



AUTOMOBILE CLUB DU LUXEMBOURG
THE GUARANTOR OF YOUR MOBILITY
GENERAL TERMS AND CONDITIONS
AND SERVICE OVERVIEW



www.acl.lu

In Luxembourg

Breakdown recovery, tow, transport to home 24 hours a day, 365 days a year:

Tel.: 26 000

Ambulance, Fire brigade: Tel.: 112

Emergency police intervention: Tel.: 113

In Europe and worldwide

All types of assistance: Tel.: (+352) 26 000

For further information supplied by the ACL

please call (+352) 45 00 45 – 1

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This section of Automobile Club Luxembourg’s (ACL) general terms and conditions aims to inform you of the rights and freedoms that you can exercise with respect to our use of your personal data and describes the measures that we have adopted to protect your data.

ACL is responsible for the processing of personal data in connection with the management of its customers and members. This processing is carried out in accordance with current regulations.

1. PURPOSES OF THE PROCESSING AND TYPES OF DATA COLLECTED

When you request a service or complete your member application, you will need to provide us with a certain amount of personal data such as your surname, first name, address, contact details and vehicle details. ACL requires all of the data that is collected so that it can offer you its services and member benefits and to assist and advise you as best as possible.

Your data may be transmitted to third companies which will carry out the services that you have previously requested. If a reimbursement is made by ACL, certain documents (proof of expenses, medical certificates, accommodation costs, travel costs, etc.) may also be requested and transmitted to our insurance companies so that ACL can in turn be reimbursed.

ACL may, in particular, collect some of your personal data for external communication purposes in order to fulfil your information requests and to learn how to better understand your expectations.

Your personal data will be not further process in a manner that is incompatible with the purposes described above or on the collection forms. Your data will be kept for no longer than is necessary to achieve these purposes.

ACL also produces statistics to adapt its services according to the ground truth. These statistics are based on all of the services that ACL may have supplied to you. However, your personal data are anonymised in these statistics in order to guarantee your anonymity.

2. DATA RECIPIENTS

Your personal data may be communicated exclusively to certain departments of the controller or of its processors. As the controller, ACL has taken the necessary measures to guarantee the conformity of personal data processing by these third companies.

3. SECURITY AND CONFIDENTIALITY OF YOUR DATA

Automobile Club Luxembourg adopts appropriate measures to preserve the security and confidentiality of your personal data and, in particular, to prevent your data from being distorted or damaged or unauthorised third parties from accessing your data.

All ACL staff members that you may deal with have received training on personal data protection awareness and data confidentiality. The data that you will supply to an ACL employee will be processed in accordance with the applicable GDPR.

4. YOUR RIGHTS

In accordance with current regulations, you have the rights of access, inquiry, modification, rectification and erasure of your personal data and the right to object on legitimate grounds to the processing and to the dissemination of your personal data. You also have the right to object, the right to prior consent to direct marketing under the conditions set out in the applicable regulations and to give instructions as to what happens to your personal data after your death. You can request the communication of your personal data. However, the controller reserves the right to refuse any request deemed to be unreasonable. Please submit your request using the contact form or by post to the following address:

Automobile Club Luxembourg
 Responsable GDPR
 54 Route de Longwy,
 L-8007 Bertrange, Luxembourg
 DPO@ACL.lu

Dear Member,

Welcome to the Automobile Club.

This brochure will explain in detail all of the services to which you are entitled as an ACL member. These services cover incidents that occur after you become a member. Please note that you will become a member as soon as the ACL receives your membership fees.

We remind you that the ACL issues two different membership cards, namely “Luxembourg”, and “Europe”, each with specific services. For each card, there is also a “YoungACL” option for young people from 16 to 25 years which offers specific services in addition to the standard package (see p. 18 and 19).

Your membership is strictly individual and personal and may therefore not be transferred to close friends or relatives. To avoid any misunderstandings, please note that the ACL cannot refund costs under other conditions than those described in this brochure. Furthermore, the services described in this brochure do not apply to vehicles for which the cause of breakdown is a clear lack of maintenance. Repeated interventions for identical reasons shall therefore not be covered by the free service. Please note that a complaint concerning one of our services must be introduced at the latest a month after the supply of the service.

