



Audi
Vorsprung durch Technik

How to obtain assistance in the UK

How to obtain assistance abroad

The services

Definitions

Service in the UK

Service whilst abroad

Requirements and Limitations

Exclusions

European claims procedure and conditions

Caring for our customers

1.

How to obtain assistance in the UK

If the Vehicle has a Breakdown in the United Kingdom, please follow these simple steps:

- Call the appropriate number stated in the table listed under 2 below.
- Advise the operator that You have (relevant Brand or VWFS) Roadside Assistance
- Provide Your details to the operator.
- Advise the operator of the location of the Vehicle, the nature of any fault, and provide any other information requested by the operator.

Please do not go ahead and make Your own arrangements, as we cannot arrange reimbursement of costs incurred without prior authorisation.

How to obtain assistance abroad

European Motoring Assistance applies to Vehicles registered with the relevant Vehicle Licensing Agency and operates throughout the European Territory.

To obtain help in the event of a Breakdown, Accident, fire or theft, or if the only qualified driver is medically unfit to drive, please call the RAC control centre listed under 2 below and state that the Vehicle has **European Motoring Assistance** and give the following information:

- Your name.
- Your manufacturer name.
- Your location and telephone number – if you are on a **MOTORWAY** see also note 3 below.
- The make and registration number of the Vehicle.

2.

Please call:

UK	Audi 0800 699999 VWFS 0800 777192	Freephone (except from mobiles)
France & Monaco	0800 290 112 0472 43 52 55	(freephone within France and Monaco only) (Pay call)
Republic of Ireland	1 800 535 005	(Freephone)
Rest of Europe	00 33 472 43 52 55	(Pay call)
Serbia and Montenegro	99 33 472 43 52 55	(Pay call)
Azerbaijan, Belarus, Georgia, Russia, Ukraine	810 33 472 43 52 55	(Pay call)

The telephone numbers are correct at the time of printing (January 2011)

If you are calling from a UK mobile phone, Your network provider may not allow You to call a freephone 1800 number. Please check with Your service provider prior to traveling. Customers who are affected can contact Us on 00 44 800 1079058. Your network provider may charge You for this call.

Calls may be recorded and/or monitored. Customers with hearing difficulties will need to prefix 18001 before dialling the relevant number to be connected to Type talk or use the SMS facilities on 07855 828282. These services are not available outside the United Kingdom.

3.

Breakdowns on Motorways

On continental motorways (including service areas) You **MUST** use the roadside emergency telephones. You cannot call RAC control centres from these. You will be connected to the police or authorised motorway service, who will send a Breakdown recovery vehicle. However, this will only be to the recovery company's own depot if they cannot fix the Vehicle - contact RAC using the numbers at 2 above as soon as You can, if possible from the recovery company's depot.

You may have to pay labour and towing charges on the spot - an authorised tariff is normally applicable. You should obtain a receipt to claim a refund on Your return Home.

Mobile and car phones

RAC will not re-imburse the cost of any telephone calls You make in connection with any Breakdown **(including mobile phone calls)**.

It may not be possible for an RAC control centre to call a mobile or car phone but when it is, You may still have to pay the cost of any international call. Some service providers charge for calls to freephone numbers. The regulations on the use of mobile and car phones vary from country to country. Please check with Your service provider that your phone meets the requirements and standards for the countries in which you are travelling.

The Services

For some or all of the following services, VWG has purchased an insurance policy from RAC to cover such services. Please note that You do not have any rights under the policy between VWG and RAC.

Definitions

Below are certain words that have a specific meaning in these terms and conditions and wherever these words appear they have the following meaning:

"Accident"	means an accidental crash immobilising the insured Vehicle.
"Approved Repairer"	means a repairer approved by VWG.
"Breakdown"	means unforeseen mechanical or electrical failure during the Period of Cover in the UK or in the European Territory which has either immobilised Your Vehicle or made it unsafe to drive.
"Collision Damage Waiver"	means if a hire car is damaged during the hire period You could be liable for the equivalent of the first £150 - £550 (approximately) and have Your credit card charged. In some cases the amount could be higher and varies according to hire company, category of hire car and location. The Collision Damage Waiver covers the amount above the excess.
"Contractor"	means any person, including RAC, who We use to provide the services described in this document.
"Details"	means Your name and Vehicle registration number, make and model.

