



FEDERATION INTERNATIONALE DE L'AUTOMOBILE
REGION I - EUROPE, THE MIDDLE EAST AND AFRICA

Breakdown Assistance in FIA Region

ALGERIA

Country Code: DZ


Club : **TOURING CLUB D'ALGERIE (TCA)**

Information

The Touring Club d'Algérie's breakdown service "Secours Routier" is available from 0700 to 2000 hours in the region of Algiers, including weekends and public holidays.

Breakdown Assistance

In the event of a breakdown in or near Algiers, members of AIT and FIA clubs can call the service for repairs on-the-spot or towing to the nearest garage. Towing is charged at 20 DA per km.

 Telephone number: [+213 21 54 13 13](tel:+21321541313)

Emergency Services

Police: [172](tel:172)

AUSTRIA

Country Code: A

Club : **ÖSTERREICHISCHER AUTOMOBIL-MOTORRAD- UND TOURING CLUB (ÖAMTC)**

Information

Emergency telephones on motorways are orange in colour and are 2 or 3 km apart. In an emergency, motorists should lift the bar to make a call, give the reference number of the phone, describe the problem and state if they are members of a motoring club. An ÖAMTC breakdown vehicle will be sent immediately.

NB: Reflectorised safety jacket compulsory, see OTA file.

Breakdown Assistance

Members of AIT and FIA clubs may use the service free of charge if they have an Assistance Booklet.

Other motorists must pay the following charges (major credit cards accepted):

- Members of AIT and FIA clubs without Assistance Booklet, on presentation of a valid membership card:
 - During the day (06:00-20:00 hours): 111 EUR
 - At night: 155 EUR
- Non-members :
 - During the day (06:00-20:00 hours): 135 EUR
 - At night: 179 EUR

 Breakdown assistance is available 24 hours a day on all Austrian roads by dialling No. 120 (also available for mobile telephones).

Towing

- In the whole country:

	AIT/FIA members	Non-members
• Basic	92.00 EUR	138.00 EUR
• Per km	2.25 EUR	2.75 EUR
Basic tariff for night and weekend	165.00 EUR	211.00 EUR
Auxiliary service / 15 minutes	23.00 EUR	25.00 EUR
Storage fee per day	15.00 EUR	18.50 EUR

Emergency Services

Fire: 122
Police: 133
Ambulance: 144

} or 112

BELARUS

Country Code: BY


Club : **BELARUSSIAN AUTO MOTO TOURING CLUB (BKA)**

Information

Breakdown and towing service: available 24h a day in the whole country

Breakdown Assistance

Members of the BKA can get help from the technical assistance service (including towing) twice a year, free of charge, depending on the type of membership. The BKA is in the SNAKE agreement. A visitor who is a member of an AIT/FIA club has no Assistance Booklet must pay a fee according to BKA price list.

 By telephoning [116](tel:116), breakdown and towing services can be reached in the whole country.

Emergency Services

Police : [117](tel:117)

Ambulance : [144](tel:144) } or [112](tel:112)

Fire : [118](tel:118)

BELGIUM

Country Code: B

Club : **TOURING CLUB BELGIUM (TCB)**

Information

Wearing of reflectorized safety jacket is compulsory on expressways and motorways.


Breakdown Assistance

Members of the ANWB and the AC Luxembourg may obtain free breakdown service and towing to the nearest garage from Touring-Secours/TouringWegenhulp.

Visitors who hold a valid Assistance Booklet may obtain free assistance from the breakdown service and towing up to 20 km, but they have to pay for the cost of spare parts, etc.

Foreign motorists who are not in possession of this booklet can obtain assistance on payment of 189 EUR between 07.00 and 23.00 hours and 214 EUR at night.

On motorways, motorists must use the roadside telephones called “telestrade” which are controlled by the police and are situated approximately every 2 km. In case of breakdown, the motorist must ask for “Touring Secours” (“Touring Wegenhulp” in Dutch which is spoken in the northern half of the country).

 Assistance is available 24 hours a day throughout Belgium at telephone: [+32 70 344 777](tel:+3270344777)

Emergency Services

Police:	101	}	or 112
Fire Service:	100		
Ambulance:	100		

BOSNIA and HERZEGOVINA

Country Code: BIH

Club : **BOSNIA AND HERZEGOVINA AUTOMOBILE CLUB (BIHAMK)**

Information

Description of the breakdown assistance services and towage - BIHAMK's call centre operates 24 hours a day/365 days a year.

