90 – 3.50 EUR

Out-of-hours supplement: some firms charge an extra 33 EUR per hour for interventions after 1600 hours, at week-ends and on holidays.

VAT at 24% must be added.

**Average charge for towing:** 100 to 300 EUR (city area)

### **Reservations**

Autoliitto recommends the services of the travel bureaux and the Finnish tourist offices (MEK). Ferry and hotel bookings can be made through Autoliitto.

### **Touring information**

Autoliitto can provide tourist information.

### **Legal advice**

Autoliitto is able to offer legal advice to foreign motorists.

Contact details: [autoliitto@autoliitto.fi](mailto:autoliitto@autoliitto.fi)

Tel.: +358 9 7258 4400

### **Assistance with customs formalities**

Autoliitto can give advice concerning the use of carnets de passages en douane.

**For other matters, visitors should contact the Finnish Customs:**

Tel.: +358 295 5200

Internet: <http://www.tulli.fi>

**The following brochures are available from the customs authorities:**

- “Temporary Use of Vehicle in Finland”
- “Importation of Personal and Household Effects and Private Motor Vehicles as Removal Goods into Finland”



## **Urgent broadcasts**

Urgent messages concerning death or serious illness are broadcast by Finnish Radio (Oy Yleisradio) all the year round in Swedish, Finnish, German, English or French after the news at 0815, 1230, 1900 and 2230 hours.

See [http://www.digita.fi/digita\\_dokumentti.asp?path=1841;2081;7486](http://www.digita.fi/digita_dokumentti.asp?path=1841;2081;7486)

## **FRANCE (AUTOMOBILE CLUB ASSOCIATION)**

### **Breakdown service**

The ACA has a road assistance service for its members only. This is operated by Mondial Assistance and can be contacted on +33 1 42 66 96 00.

### **Reservations**

Not available.

### **Touring information**

Some regional Automobile Clubs can provide touring information, itineraries and addresses of hotels (but they do not make reservations).

### **Legal advice**

Some regional Automobile Clubs offer legal advice and information to their members. Those who have subscribed to the legal cover benefit from the services of lawyers.

### **Assistance with customs formalities**

Not available.

## **Urgent broadcasts**

Not available.

## **GERMANY (ADAC)**

### **Breakdown service**

### **Emergency breakdown number:**

01802 22 22 22

(the area code must be omitted when calling from a mobile phone: 22 22 22)

This number may be used 24 hours a day, throughout the country.

### **Emergency telephones on motorways:**

Emergency telephones are placed at two kilometre intervals. The motorist is connected with the rescue control centre. The nearest emergency post is indicated by a black arrow on the poles at the edge of the carriageway which points towards the nearest emergency post. Motorists, members of FIA clubs must ask specifically for roadside assistance by ADAC, in order to receive assistance free of charge.

### **Cost:**

Breakdown assistance is provided free of charge by the yellow vehicles of *ADAC-Strassenwacht* to members of FIA clubs, depending upon availability. If *ADAC-Strassenwacht* vehicles are not available, towing and roadside assistance are provided by ADAC appointed agents against payment. These vehicles can be identified by the words "*Strassendienst im Auftrag des ADAC*".

Motorists must show their FIA club membership card to the patrolman. If the motorist has a valid Assistance Booklet he/she must show it to receive services according to the Snake agreement (tariff B); in this case the motorist does not have to pay for the services according to this agreement.

### **Reservations**

ADAC can book hotel accommodation and arrange travel ticket reservations through its travel agencies, ADAC Reisen, located in each district office.

ADAC also has a dedicated website <http://www.adacreisen.de>

### **Touring information**

ADAC provides free touring information and itineraries.

### **Legal advice**

ADAC provides legal assistance to motorists.

### **Assistance with customs formalities**

Motorists, members of FIA clubs having problems with customs authorities may contact one of the ADAC frontier offices for assistance.

## **Urgent broadcasts**

Urgent messages may be transmitted over various radio stations through all the ADAC district offices.

## **Other**

### **Hire of snow chains**

The ADAC offers snow chains for hire. The hire charge varies from region to region. If the chains were not used, the motorist can return them to ADAC in their original packaging, in which case he/she will only be charged a small fee of 4 EUR per day (6 EUR for non-members).

Full details can be obtained by telephoning 0800 5 10 11 12.

### **Snow reports by telephone:**

0800 5 10 11 12

## **GERMANY (AvD)**

### **Breakdown service**

The AvD breakdown service can be contacted by telephoning:

+49 69 66 06 600 or

0800 9909909

The telephone operators speak German, English and French. The AvD also has a road patrol which operates on the motorways between 0700 and 2100 hours.

Breakdown service and assistance are free for all motorists on motorways, spare parts are sold at cost.

AvD approved garages also offer breakdown assistance and towing to all motorists but these services must be paid for by the motorist.

### **Reservations**

The AvD has a 24 hour hotel reservation system.

### **Touring information**

The AvD can provide itineraries to motorists on request.

### **Legal advice**

The AvD can provide legal advice.

### **Assistance with customs formalities**

Not applicable

### **Urgent broadcasts**

Not applicable.

### **Other**

Snow chains can be hired from the AvD.

### **GREECE (ELPA)**

#### **Breakdown service**

ELPA's road assistance service (OVELPA) covers all continental roads as well as most islands.

**telephone number:** 104 00

**hours:** 24 hours a day

The breakdown service is provided under the following conditions:

	<b>on the spot assistance</b>	<b>towing up to 25 km</b>	<b>towing over 25 km</b>
member of AIT/FIA club with assistance booklet	free	free	130 EUR to 1,105 EUR
member of AIT/FIA club with no assistance booklet	113 EUR	133 EUR	148 EUR to 1,102 EUR
non-member of AIT/FIA club	145 EUR	160 EUR	185 EUR to 1,167 EUR

#### **Reservations**

The ELPA travel agency has been closed.

#### **Touring information**

ELPA supplies tourist information of every kind on Greece to members of affiliated clubs and visiting motorists free of charge. This service functions Monday to Friday from 0800 to 1500 hours and can be obtained by dialling 901 124 1600

The languages used are English and French. ELPA can also supply road maps.

## **Legal advice**

Legal advice from ELPA is free for members of AIT and FIA clubs.

## **Assistance with customs formalities**

ELPA can give information and advice concerning customs facilities.

## **Urgent broadcasts**

Urgent messages to motorists travelling in Greece are broadcast by the Greek National Broadcasting Institute:

- ERA 1 (729 KHz, or 411.52 metres, medium wave band) in English, French German and Arabic, seven days a week at 0740 hours
- ERA 2 (981 KHz or 305.8 metres, medium wave band) in English, French and Arabic, seven days a week at 1425 hours and 2115 hours

There is absolutely no expense involved in these broadcasts but they are accepted only on the following conditions:

- the appeal is made by an organisation affiliated to ELPA; no appeals will be accepted from individuals
- the message concerns very serious and urgent matters

## **Other**

Access to the ELPA Clubhouse, 395 Messogion Street, Athens, see "[ELPA](#)", is reserved to members of AIT or FIA clubs who have a special letter of recommendation from their club.

## **HUNGARY (MAK)**

### **Breakdown service**

The breakdown service centre operates 24 hours a day 7 days a week. Drivers in need of assistance should telephone: 188 or +36 1 345 1755 nationwide number - international emergency centre-  
Foreign languages spoken: English and German.

Members of ADAC can contact their representatives by telephoning the number: +36 1 345 1717.

Members of OeAMTC may call + 36 1 345 1723.

The MAK patrol cars are yellow and are marked "Segelyszolgalat". The registration of these vehicles begins with the letters MAK.