"European Territory"	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia (West of the Urals), San Marino, Serbia & Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey (West of the Bosphorus), Ukraine.
"Fulfillment Material"	means the confirmation of policy coverage provided to You by Us or on Our behalf.
"Home"	means your permanent residence in the United Kingdom.
"Load Continuation"	means following a Breakdown or Accident, and where the load being carried is perishable or time critical, arrangements will be made for the load to be transported to its destination
"Period of Cover"	means the period during which the Vehicle has Breakdown cover as set out in the Fulfillment Material.
"RAC"	means RAC Motoring Services and/or RAC Insurance Limited.
"Resident of the United Kingdom"	means a person living permanently in the United Kingdom or a person employed by a company having its registered office in the United Kingdom.
"Specialist Equipment"	is equipment not carried by RAC patrols or RAC contractors and includes but is not limited to winching and specialist lifting equipment.
"The Party/Your Party"	means the persons including You, travelling with You for the whole period of the journey.
"United Kingdom/UK"	means England, Scotland, Wales, Northern Ireland and for the purpose of this document includes Jersey, Guernsey and the Isle of Man.
"Vehicle"	means the vehicle You are driving whose Details have been provided by Us to Our Contractor.
"Vehicle Licensing Agency"	means the Driver and Vehicle Licensing Agency (DVLA), Swansea SA6 7JL responsible for registration of vehicles in the UK and the equivalent authority in Northern Ireland for vehicles in Northern Ireland. Or the Isle of Man Department of Transport for customers living in the Isle of Man.

"VWG"	means the Volkswagen Group.
"We/Our/Us"	means VWG and/or third party acting on Our behalf.
"You/Your"	means the owner of the Vehicle and any other person driving the Vehicle with the owner's consent.

Service in the UK

Cover applies to Vehicles registered with the relevant Vehicle Licensing Agency only.

Roadside

If You are stranded on a public highway (or other accessible road or area to which the public has the right of access) as a result of a Breakdown to Your Vehicle, We will arrange for a Contractor to assist You who will try to repair the Vehicle at the roadside.

Roadside includes labour at the scene of the Breakdown but not labour at any garage to which the Vehicle is taken.

If the Vehicle cannot be repaired at the roadside, or if repairs are unwise, We will arrange for the Vehicle and up to 8 people to be taken to an Approved Repairer. If You wish the Vehicle to be taken to any other destination we will use reasonable endeavours to assist if You pay for the towage costs for the whole distance.

If You cannot readily get to the Vehicle, We will arrange, if practicable, to have it towed to a place of safety and stored until You can collect it. The customer must be in attendance with the vehicle at the time of Breakdown and at the time of assistance. If the vehicle is stored, this is at the customer's cost.

Roadside does not cover:

- Routine servicing of the Vehicle.
- Breakdowns which would be prevented by routine servicing of Your Vehicle.
- Any labour other than that incurred at the roadside including, without limitation, garages.
- The cost of parts, fuel or other supplies.
- Replacing tyres or windows.
- Missing or broken keys. We will try to arrange the services of a locksmith if You pay them direct.
- The cost of ferry crossings, road toll and congestion charges.
- Vehicles being demonstrated or delivered by motor traders, or used under trade plates.
- Vehicles, which in the reasonable opinion of Our patrol or contractor, had broken down or were unroadworthy before You took out Your Policy.
- Vehicles within 1/4 mile of Your Home or where You normally keep the Vehicle.
- Contaminated fuel. However, We will arrange for the Vehicle to be taken to a local garage for You to arrange and pay for any work carried out.
- Any Vehicle storage charges before, during or after any assistance provided by Us.
- Assistance following an Accident, fire, theft or vandalism or other incident normally covered by a motor insurance policy. We can arrange assistance if You pay for the cost of assistance. (You may be able to recover these costs under the terms of Your motor insurance policy).
- The tow or transport of any Vehicle, which, in Our reasonable opinion, is loaded beyond its legal limit.
- Any Vehicle in a position where We cannot work on it or tow it, or wheels have been removed, we can arrange to rectify this but You will have to pay the costs involved.
- If there are animals in the Vehicle, their onward transportation is at Our sole discretion and is carried out solely at Your risk. We will not insure any animal or livestock in transit, during any onward transportation.

Recovery

Recovery has the same features and limitations as Roadside but with the following variations:

Recovery operates only in the United Kingdom.

If We cannot arrange for the Vehicle to be repaired locally within a reasonable time, We will arrange for the Vehicle and up to 8 people to be taken Home or to any other single address. If there are more than 5 people this may require two separate Vehicles. An adult must accompany any persons under the age of 16.

Residents of Northern Ireland are also entitled to be recovered from the Republic of Ireland.

In the event that the Vehicle is vandalised or is involved in a road traffic Accident, We will provide Recovery to the nearest VWG approved bodyshop or to a destination of Your choice.

Recovery does not cover:

- Caravans, trailers or other objects being towed.
- A second Recovery if:
 - a) the original fault has not been repaired properly by a party other than RAC;
 - b) RAC have advised You that it is a temporary repair; or
 - c) the desired destination cannot accept the Vehicle due to company opening hours or other restrictions.