Breakdown Assistance

The average time for the patrolmen unit to reach the driver/client from 06:00-24:00 hours is under 30 minutes. The average time for the patrolmen unit to reach the driver/client from 24:00-06:00 hours is under 45 minutes. The roadside assistance and towing service are available 24 hours a days/365 days a year.

- Costs of repair:
On the spot repair - 46,67 BAM for intervention up to 20 km
+1,56 BAM per additional km
- Towing:
58,90 BAM for intervention up to 20 km
+ 1,56 BAM per additional km

15% addition is applied to the above rates during holidays

VAT: 17% must be added to the above rates

 Assistance numbers: [1282](tel:1282) or [033 1282](tel:0331282) or [+387 33 282 100](tel:+38733282100)

Emergency Services

Police: [122](#)

Fire brigade: [123](#)

Ambulance: [124](#)

BULGARIA

Country Code: BG

Club : **UNION DES AUTOMOBILISTES BULGARES (UAB)**


Information

UAB has an own fleet of Roadside Assistance vehicles for the territory of Bulgaria.

Vehicles include – on the spot repair vehicles, small and big towing vehicles.

Breakdown Assistance

The personnel speak English. The UAB assists all motorists; members of AIT/FIA clubs are charged at a preferential rate. Members of foreign automobile clubs are provided assistance according to instructions from their clubs.

 The Emergency Centre in Sofia is available 24 hours a day, tel. no. +359 2 980 3308 (also with mobile phone), and +359 2 91 146 throughout the country. Or 146 via Bulgarian mobile phone operator.

Members of foreign automobile clubs who need assistance in Bulgaria, should contact their respective clubs, so that they can receive services according to their membership type.

Towing

Towing is provided throughout the whole of the country for vehicles of up to 3,5 tons (load including) and limited types and sizes of campers.

Emergency Services

All emergency services : [112](tel:112)

CROATIA

Country Code: HR

Club : **HRVATSKI AUTOKLUB (HAK)**

Breakdown Assistance

Breakdown service is available daily between 0630 and 1830 hours. Towing service is available 24 hours a day. Letters of Credit are accepted.

 For breakdown assistance throughout the country call [1987](tel:1987) (from a mobile phone dial [+385 1 1987](tel:+38511987)) fax [+385 1 660 3287](tel:+38516603287).

Emergency Services

Police: [92](tel:92)

Ambulance: [94](tel:94)

Fire service: [93](tel:93)

CYPRUS

Country Code: CY


Club : **CYPRUS AUTOMOBILE ASSOCIATION (CAA)**

Information

The telephone operators speak Greek and English. Breakdown vehicles patrol main roads 24 hours a day. Assistance and towing are free for all motorists who are members of an AIT or FIA club on presentation of their valid membership card.

Breakdown Assistance

For major repairs, the car is towed to the nearest town which has a garage for the car's agent; this service is free. However, a fee is payable on the spot if the driver wishes to have his car towed from one town to another within Cyprus; the amount to pay is well below that charged by commercial towing companies.

 The CAA emergency 24-hour telephone is [+357 22 31 31 31](tel:+35722313131) for the whole island.

Emergency Services

Fire service: [199](tel:199) or [112](tel:112)

CZECH REPUBLIC

Country Code: CZ

Club : **USTREDNI AUTOMOTOKLUB CESKE REPUBLIKY (UAMK)**

Information

Road assistance and towing services in the Czech Republic are obtainable from the ÚAMK 24 hours a day. The operators speak German and English.

Breakdown Assistance

The UAMK uses its own vehicles which are yellow and marked with the logos UAMK , ARC Europe and the telephone number or the emergency centre. The UAMK has also concluded contracts with various companies who provide assistance and towing. These vehicles are also marked with the UAMK logo and the telephone number or its emergency centre.

The costs for Breakdown Assistance are the following ones:

- Workdays from 06:00 to 20:00: 290 CZK (flat rate), 620 CZK per 30 mn. Up to 30 km, over 30 km – 14,50 CZK/km
- Workdays from 20:00 to 06:00, Saturdays, Sundays and public holidays: 290 CZK + 250 CZK additional charge /30 mn.