Charges in HUF (inclusive of VAT at 27%) for foreign motorists:

### **Breakdown service:**

MAK breakdown service vehicles are based at the following places:

Day and night: Budapest, Debrecen, Eger, Gyöngyös, Hatvan, Jánosháza, Kaposvár, Kecskemét, Miskolc, Nagykanizsa, Pécs, Székesfehérvár, Szekszárd, Szolnok, Tatabánya, Vác and Zalaegerszeg.

Daytime only: Balatonakarattya, Békéscsaba, Budakalász, Csorna, Dunaújváros, Gyenesdiás, Győr, Hajós, Nyíregyháza, Salgótarján, Siófok, Szeged and Veszprém

Fee for FIA club members and other motorists: 16,500 HUF.

### **Towing by MAK**

Fees for non members of MAK:

#### **In Budapest**

vehicle weight:

- up to 1800 kg: 16,765 HUF
- 1801 to 3500 kg: 19,430 HUF
- 3501 to 5000 kg: 23,315 HUF

#### **Outside Budapest**

- up to 1800 kg: 8,445 HUF + 230 HUF per km
- 1801 to 3500 kg: 9,905 HUF + 235 HUF per km
- 3501 to 5000 kg: 11,885 HUF + 280 HUF per km

The towing fee for motorcycles is equal to the fee for towing cars under 1800 kg.

Only work which can be finished on the spot and does not entail dismantling main parts of the car (e.g. steering and braking systems) will be carried out. Any spare parts must be paid for.

The MAK Assistance Centre can provide information regarding the storage of damaged vehicles upon request.

Different charges apply to MAK members and vary according to their membership category.

### **Reservations**

MAK has 11 travel agencies (“Autoclub Travel”) located throughout the country: in Budapest (4), Bekéscsaba, Debrecen, Eger, Győr, Miskolc, Pécs, Nyiregyhaza, Szekesfehervar, Szeged and Zalaegerszeg. They can make travel, hotel and camping reservations and can arrange many cultural excursions and tours in Hungary. The Autoclub Travel agencies located in Budapest can make rail ticket reservations for the whole of Europe thanks to an agreement with Deutsche Bahn AG.

## **Touring information**

MAK provides touring information free of charge.

## **Legal advice**

MAK does not provide legal assistance for members of foreign clubs. However, it can provide a list of Hungarian legal advisers who can offer advice against payment.

## **Assistance with customs formalities**

The MAK can assist visitors with customs formalities to export the wreckage of their vehicle following a serious accident.

## **Publications**

The MAK publishes a monthly periodical "Autoselet" and has maps and guides for sale.

## **IRELAND (AA Ireland)**

### **Breakdown service**

Telephone number: +353 1800 66 77 88

Hours of operation: 24 hours a day

Although the AA Ireland is no longer a member of the FIA, it continues to provide breakdown services to visiting motorists who are members of AIT/FIA clubs, on a reciprocal basis. Services provided by an agent of the AA or towing of the vehicle, must be paid by the motorist and reclaimed from his/her own club.

### **Reservations**

#### **Hotels**

AA Ireland has a hotel booking service on its website. See link to "Find Accommodation" on the right.

Tel.: +353 1 617 9104

Fax: +353 1 617 9900

e-mail: [hotels@theaa.ie](mailto:hotels@theaa.ie)

#### **Travel insurance**

AA Travel provides travel insurance, information, CCI and IDPs.

Tel.: +353 1 617 9104/9988

Fax: +353 1 677 5387

e-mail: [aa@theaa.ie](mailto:aa@theaa.ie)

## **Touring information**

The AA provides a comprehensive touring service with detailed itineraries, touring maps and other useful material. Route planning is available on the AA roadwatch website.

## **Legal advice**

The AA can provide legal advice.

## **Assistance with customs formalities**

The AA can provide assistance with customs formalities.

## **Urgent broadcasts**

The broadcast of urgent messages is dealt with by the Garda (police), tel. +353 1 475 5555.

## **Other**

The latest traffic information can be obtained by telephoning +353 1550 22 22 11 (premium tariff) or consulting AA Ireland Roadwatch website.

E-mail: [roadw@theaa.ie](mailto:roadw@theaa.ie)

## **ITALY (ACI)**

### **Breakdown Service**

The ACI breakdown service operates throughout Italy, including Vatican City and San Marino.

**Hours:** 24 hours a day

**Telephone number:** 803 116 (“Numero Verde” = free)

800 116 800 (from a foreign mobile phone)

Motorists and motorcyclists can call this service from fixed telephones throughout Italy if they are in a built-up area or on an ordinary road, or from a mobile phone.

On motorways, emergency call boxes located every 2 km may be used; however as not all are equipped with a phone and as ACI is not the only service provider, the only way of obtaining the ACI breakdown service is by telephoning the above number and indicating exactly where the vehicle has broken down (at what kilometre point and in what direction).



Motorists in possession of an ETI booklet will receive the service free of charge upon presentation of a valid Assistance Booklet (SNAKE agreement) or via an authorisation by the member's home club (Home Call System).

**Other motorist are charged at the following rates:**

*for vehicles up to 2.5 tonnes*

- *on motorways*: 115,40 EUR for assistance including recovery on the road if necessary and towing to the nearest ACI garage

- *on roads*: 115,40 EUR for towing to the nearest ACI garage; if the vehicle is not on the road, an extra charge of 46 EUR is made for recovery

To be towed to another destination, an extra 1 EUR per km will be charged, calculated from the motorway exit, or from the nearest ACI garage. On an ordinary road, a supplement of 1,40 EUR will be charged from the site of the breakdown. The return trip of the towing vehicle to its operating breakdown centre must also be paid for.

These tariffs are increased by 20% at night between 2200 and 0600 hours, on Saturdays, Sundays and public holidays.

It is forbidden for a private vehicle to tow another on the motorway. In the case of breakdown, an official breakdown service must be called.

Road police (Polizia Stradale) constantly patrol all roads and motorways and can also assist in the case of a breakdown. Emergency telephones are situated at 2 km intervals along motorways. The motorist can choose to call the breakdown service or an ambulance by pushing the appropriate button.

**Emergency services**

**Police:** 113/112

**Ambulance:** 118

**Fire brigade:** 115

**Reservations**

The ACI can make hotel reservations through its "ACI Travel" agencies.

Main office :

Viale Sarca 336

Edificio 2-3

20126 Milano

Tel.: +39 02 641 68 700

Fax: +39 02 700 45 005

e-mail: [leisuretravel@acitravel.it](mailto:leisuretravel@acitravel.it)

Internet: [www.acitravel.it](http://www.acitravel.it)

## **Touring information**

The ACI can provide touring information. Information and recommendations are free.

## **Legal advice**

The ACI can give legal advice in the form of assistance and counselling but lawyers fees are payable.

## **Assistance with Customs formalities**

The ACI can provide assistance with customs formalities.

## **Other**

The ACI information service, in several languages, gives information on itineraries, road conditions, tourism etc.:

email: [infoturismo@aci.it](mailto:infoturismo@aci.it)

## **LATVIA (LAMB)**

### **Breakdown service**

LAMB operates a 24-hour breakdown service

Telephone number 1888

Website: <http://www.lamb.lv/index.php?ln=en>

LAMB members can obtain breakdown service free of charge.

Tariffs for foreign motorists:

	daytime from 0700 to 2200 hours	night from 2200 to 0700 hours
roadside assistance	60 EUR	77 EUR
towing	79 EUR + 1.19 EUR per km	117 EUR + 1.59 EUR per km

Tariff for the repair on-the-spot, including towing to a safe place, for members of FIA clubs, in 2015:

94.35 EUR (excl. VAT) according to the SNAKE system (tariff B) plus 20 EUR (excl. VAT) administrative fee.

VAT at 21% must be added to these tariffs.