If a second Recovery is required this service can be provided but a charge will be made dependent on the service required, time of day and distance. These charges will be payable by credit/debit card prior to the relevant service being provided.

- Use of the services having the object or effect of avoiding repair costs. For example if a Vehicle can be repaired in a reasonable time we may not arrange recovery but arrange for repair instead.

At Home

At Home has the same features and limitations as Roadside but with the following variations:

- At Home is only available in the United Kingdom.
- At Home allows You to use Roadside services within 1/4 mile of Home or the place where you normally keep the Vehicle.

At Home does not cover:

- Rectifying failed repairs attempted by You or someone on Your behalf.
- Caravans, trailers or other objects being towed.
- The reimbursement of taxi fares.

Onward Travel

If We cannot arrange for the Vehicle to be repaired locally within a reasonable time, We will arrange one of the following;

Either A hire car of similar size/capacity for 48 hours to enable You to complete Your journey, providing that there is one available and that You can meet the requirements of the car hire supplier which may include:

- Age limits. Drivers must be at least 21 years of age.
- The need to have a current driving licence, and, if held, a driving licence photo card with You.
- Limitations on acceptable types or number of motoring offence penalties and/or penalty points endorsed on Your driving licence.
- The need to provide a valid credit card number. (Alternatively, the car rental provider will require a deposit of no less than £50 and may also undertake a simple credit check, before releasing the vehicle to You). All hires are subject to the supplier's terms and conditions.

Or overnight accommodation for You and Your Party up to a maximum of £150 per person in total or £500 for each Party whichever is less. This does not include the cost of providing meals and drinks.

You will have to pay for any extra hotel or transport costs.

Or a refund of the cost of public transport, standard class rail or other transport, for the driver, and up to 7 passengers to reach the end of their journey, subject to a maximum of £150 per person or £500 for a group whichever is less.

The following are not covered:

- Caravans, trailers or other objects being towed.
- Any Onward Travel Benefits, as stated above, before Our attendance of the Breakdown incident.
- Any charges arising from Your use of the hire car, such as fuel costs, deposit, any insurance excess charges, collecting and returning the vehicle and any costs due to You keeping the car after the agreed period of hire (You must settle these charges directly with the supplier).
- A second use of Onward Travel benefits if the original fault has not been properly repaired by a third party other than RAC or if RAC have advised You that it is a temporary repair.
- Any Onward Travel Benefits, as stated above, if the vehicle has been involved in an Accident.
- Any Onward Travel Benefits, as stated above, due to mis-fueling, lost keys, lock-outs, kerb collisions, wheel changes and punctures.

Lost & Broken Keys

In the event that You lose, break, or lock Your keys in Your Vehicle. We will attempt to locate a replacement/spare key and get this to You using a Taxi. Or after taking a fair and reasonable view of the circumstance We may decide to recover You, the Vehicle and its passengers to the nearest VWG Centre.

Commercial Vehicles

In addition to the cover described RAC will at its sole discretion provide a replacement commercial vehicle or Load Continuation for VW commercial customers only.

Accident Care

Accident Care is subject to all of the relevant terms set out in this document, in addition to the terms set out below.

Accident Care Services

At the Scene

These are the services that We can provide to You at the scene:

Advice

When You phone, We will give You advice on a wide range of issues, including what information You need to collect, whether You need to contact the police, and how to deal with the other party.

Vehicle driveability check

Through asking You a series of questions, We will assist You in determining the driveability of Your Vehicle.

Virtual insurance claim form

We can collect and record all the relevant information about the accident for You, which We can supply to You at anytime in writing, by fax or email, or over the telephone.

Liability assessment

We can if We have enough information give You a preliminary view on who We think is liable and advise You how to deal with the situation.

Motor Insurance claim reporting

We can, if Your insurers will let Us, report the details of Your accident to Your insurance company, and ask them to contact You at a time convenient to You to arrange repairs etc.

Please note that many of the above services can also be provided to You once You have left the scene of the accident.

Further services

These are the services We can provide to You once You have left the scene:

Call back – at a time to suit you

We will call You back to deal with any other issues that You may have and provide a more detailed view of Your options.

Legal advice

We can provide You with initial legal advice related to Your accident including uninsured losses, repair advice, traffic offences, consumer disputes and the best ways of getting the best value for Your Vehicle if it is a write off.

The legal advice is provided by RAC Legal Services who are part of RAC Motoring Services.

Replacement vehicle assistance

If You are not liable for the accident and the other party's insurer agrees with this (and in certain other circumstances at an additional cost) We may be able to assist You in obtaining a like for like temporary replacement vehicle until Your Vehicle is repaired or until You buy a replacement.

This will be subject to certain restrictions and the terms and conditions of the vehicle supplier who will contract with You directly.