Towing charges:

- Distance fee:
 - Vehicles up to 3,5 t: 950 CZK flat rate up to 40 km, over 40 km – 950 CZK + 18 CZK/km

After an accident, the vehicle can also be loaded and towed by the UAMK but the costs are higher. Payment can be made with Letters of Credit or in cash. For non-members, prices are approximately 30% higher.

 Assistance numbers: [1230](tel:1230) or [+420 261 104 123](tel:+420261104123) or fax [+420 261 104 214](tel:+420261104214)

- An ANWB representative can be contacted on [+420 261 104 600/1](tel:+4202611046001) or Fax number: [+420 261 104 602](tel:+420261104602) Monday to Friday from 9:00 to 18:00 (during the summer Monday to Sunday)

Emergency Services

Police	158	} or 112
Ambulance	155	
Fire	150	

DENMARK

Country Code: DK


Club : **FORENEDE DANSKE MOTOREJERE (FDM)**

Information

The FDM have its own breakdown service, FDM Vejhjælp, in cooperation with SOS Dansk Autohjælp. Assistance can be obtained 24 hours a day.

Breakdown Assistance

Repairs and towing must be paid for either in cash or by Letters of Credit.

 The number to call throughout Denmark is: [+45 70 10 80 90](tel:+4570108090).

FDM Vejhjælp / SOS Dansk Autohjælp charges per hour (2018):

- Monday – Friday from 07:00 to 16:00 hours: DKK 1003 + VAT*
- Monday – Friday from 16:00 to 07:00 hours: DKK 1227 + VAT*
- Saturday, Sunday and Public Holidays from 00:00 to 24:00 hours: DKK 1227 + VAT*

Plus an administration fee of DKK 398 per breakdown

*VAT is levied at the rate of 25%

Emergency Services

Call: [112](tel:112)


ESTONIA

Country Code: EST

Club : **AUTOMOBILE CLUB OF ESTONIA (EAK)**

Breakdown Assistance

The Eesti Autoklubi operates a breakdown service with its own vehicles (bearing the word "AUTOABI"). Assistance is free within the SNAKE agreement if the motorist has an Assistance Booklet. Otherwise it must be paid for on-the-spot.

 The telephone number for breakdown assistance available 24 hours a day: [1888](tel:1888) or [+372 69 79 188](tel:+3726979188)

Emergency Services

Police:	110	}	or 112
Fire:	112		
Ambulance:	112		

FINLAND

Country Code: FIN

Club : **AUTOMOBILE AND TOURING CLUB OF FINLAND (AL)**

Information

Members of AIT and FIA clubs are granted assistance by Autoliitto road patrols.

Breakdown Assistance

Road service is operated on a voluntary basis. Autoliitto road patrols can be called out at weekends and during public holidays. Sometimes they are also available on weekdays. At other times, or if the AL patrol cannot be reached, contracted partners will provide assistance.


Assistance is free within the Snake system for club members, but spare parts and fuel have to be paid at cost. Towing is only carried out by licensed operators and is not included in the Snake service in Finland. Call out fee: 35 EUR.

Towing

- Towing charges:
 - Per hour: EUR 60
 - Per km: 2.10 to EUR 4.50

VAT of 24% is not included.

A supplement is payable for towing outside normal working hours which are Monday to Friday 08:00 to 16:00 hours.

 Foreign club members who need help can call the number +358 200 8080, day or night.16

Emergency Services

All emergency services : [112](#)

Germany

Country Code: D

Club : **ALLGEMEINER DEUTSCHER AUTOMOBIL-CLUB E.V. (ADAC)**

Information

In the event of a breakdown on a motorway, a motorist can call the ADAC road patrol service using the emergency telephones which are placed at 2 km intervals. As these telephones are connected to a rescue control centre, the motorist must ask specifically for roadside assistance by ADAC.

Breakdown Assistance

Breakdown assistance is provided free of charge by the yellow vehicles of ADAC-Strassenwacht to members of FIA clubs, depending upon availability. If ADAC-Strassenwacht vehicles are not available, towing and roadside assistance are provided by ADAC appointed agents against payment (these vehicles can be identified by the words "Strassendienst im Auftrag des ADAC"). If the motorist has an Assistance Booklet he/she must show it to the agent. Letters of Credit can be used. Replacement parts and towing must be paid for.