## **Reservations**

LAMB operates a hotel reservations service.

## **Touring information**

LAMB provides touring information to members.

## **Legal advice**

LAMB can provide legal advice.

## **Assistance with customs formalities**

Assistance with customs formalities is provided in case of necessity only.

## **Urgent broadcasts**

No service is available.

## **LITHUANIA (LAS)**

### **Breakdown service**

A breakdown service is in operation 24h a day.

Telephone number to call for assistance:

+370 5 210 4422

1888 with a mobile phone

LAS/EuroAsista is a member of the SNAKE/SMARC system. Breakdown assistance is free of charge for members under the SNAKE/SMARC system.

Fees for non-members:

- in towns 30 - 60 EUR
- outside towns 30 - 60 EUR plus 0.70- 1.00 EUR per km

VAT is charged in addition.

## **Reservations**

Mototuras can make hotel reservations in Lithuania.

### **Touring information**

Mototuras can provide touring information.

### **Legal advice**

The LAS can arrange for legal advice to be given.

### **Assistance with customs formalities**

This service is not available.

### **Urgent broadcasts**

This service is not available.

### **LUXEMBOURG (ACL)**

A foreign visitor presenting a membership card of a club affiliated to the AIT or the FIA is entitled to receive the same services as those offered to members of the ACL, i.e.:

#### **Breakdown service**

A breakdown service ("Service Routier") covering the whole country is operated by the ACL.

Telephone No.: +352 26 000

Hours of operation: 24 hours a day (including Sundays and public holidays).

Assistance on the spot is given free of charge to members of clubs in the SNAKE system in possession of an assistance booklet (ETI). Towing to the nearest garage is also free of charge. Spare parts must be paid for.

#### **Reservations**

The ACL cannot make any reservations.

### **Touring information**

The ACL provides touring information and itineraries free of charge to members of foreign clubs. Guide books and road maps are available for purchase.

Tourism Service: +352 45 00 45-1

## **Legal advice**

The ACL can give legal advice to foreign motorists.

## **Assistance with customs formalities**

The ACL cannot offer assistance to complete customs formalities.

## **Urgent broadcasts**

The ACL can organise the broadcast of urgent messages.

## **Other**

After an accident or serious breakdown the ACL can organise the transport of its members and companions to their place of residence.

## **Publications**

The ACL publishes:

- a magazine "Auto Touring", distributed free of charge to members four times a year (available on line in French and German)
- various publications with useful information for motorists

## **MACEDONIA (AMSM)**

### **Breakdown service**

**Operating hours:** 24 hours a day

**Telephone number:** 196 or  
+389 2 3181 196 or  
**Fax:** +389 2 3216 022  
**E-mail:** [ac@amsm.com.mk](mailto:ac@amsm.com.mk)

English and German speaking telephone operators are in attendance at the call centre 24 hours a day. In an emergency, the motorist should describe the problem and state whether he is a member of a motoring club. An AMSM breakdown or towing vehicle will be sent immediately.

Members of AIT and FIA clubs receive breakdown assistance and towing service on presentation of their valid membership card - or club guarantee - at the current SNAKE or SMARC rates.

## **Reservations**

The AMSM Tourist agency has closed down. Members of foreign clubs can contact the Alarm Centre for hotel, car hire and flight reservations.

**Telephone :** +389 2 3181 196

**Fax:** +389 2 3216 022

internet: [www.amsmspi.mk](http://www.amsmspi.mk)

## **Touring information**

The AMSM provides touring information and itineraries free of charge:

Tel.: +389 2 3181 197

e-mail: [infocentar@amsm.com.mk](mailto:infocentar@amsm.com.mk)

## **Legal advice**

The AMSM provides free legal advice to members of AIT and FIA clubs, but a legal representative in court is only provided against payment.

## **Urgent broadcasts**

Not applicable.

## **MALTA (TCM)**

### **Breakdown service**

The breakdown service is operated by MTC. It can provide an emergency towing and breakdown service 24 hours a day:

tel. +356 21 43 33 33

Members of clubs must pay cash. The TCM does not accept ETI Letters of Credit.

## **Reservations**

The TCM can make hotel reservations and car hire bookings. The club asks visiting motorists to give details of their arrival and stay in Malta at least two weeks in advance, so that the club can provide maximum assistance.

The TCM works with the following associated partners:

Malta Tours ([www.maltatours.com.mt](http://www.maltatours.com.mt))

Meli Car hire ([www.meligroup.com](http://www.meligroup.com))

Radisson BLU Hotel ([www.radisson.com.mt](http://www.radisson.com.mt))

## **Touring information**

The Touring Club can supply touring information to members of foreign clubs affiliated to the FIA.

## **Legal advice**

The Touring Club can provide legal advice with reference to traffic problems only; for other legal matters, FIA club members are required to consult and pay a lawyer directly.

## **Assistance with customs formalities**

This service is not available.

## **Urgent broadcasts**

Urgent broadcasts can be transmitted against payment of a fee.

## **Other**

The TCM has a contract with St James Hospital, Sliema for medical assistance 24 hours a day. The telephone number is: +356 21 33 33 33.

## **MOLDOVA (ACM)**

### **Breakdown service**

The ACM breakdown service is available 24 hours a day in summer and 12 hours a day in winter – from 1st December to 31st March.

tel. +373 22 29 27 03 or 0800 44 444 tollfree in Moldova

The ACM assists foreign club members. The ACM is in the SNAKE system.

### **2015 Assistance rates**

Call out charge	30 MDL (2 EUR)
On-the-spot repairs	120 MDL (8 EUR) per hour
Towing service	50 MDL (3 EUR) + per km outside city
Loading and unloading	20 MDL (1.3 EUR)

Any spare parts and material used for repair to be charged at cost price.

## **Reservations**

The ACM has a travel agency - ACM-TUR - which can arrange car hire, the sale of travel tickets, excursions and guided tours, as well as make hotel bookings.

Tel. +373 22 22 50 11

e-mail: [tur@acm.md](mailto:tur@acm.md)

## **Touring information**

The ACM is happy to provide information and advice to travellers; touring maps and guides may be bought.

## **Legal advice**

Legal advice may be arranged.

## **Assistance with customs formalities**

Available upon request.

## **Urgent broadcasts**

No information.

## **Other**

Road information: Advice may be obtained by telephoning the ACM.

Insurance policies can be purchased from the ACM.

## **MONACO (AC Monaco)**

### **Breakdown service**

The AC de Monaco provides a breakdown service, through arrangements with local garages.

### **Towing rates** (by way of example):

Monaco and neighbouring towns: 95 EUR (excluding tax)

Elsewhere: 65 EUR + 2.20 EUR per km

A 25% surcharge applies on Saturdays and Sundays, as well as public holidays and night tows (between 6pm and 8am).

## **Touring information**

The AC de Monaco offers information on touring and road conditions to members of foreign FIA clubs.



## **Assistance with customs formalities**

The AC de Monaco offers information on customs matters.

## **MONTENEGRO (AMSCG)**

### **Breakdown service**

AMSCG operates a road assistance service which covers the whole country. The alarm centre operates 24 hours a day and can be reached by telephoning 19807.

There are some English-speaking operators.

The AMSCG road assistance operates 24 hours a day.

The services include repair of the vehicle on the spot and/or towing the vehicle to the nearest garage. The AMSCG has signed the Snake agreement, category B.