Personal injury claims assistance

We can provide a personal injury consultation with a qualified legal professional to assess the prospects of pursuing a claim for compensation for Your injuries or uninsured losses.

Where We consider You have a claim We will, with Your agreement, refer Your claim to an appropriate firm of solicitors to act on Your behalf.

For further information call Us on 08000 966 999, 8am to 8pm Monday to Sunday or visit Our website at www.rac.co.uk/insurance/accident-legal/personal-injury/.

Accident Care Terms & Conditions

1. RAC Accident Care services do not form a policy of Insurance.
2. RAC Accident Care will only be provided following Your involvement in an accident in the United Kingdom (please note that restrictions on certain services may apply in Northern Ireland).
3. We can stop providing You with Accident Care at any time if We reasonably believe (at Our discretion) that the service You are requesting goes beyond the scope of Accident Care or will cause Us to incur unreasonable costs on Your behalf (for example, if any claim is disputed by Your insurers, We will not be obliged to assist You in pursuing the claim). This will not affect Your Membership with Us for any other services.
4. Any contract for goods or services We obtain on Your behalf will be between You and the third party supplier (unless We notify You otherwise). We will not be responsible for the terms of any agreement with a third party supplier, or for the implications to You of entering into a contract on those terms. You should therefore check the terms of any such agreement carefully, to ensure that You are happy with them.
5. There may be additional charges for goods or services We arrange on Your behalf including, but not limited to, services such as the sourcing of car hire or car repair. You will be notified of any additional charges (either by Us or the third party supplier) before You are obliged to enter into any contracts with any third party suppliers.

RAC Motoring Services is regulated by the Ministry of Justice in respect of regulated claims management activities.

Service Whilst Abroad

VWFS Eligible Vehicles are excluded from European Motoring Assistance.

A Vehicle is covered only if it is being used for a journey and returning to the United Kingdom within the Period of Cover. Any number of journeys are covered each up to 90 days in duration but not for longer stays. There is an overall limit of **£2500** per claim applied to claims relating to the European Motoring Assistance level of cover.

In the event of a Breakdown We will procure for the following subject to the limitations for each section:

Service in the UK en route to the European Territory

If You are stranded on a public highway through Breakdown of the Vehicle on the outward journey from Home, to Your point of departure from the UK, or on the inward journey from Your point of entry to the UK, to Home We will provide services as if you were abroad.

In addition We will procure a contribution towards the cost of self-drive hire car including Collision Damage Waiver and replacement Green Card as necessary, to complete the planned journey if RAC confirms the Vehicle cannot be repaired within 24 hours, this is subject to a maximum contribution of £750.

Service whilst abroad

Cover is available for:

1. Attendance of local Breakdown or garage services to repair the Vehicle at the roadside if possible; or
2. Tow of the Vehicle from the place of Breakdown or Accident to the nearest local repairer where You may arrange repairs; and **either:**
 - a) a contribution towards labour charges at a garage (restricted up to the total claims limit) if it is possible to effect the repairs necessary to enable the Vehicle to continue the journey on the date of Breakdown; or
 - b) Inspection fees, in the event of a Breakdown, to confirm that the Vehicle cannot be repaired by Your return travel date and Your request for assistance will include authorisation for Us to arrange this; and
3. Storage charges for the Vehicle while awaiting repair or repatriation; and
4. The cost of wheel changes but not for replacement tyres.

Cover is not available for:

- Any labour costs other than those incurred at the roadside. We will not pay labour costs at any garage to which the Vehicle is taken other than under paragraph numbered 2 above; or
- Repair costs, including labour, if the Vehicle was in a road traffic Accident, damaged by fire or stolen or is after taking a fair and reasonable view of the circumstances considered uneconomical to repair;

or

- The cost of parts used for roadside or garage repairs; or
- The cost of any repairs not directly necessary to enable the Vehicle to continue the journey on the date of the Breakdown; or
- The cost of any other supplies, including but not limited to Specialist Equipment.

If the appropriate RAC control centre can confirm, repairs to the Vehicle will take more than 12 hours of being notified of a Breakdown, or if it is to be repatriated to the United Kingdom then cover is available for either:

- (a) Additional accommodation expenses

A contribution of up to £30 per person per day towards necessary additional (not alternative) accommodation expenses (room only) while You wait for the Vehicle.

Cover is not available for the costs of meals or any other costs that are not specified above

Or

(b) Journey continuation or return Home

A contribution (restricted up to the total claims limit) to travel expenses to allow You to either:

- continue the planned journey during the period the Vehicle is not roadworthy; or
- return Home by a direct route.

Expenses can comprise self-drive car hire up to a maximum of 14 days including Collision Damage Waiver and replacement Green Card as necessary, or second/standard class rail, or a combination of both.

