



The Ultimate
Driving Experience.®

FREQUENTLY ASKED QUESTIONS. IMPORTANT INFORMATION.

WHAT IS INCLUDED WITH MY EUROPEAN DELIVERY?

- Complimentary shuttle service from Munich Airport to the BMW Welt, or any downtown Munich Hotel.
- 14 days of complimentary European road insurance and registration.
- Complimentary factory tour and museum visit.
- Shipping from drop-off points at all German locations.
- Customs clearance and shipping within Canada to local retailer.

CAN I GET A DISCOUNT ON ACCOMMODATIONS?

As a European Delivery customer, you are eligible for discounted hotel rates at several of our partnered hotels. To make a reservation, you may call or email the hotels. You must provide your vehicle's production number as confirmation to receive a discount.

WHICH VEHICLES ARE NOT AVAILABLE FOR EUROPEAN DELIVERY?

- BMW X3, X4, X5 and X6
- BMW i-branded vehicles
- All MINI models
- All Rolls Royce models"

HOW DO I GET FROM THE AIRPORT TO THE BMW WELT?

A complimentary shuttle service from Munich Airport to the BMW Welt, or any central hotel to the BMW Welt, is provided with your European Delivery Package. Upon confirmation of your travels, BMW Canada will send details in on how to book your shuttle service.

CAN ANYONE PARTICIPATE?

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

IS MY LICENSE VALID IN EUROPE?

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

HOW TO I ARRANGE DROP-OFF FOR MY VEHICLE?

It is best to contact your preferred drop-off location prior to leaving for your trip. However, drop off can be arranged up to a minimum of 1 week prior to drop off. An appointment will ensure that a representative is expecting you, that the office is open. All required documentation necessary to arrange your shipment will be presented to you at the time you take delivery at the BMW Welt. Please have your passport available for identification when you go to the drop-off location. For more information on drop-off locations and contact information please see the Drop-Off Locations section.

WHEN IS THE BMW WELT DELIVERY CENTER OPEN?

The BMW Welt (visitor's area) is open to visitors every day from 7:30a.m. – Midnight. For those picking up a new BMW (Delivery Center) the earliest check in will be at 8:00a.m. with the last check in at 4:00p.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. Delivery times are based on availability.

WHAT IDENTIFICATION DO I NEED TO BRING?

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

IS IT POSSIBLE TO RESCHEDULE THE APPOINTMENT AT THE BMW WELT?

If you have an unexpected change in your schedule, please contact your local BMW dealer at least 14 days prior to your delivery date. Date changes are subject to availability.

IS THE BMW WELT WHEELCHAIR ACCESSIBLE?

The BMW Welt has been specially designed to be wheelchair accessible. The visitor routes through the BMW Museum and the BMW Welt are suitable to people in wheelchairs assisted by an escort.

WHO DO I NOTIFY IF I EXPERIENCE TRAVEL DELAYS?

If your flight is delayed, please contact the BMW Welt directly. Phone: +49 (0)89 1250 16020. A check-in after 4:00 PM is not possible and the delivery will have to be rescheduled for the next day (there are no deliveries on Sundays).

CAN I TAKE SOMEONE WITH ME?

Certainly, your partner and/or your family are very welcome. Their participation at the BMW Welt is encouraged. We would like to point out, however, that pets are not allowed during the Munich Plant Tour or in the BMW Museum. If you are traveling with children, they must be over the age of 6 to be able to participate in the Plant Tour. Please note you must bring your own child safety seat, as this is not provided at the BMW Welt.

ARE FACTORY TOURS AND MUSEUM TICKETS AVAILABLE?

English-speaking tours are offered to all customers picking up a vehicle. The tour lasts approximately 2 hours, and begins at 11:45 a.m. Monday to Friday. Factory tours are not available on weekends or holidays. To ensure that the BMW Munich Plant has availability please book at least two weeks prior to your delivery.

On Saturdays BMW Welt Tours are offered (EN: at 12:00 noon) in replacement of a Plant tour. This could also be booked during the Check In.

Contact for booking Plant Tours:

infowelt@bmw-welt.com

Phone: from Europe/Germany:

+49 (0)89 1250 16020

From Canada:

011 49 (0)89 1250 16020

(M - F: 8:00 a.m.-10:00 p.m./ Sa. + So. 8:00 a.m.-6:00 p.m.).

Booking of Museum visit is not possible via Hotline but also not necessary prior to delivery. Museum visits can be confirmed at check-in, on the day of your delivery.

DO I NEED A SAFETY VEST?

Yes. It is mandatory in Germany to carry a safety vest in all vehicles, as they must be worn if your vehicle breaks down. Safety vests are mandatory in many other European countries as well (check the tourist website of the country you are planning to visit for more details). Vests can be purchased in the BMW Welt Shop. If you misplace your vest, they are available at gas stations throughout Europe.

ARE WINTER TIRES/ALL SEASON TIRES REQUIRED FOR DRIVING IN EUROPE DURING WINTER MONTHS?

Germany 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 winter tires or even snow chains are declared mandatory. This often is the case for ski resorts and alpine passes. It is the responsibility of the car owner and driver 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, obstruct traffic or get involved in an accident as a result thereof, 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 if the officer feels that other traffic participants have been endangered, they have the authority to fine a driver 20 euros or in some cases significantly higher.

Please carefully review the options, packages, wheels and standard equipment of the vehicle you ordered with your Sales Consultant. Depending on the model and packages you selected, the wheels and tires may change. You should ensure you have the proper tires and wheel for the climate in which you plan to drive.