### **List of AMSCG breakdown stations in the provinces:**

	<b>Address</b>	<b>Telephone</b>
Bar	Makedonska bb	+382 30 987, 312 056
Barane	Beran selo	+382 51 1 987, 61 544
Bijelo Polje	Mojkovacka bb	+382 50 987, 32 475, 21 929
Budva	Dubovica	+382 33 451 029, 452 160
Cetinje	Zagrablje bb	+382 41 21 390, 987
Danilovgrad	Trg 9. decembra	+382 20 811 298, 811 987
Herceg Novi	Partizanski put 1	+382 31 43 604, 35 180
Kolasin	Mojkovacka bb	+382 20 867 060, 867 069
Kotor	Peluzica bb	+382 32 987, 325 012
Niksic	Hercegovacki put bb	+382 40 987, 246 592
Podgorica	Prve proleterske 112	+382 20 987, 611 511, 612 434
Ulcinj	Bijela Gora bb	+382 30 987, 51 691

### **Reservations**

The AMSCG travel agency can organise tours and make bookings for foreign motorists in Montenegro and abroad.

**Contact telephone No.:** +382 20 234 046

### **Touring information**

The AMSCG offices provide free information on Montenegro to members of FIA clubs.

**Information Centre:**

**tel:** +382 20 234 999 or +382 62 239 987

24 hours a day, throughout the year

**Legal advice**

The Club has lawyers who can give advice to visiting motorists.

**Assistance with customs facilities**

No information.

**Urgent broadcasts**

Not available.

**Other**

There is a restaurant in the club's headquarters in Podgorica, open Monday to Saturday.

**NETHERLANDS (ANWB)**

**Breakdown service**

The ANWB has a road patrol service which operates on all roads 24 hours a day 7 days a week. Motorists requiring assistance can call for a road patrol vehicle:

Emergency centre

tel. +31 70 314 77 14

"Wegenwacht" (road patrol)

tel. 088 269 28 88

On motorways, there are emergency yellow call boxes every 2 km. Calls are free.

The telephone operators speak English and German.

Members of FIA clubs who have an Assistance Booklet (ETI) are assisted by the road patrol service ("Wegenwacht") free of charge. Towing to the nearest garage is also free of charge.

Members of FIA clubs from countries outside Europe are entitled to free breakdown service on presentation of their valid membership card, but towing is charged according to distance, time of day, etc. Other motorists may receive breakdown service against payment of EUR 150.70; towing is charged.

## **Reservations**

Most offices include travel agencies which offer services such as booking of plane, train or boat tickets and hotel reservations.

## **Touring information**

Members of clubs affiliated to the FIA may benefit from the tourism information service offered by the ANWB on presentation of their membership card or International Assistance Booklet (ETI). Telephone number for information of all kinds: +31 70 314 14 20 or +31 88 269 22 22

## **Legal advice**

A foreign motorist, member of an FIA club can obtain legal advice by telephoning +31 88 269 77 88 or visiting an ANWB office.

Legal assistance will only be given if the motorist is in possession of a certificate of legal assistance from his own FIA club.

## **Assistance with customs formalities**

The ANWB can assist with customs formalities.

## **Urgent broadcasts**

Not available.

## **Other**

Not applicable.

## **NETHERLANDS (KNAC)**

### **Breakdown service**

Members of FIA clubs in possession of a valid membership card can telephone the KNAC breakdown service on +31 800 099 4402 for mechanical assistance.

### **Reservations**

Not available.

### **Touring Information**

Members of FIA clubs may use the KNAC touring information services.

### **Legal advice**

Not available.

### **Assistance with customs formalities**

Not available.

### **Urgent broadcasts**

Not available.

### **Other**

Not applicable.

## **NORWAY (KNA)**

### **Breakdown service**

The KNA in cooperation with Viking Redningstjeneste, operates a breakdown service (called KNA Billhjelp) from 300 service stations throughout the country. This is free to KNA and FIA club members in possession of assistance coupons or if the club confirms that it will pay for the assistance; it can be used by anyone against payment. A motorist requiring assistance should telephone, day or night:

+47 800 31 660/22 30 30 50

### **Reservations**

The KNA Travel Bureau can make hotel and ferry reservations for foreign FIA club members.

### **Touring information**

The KNA can give information on road conditions, supply maps and guide books and give advice on possible tours.

### **Legal advice**

The KNA can provide legal advice.

### **Assistance with customs formalities**

The KNA can provide assistance with customs formalities.

### **Urgent broadcasts**

See "[National road network](#)" regarding urgent broadcasts.

## **Other**

Camping facilities:

The KNA has 2 organised sites, see "[Camping & caravanning](#)".

## **NORWAY (NAF)**

### **Breakdown service**

The NAF operates a breakdown service all the year round. Motorists who are members of an FIA club and require assistance in any part of the country, should telephone:

**08 505**

Road patrols operate in Oslo, Bergen and Stavanger all the year round. Members of FIA clubs are recommended to show their club membership card to the patrolman. They will benefit from special NAF rates.

### **Reservations**

The NAF cannot make reservations.

### **Touring information**

There is no longer a Tourist department at NAF.

### **Legal advice**

The NAF Emergency Centre can put a motorist in touch with a lawyer, 24 hours a day.

### **Assistance with customs formalities**

The NAF Legal Dept. or NAF Emergency Centre can assist foreign visitors with customs formalities against payment.

### **Urgent broadcasts**

See "[National road network](#)".

## **Other**

### **Camping**

All members of foreign clubs are welcome to make use of NAF associated campsites (254 sites), see <http://www.nafcampa.no>

## **Publications**

The NAF publishes a magazine entitled "Motor" 8 times a year.

The NAF also publishes the following guides:

- guide of Norway "Bilferie Norge"
- Camping i Norge 2013 (60 NOK)

## **POLAND (PZM)**

### **Breakdown service**

Members of AIT and FIA affiliated clubs should call the PZM Emergency Centre "Autotour" on

Tel: +48 22 532 8433

Fax: +48 22 532 8434

The staff speak English, French and German.

**Area covered:** the whole country

**Hours:** 24 hours a day, all year

**Cost:** Members of SNAKE clubs will be assisted on the basis of a valid assistance booklet. Others can pay for the breakdown service in cash.

### **Rates for vehicles up to 2.5 tonnes:**

breakdown assistance	250 PLN
towing up to 25 km	250 PLN + 6.00 PLN per extra km

Hourly fee for assistance, such as purchase of travel tickets, waiting for other means of transport, etc. 30 PLN.

All these rates are subject to 23% VAT.

## **Reservations**

PZM-Travel (ul. Madalinskiego 20 app. 3a, 02-513 Warsaw, tel. +48 22 849 8449) makes hotel and campsite reservations in the whole country.

It can also organise individual and group tours in Poland, including specialist

programmes: camping/caravanning, sports events, package tours.  
See link on the right.

### **Legal advice**

The emergency centre PZM Autotour provides legal advice on matters related to motoring.

Further information can be obtained from:

**e-mail:** [assistance@pzm.pl](mailto:assistance@pzm.pl)

### **Assistance with customs formalities**

The emergency centre PZM Autotour can provide information regarding customs formalities in Poland.

### **Urgent broadcasts**

No longer applicable.

### **Other**

Visitors may exchange foreign currency and purchase third-party insurance at the PZM frontier offices.

## **PORTUGAL (ACP)**

### **Breakdown service**

The ACP breakdown service covers all roads in mainland Portugal. Its specially equipped vehicles are red and white.

Visiting motorists who are in need of assistance can telephone the ACP breakdown service 24 hours a day:

- with a mobile phone, tel. +351 21 942 91 13
- with a landline phone, tel. 707 509 510

In Lisbon, Oporto and Coimbra, a special mobile breakdown service is in operation. It can be contacted with the same telephone numbers as above. It functions 7 days a week, as follows:

**Lisbon and Oporto:** every day from 0800 to 2330 hours

**Coimbra:** every day from 0900 to 1800 hours

This service is also available in Braga, Aveiro, Grandola, Setubal, Faro, and Santarem at different times.

