



Dear Renter,

Thank you for choosing Autohopper. To help you during your trip, the following instructions explain what to do in case of a breakdown or accident.

### What to do in case of emergencies

Occasionally, unforeseen issues may arise during your journey. Below, we describe what you can do in case of emergencies:

Call Autohopper Breakdown Service Netherlands (24/7): **085 483 17 95**

Call Autohopper Breakdown Service from abroad (24/7): **+31 85 483 17 95**

Go online: [www.autohopper.nl/pechservice](http://www.autohopper.nl/pechservice)

In case of a damage send a mail to: [schade@autohopper.nl](mailto:schade@autohopper.nl)

### Damage or Accident

We advise you to inform us immediately about the damage (take photos of the damage(s) and the situation) and complete the damage report form found in the rental car. Please return the completed damage report as soon as possible. You can email it to [schade@autohopper.nl](mailto:schade@autohopper.nl). If it is no longer possible to continue driving, please mention this when contacting us. We will find a suitable solution. The physical green card is no longer required within the EU.

Below are the details of our insurance company:

**Biesbosch Assuradeuren**  
**van Randwijklaan 49**  
**4251VT Werkendam**

### Breakdown on the road

Despite our best efforts, occasional mechanical issues can still occur. All our vehicles have breakdown cover. In case of a breakdown with the rental vehicle, please contact us immediately using the phone numbers above (not in case of damage). In most cases, you'll be back on the road quickly. If not, please contact us, and we will find a suitable solution.

### Theft/Embezzlement

In case of theft or embezzlement, you must report it to the police as soon as possible. We require a copy of the police report, a damage report form, and the original keys as soon as possible. Please also inform us of the incident as soon as possible. You can call us using the phone number above. The Autohopper Rental Terms and Conditions, as outlined on the reverse of your agreement, still apply.

Sincerely,

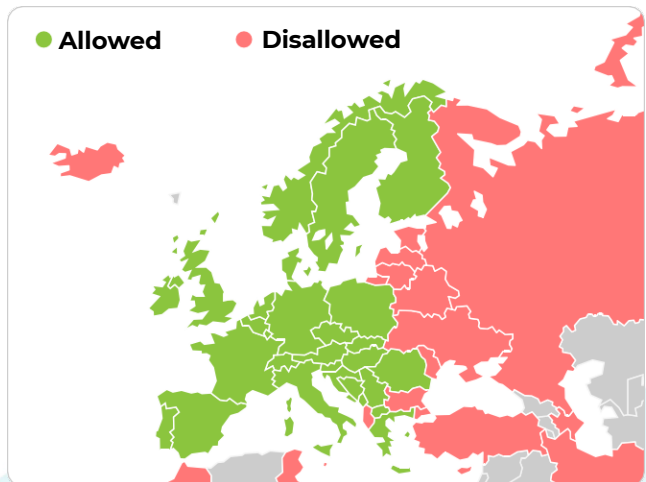
The Autohopper Rental Team

## Where can you go with your rental car?

This section requires only minor tweaks for improved flow and formality. The changes below are subtle but enhance the professionalism:

### Autohopper – De no nonsense Autoverhuurder

You may travel to most Western European countries with your rental car. However certain exceptions apply. These may be due to the political situation, safety risks, traffic safety standards, the quality of the road network, or the potential for fraudulent claims. We aim to minimize risk. Are you traveling abroad? Please let us know your destination.



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### Countries your are allowed to travel to:

- |                         |                   |                       |
|-------------------------|-------------------|-----------------------|
| • Andorra               | • Ierland         | • Noorwegen           |
| • België                | • Kroatië         | • Roemenië            |
| • Bosnië en Herzegovina | • Kosovo          | • Servië              |
| • Denemarken            | • Luxemburg       | • Slowakije           |
| • Duitsland             | • Montenegro      | • Slovenië            |
| • Finland               | • Noord-Macedonië | • Spanje              |
| • Tsjechië              | • Italië          | • Portugal            |
| • Frankrijk             | • Nederland       | • Verenigd Koninkrijk |
| • Griekenland           | • Oostenrijk      | • Zweden              |
| • Hongarije             | • Polen           | • Zwitserland         |

### Countries your are absolutely not allowed to travel to:

- |                |            |               |
|----------------|------------|---------------|
| • Albanië      | • Iran     | • Moldavië    |
| • Azerbeidzjan | • Israël   | • Oekraïne    |
| • Bulgarije    | • Letland  | • Rusland     |
| • Cyprus       | • Litouwen | • Tunesië     |
| • Estland      | • Malta    | • Turkije     |
| • IJsland      | • Marokko  | • Wit-Rusland |