The ACL must be notified of any request for assistance prior to execution, except in the event of major accidents or incidents on the motorway.

Validity of the membership card and waiting period/qualifying period

Your membership card is valid from January 1st to December 31st of the year for which the membership fee was paid.

The use of the described services can only be guaranteed for events that occur after expiry of the waiting period. The duration of the grace period begins with the receipt of the members contribution payment. For a first membership or renewed membership after a break, the duration of the waiting period is 2 weeks for breakdowns in Luxembourg. For all breakdowns occurring outside Of Luxembourg, the duration of the waiting period is 24 hours. In the event of an accident in Luxembourg or in Europe, the waiting period will expire.

Tourist services

Itineraries, route maps, hotel and campsite guides, trips and short stays organised by the ACL, motorway passes, excise stamps, safety accessories, tourist information, road conditions etc.

“Show your Card!” and “ACL Advantages”

These schemes give ACL members price reductions and other holiday benefits with a whole range of offers such as accommodation, restaurants, theme parks, museums etc. There are also club discounts in the ACL shop on road maps, tourist guides and many accessories.

Breakdown cover/tow – recovery

The ACL road service is available every day, 24 hours a day. In the event of a breakdown in Luxembourg, the ACL sends out a breakdown service to repair the vehicle. If a repair is not possible, the ACL will organise a tow of the vehicle from the scene of the breakdown to the member’s home or to a garage chosen by the member, either in Luxembourg or a neighbouring region.

Two callouts a year are free of charge. The third will be invoiced at 50% of the tariff in force.

By breakdown shall be meant any incident causing vehicles to remain immobile due to mechanical or electrical faults (car, motorcycle, camper, caravan, trailer, bicycle) that does not exceed the maximum authorised mass of 3.5 t a length of 6 m or a height of 3 m.

A transport of an unregistered and/or uninsured vehicle carried out by the ACL is chargeable and is at the expense of the member.

The following are not included in free services: the supply of materials or spare parts and work carried out in a repairs workshop. The ACL reserves the right to refuse services to persons that have misused them.

Cars to be towed must be located in a place with road access. For recovery operations (for example in a ravine or field) the ACL will appoint a specialised firm, and the member will pay the firm for the service. Upon receipt of the paid invoice, the ACL will reimburse these costs, up to €150 per year.

Diagnostic Centre

This technical centre aims to reduce car maintenance costs. It also assists in resolving disputes with garages. In return for a small contribution to the cost, it carries out a technical control and so provides members with an objective report on the condition of their car or the car they are planning to buy.

Replacement vehicle

If after an ACL-organized towing in Luxembourg the member's vehicle is immobilized due to a repair, the ACL will provide the member with a replacement vehicle free of charge. The free deployment time is a maximum of 5 working days (working day = every weekday from Monday to Saturday). Deployment starts not later than 24 hours after assistance. If an incident occurs on Sunday or a public holiday, the free deployment time will be extended by the number of days. This service can be taken twice a year.

Transport to home

Following an accident or serious breakdown in Luxembourg, ACL will organise transport to bring the member and other occupants of the car home and will pay the costs of such transport, e.g. in a taxi

Technical and legal advice

Once a year, the ACL will pay, at a rate of €250 per consultation, for advice from an automobile expert and/or lawyer (as the member chooses) in the event of a dispute arising after the date at which the member joined the ACL and relating to a traffic accident (except for accidents occurring on the way to work), or to the purchase, sale or repair of a car.

Damage caused by wild animals

If the car driven by the member is damaged in a collision with a wild animal on the public highway in Luxembourg, the ACL will reimburse, once a year, up to €500, any costs of repair that are not covered by an insurance policy. The damage must be declared by sending a police statement to the ACL attesting to the place, day and time of the collision, together with a detailed paid invoice from the garage that carried out the repair.

AutoTouring

All members shall receive free of charge the club magazine published by the ACL – AutoTouring – which contains regular bulletins on items of current interest such as road building, road safety, the Highway Code, tyre tests, tourism, club activities etc.

Collection of tests

The ACL gives its members access to a large collection of tests concerning cars, child seats, summer and winter tyres, GPS systems, luggage holders, helmets etc. This documentation can be supplied to members, usually in the form of free photocopies. It allows members to make better choices and thus to save money.

