



BUSINESS LEASE
PASSION FOR MOBILITY



DRIVER'S SET





BUSINESS LEASE
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Dear Client, Dear Driver,

We are pleased that you are driving a Business Lease vehicle, and we wish your journeys as safe and comfortable as possible. Your safety and comfort are the aim of Business Lease services, which are on call for you and your vehicle and are a part of the operative leasing. In this Driver's set, you can find a list of the information you need so you know how to use our services correctly. It contains information about what to do in different situations and also what services you can use.

Wishing you a happy journey,

Hana Výmolová
Managing Director



You can always find the current version of the "Driver's set" here:

SERVICE LINE

Call this number to guarantee maintenance, planned servicing or repairs of any damage to the vehicle, including windscreen change and repair.

840 840 500



ROAD ASSISTANCE LINE

Call this number to guarantee breakdown assistance, vehicle towing, transfer or accommodation of passengers, delivery of a replacement vehicle and other urgent assistance services.

840 350 450

(from abroad **+420 296 180 450**)



112



158



155



150

SERVICE LINE / ROAD ASSISTANCE LINE

SERVICE LINE 840 840 500

A comfortable way (and the only way) to order servicing for the vehicle. The servicing partners accept servicing orders only with an order number assigned in advance by the Service Line.

ROAD ASSISTANCE LINE 840 350 450 from abroad +420 296 180 450

A guarantee of prompt assistance during a vehicle accident or breakdown in the Czech Republic and all European countries given on the green card. Assistance services are provided via the network of contractual partners of Business Lease.

For the tyre service, please find the nearest service place on our websites www.businesslease.cz in the section 'FOR THE DRIVER'. You can also use the vehicle pick-up and delivery service www.businesslease.cz

You can also use the vehicle pick-up and delivery service

www.businesslease.cz



VEHICLE FAILURE OR MALFUNCTION

IF STANDING ON THE ROAD OR REPAIRING THE VEHICLE, YOU SHOULD ALWAYS WEAR A REFLECTIVE VEST.

If the vehicle is immobile due to an unexpected defect, you should always contact our Road Assistance Line **840 350 450 (from abroad +420 296 180 450)** and then follow the operator's instructions.

If you do not contact the Road Assistance Line and you transfer the vehicle to a garage without prior approval, you will lose the right to reimbursement of costs related to procuring assistance services.

www.businesslease.cz |
840 350 450 (from abroad +420 296 180 450)

TRAFFIC ACCIDENT / DAMAGE TO CAR

IF YOU ARE STANDING ON THE ROAD, ALWAYS WEAR A REFLECTIVE VEST.

In case of injury to people, fire or similar situation, call the emergency line 112.

Call 112 if one of the following situations happens:

- There was an **injury**, fire or similar situation.
- The damage to any of the vehicles is higher than CZK 100,000.
- Third party assets were damaged (damage to property, road signs, road, barriers, parked vehicle, etc.).
- If you are not able to restore the flow of traffic yourself.
- There was damage due to a criminal offence (vandalism, theft from the vehicle, vehicle theft) regardless of the amount of damage.
- If the participants do not agree on who caused the accident, and they do not make out the "Accident Report" together.
- If during an accident you damage another vehicle without the presence of its driver or owner.
- If any of the parties is under the influence of alcohol or narcotics.

In other cases follow these instructions:

- Complete the "Accident Report" together with the others involved in the accident. If some of those involved in the accident **refuse to complete** the "Accident Report", it is considered an offence, and you should contact the **Police of the Czech Republic on the phone number 158**.
- If you need the towing service or a replacement vehicle, call the Road Assistance Line **840 350 450 (from abroad +420 296 180 450)**.
- Report a damage event within 3 days from when it occurs on the website <https://hlaseniskod.businesslease.cz/damage> and append the completed "Accident Report" and any other documentation concerning the damage that has occurred. After this you will be contacted by the Service Line in order to arrange a date for repair of the vehicle. Proceed according to the instructions of the Service Line operator. The vehicle must be handed over for repair at the time agreed with the Service Line operator, but at the latest 3 months from the damage event.
- **If the vehicle is immobile**, call the Road Assistance Line **840 350 450 (from abroad +420 296 180 450)**, which can arrange a replacement vehicle.
- It is possible to get a **new form** on the company website www.businesslease.cz.

THEFT OF VEHICLE / LUGGAGE / EQUIPMENT OF VEHICLE / LOSS OR REVOCATION OF DOCUMENTS

- It is always necessary to contact the Police of the Czech Republic in case of **theft** of the whole vehicle, its part, luggage, loss or confiscation of documents, loss of both registration number plates, ideally on the telephone line **158**. Then follow the operator's instructions.
- Ask for the **police report**. If the Police of the Czech Republic has confiscated the Vehicle Registration Certificate from the driver (e.g. because of damage to the vehicle), the police officer will also issue a so-called "completion of journey" document.
- Contact the Road Assistance Line for assistance, replacement vehicle and reporting the loss of documents: **840 350 450 (from abroad +420 296 180 450)**.
- Theft of vehicle/theft of part of vehicle/luggage (if insured) should be reported within 3 days on the website <https://hlaseniskod.businesslease.cz/damage>.