RAC will in its reasonable discretion decide which course of action to adopt, but RAC will take into consideration Your preference.

You must collect the Vehicle when repaired as once the Vehicle is repaired and You have been notified, RAC will not pay any further expenses other than the costs of collection.

This benefit is also available if the Vehicle is stolen and not recovered within 24 hours of reporting the matter to the police. A police report must be obtained. However, this benefit will cease if and when the Vehicle is recovered in a roadworthy condition.

Cover is not available for:

- Fuel, oil, personal insurance, any collection charge if a hire car is left at a different location to that arranged or any other costs in connection with self-drive hire car.
- The cost of any car hire beyond the period agreed with the appropriate RAC control centre.
- Any car hire expenses after the Vehicle is repaired except for the direct journey to return and collect it.
- First class rail fares.
- Any costs under this benefit if they are for a service You used at the same time as the above section "Additional accommodation expenses".
- International drop charges where a vehicle hired from abroad is dropped within the UK.
- The costs of hiring a motorcycle.
- Any hire costs not arranged through RAC or agreed by RAC.

If RAC can confirm that repairs cannot be completed by your planned return date to the United Kingdom and providing the cost of repatriation is not uneconomical. (Repatriation will be uneconomical if it will cost more than the UK market value of Your Vehicle according to Glass's guide or other appropriate industry standard used by RAC.) Cover is available for either:

(a) Vehicle repatriation to the United Kingdom

The cost of taking the Vehicle by a road transporter from abroad to Your Home or chosen UK repairer for repair in the UK.

When repatriation is authorised it normally takes 10-14 working days for delivery to a UK address from most west European countries. At busy times and from east European countries it may take longer.

If the Vehicle has been fitted with a roof box or bicycle rack, You must remove and place it inside the Vehicle. The roof box keys need to be left with the Vehicle keys.

Cover is not available for:

- Any repatriation not authorised by the appropriate RAC control centre.
- Repatriation if this is uneconomical. Repatriation will be uneconomical if it will cost more than the UK market value of the Vehicle according to Glass's guide or other appropriate industry standard used by RAC.
- The cost of repatriation if the Vehicle is roadworthy.
- Any claim if the Vehicle is being repatriated and Customs in any country find its contents are breaking the law.

- Any further costs in connection with the Vehicle once declared a write-off by Us.

Or

(b) Collection of vehicle left abroad for repair

Cover is available for the following costs up to £600 for one person to collect the Vehicle, repaired abroad after Breakdown:

- Standard/second class rail fare plus other public transport fares which are necessary to reach the place of collection.
- Additional homeward cross channel ferry or rail fare for the repaired Vehicle (calculated by taking the actual fare less the value of any unused homeward portion of Your original cross channel ticket).
- Up to £30 per night for single room hotel accommodation necessary to complete the round trip – limited to room only.

Cover is not available for:

- First class rail fares.
- The cost of any meals.
- The costs of more than one person.

Note: The appropriate RAC control centre will, after taking a fair and reasonable view, decide whether Your Vehicle should be repaired abroad for You (or someone nominated by You) to return and collect. When You are advised the Vehicle is repaired and ready for collection You must immediately notify RAC European Support by telephoning 0870 5 49 33 20, Monday-Friday 9am-5pm (Calls may be recorded and/or monitored).

Authority for repatriation or repair

If the Vehicle is not able to be driven due to a road traffic Accident, fire, break-in or theft, any damage which You are entitled to have repaired by Your motor insurers must be reported to them immediately. Your insurers must decide whether to declare the Vehicle as a write-off, authorise repair abroad or have the Vehicle repatriated. We cannot repatriate the vehicle unless Your insurers first give their permission.

RAC also reserve the right to negotiate with them to reclaim costs incurred. If Your insurers cannot or do not give permission to repatriate then it is RAC's decision alone whether to declare the Vehicle as a write-off, or repatriate or repair locally a Vehicle which cannot be driven as a result of a Breakdown, or as a result of a road traffic Accident, fire or theft, for which You do not have fully comprehensive cover.

Additional Services

Cover is available for the following if applicable:

Vehicle break-in, emergency repairs

In the event of damage to windows, windscreens or locks caused solely by forcible entry, or attempted forcible entry the Vehicle is covered for immediate emergency repairs up to £175, You **MUST** report the matter to the police before contacting Us or within 24 hours of contacting Us, and **MUST** obtain a written report from the police.

RAC will:

- Treat the Vehicle as if a Breakdown had occurred and You will be entitled to all of the services set out in this document except repatriation of the Vehicle.

Cover is not available for:

- Any costs if You do not obtain a police report and submit it to us within 14 days of request.

- Repatriation benefits as described under the section entitled "Vehicle Repatriation to the United Kingdom".

