

## Frequently Asked Questions

### Can anyone participate?

Anyone who is 18 or older can participate, as long as they have a permanent residence in Canada, a valid passport, a valid Canadian driver's licence and a social insurance number.

### How far is the BMW Welt delivery centre from the Munich airport?

It can take anywhere from 30 to 45 minutes, depending on the traffic and time of day.

### When is the BMW Welt delivery centre open?

The BMW Welt is open to visitors every day from 7:00 a.m. until 10:00 p.m. For those picking up a new BMW, the earliest check-in will be at 7:00 a.m. and the last check-in at 3:00 p.m., Monday through Saturday, with the exception of holidays.

### Can I specify a delivery time?

Yes. If a specific time is not provided, we will assign one on your selected delivery date.

### What identification do I need to bring?

Upon arrival at the Delivery Centre, you must present a passport and valid driver's licence for identification.

### How long does the delivery process take?

The delivery process should take approximately 30–45 minutes. We ask customers to allow ample time to immerse themselves in the BMW Welt. It is certainly worthwhile. It is recommended that customers check in at the BMW Welt 1.5 hours before the scheduled appointment. Customers will be provided with a comprehensive briefing in the Product Info Centre, which is adapted specifically to the BMW the customer is purchasing. The big moment will be the presentation of the BMW vehicle to the customer in the spacious ambience of the BMW Welt. A personal attendant will brief the customer and answer all questions about the vehicle.

### Are factory tours available?

English-speaking tours are offered to all customers picking up a vehicle (duration 2.5 hours). Factory tours are not available on weekends or holidays. Your check-in agent will coordinate your tour around your delivery; please let the agent know of your interest upon check-in at the Welt.

### Can I extend my registration and insurance upon arrival in Munich?

No. The insurance and registration dates must be determined in advance through the Retailer, because once the insurance and registration has been completed in Germany, it cannot be changed. If you are not sure of the drop-off time, play it safe and purchase additional insurance.

### Am I going to be legally registered in Europe or Canada?

Your automobile will be registered and delivered with German tourist licence plates. The plates are valid for the period indicated on the registration documents and licence plates. BMW provides 14 days of premium insurance and tourist registration at no additional cost to you. However, should you decide to extend this, additional coverage is available for purchase in 30-day increments only. For example, for 45 days coverage, you would order two months of insurance, which is the actual coverage period, not one month plus 14 days. This coverage must extend to your drop-off date and can be arranged through your local BMW Retailer; this must be done in advance of your pick-up date. BMW must be notified a minimum of two weeks prior to pick-up in Munich in the event of an insurance change. The change of insurance cannot be made upon arrival in Munich.

Customs regulations restrict the use of tourist licence plates for private purposes. The customer is responsible for complying with any local regulations and taxes that may apply. Registration cannot be renewed and cannot be extended once initiated. Tourist plates are valid only in Europe. When the car is shipped to Canada, you must arrange to register your vehicle in your home province and pay provincial sales tax.

## Is my licence valid in Europe?

A valid Canadian driver's licence is sufficient to drive a car in Europe. Drivers must be at least 18 years old. If you plan to travel in Austria, you must have a valid International Driver's Licence, which can be purchased through the Canadian Automobile Association (CAA) closest to you.

## Can I add accessories to the vehicle while I'm there?

We do not recommend adding vehicle accessories while in Europe, since many European accessories are not approved for use in Canada.

## Can I take delivery of a vehicle at the BMW Welt during winter months?

Germany has passed a ruling that requires drivers to properly equip their vehicles according to inclement weather conditions. When driving conditions are dangerous due to ice or snow, cars must be equipped with all-season tires (also called "M+S tires"). There might be street sections for which snow tires or even snow chains are declared mandatory. This often is the case for ski resorts and alpine passes. It is the responsibility of car owners and drivers to equip their vehicle appropriately for the prevailing weather conditions. If you do not appropriately equip your vehicle for the weather conditions that exist during your drive, or if you obstruct traffic or get involved in an accident as a result, it is possible you may be cited for a violation of the law by the local authorities or be found to be grossly negligent according to the law. Other countries you may visit, including Austria and Switzerland, may also have similar laws. If the police find that you are not equipped with the appropriate items when the weather conditions deem them necessary, and believe other traffic participants have been endangered, they have the authority to fine a driver 20 euros, or in some cases significantly higher amounts.

The following website outlines a snow tire rental option and includes pricing and details of booking the tire rental in Germany. Please be advised that all cars must come back to Munich to have the original BMW tires put back on the car before shipment to Canada.

[www.edwintertires.com](http://www.edwintertires.com)

## Is there a minimum mileage which must be driven before dropping the car off at a Harms drop-off location?

No, the car can be driven throughout your journey, or it can be driven directly to the Harms drop-off in Munich, if you do not wish to drive.

## What is the road-use tax?

Your European Delivery package includes road tax, depending on the insurance time frame; see below.

## What is the registration and insurance policy?

BMW European Delivery provides 14 days of premium insurance and tourist registration at no additional cost to you. However, should you decide to extend it, additional coverage is available for purchase in 30-day increments only. Insurance beyond the 14 days and up to five months is available for an additional premium. For example, for 45 days coverage, you would order two months of insurance, which is the actual coverage period, not one month plus 14 days. This coverage must extend to your drop-off date, and it can be arranged through your local BMW Retailer; this must be done in advance of your pick-up date. The European Delivery department must be notified a minimum of two weeks prior to pick-up in Munich in the event of an insurance change. The change of insurance cannot be made upon arrival in Munich.