The breakdown service is available to members of AIT and FIA clubs and comprises on-the-spot repairs taking up to a maximum of 45 minutes and, if necessary, the towing of the vehicle.

Members of clubs in the SNAKE system are assisted free of charge upon presentation of a valid Assistance Booklet or via confirmation by the home club in case of "Home Call System". Towing to the nearest garage is also free.

Members of clubs which are not in the SNAKE agreement must pay the following fees for breakdown and towing:

<b>tariff</b>	<b>call out charge</b>	<b>+ per km</b>	<b>+ mechanic per 15 min</b>
Monday to Friday: 0800 to 2000 hours	36.35 EUR	+ 0.57 EUR	+ 5.48 EUR
night, 2000 to 2400 hours	54.53	+ 0.85	+ 8.21
night, 2400 to 0800 hours and Saturday, Sunday, public holidays	72.71	+ 1.13	+10.95

(plus motorway tolls if applicable)

If the motorist is not near his vehicle when the patrolman arrives, a supplement of 3.63 EUR per 15 mn is payable. If the vehicle is left in the custody of the ACP, the charge is 3.63 EUR.

### **Reservations**

#### **ACP - Viagens e Turismo Lda.**

Rua Rosa Araujo, 24  
1250-195 Lisbon  
tel.: +351 21 351 38 30  
fax: +351 21 351 38 49  
e-mail: [geral@acp-viagens.pt](mailto:geral@acp-viagens.pt)

Shopping Center Amoreiras - Loja 1122

Av. Eng. Duarte Pacheco  
1070-103 Lisbon  
Tel.: +351 21 384 10 70  
Fax: +351 21 387 08 41  
e-mail: [amoreiras@acp-viagens.pt](mailto:amoreiras@acp-viagens.pt)

Av. Da Republica, 62 Loja E

1069-210 Lisbon  
Tel.: +351 21 799 12 00  
Fax: +351 21 799 12 02

#### **Rua Gonçalo Cristovao**

4000-263 Porto



Tel.: +351 22 207 63 40  
Fax: +351 22 207 63 47  
e-mail: [geral@acp-viagens.pt](mailto:geral@acp-viagens.pt)

The camping and caravanning department of the ACP can make reservations at some camp sites throughout Portugal. A reduction is granted on reservations made through the ACP.

### **Touring information**

The ACP can supply tourist information and itineraries free of charge.

### **Legal advice**

The ACP can provide legal advice to motorists:

Tel.: 707 509 510

### **Assistance with customs formalities**

The ACP can give advice on matters relating to the importation of vehicles.

### **Other**

Club facilities:

The ACP has a bar at its headquarters in Lisbon and one in Oporto - both are open from 0900 to 1800 hours.

## **ROMANIA (ACR)**

### **Breakdown service**

The ACR has a breakdown service which includes repairs on the spot or towing. Motorists with a membership card of a club affiliated to the FIA may obtain technical assistance by calling the ACR Alarm Centre:

**Tel.:** 021 222 2222

**Fax:** 021 317 1552

**with mobile phone:** 0745 382 715  
0722 382 715

**e-mail:** [alarmcenter@acr.ro](mailto:alarmcenter@acr.ro)

“ARC Transistance” members should phone 021 223 4690.

Rates for roadside assistance/towing are as follows:

during the day:

basic intervention = 52.09 EUR

+ per km = 0.93 EUR

minimum charge = 104.20 EUR

at night (2200 to 0600 hours) and at week-ends:  
additional charge = 36.47 EUR

towing, beyond 400 km = 52.09 EUR + 0.78 EUR per km

Parking fees are as follows:

18.76 EUR per day (1 to 10 days)  
15.64 EUR per day (11 to 30 days)  
13.54 EUR per day (31 to 41 days)  
10.42 EUR per day (41 days +)

### **Reservations**

The ACR does not have its own travel agency but the Tourism Department works with several tourist operators. It is possible to make hotel reservations, car hire bookings, etc. The ACR has an agreement with Hertz and with hotels on the Black Sea coast to grant a 10% discount to its members.

### **Touring information**

The ACR can provide road maps and any advice on travel.

### **Legal advice**

Legal advice is given free to visitors presenting a membership card of a club affiliated to the FIA.

### **Assistance with customs formalities**

Assistance is available through the ACR headquarters.

### **Urgent broadcasts**

No longer applicable.

### **Other**

The ACR has a floating hotel on the Danube Delta, the Sfântul Constantin, which is available for its club members and also for visiting members of other FIA clubs.

## **RUSSIAN FEDERATION (RAS)**

### **Breakdown service**

The RAS can provide breakdown assistance and towing in the whole of Russia. Motorists should telephone the RAS on +7 495 747 6666 day or night.

There is an English speaking operator.

The cost of assistance at the roadside would be between 50 and 300 EUR, depending on the distance and the kind of work required. Towing within the Moscow city limits costs approximately 40 EUR.

### **Reservations**

The RAS can make hotel reservations on behalf of visitors.

### **Touring information**

The RAS can provide touring information free of charge.

### **Legal advice**

The RAS can provide legal assistance, but this must be paid for.

### **Assistance with customs formalities**

Not applicable.

### **Urgent broadcasts**

The RAS can arrange for urgent messages to be transmitted under certain circumstances.

### **Other**

Not applicable.

## **RUSSIAN FEDERATION (ACAR)**

### **Breakdown service**

The ACAR despatch centre can be reached day and night by telephoning +7 916 788 5255.

The motorist must give his location and details of the vehicle. Languages used are Russian, English, Czech and sometimes German. For breakdowns in Moscow, St. Petersburg and other large towns, the operator will decide whether the vehicle can be repaired on the spot or if it has to be towed. In smaller cities, only towing to the nearest garage/workshop is available. Fees can be paid either in cash or with a GOP letter/fax from an FIA club.

## **Reservations**

ACAR does not make reservations for hotels, travel tickets or other tourist services.

## **Legal advice**

A motorist involved in a traffic accident can ask ACAR for assistance in completing the necessary documents and obtaining a reference from the police.

## **RUSSIAN FEDERATION (RAF)**

### **Breakdown service**

The RAF does not have a breakdown service.

### **Reservations**

The RAF does not make reservations.

### **Touring information**

The RAF can give advice and brochures on touring.

### **Legal advice**

The RAF has lawyers who can give advice.

## **RUSSIAN FEDERATION (RFAST)**

### **Breakdown service**

The RFAST does not have a breakdown service.

### **Reservations**

The RFAST can help visitors with hotel reservations, etc.

### **Touring information**

The RFAST can provide visitors with touring information.

### **Legal advice**

The RFAST does not offer legal advice.

### **Assistance with customs formalities**

The RFAST is able to offer visiting motorists assistance with customs formalities.

## **Urgent broadcasts**

The RFAST can arrange for an urgent message to be transmitted by radio.

## **Other**

The RFAST can provide motorists with visa invitations for Russia.

## **SERBIA (AMSS)**

### **Breakdown service**

AMSS operates a road assistance service which covers the whole country. This service is based in Belgrade and it operates on a 24/7 basis.

Tel: +381 11 1987 or +381 11 333 1200

Fax: +381 11 333 1230/1291/9017

There are English- and German-speaking operators.

The AMSS road assistance normally operates on a 24/7 basis, throughout the country, supported by the AMSS partner network.

Members of FIA affiliated clubs are entitled to services provided by the AMSS within the International Road Assistance system "Snake". The services include repairing the vehicle on-the-spot and/or towing it to the nearest garage.

