



**What to do if
you breakdown.**



What to do if you break down

In the unlikely event that you experience a breakdown, don't worry; we're here to support you every step of the way.

Step 1: Ensure your safety

Once you've reached a safe stop, please call us on the breakdown number **0800 200 888**. We've got options for both cars and vans, so choose Option 1 for cars or Option 2 for vans.

Step 2: Connect with our Breakdown Service

You'll be connected to our trusted Breakdown Service when you call. The friendly customer advisor will guide you through the process and provide assistance.

Step 3: Provide essential details

The customer advisor will ask for your Vehicle Registration Number, the breakdown details and its location. They will also ensure that everyone involved is safe and sound.

Step 4: Finding the best solution

Our team will work tirelessly to find the best repair solution for you. Depending on the situation, they will arrange for roadside assistance or recovery of both you and your vehicle to a repairer or the nearest Avis or Budget location.

Step 5: Assistance outside office hours

If your breakdown happens outside of our regular office hours (0900 - 1700), don't worry. The breakdown service will offer you onward travel options to your next destination. Whether it's home, a hotel, an Avis or Budget location (if open), or another suitable destination, we'll ensure you're taken care of.

Step 6: Stay informed and track progress

The customer advisor will provide you with an estimated arrival time for assistance. If you have data available in the UK, we'll even send you a text link to your mobile so you can easily track the arrival of the breakdown service.

Next-day breakdown service

If your breakdown requires a next-day service, the customer advisor will ask you to call them at your convenience to arrange onward travel. We want to make sure your journey continues as smoothly as possible.

Important note: Remote areas in the UK, such as North Scotland and the Scottish Islands, as well as South West England, may pose geographical challenges and result in some delays in assistance. Rest assured; we'll keep you well-informed about the expected timings.

At Avis Budget Group, we understand that breakdowns can be stressful, but we're committed to making things easier for you. Remember, help is just a call away, and we'll be right there to get you back on the road.

HOW TO READ TYRE SIDEWALL MARKINGS

Your tyre's sidewall contains all the information about your tyre that you'll need. Here's a little guide to what all those numbers and letters mean.



A - Tyre width B - Aspect ratio C - Wheel diameter D - Load index E - Speed rating