Motorists are recommended to show their FIA club membership cards to the patrolman. If the motorist has a valid Assistance Booklet he/she must show it to the agent to receive services according to the Snake agreement (tarif B); in this case the motorist does not have to pay for the services according to this agreement.

 The telephone number is: [01805 22 22 22](tel:01805222222) or [22 22 22](tel:222222) with mobile phone.

Emergency Services

Police:	110 or 112
Ambulance (SAMU):	112
Fire:	112

HUNGARY

Country Code: H

Club : **MAGYAR AUTOKLUB (MAK)**

Information

The breakdown service centre operates 24 hours a day 7 days a week

Breakdown Assistance

The MAK patrol cars are yellow and are marked "Segelyszolgalat". The registration of these vehicles begins with the letters MAK. Only work which can be finished on the spot and does not entail dismantling main parts of the car (e.g. steering and braking systems) will be carried out.

Any spare parts must be paid for

Towing

If the vehicle is not on a road but in a field, a garage, etc. the motorist will be charged the basic fee + HUF 5000 per hour + 27% VAT. If the vehicle must be loaded and unloaded more than once, an additional 50% of the basic fee will be invoiced. A report will be drawn up on the spot and documented by means of photos/video. If a crane has to be used to lift a vehicle out of a ditch, an additional fee equivalent to 70% of the fee applying in Budapest will be charged. A fee is levied in case of waiting. The tariff is HUF 1300 + 27% VAT for the first 30 minutes and HUF 1300 + 27% for every part of an hour thereafter

Emergency Services

Police:	107	}	or 112
Ambulance:	104		
Fire:	105		

ICELAND

Country Code: IS

Club : **ICELANDIC AUTOMOBILE ASSOCIATION (FIB)**

Information

FIB assistance service can be called 24 hours a day, throughout the country.

Breakdown Assistance

For breakdown assistance call 00453 5 112 112

Foreign motorists of FIA Clubs have to pay for the assistance.

Emergency Services

Police:
Ambulance: } **112**
Fire:

IRAN

Country Code: IR

Club : **TOURING AND AUTOMOBILE CLUB OF THE ISLAMIC REPUBLIC OF IRAN (TACI)**

Information

The TACI breakdown service is available 24 hours a day on all Iranian roads, dial [+98 912 029 2190 – 91](tel:+989120292190)

Breakdown Assistance

For members of AIT and FIA clubs, there is possibility to have a contract between TACI and other club to accept both clubs' membership cards and could be obtained a price reduction on the breakdown and towing services.

Emergency Services

Police: **110**

Ambulance: **115**

Fire: **125**

ISRAEL

Country Code: IL

Club : **AUTOMOBIL AND TOURING CLUB OF ISRAEL (MEMSI)**

Breakdown Assistance


Members only:

- The breakdown service covers the whole country.
It operates 24 hours a day, except on the Day of Atonement.
Spare parts must be paid for.

Members of AIT and FIA clubs may use the service free of charge, if they have a valid membership card and an ETI booklet.

Towing

Road patrols throughout the country tow vehicles to the nearest garage, day and night. The first 25 km are free of charge for AIT/FIA members with ETI booklet and valid membership card. Additional kms must be paid for in cash.

 Club members can call: [+972 3 564 11 11](tel:+97235641111)

Emergency Services

Police: **100**

Ambulance: **10**

Fire: **102**

ITALY

Country Code: I

Club : **AUTOMOBILE CLUB D'ITALIA (ACI)**

Information

The ACI breakdown service operates day and night throughout Italy, including Vatican City and San Marino.

On motorways, emergency call boxes located every 2 km may be used; however as not all are equipped with a phone and as ACI is not the only service provider, club members should call **803116** (Landline or Italian mobile) or **800116800** (foreign mobile; if unreachable due to mobile provider's restrictions, call +39-06-43232008 - charged according to mobile provider's rates) and indicate the exact location of the breakdown (at what km point and in what direction).

Breakdown Assistance

Holders of Assistance Booklet:

Foreign motorists will receive the service free of charge upon presentation of a valid Assistance Booklet (Snake agreement) or via an authorization by the member's home club (Home Call System).

Other motorists:

vehicle up to 2.5 t:

☒ on motorways: 116,90 EUR for assistance, including off-road recovery and towing to the nearest ACI garage

☒ on ordinary roads: 116.90 EUR including towing to the nearest ACI garage

Additional charges:

☒ off-road recovery on ordinary roads: 46.55 EUR

☒ off-road recovery with special equipment: 164,90 EUR

To be towed to another destination, an extra 1.04 EUR per km will be charged, calculated from the motorway exit, or from the nearest ACI garage. On an ordinary road, a supplement of 1.41 EUR per km from the site of the breakdown is added.

