



LOTUS®

ROADSIDE ASSISTANCE

CAR CARE

Lotus creates exceptional cars for exceptional driving experiences. But we know that sometimes you might need our assistance ... rest assured, we are with you on each and every journey. Lotus Roadside Assistance is designed to make all your rides as smooth and carefree as possible. And so if ever you encounter any trouble, we'll get you back on the road in no time.

- 24/7 ASSISTANCE
- REPAIR ON SITE IF POSSIBLE
- TOWING TO THE NEAREST LOTUS CARS AUTHORISED REPAIRER



FREE



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TERMS
AND
CONDITIONS

We are committed to take care of you
and your passengers, while you drive through Europe.



PIONEER



Dear Pioneer,

Your Lotus car is designed to explore new frontiers. Quite naturally, we don't want you to worry about a thing. In the unlikely event you experience a problem, we'll either solve it right away on site, or ensure you are able to continue your journey while we find a solution. We promise to stay by your side on every trip, so you can focus on the thrill of driving your Lotus.

THE LOTUS CARS TEAM



WHAT TO DO IN CASE OF A PROBLEM

01

Experiencing some trouble? No worries. All you need to do is let us know. We take all the steps necessary to make sure you are back in the driver's seat fast.



FIRST THINGS FIRST

If you are in an unsafe situation, please contact local emergency services immediately.

If you are not at risk, but need help to continue your trip, Lotus Roadside Assistance is here for you. **Please find your local number at the end of this brochure.**

Once you reach Lotus Roadside Assistance, we will ask you for the following information:

- Your car type, model, license number and VIN (vehicle identification number)
- Your mileage
- The cause of the breakdown (if it is known to you)
- The location of your car
- The number of passengers aboard

BEFORE LEAVING YOUR CAR

- Point your wheels away from the traffic where possible
- Put your hazard lights on
- Wear a reflective vest for as long as you are near the road
- Place your warning triangle at least 147 feet from your vehicle on flat ground where it is clearly visible to other drivers
- Act according to local safety rules

WHILE WAITING FOR HELP

If the breakdown occurs on a highway or a high-speed road, please exit your vehicle and wait in a safe location for the assistance team to arrive. Instruct your passengers to get out of the car and stand behind the hard shoulder, if there is one. Where there is no hard shoulder, the safest place to be is diagonally behind the side of your car that's furthest away from the traffic.



WHAT HAPPENS NEXT

02

If necessary, your vehicle will be recovered by one of the Lotus Cars expert assistance providers. We'll take it to the closest Lotus Cars Repairer and we will help you continue your journey as planned.

REPLACEMENT VEHICLE

If possible, Lotus Cars will organize a replacement vehicle to continue your journey with a maximum of 5 business days.*

REPATRIATION OF YOUR CAR

If your car cannot be repaired within five business days, it will be transported back to the home dealer.

TAXI

Lotus Cars will organize or reimburse taxi costs up to 30 miles / £ 85 to pick up the replacement vehicle, travel onwards and/or pick up the repaired vehicle.

HOTEL ACCOMMODATION

When needed, Lotus Cars will organize hotel accommodation up to £ 170 per room with a maximum of two nights.



TERMS AND CONDITIONS

Please read our terms and conditions via

www.lotuscars.com



03



LOCAL NUMBERS

COUNTRY	SELECTED NUMBER	ALTERNATIVE NUMBER
Austria	0800 - 0 80 533	+31 (0)20 - 799 488 3
Belgium	0800 - 29 410	+31 (0)20 - 799 488 3
Bulgaria	+31 (0)20 - 799 488 3	-
Croatia	+31 (0)20 - 799 488 3	-
Cyprus	+31 (0)20 - 799 488 3	-
Czech Republic	+31 (0)20 - 799 488 3	-
Denmark	+31 (0)20 - 799 488 3	-
Estonia	+31 (0)20 - 799 488 3	-
Finland	+31 (0)20 - 799 488 3	-
France	0805 - 63 63 92	+31 (0)20 - 799 488 3
Germany	0800 - 201 0 201	+31 (0)20 - 799 488 3
Greece	+31 (0)20 - 799 488 3	-
Hungary	+31 (0)20 - 799 488 3	-
Ireland	1800 - 9 30 153	+44 1603 370023
Italy	0800 - 142 407	+31 (0)20 - 799 488 3



LOCAL NUMBERS

COUNTRY	SELECTED NUMBER	ALTERNATIVE NUMBER
Latvia	+31 (0)20 - 799 488 3	-
Lithuania	+31 (0)20 - 799 488 3	-
Luxembourg	800 - 25 215	+31 (0)20 - 799 488 3
Netherlands	0800 - 34 34 304	+31 (0)20 - 799 488 3
Norway	800 - 12 322	+31 (0)20 - 799 488 3
Poland	+31 (0)20 - 799 488 3	-
Portugal	+31 (0)20 - 799 488 3	-
Romania	+31 (0)20 - 799 488 3	-
Slovakia	+31 (0)20 - 799 488 3	-
Slovenia	+31 (0)20 - 799 488 3	-
Spain	800 - 0 98 153	+31 (0)20 - 799 488 3
Sweden	020 - 797 300	+31 (0)20 - 799 488 3
Switzerland	0800 - 77 50 25	+31 (0)20 - 799 488 3
United Kingdom	0800 - 279 79 79	+44 1603 370023



A blurred, high-speed photograph of a road with white lane markings, creating a sense of motion. The background is a mix of dark and light brown tones, suggesting asphalt and possibly shadows or other road features.

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[LOTUSCARS.COM](https://www.lotuscars.com)