Introductory details

The “Europe” membership card issued by the ACL gives its holder protection when travelling abroad (within Europe), regardless of the means of transport used. It covers some 50 countries in Europe and accidents that occur after the date on which the “Europe” card is issued. Repatriation of vehicles covers vehicles that have broken down or been damaged abroad and for which on-the-spot repairs would require a wait of more than 4 days. In busy periods, vehicles may not be repatriated immediately. In that case, the ACL will make available a courtesy car to the cardholder until the vehicle is repatriated, in accordance with the conditions of the ‘Courtesy car in Luxembourg’ service described on page 15.

Legal protection

Holders of the “Europe” card are entitled to legal protection in Luxembourg and in other European countries. ACL covers the lawyer’s or expert’s fees as well as legal costs up to €2,000 (or the equivalent in another currency). This covers disputes originating after the date of issue of the membership card. In the event of legal action, the damage suffered or the item at issue must have a value exceeding €200.

Legal protection includes:

a) In the event of a traffic accident

- Defending the cardholder in a civil or criminal court. However, legal protection is not offered if the defendant is charged with alcohol abuse or serious breaking the speed limit.
- Legal action or out-of-court action to obtain compensation from the person that is allegedly liable or from their insurance company for the prejudice suffered by the cardholder and passengers of the car (or motorcycle), free of charge.

b) In the event of a dispute concerning a vehicle transaction

Assistance in any dispute with garages, workshops or private individuals concerning the purchase, repair, sale and use of the cardholder’s vehicle (car, motorcycle, camper, caravan, trailer).

c) Advance payment for bail

The advance payment of bail of up to €2,500 in order to obtain the provisional release of a cardholder imprisoned abroad.

Unforeseen expenditure

In the event of unforeseen expenditure, if the cardholder is not able to pay themselves, they may request that the ACL pay such costs directly to the foreign service provider. These fees must be paid back and may relate, for example, to the repair of the vehicle. The amount is limited to €750.

Continuing your trip without the vehicle

If, whilst abroad, the holder of the "Europe" card is left without their vehicle (car, motorcycle, camper), following an accident or serious breakdown, the ACL will intervene once a year as follows:

1. Repair of the vehicle abroad

a) If the cardholder waits at the location of the accident while the repair is made, the ACL will pay their hotel expenses (accommodation + breakfast) for a maximum duration of 4 days at €65 per day per vehicle occupant as well as the rental of a car (*) for a maximum duration of 4 days at €55 per day. If the vehicle breaks down in the place where the cardholder is staying, the cardholder will also be entitled to a rental of a car for a maximum duration of 4 days at €55 per day.

b) If the cardholder continues his/her trip to the destination, the ACL will pay up to €250 of the transport costs (for repatriation at a later date, see p. 10). This amount is increased to €800 if the cardholder collects the repaired vehicle on their return to Luxembourg.

c) If it is not possible to continue the trip on the day of the incident, the ACL will reimburse hotel expenses (accommodation + breakfast) for 1 day at €65 per vehicle occupant.

2. Repair of the vehicle in Luxembourg

If the repair cannot be carried out at the location of the incident, the ACL will repatriate the passengers (see p. 11) and the vehicle (see p. 10). If the cardholder continues his/her trip to the holiday destination, the procedure indicated in point 1b will be followed.

- If the vehicle has been stolen, points 1b and 1c shall apply.

- In order to be refunded, the cardholder must send the ACL all of the supporting documents, indicating the names and addresses of the persons that were accompanying him/her.

(*) Many car rental firms require that persons renting cars be aged 21 years or over.

Repatriation of cars, motorcycles, campers, caravans and trailers

Repatriation is offered to “Europe” cardholders in case their vehicle (car, motorcycle) has, following an accident or serious breakdown abroad, suffered damage of such a serious nature that repairs at the location of the incident would require at least 4 working days. The same service applies to vehicles that are stolen and subsequently recovered abroad.

Once a year, the ACL covers the costs up to a maximum of €2500 for the repatriation of the vehicle, if such costs are not covered by an insurance policy. Repatriation is organised by the ACL and carried out as soon as possible. In the meantime, the car is to be stored in a garage. The costs of towing to the place of storage will be paid by the ACL, up to €250.