Customers have the option to leave their vehicle at BMW Welt for shipment to Canada if they prefer not to drive. There will be a fee to transport the vehicle from the BMW Welt to the Munich Drop-Off location; by driver 50 Euro cash, via flatbed 85 Euro cash (no credit cards accepted). To arrange for winter tire rental please contact www.edwintertires.com this website outlines a snow tire rental option and includes pricing and details of booking the tire rental in Germany, as well as specific dates that winter tires are required in each European Country. (Under Euro Laws tab). Please be advised that all cars must come back to Munich to have your original BMW tires put back on the car before shipment to Canada.

WILL MY VEHICLE BE DELIVERED WITH PARTS/ACCESSORIES INSTALLED?

As BMW Plants do not have the capacity or resources to install certain parts/accessories offered as packages and options, often installation is done at the port of entry in Canada. To confirm if your vehicle is subject to port installations, please ask your Sales Consultant.

IF I HAVE A NAVIGATION SYSTEM IN MY CAR, WILL IT WORK IN EUROPE?

If you have ordered Navigation System on your new BMW, European maps will be provided to you on a USB stick at the BMW Welt.

WILL MY BMW ASSIST & 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 traveling 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. However please be advised that international calling rates may apply.

Before you leave for Munich, please provide your BMW Sales Consultant with the information required to register you for BMW Assist. This information will include, however not be limited to, the primary and secondary subscriber names and addresses, as well as emergency contact information. As a result of having this information in advance, a BMW Assist subscriber agreement can be prepared and available for your signature upon your return and pick-up of your new BMW at your local Retailer. As BMW Assist coverage is not available in Europe for North American vehicles, BMW Canada will add an additional three (3) months to your BMW pre-paid subscription time.

WHAT IS THE ROAD-USE TAX?

The German Road Tax has to be paid on every vehicle registered in Germany. Your European Delivery package includes road tax depending on the insurance time frame.

"I'D LIKE TO KEEP THE EUROPEAN PLATES AS A SOUVENIR. IS THIS POSSIBLE?"

Both license plates must remain on the vehicle due to new European Customs Regulation. BMW understands that customers would like to keep their license plates as a souvenir; however, there is no guarantee that the license plates will be on the vehicle once it arrives at your Canadian retailer. BMW Group Canada assumes no liability for replacements.

WHAT IS THE REGISTRATION AND INSURANCE POLICY?

Your automobile will be registered and delivered with German tourist license plates. The plates are valid for the period indicated on the registration documents and license plates. BMW European Delivery provides 14 days of premium insurance and tourist registration with no additional cost to you. However, should you decide to extend this, 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 can be arranged through your local BMW Retailer and must be done in advance to your pick up date. The European Delivery department must be notified a minimum of 1 month prior to pick up in Munich in the event of an insurance change. The change of insurance cannot be done upon arrival in Munich.

Customs regulations restrict the use of tourist license 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.

If the Vehicle is financed or leased through BMW Financial Services, the vehicle must be dropped off no later than 90 days from the date of delivery.

If you requested more than 2 months (3, 4 or 5 months) of insurance, you are required to drop-off your vehicle at one of the German drop-off locations. This is because European Customs regulations mandate that the exportation process must start in the country of vehicle delivery.

Insurance Period	Cost to Customer
14 Days	Included
1 Month	\$ 650
2 Months	\$ 1,300
3 Months	\$ 1,950
4 Months	\$ 2,600
5 Months	\$ 3,250

ARE THERE ANY COUNTRY RESTRICTIONS?

Please be advised that your new BMW can only be driven in European countries, which include the following: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech, Republic, Denmark, Estonia, Finland, France, Great Britain, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland

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 on the front windshield of your car. These toll stickers must be purchased prior to entry into any of these three countries and can be purchased at gas stations, post offices and border crossings.

Austria and the Czech Republic offer toll stickers in the following denominations:

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

Switzerland only offers a one-year denomination.

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

Austria

Visit: www.austria.info

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

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

France

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

Switzerland

Visit: www.myswitzerland.com

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

Czech Republic

Visit: 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 center. Failure to comply with each countries specification could result in a government fine.

HOW LONG WILL IT TAKE TO SHIP MY NEW BMW FROM EUROPE TO CANADA?

The approximate shipping time of your vehicle to Canada depends on the drop-off location and where you reside in Canada.

The estimated shipping time of your vehicle is 6-8 weeks for those on the East coast, and 8-10 weeks for West coast residents. Vehicles dropped off outside of Germany may take up to an additional two weeks.

SWAROVSKI CRYSTAL WORLDS

When planning your European Delivery travel experience, make sure to save some time for visiting Swarovski Kristallwelten (Swarovski Crystal Worlds) in Wattens, Tyrol, Austria. Enjoy the glorious panorama of the German and Austrian Alps on your journey to Wattens, and once you arrive at Swarovski Crystal Worlds, let the contemporary art and sparkling crystal completely enchant you. Once you arrive at the BMW Welt additional information, and a coupon for the Swarovski Crystal Worlds Additional information, and a first glimpse of Swarovski Crystal Worlds, can be found here:

<http://kristallwelten.swarovski.com/Content.Node/S tartseite.en.html>

THE BMW WELT

BMW Welt
Am Olympiapark 1
80809 Munich

Phone: +49 (0)89 1250 16020
+49 (0)89 1250 160 01

Building opening hours:
Monday - Saturday: 7.30 am - 12 midnight
Sunday: 9.00 am - 12 midnight

WELT CLOSURES FOR 2017

January 1st & 16th
April 14th – 17th
May 1st & 25th
June 5th and 15th
August 15th
December 24th – 26th, 31st

*All times listed are GMT +1.

For more information on the BMW Welt, and operating hours for the BMW Museum, Welt Lifestyle & Accessories Shop, Junior Campus, and Munich Plant please visit:

www.bmw-welt.com/en

*Information is subject to change