Spare parts dispatch

If as a result of a Breakdown the Vehicle needs parts but these are unavailable locally the Vehicle is covered for:

- Freight, handling and ancillary charges for dispatch of spare parts not obtainable locally.
- The fare for one person to collect parts from the appropriate railway station or airport.

Cover is not available for:

- The cost of parts themselves, which must be paid on receipt. When telephoning the RAC control centre You will be asked for Your credit card details. Alternatively You will be asked to pay for the part(s) direct to the repairer.

Accidental damage to or loss of tent

Cover extends to:

A contribution to accommodation expenses of up to £30 per person per day if during the Period of Cover You are camping and Your tent is damaged accidentally making it unusable, or it is stolen. Alternatively, We may at Our option authorise the cost of a replacement tent. If Your tent is stolen You must report the theft to the police within 24 hours and obtain a written report.

Cover does not extend to:

- The cost of meals or any other costs that are not specified above.
- Damage caused by weather conditions.
- The cost of a replacement tent not authorised by Us.
- Any costs if Your tent was stolen and You do not report the theft to the police within 24 hours and obtain a written report.

Urgent message relay service

Cover extends to:

The cost of relaying urgent messages from the appropriate RAC control centre to Your immediate relatives or close business associates if the Vehicle cannot be driven because of Breakdown, Accident or fire or it is stolen.

Cover does not extend to:

- The cost of non urgent messages or messages to persons not described in the previous paragraph.
- The cost of relaying any urgent message not arranged through the appropriate RAC control centre.

Replacement driver

Cover extends to:

- The cost of providing a replacement driver to drive the Vehicle and Your Party to Your destination or Home, if a registered doctor declares You medically unfit to drive and You are the only qualified driver.

Cover does not extend to:

- Replacement driver cost if there is another qualified driver in The Party who is fit to drive.
- More than one claim per journey abroad.

Customs claims indemnity

Cover extends to:

- Continental or Irish Customs claims for duty if:
 - a) the Vehicle is beyond economic repair as a result of fire or theft abroad during the journey and it has to be disposed of abroad under Customs supervision; or
 - b) it is stolen in abroad during the journey and not recovered. RAC will deal with necessary Customs formalities.

To arrange, please call: RAC European Support, 0870 5 49 33 20 (Calls may be recorded and/or monitored) Monday-Friday 9am-5pm.

Cover does not extend to:

- Any import duties not relating to the Vehicle.

Requirements and limitations

A. Service in the UK and abroad

Credit card details

RAC will require Your credit card details if RAC arrange a service for You which is not covered by, or exceeds, any levels specified in the part entitled "Terms and Conditions". If You do not provide RAC with Your credit card details RAC will not be able to provide certain services which will be notified to You when credit card details are requested.

Caravans and trailers

The Vehicle restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7.0m. If the Vehicle which has suffered a Breakdown is towing a caravan or trailer and We provide recovery, the caravan or trailer will be recovered together with the Vehicle to a single destination. Other than as set out in this paragraph caravans and trailers are not covered.

We do our best to find solutions to motoring problems, but We regret We cannot arrange a replacement caravan or trailer in the event of Breakdown or Accident damage which cannot be repaired. It is also virtually impossible to hire vehicles with tow bars and it may become necessary to repatriate a caravan or trailer together with a towing vehicle which cannot be repaired abroad by the return date.

Unforeseeable losses or events

Except in relation to any claim You may have for death or personal injury, if We are in breach of the arrangements under this contact, We will not be liable for any losses or damages which are not a reasonably foreseeable result of any such breach, for example, loss of profit, loss of revenue or anticipated savings, loss of contacts, or for any business losses.

We do not guarantee the provision of any of the benefits under this document, if there is anything beyond Our reasonable control or the reasonable control of any service provider which prevents Us or a service provider from providing that benefit. Benefits may be refused if You or any of Your Party behaves in a threatening or abusive way to any persons providing service.

Taxi Bookings

In some circumstances it can be quicker and easier for You to arrange a taxi. We may ask You to make Your own arrangements for taxi service. If so please send Your receipts to us and We will reimburse You.

B. Service in the UK only

Battery related faults

For battery related faults Your Policy entitlements are as follows:

- RAC's initial attendance for a battery related fault is included in Your Policy's entitlement.

- The fitting of any parts or batteries purchased by You prior to Our attendance is not covered. This is to ensure that parts are fitted from reputable sources in order to avoid secondary callouts.
- RAC will test Your battery at that initial Breakdown attendance. If the battery is no longer serviceable and so fails the test You will be advised to replace it.
- If a condemned (non serviceable) battery is not replaced, a charge of no less than £59 will apply for further assistance to a battery related fault. The charge will be payable by credit or debit card before assistance can be arranged.