You can find all information on www.businesslease.cz in the section 'FOR THE DRIVER'.

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ROAD ASSISTANCE

IF YOU ARE STANDING ON THE ROAD OR REPAIRING THE VEHICLE, ALWAYS WEAR A REFLECTIVE VEST.

For road assistance services, call the Road Assistance Line **840 350 450 (from abroad +420 296 180 450)**.

Road assistance is a service or assistance which is provided or arranged by the contractual partner of Business Lease Assistance or its foreign partner to the authorised user of the **immobile vehicle** specified in detail in the following text.

Immobile vehicle – state where the vehicle is immobile or unfit for road operation due to wear or damage to parts, caused by own function of individual parts of the vehicle in common operation

or as a consequence of a traffic accident or as a consequence of a natural disaster, unforeseen deficiency / mix-up / leakage / frozen fuel, insufficient amount of operational liquids, flat battery – jump start / exchange, leakage of air / tyre puncture, breakage / loss / locking of the keys in the vehicle and due to malfunction of devices constituting the mandatory vehicle equipment for its operation (windscreen wipers, safety belts and required exterior lights of the vehicle). A vehicle which is immobile or unfit for operation on or off road in accordance with relevant regulations as a consequence of third party intervention (vandalism, theft of vehicle or of its part, broken windows) is considered immobile.

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ROAD ASSISTANCE / BASIC SUMMARY OF ASSISTANCE SERVICES

Basic summary of assistance services

(what free services are you entitled to)

A: Help from control centre (24/7)

B: Road service – repair of an immobile vehicle on the spot where the malfunction appeared

C: Towing service – transfer of immobile vehicle to the nearest preferred BL service

D: Recovery of vehicle in the terrain – applies for roads (not for private roads)

E: Waiting for the arrival of the Police of the Czech Republic – the towing vehicle waits until the police arrives

F: Storing the vehicle – until it is transferred for repair

G: Takeover of repaired vehicle – supply of repaired vehicle or transfer of passengers to the vehicle

If the repair of the immobile vehicle cannot be completed on the day of the breakdown, the driver and other passengers travelling in the vehicle have the opportunity to use the following services (the passengers will always choose one of the following options together – **replacement accommodation, replacement vehicle, remuneration of travel costs**); exception of local transfer to the connection service.

H: Local transfer of passengers and luggage – to the hotel, car rental, service, to the train station, etc.

I: Replacement accommodation – for the time of repair of the vehicle and up to the limit of this service.

J: Borrowing a replacement vehicle – for the time of repair of the vehicle and up to the limit of this service

K: Picking-up of the replacement vehicle – picking-up the replacement vehicle at the client's

L: Payment for travel expenses – for the driver and passengers, up to the limit for this service

M: Repatriation of the vehicle to the Czech Republic – if the accident or irreparable damage of the car happens abroad

During the whole assistance response, it is possible to use the following services, too:

N: Interpreting assistance abroad – telephone interpreting control centre assistance

O: Telephone assistance, providing advice and forwarding messages

The coverage/limit of individual services of road assistance can differ depending on the chosen assistance program. You can see the detailed list of the content of assistance programs and their limits on www.businesslease.cz.

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SERVICE CHECK / MAINTENANCE / REPAIRS

REGULAR SERVICE CHECKS OF VEHICLE

Regular service checks required by the manufacturer

The intervals of vehicle maintenance required by the manufacturer are listed in the materials from the manufacturer which the user obtains when the vehicle (service book, manual for the vehicle operation) is handed over.

The required intervals must be adhered to for the correct function of vehicle and also for the possibility of free repairs of malfunctions during the warranty period! The allowed tolerance is plus minus 1,000 km.

Maintenance, replacement of parts and service in terms of wear during the operation of vehicle

parts and equipment which are subject to wear during operation must be checked and replaced based on their current status so that it is always possible to keep all functions necessary for the complete operation of vehicle and operation safety (operating fluids, brakes, wipers etc.).

Repairs

Possible malfunctions and problems with the standard operation of the vehicle are resolved by repairs at preferred service centres in terms of the warranty conditions.

- All service activities must be performed exclusively at the preferred service partners.

- You can arrange the ordering of a regular service check, maintenance or repair at one of the preferred service partners on-line on the [https://www.businesslease.cz/pro-ridice#googtrans\(cs|en\)](https://www.businesslease.cz/pro-ridice#googtrans(cs|en)) or over the phone on the Service Line of Business Lease **840 840 500**.
- You should write your possible request for the provision of a replacement vehicle during the service check/repair or pick up and return of the vehicle after the service activity is already performed when ordering the service activity.

www.businesslease.cz | 840 840 500

- For vehicles equipped with a built-in electronic or mechanical security device, it is also necessary to order a check of the correct function of a given device while ordering the regular service check (does not apply to tracking systems).

Always give the vehicle to the service provider together with its service book (does not apply to electronic versions).