The return trip of the towing vehicle to its operating breakdown centre must also be paid for.

These tariffs are increased by 20% at night:

☒ in case of breakdown on motorways: between 22:00 and 06:00 hours, and from 06:00 to 22:00 hours on Saturdays, Sundays and public holidays.

☒ in case of breakdown on ordinary roads: between 20:00 and 07:00 hours, and from 07:00 to 20:00 hours on Saturdays, Sundays and public holidays.

It is forbidden for a private vehicle to tow another one on the motorway. In case of breakdown, an official breakdown service must be called. Road police (Polizia Stradale) constantly patrols all roads and motorways and can also assist in the case of a breakdown.

NB: outside urban centres, at night and during the day when visibility is poor, drivers of 4-wheeled motor vehicles must wear a reflective jacket or braces if they get out of their vehicle in an emergency, see OTA for details.



Emergency Services

Police: **113**

Ambulance: **118** or **112**

Fire: **115**

LATVIA

Country Code: LV

Club : **AUTO-MOTO SOCIETY OF LATVIA (LAMB)**

Information

Breakdown assistance is available 24 hours a day on all Latvian roads. LAMB members can obtain breakdown service free of charge.

Breakdown Assistance

Tarif for other motorists:

- Daytime - 0600 to 2400 hours
- Roadside assistance 73 EUR

Towing 96 EUR + 1.45 EUR per km

- Nighttime - 0000 to 0600 hours
- Roadside assistance 94 EUR
- Towing 143 EUR + 1.94 EUR per km

 Telephone number: [1888](tel:1888)

Emergency Services

Police: [01](tel:01)
Fire: [02](tel:02) or [112](tel:112)
Ambulance: [03](tel:03)

LITHUANIA

Country Code: L

Club : **THE ASSOCIATION OF LITHUANIAN AUTOMOBILISTS (LAS)**

Information

A breakdown service is in operation 24h a day.

Breakdown Assistance

LAS is a member of the SNAKE system. Breakdown assistance is free of charge for members of AIT and FIA clubs. A charge is made for towing:

- Roadside assistance and/or towing (towing up to 30 km is included in RA fee): 99 EUR
- Towing over 30 km: 2 EUR per km

 Telephone number: [+370 5 230 0668](tel:+37052300668)

Emergency Services

Fire:	011 or 911	}	112
Police:	911		
Ambulance:			

LUXEMBOURG

Country Code: L

Club : **AUTOMOBILE CLUB DU GRAND-DUCHE LUXEMBOURG (ACL)**

Information

A breakdown service operates 24 hours a day (including Sundays and public holidays).

Breakdown Assistance

Assistance on the spot is given free of charge to members of clubs in the SNAKE system in possession of an Assistance Booklet (ETI). Towing to the nearest garage is also free of charge. Spare parts must be paid for, either in cash or by means of a Letter of Credit.

 Telephone number: [+352 26 000](tel:+35226000)

Emergency Services

Police: [113](tel:113) or [112](tel:112)

Ambulance: [112](tel:112)

Fire: [112](tel:112)

MACEDONIA

Country Code: MK

Club : **AVTO-MOTO SOJUZ NA MAKEDONIJA (AMSM)**

Information

Breakdown assistance and towing service are available day and night on all Macedonian roads and at border crossings: English and German speaking telephone operators are in attendance 24 hours a day. In case of emergency, the motorist should describe the problem and state whether he is a member of a motoring club.

An AMSM breakdown or towing vehicle will be sent immediately.

Members of AIT and FIA clubs receive breakdown assistance and towing service on presentation of their valid membership card.

Towing Service

Basic charge (40 km)	60 EUR
+ per km	1,60 EUR
Loading/unloading	12 EUR
Night supplement, per hour	6,50 EUR

Breakdown Assistance

Costs:

- Basic charge (1 hour and/or 20 km) 60 EUR
- + per km 1,60 EUR
- Labour charge, per hour 15 EUR

 The phone number is **+389 2 318 1 196**

Emergency Services

Fire: **193**

Police: **192**

Ambulance: **194**

MALTA


Country Code: MT

Club : **TOURING CLUB MALTA**

Information

FIA members have to pay directly to the TCM tow truck driver and always ask for receipt.