The repatriation of caravans and trailers shall be provided under the same conditions. Vehicles with a maximum authorised mass exceeding 3.5 t, a length exceeding 6 m or a height in excess of 3 m are excluded. However, the service is offered to camper vans with a maximum authorised mass, length and height not exceeding 5 t, 10 m and 3 m respectively.

The service does not apply either to vehicles that are to be scrapped or to those with a value that clearly does not justify the expense of repatriating the vehicle. The ACL reserves the right to check the condition of the vehicle.

Collection of cars, motorcycles, campers, caravans and trailers

This collection service is offered to “Europe” cardholders who fetch their vehicle (car, motorcycle) in person where the vehicle has been repaired abroad following an accident, the serious breakdown took place or where the vehicle has been found abroad after having been stolen.

The ACL will pay, once a year, up to €500 of travel costs for the cardholder (or another authorized person) and a trustworthy person accompanying them if they wish to fetch the vehicle. Furthermore, a fixed amount of €150 will be paid to the cardholder as a compensation for the time taken collecting the car.

In order to be refunded, the cardholder must send the ACL originals of travel tickets and a document justifying the trip.

Repatriation of occupants

“Repatriation of occupants” is offered to “Europe” cardholders if, following an accident, serious breakdown or theft, their vehicle (car, motorcycle, camper, bicycle) cannot be used to return to Luxembourg. The ACL will pay travel costs for the cardholder and the other occupants of the vehicle once a year, from the location of the incident to their home in Luxembourg.

- If the return journey is made by train, the ACL will refund 1st class tickets and, if applicable, a supplement for sleeping car berths.
- If the incident occurred more than 1,500 km away (distance calculated by road) the return journey may be made by commercial airline. In this case the ACL will pay travel costs up to a maximum of €250 per occupant of the car.
- If the return journey is made in a rented car, the ACL will pay rental costs up to a maximum of €200 per vehicle occupant.

Transport costs to reach the station, rental point or airport that is nearest to the incident location and costs to return home from the airport or station of arrival in Luxembourg will be reimbursed separately.

If it is not possible to return to Luxembourg on the day of the incident, the ACL will reimburse hotel expenses (accommodation + breakfast) for 1 day at €65 per vehicle occupant.

In order to be refunded, the cardholder must send the ACL originals of supporting documents attesting to travel costs and those certifying the occurrence of the breakdown, accident or theft.

Repatriation of the sick and injured

“Repatriation of the sick and injured” is offered to “Europe” cardholders if, when travelling abroad in a car, motorcycle, camper or other means of transport, the cardholder has to be admitted to hospital following a serious illness or accident, and the foreign medical authority considers it necessary to repatriate them to Luxembourg.

The ACL will organise repatriation and refund the cardholder, once a year, for travel costs by ambulance or commercial airline from the place of hospitalisation to Luxembourg. The ACL will extend this service to the occupants of the car or motorcycle that can prove that they are members of the cardholder’s household. The member applies for a repatriation at the ACL which guarantees the payment of the costs and, once a year, pays them up to €3000 per case. In order to be reimbursed, the original paid invoice for the transport costs or the plane ticket must be sent to the ACL, together with the certificate from the foreign medical authority that ordered the repatriation and, where applicable, a certificate attesting to those living in the household established by the local authority.

Repatriation by a replacement driver

“Repatriation with a replacement driver” is offered to holders of the “Europe” card if, following an illness or accident, they are no longer able to bring their car back from a foreign country. In this situation, and if there is no other driver among the passengers, the ACL may be asked to provide a replacement driver.

The ACL will send a replacement driver as quickly as possible to bring the car, its occupants and luggage back to Luxembourg.

The ACL will pay travel costs for a replacement driver once a year. Costs relating to use of the car (e.g. fuel, motorway tolls) and those concerning passengers are to be paid by the cardholder.

A medical certificate must be sent to the ACL attesting to the cardholder’s incapacity to drive and, if applicable, authorising the cardholder to return home with the replacement driver.