2015 tariffs:

Description of work	Tariff: Monday to Saturday 0600 to 2200 hours	Tariff: nights 2200 to 0600, and Sundays and public holidays
mechanic's services for up to 1 hour - on the spot - in the car repair shop	1,560.00 RSD 2,760.00 RSD	1,950.00 RSD 3,450.00 RSD
patrol car	/	/
vehicle towing	78.00 RSD per km	96.00 RSD per km
vehicle loading/unloading	840.00 RSD	1,050.00 RSD
difficult loading/unloading	1,800.00 RSD	2,250.00 RSD
storage of vehicles on a daily basis	1,800.00 RSD	2,250.00 RSD

These prices include VAT. Members of FIA affiliated clubs are charged the same tariff as members of AMSS.

## **Reservations**

The travel agency working within the AMSS can make hotel and travel reservations for foreign motorists.

Contact information:

Tel.: +381 11 30 444 86

Fax: +381 11 30 444 36

e-mail: [a.jovanovic@amss-ps.com](mailto:a.jovanovic@amss-ps.com)

internet: <http://www.amss-ps.com>

## **Touring information**

The AMSS offices provide free itineraries to members of FIA clubs.

All information on the road network and other subjects relevant to motorists and tourists can be obtained from the AMSS Operations Centre, 24 hours a day. Tel.: +381 11 333 1200 / +381 987.

## **Legal advice**

Free legal advice is available to members of FIA clubs.

## **Assistance with customs facilities**

Members of FIA clubs having problems with customs authorities may contact the AMSS.

## **SLOVAKIA (SATC)**

### **Breakdown service**

The SATC has an agreement with Autoklub Slovakia Assistance to provide road assistance to members of FIA clubs. This service covers the whole country, 24 hours a day.

**Telephone numbers, 24 hours a day:** 18124 (valid only inside Slovakia)

or +421 2 682 492 11

**Fax:** +421 2 682 492 10

The breakdown service covers the whole country; repairs can be carried out at the roadside and vehicles can be towed away.

The SATC is a member of Snake. The conditions for Snake category B apply (repair at the roadside and/or towing to the nearest garage).

For a driver who is not a member of a club within the network, the following tariffs apply:

## **Approximate costs in 2015**

- Roadside assistance: 40 to 60 EUR (cash payment)
- Towing: 60 to 90 EUR  
(for longer distances, a charge per km may be added - 1 EUR per km)

## **Reservations**

Hotel and travel reservations can be made for individual travellers.

## **Touring information**

Information on tourism and motoring is available 24 hours a day from the call center where operators speak English and German – tel. +421 2 682 492 11.

The SATC published a road map of Slovakia in 2010.

Maps and guides are available at the headquarters in Bratislava or by post.

## **Legal advice**

The SATC has no legal department.

## **Assistance with customs formalities**

Not available.

## **Urgent broadcasts**

Not available.

## **Other**

The SATC supplies road traffic information on radio.

## **SLOVENIA (AMZS)**

### **Breakdown service**

The AMZS breakdown service is available 24 hours a day, on all Slovene roads by dialling 1987.

On motorways motorists should use the emergency phone boxes and ask for AMZS assistance or use mobile phones and call the AMZS Alarm Centre in Ljubljana: +386 1 530 53 53

### **Cost:**

Members of AIT and FIA clubs may use the service free of charge if they have an International Assistance Booklet, under the SNAKE or the SMARC agreement. Other motorists must pay the following charges:

**On-the-spot repair:**

EUR 70.76 for intervention up to 40 km\*, including 1 hour work by mechanic, plus  
EUR 1.05 per extra km

Supplement: 30% at night, week-ends and public holidays

\* return journey of 40 km for the breakdown vehicle

**Towing:**

Call out fee: EUR 38.06

Per km: EUR 1.10

Supplement: 30% at night, week-ends and public holidays

These rates are for vehicles up to 2.5 t.

**Reservations**

The AMZS does not make reservations.

**Touring information**

The AMZS does not have a travel agency. There is a shop at headquarters, the  
“Turistico prodajni biro” where visitors can purchase maps and guides. It is open  
Monday to Friday from 0700 to 2000 hours, and Saturday from 0700 to 1300 hours.

AMZS has a car hire agency which is a Hertz franchise - AMZS Rent.

**Legal advice**

The AMZS can provide legal advice to visiting motorists.

**Assistance with customs formalities**

The AMZS can assist foreign motorists with customs formalities.

**Urgent broadcasts**

Not applicable.

**Other**

Traffic information can be obtained 24 hours a day from the DARS Traffic Information  
Centre on

+ 386 1 518 8 518 and on their internet site <http://www.promet.si>

Traffic and touring information may also be obtained from the AMZS Information  
Centre, Monday to Friday from 0700 to 1500 hours on +386 1 530 53 00 and on their  
internet site <http://www.amzs.si>



## **SPAIN (RACC)**

### **1 Breakdown service**

The RACC breakdown service operates day and night all the year round.

Tel.

+34 902 156 156 or

+34 93 495 5151 from abroad

Foreign motorists, members of AIT or FIA clubs, can obtain breakdown assistance from the RACC at the same tariff as its members.

### **2 Reservations**

The club has 13 travel agencies which can offer holidays at a special discount to its members, and a MICE department. The contact number is 902 15 10 80. Members of foreign clubs can use the services of the travel agencies.

The website of RACC Travel - see link on the right - gives the possibility to book travel tickets (plane, ferry, train), car hire, hotel rooms etc.

### **3 Touring information**

Members can obtain information from the travel agencies.

### **4 Assistance with customs formalities**

Not available.

### **5 Urgent broadcasts**

Not available.

### **6 Other**

The RACC gives road traffic information on local radio stations, by phone and mobile phone.

## **SPAIN (RACE)**

### **1 Breakdown service**

RACE breakdown service:

Tel. number for members of foreign clubs: +34 91 594 93 47

Hours: 24 hours a day

Languages used: Spanish, English, French, German and Italian

The RACE breakdown vehicles are blue and yellow and bear the words "RACE Asistencia" on the sides. There are assistance points throughout mainland and insular Spain and vehicles patrol the main towns and roads. This service provides on-the-spot minor repairs and towing to the nearest garage.

Breakdown assistance and towing are free for members of AIT and FIA clubs in the SNAKE system.

## **2 Reservations**

Visiting motorists who are members of clubs affiliated to the AIT, the FIA or the FITAC may obtain travel services from RACETOUR. These services include travel tickets, arrangements for excursions, hotel reservations, car hire, etc.

## **3 Touring information**

Information on road conditions, weather forecasts, itineraries and touring information can be obtained from Racetel. The telephone number for all services is: 902 40 45 45.

Members of the RACE and members of foreign clubs may purchase road maps, itineraries, guide books, etc. from the RACE.

## **4 Legal advice**

The RACE can provide legal advice regarding fines, traffic accidents, problems with repairers, etc.; tel. 902 40 45 45.

## **5 Assistance with customs formalities**

The RACE will undertake to approach the Customs authorities on behalf of visitors, should this be necessary.

## **6 Urgent broadcasts**

Urgent personal messages may be transmitted by radio through the RACE. They must be communicated to the RACE by clubs. They are broadcast all the year round by "Radio Nacional de Espana", on 513 metres medium wave, 584 KHz. Languages used are Spanish and French and, if necessary, English and German.

## **SWEDEN (KAK)**

### **Breakdown service**

The KAK does not provide a breakdown service.

### **Reservations**

Not available.

### **Touring information**

The KAK can provide information on touring and motoring in Sweden.

### **Legal advice**

Not available.

### **Assistance with customs formalities**

The KAK can give advice on customs matters.

### **Urgent broadcasts**

Not available.

