



DRIVER'S GUIDE

Welcome to Drivalia!

This guide contains information on the use of the car and our services, together with important contact information. Drivalia takes care of all of your company's car matters and we are happy to help you. Have a pleasant journey with us!

DRIVALIA

If you lose your fuel card

If you lose your fuel card or if it is stolen, immediately contact the fuel company's on-call duty service.

Also immediately notify Drivalia of the matter, where possible, by calling +358 207 420 900 (Mon–Fri 8 AM – 4 PM)

To report any loss of cards, 24 hours a day, call:

Shell: +358 20 443 2074
 ABC: +358 20 333
 Neste: +358 800 196 196
 St1: +358 800 1 2080

Drivalia road assistance service 24h

By calling the roadside assistance, you will receive 24/7 assistance from multilingual staff experienced in handling car service cases. The service operates both in Finland and abroad. The service center helps regardless of the reason for the trip interruption. Roadside assistance aids in continuing the journey, arranging for the car to be towed to a repair shop, and provides guidance on what steps you should take. You can also inquire about the nearest Drivalia partner to ensure the continuation of your journey from the provided number.

Drivalia road assistance service:
 +358 207 420 899

Maintenance

The car will be serviced at a contract partner selected by Drivalia. Please familiarize yourself with the car's service manual and follow the instructions provided therein. You can schedule a service appointment through Drivalia's nationwide service booking number +358 207 420 900 or by filling out the [service appointment form](#). If needed, a replacement car or pick-up service can be arranged with the same reservation.

Technical Issues

If your car experiences a technical issue or sustains damage, please promptly schedule a repair appointment with our partner by calling 0207 420 900. They will invoice the repairs for technical issues directly to Drivalia.

Tyres

The car-specific agreement includes both summer and winter tyre sets with rims. All tyre-related tasks are carried out at Drivalia's tyre service partners. The main partners are:

Euromaster www.euromaster.fi
Vianor www.vianor.fi

When it's time to change the tires, please contact the listed partners above. The tyre service will inspect the condition of the tyres and request billing authorization from us.

Tyre replacement limits

Summer and winter tyres (studded) 4 mm
 All-season tyres 5 mm

Instructions for the repair shop

When taking your car for maintenance, repairs, or to a tire service, remember to mention that it is a Drivalia vehicle.

Washing the car

For safety and comfort, it's important to keep the car clean. Exterior washing should be done as needed. Interior cleaning should be done at least once a year, ensuring that the windshield is also cleaned inside. Washes and interior cleanings are an additional service included in our contracts, so please check your company's policy on using these services.

Drivalia does not have specific wash partners. Some of our contract workshops, primarily tire shops and garages, offer washing services. If you know of a reputable washing service in your area that bills Drivalia, you can use their services.

If the wash company does not have Drivalia's billing addresses/details, please ask them to send an email to: laskutusluvat@drivalia.com

We will provide the necessary billing details to the entrepreneur if needed.

Drivalia contact information:

Drivalia Lease Finland Oy
PL 220, 02601

asiakaspalvelu@fi.drivalia.com
Espoo: Monday to Friday from 8:00 AM to 4:00 PM
Tel. 0207 420 900

Our partners for vehicle washes and interior cleanings include:

Shell, ABC, Neste, ST1, Vianor.

Car wash and cleaning services may not be available at all of our partners' locations, so please confirm the service availability on our website or directly with the partner.

Replacement Cars

A replacement car is always reserved through Drivalia's partner. Before booking a replacement car, check the availability according to your company's car policy or by contacting our customer service. Our partners in car rental are:

Avis Tel. +358 10 4362 200
Hertz Tel. +358 20 555 2228

Issues with car charging

If you encounter problems with car charging, it is advisable to first contact the phone number of the charging point's owner located at the charging station.

If the issue is with the application or RFID tag, please reach out directly to the charging service provider's customer support or contact Drivalia customer service at +358 207 420 900 (Monday to Friday from 8:00 AM to 4:00 PM).

Charging Services Customer Support:

Plugit	+358 207 350 330
Virta	+358 800 02200
ABC	+358 10 76 80080

Damages and Repairs

All damages to your car must be reported to Drivalia, and a damage report must be filed immediately after the incident. You can schedule a repair appointment at Drivalia's contracted repair shop and submit a damage report through the electronic [damage report form](#).

Drivalia is notified of the car's damage when you book the repair.

If the accident involves personal injury or poses a threat to other traffic, call emergency number 112 first and follow the instructions of the emergency center. In addition to personal injury, the police must always be notified of the damage in the following cases: collisions with large animals, vandalism or theft, unclear liability for the damage, or if you suspect drunk driving.

The party at fault must always file a damage report with their own insurance company. However, please inform Drivalia of the damage even when you are not at fault.

Drivalia's damage service is available during office hours at +358 207 420 866, and Drivalia's roadside assistance provides help around the clock.

Taking your car abroad

When traveling with your car abroad, you need to bring at least the technical part of the car registration certificate with you. The registered owner of the car can obtain the technical part from the nearest inspection station. You will need to bring proof of identity. There is a charge for the technical part, and our inspection partners (A-Katsastus and K1-Katsastajat) will invoice Drivalia directly, which will then pass the cost on to your employer. The technical part must also be present in the car when traveling to Åland.

When traveling in ETA countries or Switzerland, you usually do not need an export permit or a Green Card for traffic insurance. However, it is advisable to confirm the situation according to the destination country. If your journey is beyond ETA countries, please contact Drivalia customer service. Also, make sure to check your company's practical procedures for exporting a car abroad when planning your trip well in advance.

For more information on the required travel documents and instructions for the journey, you can find them on our [website](#) in the "car use and maintenance" section.

Vehicle Inspection

For passenger cars registered as new on or after May 25, 2018, the first inspection is due within 4 years from the date of registration. Subsequently, inspections are required every two years, counting from the previous inspection date. For passenger cars registered before May 25, 2018, the initial inspection must be conducted within 3 years from the registration date. Afterward, inspections are required every two years.

The inspection fee is included in the car contract. A-Katsastus and K1-Katsastus handle the inspections for Drivalia's cars and invoice the inspection directly to Drivalia. If you have undergone an inspection, make sure to have the inspection certificate with you in the car.

Maintenance for Drivalia's cars are always carried out by our partner.

Read more [here](#).

Returning your car at the end of the contract period

If the owner of your car is Drivalia, the vehicle should be returned to the location designated by Drivalia at the end of the contract period. Detailed instructions for car return can be found on our website. The car will undergo an inspection during the return. Please make an effort to return the car in a clean condition. Ensure that the car has been serviced, repaired, and inspected according to the maintenance schedule before returning it. Remember to return all car keys and any accessories provided during the contract period, such as extra tires, block heater cords, roof racks, etc.

If you are unable to personally return the car to Drivalia's return point, we can arrange transportation for the vehicle. More information about transportation orders can be found on our website.

As the user of the car, you are responsible for the car's return, and your car agreement concludes only after we have received the car with its accessories, and the car is in the condition specified in the agreement.

If Drivalia is not the owner of the car, you will receive return instructions from the car owner.

Additional Information and Instructions

For more details on company-specific services and specific operational instructions, please visit our website or contact our customer service at tel. +358 207 420 900.