TYRES

When to exchange tyres (winter and summer):

- Wear of summer tyres up to 2 mm of tread (legal limit is 1.6 mm);
- Wear of winter tyres up to 4 mm of tread;
- Irreparable damage to tyre;
- Exchange of summer tyres for winter ones and vice versa;
- Please make sure that the winter tyres are on the vehicle on 1st November of a given year at the latest. The summer tyres should be on the vehicle by 1st April of the following year. If there is a regulation governing the time for exchange of winter tyres for the summer ones, please follow the regulation.

Tyre service contact

- You can quickly find the current list of preferred tyre services on the website www.businesslease.cz in the section 'CONTACT'.
- Please arrange the date and time for bringing the vehicle to the tyre service over the telephone. If your vehicle is equipped with special tyres, it is always better to check over the phone in advance whether those tyres are in stock.
- It is necessary to repair defects in the tyres immediately (the best way is to do it on the day of damage). If the vehicle is immobile due to tyre damage, please call the Road Assistance Line **840 350 450 (from abroad +420 296 180 450)**.



Handing over the vehicle to a tyre service centre

- In the case of exchange of summer tyres for winter ones and vice versa, it is possible to have the tyres stored too. If you use this service, please keep the "storage card" you get in a safe place. You will need it for the next exchange of tyres.

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RETURNING THE VEHICLE AFTER THE OPERATING LEASING

Before returning the vehicle, please make sure that all damage events have been reported and ensure that all repairs are performed in compliance with this document. Please ensure that all damage reported as an insurance or damage event is repaired.

You can find all information about returning the vehicle on www.businesslease.cz in the section 'FOR THE DRIVER'.

It is necessary to return your vehicle to Business Lease. Please arrange the return of the vehicle and date at least 5 working days in advance on the following number:

+420 724 556 655

Or e-mail: vraceni.vozu@businesslease.cz

Centre for returning vehicles and sale of vehicles after leasing:

Peroutkova (opposite No 35), 158 00 Prague 5

Centre for returning vehicles Brno:

Autocentrum K.E.I. Group, Žarošická 4308/21, 628 00 Brno

Centre for returning vehicles Ostrava:

PORT4U s.r.o., Poděbradova 63a, 702 00 Ostrava



www.businesslease.cz | +420 724 556 655

CONTACTS

Prague:

Tel.: +420 225 778 800
Radlická 714/113a
158 00 Praha 5

E-mail: info@businesslease.cz
www.businesslease.cz

Brno:

Tel.: +420 533 339 810
Spielberk Office Centre
Holandská 1
639 00 Brno

www.businesslease.cz | +420 225 778 800





WHAT TO DO WHEN YOU ARE INVOLVED IN A TRAFFIC ACCIDENT

FIRST AID

The Criminal Code Sec. 151, 40/2009 Coll., 1st January 2010) of the Czech Republic states:

A driver of a vehicle who does not provide first aid to a person after an accident who suffered harm to health during the accident, even though that driver could provide it without danger to themselves or someone else, will be punished by imprisonment for up to five years or prohibition of activity.

INSTRUCTIONS FOR TRAFFIC ACCIDENT:

- Keep calm;
- Secure the accident site and other safety equipment (reflective vest...);
- Stop in a safe place and at a safe distance;
- Mark the place of the accident and avoid complications; (stop the car...).

Call ambulance: telephone **155** or **112**

and state the following:

- Where the accident happened – place of accident;
- What happened;
- When the accident happened;
- Number and state of injured people;

Do not hang up. Wait for instructions from the control centre!!!

Check the vital signs of the injured party/parties:

- Check for consciousness;
- Check breathing and blood circulation – clear the airways (bending from the head);
- Stop heavy bleeding – protect yourself!
- Cover severe open injuries;
- Be careful. Do not forget the possibility of spinal injury during all your activities!!!

Monitor:

- Reaction to talking / breathing / bleeding / position of body / pain / expression of face and colour of face and skin.

Rescue the person from a vehicle after an accident only in the following situations:

- It is not possible to provide first aid on the spot;
- There is no other way to get to the injured party;
- There is a danger of fire, landslide...

! If the injured party does not react to stimulus, you cannot see any signs of breathing and their blood circulation does not flow, immediately start cardiopulmonary resuscitation (use the resuscitation mask or a mask from the car first-aid kit).



Perform 30 compressions of the chest at the centre of the ribcage to a depth of 5-6 cm at a rhythm of at least 100 compressions per minute, then alternate with 2 breaths until vital signs of the injured person have been restored or the emergency medical service has arrived.

In the case of children, perform 5 small breaths followed by 30 chest compressions to a depth of approximately 1/3 of the chest.

! When the vital signs are saved or restored, put the injured party in the recovery position (see the images).



Put the injured party on his/her back



Prepare the upper limbs for turning the injured party.



Recovery position

- Watch the vital signs (breathing and blood circulation).
- Secure anti-shock measures:
 - Anti-shock position (lower limbs a bit higher);
 - Treatment of injury (immobilisation, stopping bleeding);
 - Warmth;
 - Helping against the feeling of thirst (moisten lips)
 - do not provide drink!
 - Calm, silence.

Wait until the ambulance arrives!

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Important contacts

Service line **840 840 500**

Road assistance line **840 350 450**
(from abroad **+420 296 180 450**)