### **Other**

Not applicable.

### **Publications**

The KAK publishes a quarterly magazine entitled "Swedish Motor Magazine" and some atlases of Sweden and of Scandinavia which can be ordered on its website.

## **SWEDEN (M)**

### **Breakdown service**

The M does not operate a breakdown service. It has, however, an agreement with Assistancelkåren, a nationwide road service company. It operates 24 hours a day, all year round.

Foreign motorists in need of road assistance should contact their motor organisation or insurance company at home, which will forward a payment guarantee to Assistancelkåren (or any other Swedish road service company). This applies only to motorists whose clubs or insurance companies provide such a service. Many foreign clubs and insurance companies have separate agreements with Assistancelkåren which can offer better rates.

Foreign motorists can also call Assistancelkåren directly on 020 912 912 (Swedish toll-free number) or +46 8 627 5757 (if calling from abroad or from a foreign mobile phone). In this case, Assistancelkåren will apply their standard rates, with no discount to members of foreign motor organisations. Payment must be made by credit card or cash.

More information (in English): <http://www.assistancelkaren.se>

### **Charges**

The following charges are indicative

Monday to Friday, from 0700 to 1700 hours

1,500 - 2,000 SEK (incl. VAT) for assistance or towing within a 25 km radius  
25 - 30 SEK (incl. VAT) per km for extra towing.

Monday to Friday, from 1700 to 0700 hours, Saturdays, Sundays and public holidays

1,800 - 2,200 SEK (incl. VAT) for assistance or towing within a 25 km radius  
25 - 30 SEK (incl. VAT) per km for extra towing.

In rural areas, charges may be considerably higher due to longer distances.

**Reservations**

This service is not available.

**Touring information**

The M can provide information and advice on routes, etc. Foreign club members pay the same as M members, and they also get an extra discount of 49 SEK when buying the club's Road Atlas of Sweden in their travel shop (Fridhemsgatan 32, Stockholm).

**Legal advice**

The legal department at the head office in Stockholm provides free legal advice on matters concerning motoring and touring.

**Assistance with customs formalities**

The M offers advice on customs matters but does not actually assist with customs formalities.

**Urgent broadcasts**

Urgent broadcasts ("Personliga telegram") are not used very often nowadays. Sveriges Radio, the national broadcasting company in Sweden, can broadcast messages in Swedish, English, French or German, but only in extraordinary circumstances.

Messages will be broadcast on channel P4 in the region where the visitor is travelling or, if necessary, nationwide. There are no longer any fixed hours for such messages, so requests must be specified. Requests must come from a relevant authority in the visitor's home country (e.g. the police). Requests sent directly to Sveriges Radio by individuals will not be accepted.

The M does not transmit urgent messages.

**Other**

Not applicable.

## **SWEDEN (SMC)**

### **Legal advice**

The SMC can provide external legal advice.

### **Travel agency**

The SMC travel agency arranges world-wide tours for its members. It can organise tours in Sweden for visiting motorcyclists.

### **Other**

The SMC can recommend dealers and workshops for motorcycle repairs.

## **SWITZERLAND (ACS)**

### **Breakdown service**

The ACS has a breakdown service which can be contacted by telephoning +41 44 628 88 99 free of charge, 24 hours a day. An ACS member with a valid membership card is assisted free of charge otherwise he must pay for the cost of the call-out and repair and then claim it back from the ACS. A foreign motorist, member of an FIA club, can use his assistance booklet.

### **Reservations**

The ACS has 7 travel agencies which can make hotel and travel reservations. See <http://www.acs.ch/ch-fr/reisen-freizeit/reisebueros.asp?navid=73>

### **Touring information**

Members of foreign FIA clubs may apply to any ACS office for assistance and information during their visit.

### **Legal advice**

The ACS has a legal department which can offer foreign motorists legal advice.

### **Assistance with customs formalities**

The ACS can give foreign visitors advice concerning customs formalities in Switzerland.

## **SWITZERLAND (TCS)**

### **Breakdown service**

The breakdown service "Patrouille TCS" is at the disposal of all road users. To call for help in the whole of Switzerland and the Principality of Liechtenstein, the motorist should dial the numbers 140 or 0800 140 140.

The staff of the emergency centre speaks French, German and Italian, and often English and sometimes Spanish as well.

The TCS breakdown service is provided free of charge by patrols of the TCS to foreign motorists who are in possession of an AIT or FIA assistance booklet. AIT or FIA club members who do not have an assistance booklet can get a discount - they will pay 30 CHF less than the price for non-members. Other foreign motorists must pay between 187 and 227 CHF according to the time (night or day, special rates) of the repair and/or the distance of towing.

The emergency centre at the TCS Head Office operates 24 hours a days, 7 days a week. It deals with urgent calls, mostly from members abroad, following illness, accident, etc. for assistance provided through the booklets ETI-Europe and ETI-World.

A 24-hour telephone service (including Sundays and public holidays) is operated from the TCS headquarters. It deals mainly with calls from members touring abroad in case of illness, accident, etc. and offers assistance as provided through the booklets ETI-Europe and ETI-Monde.

### **Reservations**

TCS travel and tourism products are available in Kuoni agencies. Reservations can also be made in these agencies. Products are also available from the TCS website [www.tcs.ch](http://www.tcs.ch), under "Voyages et loisirs".

### **Touring information**

The TCS offers AIT or FIA club members the same advantages as to their own members. Requests for touring information on Switzerland received from foreign clubs or their members are directed to the Swiss National Tourist Office (Suisse Tourisme) in Zurich, even if they come from an AIT or FIA club. However, requests made on the spot are dealt with in the same way as for TCS members.

TCS travel products are available from Kuoni travel agencies, as well as from the club's website [www.tcs.ch](http://www.tcs.ch) under "Voyages et loisirs".

### **Legal advice**

The TCS offers the same facilities to foreign club members as its own members.

## **Assistance with customs formalities**

The TCS publishes many information leaflets concerning customs formalities and the information centre will assist visitors with specific information.

## **Other**

The TCS has 2 hotels, run by Heberga TCS. They are 3-star establishments, one Schloss Ragaz located near Bad Ragaz, the other Bellavista, located by the Lago Maggiore. These are open to members and non-members.

## **TURKEY (TTOK)**

### **Breakdown service**

The TTOK no longer provides a breakdown service under its own brand name however the club recommends the services of the company Marm Assistance (<http://www.marm.com.tr>) who can be contacted on the following number: +90 216 560 07 24.

### **Reservations**

The TTOK can make hotel reservations for its own hotels in Safranbolu and in Istanbul, see also "[Hotels](#)".

### **Touring information**

The TTOK offers the following advantages to members of clubs affiliated to the AIT and the FIA:

- free information on touring and road conditions
- free touring publications such as road maps published by the Ministry of Tourism and Information, town plans and various brochures

The telephone number of the touring department is +90 212 282 81 40-(217/223)

### **Legal advice**

In the case of an accident the TTOK will contact the police on behalf of a foreign motorist to explain the situation in Turkish.

## **Assistance with customs formalities**

In case of need, the TTOK can mediate with the department concerned (for the correction of carnets de passages en douane, transfers to another person, importation of spare parts, etc.)

## **Urgent broadcasts**

Not applicable.

### **Other**

The TTOK has restored a number of old buildings of architectural interest and has opened tea-rooms, cafés, bookshops, sweet shops and guest houses (see "[Hotels](#)").

The TTOK issues insurance policies at its head office (see "[Vehicle insurance](#)").

### **UKRAINE (112 UA)**

#### **Breakdown service**

The “112 UA” provides a breakdown service. This service operates in the whole country.