Insurance period	Cost to customer
14 days	\$0
1 month	\$525
2 months	\$1,070
3 months	\$1,615
4 months	\$2,160*
5 months	\$2,700*

\*Includes road-use tax (four and five months).

## **Are there any country restrictions?**

Please be advised that your new BMW can only be driven in European Union countries, which include the following:

Austria  
Belgium  
Bulgaria  
Cyprus  
Czech Republic  
Denmark  
Estonia  
Finland  
France  
Great Britain  
Greece  
Hungary  
Ireland  
Italy  
Latvia  
Lithuania  
Luxembourg  
Malta  
Monaco  
Netherlands  
Norway (non-EU, but recognizes tourist licence plates)  
Poland  
Portugal  
Romania  
Slovakia  
Slovenia  
Spain  
Sweden  
Switzerland (non-EU, but recognizes tourist licence plates)

All other countries are restricted, because the temporary tourist plates are not recognized in non-EU countries. Also consider, when planning your travels, that you may not drive through any country that is not listed above.

## **What do I need to know about road tolls?**

Certain highways and expressways in Austria, Switzerland and the Czech Republic are subject to a toll and require a toll sticker to be purchased and attached to the front windshield of your car. These toll stickers must be purchased prior to entry into any of these three countries. They can be purchased at gas stations, post offices and border crossings.

Austria and the Czech Republic offer toll stickers with the following durations:

- \* Ten days
- \* One month
- \* One year

Switzerland only offers a one-year duration.

For specific information on how to purchase these toll stickers and on the costs associated, please visit the tourism sites for each country:

## Austria

Visit: [www.austria.info](http://www.austria.info)

- \* Plan your trip to Austria
- \* Getting around in Austria

Note: Austria requires an International Driver's Licence. Austria also requires a security vest for driver and passengers, which can be purchased where vignettes are sold.

## France

France also requires a security vest for the driver and each passenger, which can be purchased at gas stations.

## Switzerland

Visit [www.myswitzerland.com](http://www.myswitzerland.com)

- \* Travel tips
- \* Transport in Switzerland
- \* Travel by car

## Czech Republic

Visit: [www.czechtourism.com](http://www.czechtourism.com)

- \* Practical tips for planning your trip
- \* Getting around the Czech Republic

It is the responsibility of the customer to purchase these vignettes and they are not available for purchase at the delivery centre. Failure to comply with each country's specification could result in a government fine.

### **Can I drop off my car at the Harms office on the weekend?**

Drop-off locations are open Monday to Friday only. The drop-off location in Munich may open on Saturday by appointment only; please contact the Munich office directly (see the "drop-off locations" section on our website). All locations are closed on weekends and holidays.

### **I'd like to keep the European plates as a souvenir. Is this possible?**

Both plates must remain on your vehicle when you drop it off. There is no guarantee that the plates will be on the car once it arrives at your Canadian Retailer.

### **How long will it take to ship my new BMW from Europe to Canada?**

After drop-off, it takes about 6–8 weeks to ship to Canada.

### **Will my Navigation System work in Europe?**

If you have ordered BMW Navigation System on your new BMW (except the X3), European maps will be automatically loaded when you pick up your car in Munich; therefore the navigation disk is not necessary. If you ordered an X3 with Navigation System, you will have to contact your local Retailer prior to your trip to acquire the disk, or purchase it directly at the BMW Welt.

### **Will my BMW Assist and Bluetooth system work in Europe?**

If your new BMW is equipped with this system, your Safety Plan services will not be available to you while travelling in Europe, due to different wireless technology standards and protocols. Your BMW's Bluetooth hands-free calling feature will be available, if your cell phone is compatible with your system. Please be aware that GSM is the European standard; some Canadian handsets are compatible with your BMW and the European wireless

carriers. Please ensure your wireless carrier's service agreement allows for international calling if you wish to make mobile calls.

Before you leave for Munich, please provide your BMW Sales Representative with the information required to register you for BMW Assist. This information will include, but not be limited to, the primary and secondary subscriber names and addresses, as well as emergency contact information. Providing this information in advance allows us to prepare a BMW Assist subscriber agreement that will be available for your signature when you return and pick up your new BMW at your local BMW Retailer. As BMW Assist coverage is not available in Europe for North American vehicles, BMW Canada will add an additional three months to your BMW prepaid subscription time.

## The BMW Welt

BMW Welt  
Am Olympiapark 1  
80788 Munich

From Canada:  
011 49 180 2 118822

From Germany:  
0180 2 118822

Open Monday–Saturday  
(8:00 a.m.–10:00 p.m.)

Customers can pick up their vehicle by appointment from 8:00 a.m. to 3:00 p.m. only.

For more information on the BMW Welt:  
[www.bmw-welt.com](http://www.bmw-welt.com)

For factory tour information:  
[www.bmw-werk-muenchen.de](http://www.bmw-werk-muenchen.de)

For more information on the BMW Museum:  
[www.bmw-museum.de](http://www.bmw-museum.de)

The BMW Welt will be closed:\*

December 24, 2008, to January 7, 2009  
April 10, 2009 Good Friday  
April 13, 2009 Easter Monday  
May 1, 2009 Labour Day  
May 21, 2009 Ascension Day  
June 1, 2009 Whit Monday  
June 11, 2009 Feast of Corpus Christi  
August 15, 2009 Assumption Day  
October 3, 2009 German Unification Day  
November 1, 2009 All Saints' Day  
December 24, 2009, to January 7, 2010

\*Subject to change.