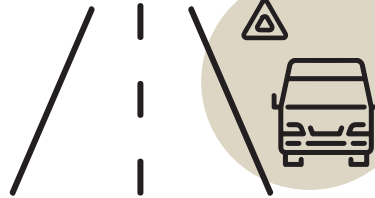


# PROCEDURE IN CASE OF INCIDENT

(Always try to find a safe place to park the car before getting out of it to attend the problem that arises).

1. Get the safety vest in your safety kit and use it before getting out of the car, then make sure you stay in a safe place while you solve the problem or wait for help.



2. In case of roadside assistance, please contact the insurer's number and follow the instructions



**+34 934 955 125**  
*National*



**900 404 028**  
*International*

3. Contact your VanVaz Advisor and report the incident.

4. If the vehicle needs workshop service and is going to be towed by the crane, make sure to take the car to the following places depending on the case :



If the repair is a tire puncture or blowout: Go to a specialized wheel service.



If the repair is mechanical: Go to the Official Vehicle Service in Puerto del Rosario.

5. If the repair takes more than 8 hours in the workshop or the repair cannot be carried out immediately. The insurance will provide them with UP TO 3 hotel nights. After this time, repatriation (to the traveler's point of origin) will be proposed.

6. Given the latter case, if VanVaz has replacement vehicles available, one of these will be provided to the affected passengers. Once the mechanical problem in the main vehicle reserved by the traveler has been solved, the traveler will have to return the vehicle provided as a temporary solution and recover his original vehicle.

The insurance will not cover damage done off conventional roads. It is not considered a conventional race: roads, trails or dunes.

In all cases, follow the instructions of the insurance and your Vanstyle Advisor.