Repatriation by air ambulance

“Repatriation by air ambulance” is offered to “Europe” cardholders if, following an accident or serious illness that has occurred while travelling abroad in a car, motorcycle, camper or other means of transport, the foreign medical authority considers it necessary (*) to transport the cardholder by air ambulance to Luxembourg or to a hospital in a neighbouring country.

The cardholder shall then request that the ACL repatriate them, and the ACL will guarantee and make payment of all costs, once a year, up to €12,500 per intervention.

The ACL will extend this service to those who travelled together with the cardholder and who can prove that they are members of the cardholder’s household. The ACL

reserves the right to have the urgent nature of the transport verified by a doctor of its own choice (*).

(*) Normalement le blessé ou le malade sont rapatriés par ambulance ou avion de ligne (voir page 12).

Repatriation of mortal remains

This repatriation concerns holders of the “Europe” card that pass away in a foreign country when travelling in a car, motorcycle, camper or other means of transport and whose mortal remains are to be returned to Luxembourg for burial.

Upon receiving supporting documents, the ACL will extend this service to passengers of the car, motorcycle, camper or other means of transport that die in the circumstances described in the first paragraph, and who were members of the cardholder’s household.

The ACL will pay up to €2,500, once a year, for each body repatriated, the costs of that repatriation as well as certain incidental costs relating thereto, such as the services of an undertaker.

The request to benefit from this service must be declared to the ACL by sending originals of the bills in question, a certificate indicating the cause of death and, if applicable, a certificate attesting to those living in the household issued by the local authority.

Visiting a person in hospital

This service is offered if, following an accident or illness that has occurred while travelling abroad in a car, motorcycle, camper or other means of transport, the “Europe” cardholder is admitted to hospital there.

If the cardholder (see p. 12) cannot be repatriated immediately, the ACL will pay, once a year, an overall amount of up to €375 for travel costs (return trip), travel in the country and hotel costs (accommodation + breakfast) for one person who visits the cardholder in hospital to comfort them there.

This service is offered under the same conditions if a member of the cardholder’s household is admitted to hospital abroad. It is also offered under the same conditions if formalities are to be completed abroad following the death of the cardholder or a member of the cardholder’s household.

In order to be reimbursed, the ACL must receive originals of supporting documents and a certificate indicating the reasons why a request to benefit from this service has been submitted and, if applicable, a certificate attesting to those living in the household issued by the local authority.

Early return in an emergency

“Early return in an emergency” is offered to holders of the “Europe” card when a serious event (illness, accident or death of a spouse, member of the cardholder’s household or a first-degree relative of the cardholder, their spouse or member of the cardholder’s household, serious damage to the home, burglary) has occurred in Luxembourg, making the cardholder’s presence there necessary while he/she is travelling abroad in a car, motorcycle or other means of transport.

The ACL will reimburse, once a year, travel costs of up to €250 for this unscheduled and temporary return to Luxembourg. When they later return to the place where they are staying abroad, the person will also be reimbursed for that trip, up to an amount of €250.

The service will not be granted if the cardholder returns early and definitively to Luxembourg with their own car or motorcycle. If, however, the trip abroad took place by other means of transport such as train, plane or coach, the ACL will reimburse the cost of the early and definitive return up to an amount of €250.

The ACL offers this service to other members of the cardholder’s household. In order to be reimbursed, the ACL must receive either originals of travel tickets, or other proof of travel costs and a certificate indicating the reasons why a request to benefit from this service has been submitted and, if applicable, a certificate attesting to those living in the household issued by the local authority.

Breakdown recovery/towing of cars, motorcycles, campers, caravans and trailers

This service is offered to holders of the “Europe” card if their vehicle (car, motorcycle, camper, caravan or trailer) is immobilised following a breakdown or accident that has occurred abroad.

The ACL will reimburse the cardholder, once a year, for recovery costs of up to €250 whether on-site or costs of towing from the place of immobilisation to the nearest garage.

The callout should be declared by sending the ACL the original of the detailed paid invoice issued by the garage.

Courtesy car in Luxembourg

A courtesy car is offered, once a year, to holders of the “Europe” card if, following an accident or serious breakdown, their vehicle (car, motorcycle) needs to be repatriated in order to be repaired. Whilst waiting for the car to be repatriated, the cardholder may be given a courtesy car with unlimited mileage to be used in Luxembourg. Repatriation should be requested as soon as the cardholder returns to Luxembourg.