Motorists can call the following number for assistance, day and night:  
- +38 097 668 3830

Staff at “112 UA” speak English and German.

The 112 UA accepts letters of guarantee from FIA clubs and assistance companies. They should be sent by fax to +380 32 234 0204 or by e-mail to [112ua@ukr.net](mailto:112ua@ukr.net)

If necessary, a damaged vehicle can be repatriated to an EU country, with or without the owner.

#### **Reservations**

“112 UA” can provide hotel and travel reservations.

#### **Itineraries**

“112 UA” can provide itineraries for members of foreign clubs.

#### **Legal advice**

“112 UA” can provide legal advice for members of foreign clubs.

#### **Assistance with customs formalities**

“112 UA” can provide assistance with customs formalities for members of foreign clubs.

#### **Urgent broadcasts**

Not applicable.



## **Other**

"112 UA" can make car hire reservations in Ukraine's main towns for members of foreign clubs.

## **UNITED KINGDOM (RAC)**

### **Breakdown service**

Countrywide telephone number: 0800 82 82 82 ou 0333 2000 999 (mobile friendly)

Hours of operation: 24 hours a day

The RAC does not provide roadside assistance to members of foreign clubs.

### **Reservations**

The RAC website no longer has information on accommodation.

### **Touring information**

A route planner for the UK and Europe is available on the RAC website.

Traffic information, regularly updated, is available on the RAC website.

### **Legal advice**

The RAC does not provide legal services to members of FIA affiliated clubs.

### **Assistance with customs formalities**

Assistance with Carnets de Passages is available from the following telephone numbers:

08000 468 375 or +44 1603 605 154

Fax: +44 1603 605 156

e-mail: [carnets@rac.co.uk](mailto:carnets@rac.co.uk)

## **UNITED KINGDOM (AA)**

### **Breakdown service**

The AA offer a reciprocal breakdown service in the UK to foreign club members travelling on holiday or business. Members of clubs requiring 24-hour breakdown assistance in the UK should take the following action, providing they are not travelling in a rental vehicle, in which case they should use the breakdown assistance provided by the rental agency:

- Members of foreign clubs visiting the UK who have an assistance booklet or who are from outside Europe, who are visiting the UK for a maximum of 90 days may obtain

roadside assistance (only) and a local tow if required by calling the AA on 0800 028 90 18 (free).

- Members of European clubs visiting the UK without an assistance booklet may call the AA on 0800 88 77 66 (free from a landline). Whilst no longer entitled to receive free roadside assistance, the AA can provide details of local garages and propose membership options.

Note: Foreign club members moving to the UK to take up either short or long term residence are advised to take out AA UK membership by calling 0800 085 2721 (free). The AA does not have a “joining fee”, so foreign club members pay the same rates as UK members.

### **Reservations**

The AA hotel booking service is available free of charge on the [AA website](#). AA Hotel Services can also be reached by telephoning: +44 1256 844455.

### **Touring information**

For traffic and weather information, call the AA Roadwatch on 0906 88 84 322 (or 84322 from a UK mobile phone). Calls cost up to 65p per minute, but availability and prices for mobile calls vary.

UK and continental European route planners are available free of charge via [the AA website](#).

### **Assistance with customs formalities**

The AA can offer advice on matters relating to customs but cannot assist motorists with formalities.

### **Other**

#### **Technical advice**

Technical advice is available from the AA website. This can be accessed from the following link:

[http://www.theaa.com/motoring\\_advice/car-servicing-repair/index.html](http://www.theaa.com/motoring_advice/car-servicing-repair/index.html)

Note: Any foreign club member interested in buying a car in the UK should look at the [Car Buyers Guide](#) section of the AA website.

The AA website also offers information on AA car loans, motoring and household insurance and other car related information which will be of interest to club members intending to buy a car in the UK.

## **UNITED KINGDOM (THE CARAVAN CLUB)**

### **Breakdown service**

For an extra charge members of The Caravan Club can subscribe to the breakdown and recovery service called Mayday, operated by Green Flag Motoring Assistance. In the case of a breakdown members should contact Mayday directly.

### **Reservations**

Club members can make ferry and campsite reservations online or by telephone: 01342 316 101 ou 01342 327 490.

### **Touring information**

The Caravan Club does not offer a touring information service but touring information is given in the guides.

### **Legal advice**

There is a free 24-hour legal helpline for club members.

### **Assistance with customs formalities**

Not available.

### **Other**

The Caravan Club has the largest network of private sites in the world (over 200). Membership is open to all who have a motor caravan, a trailer caravan or a trailer tent.

Members of AIT/FIA and FICC clubs, normally resident abroad, who are touring by caravan in Great Britain or Ireland may use Caravan Club sites which accept non-members, provided that they are in possession of a current Camping Card International issued by their club.

Advice is available to members on all subjects connected with caravanning, including legal and technical matters.

The Caravan Club runs two camp sites in London, for details see "[Camping & caravanning](#)".

There are regional representatives of the Club throughout the country and foreign caravanners are welcome at any of the events. Full details may be found in the Sites Directory.

## **UNITED KINGDOM (THE CAMPING AND CARAVANNING CLUB)**

### **Breakdown service**

The Camping and Caravanning Club has a breakdown and towing service called Arrival, operated by the RAC.

### **Reservations**

The “Travel Service” can book ferry crossings, as well as campsites abroad online:

<http://www.campingandcaravanningclub.co.uk/travelabroad/>

or by telephone:

Europe: +44 24 7642 2024

Worldwide: +44 24 7647 5340

Reservations for the Camping and Caravanning Club owned campsites in the UK can be made online:

<http://www.campingandcaravanningclub.co.uk/ukcampsites/book-your-pitch>

or by telephone:

+44 24 7647 5426

### **Touring information**

Not available.

### **Legal advice**

The Camping and Caravanning Club has a free telephone helpline giving legal advice to full members of the Club.

### **Assistance with customs formalities**

Not applicable.

### **Other**

Holders of an AIT/FICC/FIA Camping Card International may use the Camping and Caravanning Club sites and pay the same fees as members of the Club. They can buy the Club’s publications.

## **UNITED STATES (AAA)**

The AAA is a member of the FITAC. Since April 2010, the AAA is no longer a member of the FIA.

Visiting motorists members of foreign clubs can obtain some services in case of breakdown and some travel information. Details are given on the AAA website [http://www.aaa.com/PPInternational/Benefits\\_Intl\\_to\\_US.html](http://www.aaa.com/PPInternational/Benefits_Intl_to_US.html)

### **Breakdown service**

A motorist in need of breakdown assistance should consult the telephone directory for the number of the nearest AAA club. If there is no listing the motorist should call the AAA on +1 800 AAA HELP or +1 800 222 4357. The service operates 24 hours a day all year round.

The AAA has an agreement with the Hertz car rental company and provides breakdown assistance on its hire vehicles.

### **Reservations**

The AAA Headquarters is unable to make reservations. However, the regional clubs can normally arrange for car rentals, airline bookings and accommodation. Members may be charged for long distance telephone calls required to obtain reservations.

Although AAA clubs do not have any hotels themselves, they have a map showing the location of recommended establishments which they have inspected.

### **Touring information**

AAA clubs can offer assistance with itineraries. The AAA also has an Internet Triptik on its website which is an interactive trip planning tool, and interactive maps.

"Triptiks" (individually assembled strip maps appropriate to a particular trip) are available to members of affiliated clubs at most AAA offices on presentation of a valid membership card.

### **Legal advice**

Some AAA clubs can help a visitor with arrangements if he has to appear in court but the services of a lawyer are not offered free of charge.

### **Assistance with customs formalities**

The AAA does not have a customs department.

### **Urgent broadcasts**

AAA clubs will help foreign motorists whenever possible.