The president is Mannie Galea, email address: manniegalea@vol.net.mt or manniegalea@mgamalta.com.

 TCM provides towing services with MTC (Motor towing co-op) 24 hrs call centre for towing and breakdown service tel **00356 21 43 33 33**
(subcontracted)

tel **00356 2549 9000** Office fax **00356 21 2559 9001**

tel **00356 79 333 116**

Medical assistance:

St James Hospital (Private Hospital) tel **00356 21 333 333**

MaterDei Hospital (State Hospital) tel **112**

Information given for general information purposes. *TCM has no connection with these Hospitals.*

Police tel **119**

For collisions in Malta – Wardens tel. **00356 21 320 202** *TCM has no connection with Wardens.*

MOLDOVA

Country Code: MD

Club : **AUTOMOBIL CLUB DIN MOLDOVA (ACM)**


Information

ACM breakdown assistance is available 24 hours a day in summer and 12 hours a day in winter – 1st December to 31st March

Breakdown Assistance

Costs:

- Call-out charge (within city limits) 3 EUR
- On-spot-repairs 10 EUR per hour
- Towing service 12 EUR + 0,40/km outside city
- Loading and unloading 3 EUR

 Assistance is available on telephone number: [+373 691 43 724](tel:+37369143724) or [+373 222 92 703](tel:+37322292703)

Emergency Services

Fire: [901](tel:901)

Police: [902](tel:902)

Ambulance: [903](tel:903)

MONTENEGRO

Country Code: MNE

Club : **AUTO-MOTO ASSOCIATION OF MONTENEGRO (AMSCG)**

Information

Breakdown assistance and towing service are available 24 hours a day. Some telephone operators speak English.

 Assistance is available on telephone number: [+381 81 9807](tel:+381819807)

Emergency Services

Police: [92](#)

Fire: [93](#)

Ambulance: [94](#)

NETHERLANDS

Country Code: NL

Club : **KONINKLIJKE NEDERLANDSE TOERISTENBOND (ANWB)**

Information

The ANWB has a road patrol service which operates on all roads 24 hours a day, 7 days a week. Motorists requiring assistance can call for a road patrol vehicle. The telephone operators speak English and German.

Breakdown Assistance

Members of clubs in the SNAKE system are assisted by the road patrol service („Wagenwacht“) free of charge if they have an Assistance Booklet (ETI).

Towing to the nearest garage is free of charge.

Foreign motorists who can present a valid AIT/FIA club membership card but no valid Assistance Booklet (ETI) are charged 120 EUR for assistance.

Other motorists must pay 150,70 EUR for assistance. In both cases towing will be charged at cost. Letters of credit can be used to pay for breakdown assistance and towing.

 Tel. [088-ANWB-888 \(088 2692 888\)](tel:088-ANWB-888)

Emergency Services

Police
Ambulance:
Fire: } [112](tel:112)

NORWAY

Country Code: N


Club : **NORGES AUTOMOBIL-FORBUND (NAF)**

Information

The Norwegian Automobile-Federation (NAF) offers roadside assistance 24 hours a day, 7 days a week. The service covers all public roads in Norway.

Breakdown Assistance

FIA clubs benefit from NAFs special rates for breakdown, assistance and towing.

-  Members in need of assistance should call [+47 23 21 31 00](tel:+4723213100) (domestic calls only) and the FIA clubs requesting assistance from abroad can call [+47 23 21 31 00](tel:+4723213100) (#2 to contact international team).

Emergency Services

Police: [112](tel:112)
Fire: [110](tel:110) or [112](tel:112)
Ambulance: [113](tel:113) or [112](tel:112)

POLAND

Country Code: P

Club : **POLSKI ZWIAZEK MOTORWY PZM**

Information

Members of AIT and FIA affiliated clubs should call „Autotour“.

The staff speak English, French and German. Hours of operation: 24 hours a day, all year round.

Breakdown Assistance

Members of SNAKE clubs are assisted on the basis of a valid Assistance Booklet. Others can pay for the breakdown service in cash or with Letters of Credit.

Rates for vehicles up to 2.5 t:

- Breakdown assistance: 285 PLN
- Towing up to 25 km: 285 PLN +6.00 PLN per additional km.

