

IN THE EVENT OF ANY ACCIDENT/BREAKDOWN LET THE OFFICE BE YOUR FIRST POINT OF CONTACT.

PLEASE CALL THE OFFICE ON: 01908 380500

Accident and Breakdown Procedure

In the event of a mechanical fault or breakdown please refer to the corresponding number below:

Alfa Romeo – Alfa Assist – 0800 269844
Audi – Audi Assistance – 0800 699999
BMW – Mondial Assistance – 0800 777111
Citroen Cars – Citroen Assist – 0800 800666
Citroen Vans – Citroen Assist – 0800 800666
Chrysler Jeep – Mondial Assistance – 0800 834655
Fiat – Fiat Assistance – 08500 622313
Ford – Ford RAC Assist – 0800 246800
Honda – Hondacare Assist – 0800 521728
Hyundai – Hyundai Assistance – 0800 246833
Jaguar – Jaguar Assistance – 0800 246844
Kia – Kia Assistance – 0800 0158762
Landrover – Landrover Assistance – 0800 521786
Lexus – Lexus Assistance – 0800 246866
Mazda – Mondial Assistance – 0181 6498626
Mercedes – Mercedes Assistance – 0800 800644
Mitsubishi – Mitsubishi Assistance – 0181 6671177
Nissan – Nissan Assistance – 0800 246820
Peugeot – Peugeot Lioncare – 0800 838913
Renault – Renault Assistance – 0800 246810
Saab – Saab Assistance – 0800 220539
Seat – Seat Assistance – 0800 262622
Skoda – Skoda Assistance – 0800 526625
Subaru – Subaru Assistance – 0800 777127
Toyota – RAC Assistance – 0800 246824
Vauxhall – Vauxhall Assistance – 0800 553388
Volvo – RAC Assistance – 0800 246888
VW – VW Assistance – 0800 777192

In the event of a non-mechanical fault, i.e. glass and tyre damage etc, please see the below procedure:

5. ACCIDENTAL DAMAGE: Any damage is to be reported to EM immediately regardless of extent. Once damage has been reported EM will advise on the best way to proceed and will direct the Lessee to our nominated repairers. The vehicle will remain on rent to The Lessee until it is repaired and in a rentable condition

6. VEHICLE CONDITION: It is the responsibility of the Lessee or their agent to inspect the vehicle upon delivery/collection and agree the condition of the vehicle with EM. Upon return of the vehicle, EM reserve the right to re-inspect the vehicle within 72 hours of collection. If any additional damage is noted, the Lessee will be informed together with photographic evidence and invoiced accordingly. Should the interior of the vehicle be excessively dirty, a valeting charge will be incurred.

7. BREAKDOWNS / ACCIDENTS: All EM vehicles are covered by the relevant manufacturers assistance service or a rescue service contractor whose details will be provided to The Lessee. Should a breakdown occur the driver should contact the relevant service immediately.

8. VEHICLE MAINTENANCE: Whilst a vehicle is on rent it is the responsibility of The Lessee to ensure that oil and water levels are checked regularly and replenished to recommended levels when necessary. The costs of these items are the responsibility of The Lessee. The Lessee must also ensure that both tyre condition and pressures are checked regularly. It is your responsibility to repair or replace windscreen/glass damage as well as repair or replace tyre 'driver fault' related damage and keep the vehicle in good condition at all times. Should any fault occur in the running of the vehicle, it is the responsibility of The Lessee to notify EM immediately to prevent further damages.