C. Service abroad only

Motor insurance

We strongly recommend You tell Your motor insurers before taking the Vehicle abroad. If You do not, Your motor insurance policy may only cover You for damage You might cause to other people or their property (third party cover). This means that You would not be covered for any loss or damage to the Vehicle. Your insurers will also need to know if You are towing a caravan or trailer.

Service providers

Unless the services are provided by RAC patrols or contractors acting on Our instructions and on Our behalf, We do not give any guarantee as to the services provided by garages, Breakdown/recovery companies, repairers, car hire companies and other third party service providers whose emergency services We arrange on your behalf and/or pay for under European Motoring Assistance - they do not act as Our agents or subcontractors and We do not accept responsibility for their acts or omissions. You should check that any repairs to Your Vehicle are carried out to Your reasonable satisfaction.

Availability of service in Eastern Europe

Every effort is made by RAC to make sure that a good quality service is provided in Eastern European countries but this may not necessarily be to the same standards as in Western Europe. The situation varies from country to country but time delays may occur, telephones are sometimes not available, garage facilities may be inadequate, spare parts are often not available, etc. You should also be aware that unleaded fuel may not be widely available.

Service in certain countries may become disrupted or unavailable due to prevailing political, economic, infrastructural or environmental conditions, for which We cannot accept responsibility. Information can be obtained from the Foreign & Commonwealth Office – www.fco.gov.uk; or by telephoning The FCO Travel Advice Unit on: 0845 850 2829.

Important self-drive hire car information

RAC will normally try to arrange a hire car similar in seating capacity and volume to, but not necessarily the same as, the Vehicle, if there is one available. If You were travelling in an MPV or similar vehicle RAC may arrange two hire cars. RAC will only arrange this if there are two qualified drivers in Your Party. Otherwise, RAC will arrange alternative means of transport.

Self-drive car hire arranged will be subject to the normal conditions of the hiring company. These will include limitations on driver age, driving convictions and other licence penalties etc. The driver must also have held a full UK driving licence or equivalent for a minimum of one year (2 years for France).

Your credit card details will also be required as security for the hire and to cover extras such as top up of the fuel tank when returning the vehicle. Car hire companies insist on having credit card details at the time of booking and the card must be produced at the time of hiring the car. The name on the credit card and the name of the driver of the hire vehicle must be the same. Switch cards and debit cards are not acceptable. If You leave a hire car at a different location to the one arranged by the RAC control centre You must pay any collection charge which may be made.

Please note that many car hire companies across Europe charge a damage excess which is not covered by the Collision Damage Waiver.

In some parts of Europe hire cars are not allowed to cross national borders. In Greece and eastern Europe international drop-offs are not permitted. It may be necessary therefore to arrange two hires or alternative transport to complete Your journey. A car hired abroad must not be brought into the United Kingdom. A second car hire will be arranged for the United Kingdom part of Your journey.

It cannot be guaranteed that a hire car will be available.

RAC cannot arrange the hire of motorised caravans, motorcycles, convertibles or vehicles with tow bar, roof rack, roof boxes, automatic gearbox, sports cars, 4x4 or luxury class vehicles and cannot guarantee the hire of minibuses or vans.

RAC will not be responsible for any delays in obtaining a hired vehicle and cannot guarantee to provide it in time to connect with Your pre-booked ferry, etc. You may have to collect a hired vehicle from the nearest available place of supply.

Special requirements for vehicles with over 9 seats

The supply of minibuses as a replacement vehicle can often prove difficult. When one is available the following regulations apply:

Drivers must be at least 21 years old and have a full year's car driving experience. Special documents and tachographs are mandatory throughout the EU. For more information contact your local Department of Transport Area Office for details.

Repayment of credit

You must pay back to Us on demand:

- a) any costs We have paid for which are not covered as described in this document;
- b) the cost of any spare parts supplied.

Spares dispatch

After You have asked the appropriate RAC control centre to dispatch parts You are responsible for paying for them in full, even if You later obtain them locally.

We will arrange the dispatch of parts as quickly as possible but delays will occur at weekends and bank holidays. We will not be responsible for manufacturers' or suppliers' errors, loss or damage of parts in transit or any delay in delivery.