Hourly fee for assistance such as purchase of travel tickets, waiting for other means of transport, etc. 30 PLN. All rates are subject to 22% VAT.

Emergency Services

Police:	997	} or 112
Fire:	998	
Ambulance:	999	

PORTUGAL

Country Code: P

Club : **AUTOMOVEL CLUB DE PORTUGAL (ACP)**

Information

The ACP breakdown service covers all roads in mainland Portugal. Its specially equipped vehicles are yellow. It operates 24 hours a day.

Breakdown Service

Members of clubs in the SNAKE system are assisted by the road patrol service free of charge upon presentation of a valid Assistance Booklet or via confirmation by the home club in case of „Home call System“. Towing to the nearest garage is also free of charge.

- **Towing**

On-the-spot repairs and towing fees (VAT included)

Monday to Friday

Between 0800 and 2000 hours:

Call out charge: 41,77 EUR plus 0,65 EUR per km plus work by mechanic at the rate of 6,29 EUR per 15 minutes.

Monday to Friday

Between 2000 and 2400 hours:

Call out charge: 62,67 EUR plus 0,98 EUR per km plus work by mechanic at the rate of 9,47 EUR per 15 minutes.

Between 2400 and 0800 hours, and on Saturdays, Sundays and public holidays:

Call out charge: 83,54 EUR plus 1,30 EUR per km plus work by mechanic at the rate of 12,60 per each 15 minutes.

Payment can be made with Letters of Credit or in cash.

Emergency Services

Fire: }
Police: } 112
Ambulance: }

ROMANIA

Country Code: RO

Club : **AUTOMOBIL CLUBUL ROMAN (ACR)**

Information

The ACR has a breakdown service which includes repairs on the spot or towing. Motorists with a membership card of an AIT/FIA club may obtain assistance by calling the ACR Alarm Center.

Breakdown Assistance

The service may be paid for by Letters of Credit or in cash.

Rates (in built-up areas during daylight hours)

- 50,41 EUR call out charge + 0,90 EUR per km but minimum charge = 100,83 EUR
- At night, from 22:00 hrs to 06:00 hours and at weekends, there is a surcharge of 35,29 EUR if towing distance exceeds 400 km, the rate is 50,41 EUR call out charge + 0,75 EUR per km.

Parking fees:

- 18,15 EUR per day (1 to 10 days)
- 15,13 EUR per day (11 to 30 days)
- 13,09 EUR per day (31 to 45 days)
- 10,09 EUR per day (45 days +)

All the rates include VAT.

 Assistance is available on the telephone number [+40 21 222 22 22](tel:+40212222222), with mobile phone [+40 722 382 715](tel:+40722382715) and on fax [+40 21 317 1552](tel:+40213171552)

Emergency Services

Police: **955**

Fire: **981**

Ambulance: **961** or 112

Emergency hospital: **962**

SERBIA

Country Code: SRB

Club : **THE AUTO-MOTO ASSOCIATION OF SERBIA (AMSS)**

Information

AMSS operates a road assistance service which covers the whole country. The Alarm Centre in Belgrade operates 24 hours a day.

There are some English and German speaking telephone operators.

Breakdown Service

The AMSS road assistance normally operates from 07:00 to 21:00 hours (patrol cars only), while in larger towns and along the highway during the tourist season, it operates 24 hours a day (both patrol cars and towing service).

Members of AIT and FIA affiliated clubs are entitled to services provided by the AMSS within the SNAKE system. The services include repair of the vehicle on-the-spot and/or towing the vehicle to the nearest garage.

- Mechanic's services for up to 1 hour 2,040.00 RSD
- Vehicle towing 78 RSD/km
- Vehicle loading/unloading 840.00 RSD

Higher charges apply at night and on Sundays/public holidays. These prices include VAT. Members of AIT and FIA affiliated clubs are charged the same as AMSS members.

 [+381 1987](tel:+3811987) or [+381 11 333 1200](tel:+381113331200)

 Emergency Services

Police: **192**
Fire: **193**
Ambulance: **194**

SLOVAKIA

Country Code: SK

Club : **SLOVENSKY AUTOTURIST KLUB (SATC)**

Information

The SATC has a call centre which covers the whole country, 24 hours a day.

Breakdown Assistance


The breakdown service covers the whole country.