For the first 10 days between the cardholder’s return to Luxembourg and the repatriation of their vehicle, the ACL will make a courtesy car available to the cardholder free of charge. If the cardholder prefers another car, the ACL will reimburse a maximum of €30 per day.

For the 5 subsequent days the cardholder will make a contribution of 50% of the rental charges. If the cardholder rents a car of their choice, the ACL will reimburse a maximum of €15 per day.

This service is offered under the same conditions if the cardholder is deprived of their vehicle because it has been stolen abroad.

The car is covered by the following insurance policies: “civil liability”, “new driver” and “casco”. The latter includes an excess of €650. If they wish so, cardholders may remove this excess for a fixed charge of €14.50 per day of rental.

Vehicles to be scrapped

The scrapping service is offered to holders of the “Europe” card if their vehicle (car, motorcycle, camper, caravan or trailer) is completely written off in a traffic accident or fire when travelling abroad and has to be scrapped there.

The ACL will pay, once a year, up to €750 for the various costs arising from the scrapping of the vehicle.

The ACL will proceed in the same way if the vehicle has suffered a breakdown that is so serious that repatriation would not be justified by the residual value of the vehicle.

Dispatch of spare parts

Dispatch of spare parts is a service offered to holders of the “Europe” card if, following an accident or breakdown abroad, it is not possible to obtain the spare parts which are required in order to repair their vehicle (car, motorcycle, camper, caravan, trailer, bicycle) there.

If such spare parts are available in Luxembourg, the ACL will purchase them there and dispatch them at its own cost to the cardholder by the most appropriate method.

In order to avoid errors, it is preferable that the dispatch of parts be requested by fax (+352 450 493). In an emergency, telephone the ACL (+352 26 000). The ACL will inform the cardholder of the package number and estimated date and time of arrival of the parts. Customs duty and costs arising thereof are to be paid by the cardholder. The purchase price of the parts is to be paid back to the ACL by the cardholder.

Miscellaneous assistance services

The ACL offers a number of additional assistance services to help cardholders who find themselves in particularly difficult situations. This may involve, in particular, assistance such as:

- Sending spectacles, medicines etc.
- Urgent return home of children
- Miscellaneous advice
- Document translation services

If you have doubts about the interpretation or application of any provisions of the “Europe” membership card, please do not hesitate to call us at 45 00 45-1 (Monday to Friday 8.00 a.m.- 6 p.m.) and outside office hours at (+352) 26 000.

This membership card is especially dedicated to young people between 16 and 25 years old. It may be supplemented by a “Europe” card.

The “YoungACL” card comprises benefits that are specifically tailored to young people. They can enter competitions organised by the ACL and win great prizes. Many of the ACL’s partners (Walygator, Snowhall, the training centre in Colmar-Berg, Amnéville Zoo etc.) offer excellent money-saving discounts for young people.

The services listed briefly below are offered as additional benefits to those provided by the “YoungACL” card. Further details can be found on pages 5 and following of this brochure.

- Holiday services
- “Show your Card!”
- “ACL Advantages”
- Breakdown/tow-recovery
- Diagnostic Centre
- Courtesy car (*)
- Transport to home
- Technical and legal advice
- Damage caused by wild animals
- Collection of tests

(*) Only for holders of “type B” driving licence

The “YoungACL” card together with the “Europe” membership card gives holders not only the same special benefits as the “YoungACL” card, but also the services below which are described in more detail on pages 8 and following of this brochure.

- Legal protection
- Unexpected expenditure
- Continuing your trip without the vehicle
- Repatriation of cars, motorcycles, campers, caravans and trailers
- Collection of cars, motorcycles, campers, caravans and trailers
- Repatriation of occupants
- Repatriation of the sick and injured
- Repatriation by a replacement driver
- Repatriation by air ambulance
- Repatriation of mortal remains
- Visiting a person in hospital
- Early return in an emergency
- Breakdown recovery/towing of cars, motorcycles, campers, caravans and trailers
- Courtesy car in Luxembourg (*)
- Vehicles to be scrapped
- Dispatch of spare parts
- Miscellaneous assistance services

(*) Only for holders of “type B” driving licence