Tariffs: (Letters of Credit are accepted)

- Roadside assistance: 0.60 – 0.70 EUR per km (plus 20 EUR per each begun hour of labour)

Towing tariffs:

- 0.70 – 0.90 EUR per km average (plus 15 EUR for loading and unloading)

 Assistance is available on [18124](tel:18124)

Emergency Services

Police: }
Ambulance: } [112](tel:112)
Fire: }

SLOVENIA

Country Code: SLO

Club : **AVTO-MOTO ZVEZA SLOVENIJE (AMZS).**

Information

The AMZS breakdown service is available 24 hours a day on all roads.

Breakdown Service


Members of AIT and FIA clubs may use the service free of charge if they have an International Assistance Booklet (under the SNAKE or SMARC agreement).

Other motorists must pay the following charges:

- On-the-spot repair: EUR 70.76 for intervention up to 20 km, including 1 hour work by mechanic, EUR 1.05 per extra km
- Supplement: 30% at night, week-ends and public holidays

Towing

- Call out fee: EUR 38.06
- Per km: EUR 1.10
- Supplement: 30% at night, week-ends and public holidays

 Assistance is available on: **1987** On motorways motorists should use emergency phone boxes and ask for AMZS assistance or use mobile telephones and call the Alarm Centre in Ljubljana: **+386 1 5305 353**

 Emergency Services

Police:	113 or 112
Ambulance:	112
Fire:	112

SPAIN

Country Code: E

Club : **REAL AUTOMOVIL CLUB DE ESPANA (RACE)**

Information

The vehicles are blue and yellow and bear the word „RACE Asistencia“. There are assistance points throughout mainland and insular Spain and vehicles patrol the main towns and roads. The service provides on-the-spot minor repairs and towing to the nearest garage.

NB: Reflectorised jacket compulsory, see OTA for details.

Breakdown Assistance

Breakdown assistance and towing are free for members of AIT and FIA clubs in the SNAKE system. Members of other clubs can pay by cash or with credit cards.

Charges for breakdown assistance by a RACE patrolman vary according to the type of vehicle, time and location.

 The RACE breakdown service operates 24 hours a day and can be reached on: [+34 91 594 93 47](tel:+34915949347)

Emergency Services

Police: }
Ambulance: (SAMUR) } [112](tel:112)
Fire: }

SWITZERLAND

Country Code: CH

Club : **TOURING CLUB SUISSE (TCS)**

Information

TCS breakdown assistance is available 24 hours a day on all Swiss roads. On motorways, motorists must use the roadside telephones to call for assistance. The staff at the emergency centre speak French, German and Italian, and often English and sometimes Spanish as well.

Breakdown Assistance

The TCS breakdown service is provided free of charge by patrols of the TCS to foreign motorists who are in possession of an Assistance Booklet. Members of AIT and FIA clubs who do not have Assistance Booklet benefits from a discount of 30 CHF. For other foreign motorists, rates vary between 150 EUR + VAT and 300 EUR + VAT, according to the time (night or day, special rates) of the repair and/or the distance of towing.

 Motorists in need of help must dial No. [0800 140 140](tel:0800140140) or [140](tel:140) throughout Switzerland and Liechtenstein

Emergency Services

Police:	117	}	112
Ambulance:	144		
Fire:	118		

TURKEY

Country Code: TR


Club : **TURKIYE TURING VE OTOMOBIL KURUMU (TTOK)**

Information

The TTOK operates a breakdown and towing service in Istanbul on weekdays from 0900 to 1700 hours.

Breakdown Assistance

The TTOK can also advise motorists who need assistance in other parts of the country if they have a mechanical breakdown or an accident. A member of a club affiliated to the AIT or FIA with an Assistance Booklet may pay the TTOK with Letters of Credit.

 Assistance is available on [+90 212 278 6214](tel:+902122786214)

Emergency Services

Police: **155**

Ambulance: **112**

Fire: **110**

UKRAINE

Country Code: UA

Club : **FEDERATION AUTOMOBILE D'UKRAINE (FAU)**

Information

The FAU has a contract with an external company to provide a breakdown service.

Breakdown Service

 In case of a breakdown, motorists can telephone [+380 67 401 68 52](tel:+380674016852) (Monday – Friday from 10:00 to 18:00 Kiev time, UTC+2)

Emergency Services

Fire:	101
Police:	102
Ambulance:	103