EXCLUSIONS (Service in the UK and Abroad)

In addition to any limits and exclusions noted elsewhere Vehicles are not covered for;

1. Costs for anything which was not caused by the Breakdown.
2. Vehicles which have broken down as a result of taking part in any motor sport event or off road activity (including, without limitations rallies or stock car racing) which takes place off the road and / or is not subject to the normal rules of the road. However, vehicles participating in any event (such as a treasure hunt, touring assembly or navigational road rally), which takes place on, and comply with the normal rules of the road will be covered.
3. The cost of all parts, garage, labour or other costs in excess of the limits set out in this document. Please note these costs are likely to be higher in the European Territory than in the UK.
4. Loss caused by any delay, whether the benefit or service is being provided by RAC or someone else (for example a garage, hotel, car hire company, carrier, etc).
6. Any incident affecting a vehicle hired by You even if arranged for You by Us.
7. Routine servicing of Your Vehicle.
8. The cost of a glass or tyre specialist. We will arrange for Your Vehicle to be taken to a nearby garage for assistance but You will have to pay for any work carried out on the Vehicle. Any other Recovery may be arranged but You will be liable for any additional costs.
9. Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:
 - a) War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, mutiny, rebellion, revolution, military rising, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.
 - b) Terrorism

Terrorism is defined as any act or acts including, but not limited to:

i) the use or threat of force and/or violence

and/or

ii) harm or damage to life or to property (or the threat of such harm or damage) including, but not limited to, harm or damage by nuclear and/or chemical and/or biological and/or radiological means.

caused or occasioned by any person(s) or group(s) of persons in whole or in part for political, religious, ideological or similar purposes including, but not limited to, the intention to influence any government and/or to put the public or any section of the public in fear, or is claimed to be caused or occasioned in whole or in part for such purposes.

c) Any action taken in controlling, preventing, suppressing or in any way relating to (a) or (b) above.

10. Any claim caused directly or indirectly by the overloading of the Vehicle and/or any caravan or trailer.

11. Any claim as a result of Vehicle Breakdown due to:

a) running out of oil or water;

b) frost damage;

c) rust or corrosion;

d) tyres which are not roadworthy;

e) using the incorrect fuel.

12. Any claim caused directly or indirectly by the effect of intoxicating liquors or drugs.

13. Any claim where the Vehicle is being driven by persons who do not hold a full United Kingdom or other recognised and accepted driving licence valid for use in the United Kingdom.

14. Any claim which You have made under any other policy of insurance held by You. If the value of Your claim is more than the amount You can get from Your other insurance We may pay the difference subject to limits and exclusions.

15. The cost of any transportation, accommodation or care of any animal. Any onward transportation is at RAC's discretion and solely at Your risk. RAC will not insure any animal during any onward transportation.

16. Any period outside Your Period of Cover.

17. Any vehicle other than a car, motor caravan, minibus fitted with not more than 17 seats including driver, light van, estate car, MPV or 4 x 4 sport utility vehicle and provided the vehicle conforms to the following specification:

- maximum legal laden weight of 3,500kg (3.5 tonnes), however for VW Commercial Vehicles the maximum legal laden weight will increase to 5,000kg (5.0 tonnes) This weight is called the Gross Vehicle Mass (GVM);

- maximum overall dimensions of: length 5.5 m; height 3m; width 2.25m (all including any load carried).

The Vehicle restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7.6m. If the Vehicle which has suffered a Breakdown is towing a caravan or trailer and We procure recovery, the caravan or trailer will be recovered together with the Vehicle to a single destination. Other than as set out above caravans and trailers are not covered.

In the European Territory if the Vehicle requires repatriation We will arrange for repatriation of the caravan or trailer as well.

18. Any claim by You unless You are Resident of the United Kingdom and the Vehicle is registered with the relevant Vehicle Licensing Agency.

19. Any Vehicle which is not roadworthy and in good mechanical condition at least 7 days before any booked journey within Your Period of Cover. You must also make sure it is serviced as the manufacturer recommends.
20. Any Vehicle carrying more persons than recommended by the manufacturer, up to 8 persons maximum (including the driver). For minibuses the maximum is increased to 17 persons (including the driver). Each person must occupy a separate fixed seat fitted during vehicle construction and to the manufacturer's specification.
21. The Vehicle if it is unattended.
22. Any personal effects, valuables or luggage left in the Vehicle or in any trailer, boat or caravan or any other item being towed by or used in conjunction with the Vehicle. These are Your responsibility.
23. Specialist Equipment costs. We will however arrange for the specialist services if needed, but you will have to pay for any additional costs direct to the contractor.
24. Any costs which are not directly covered by the terms and conditions of this cover.
25. Vehicles which were broken down/had suffered a Breakdown or unroadworthy at the start of this cover.
26. It is a legal requirement that Vehicles used or recovered with their wheels in contact with the public highway must have a valid current excise license. Where no current excise license is displayed We will attempt to fix Your Vehicle at the roadside but will not provide any other service or benefit.

The above is not applicable to those vehicles exempt under Section 5 of the Vehicle Excise and Registration Act 1994 (which include certain types of vehicles, including certain old vehicles, agricultural vehicles and emergency vehicles) or under Section 5 of the Vehicle Duty Order 2010 in Isle of Man. For further information please contact either DVLA at www.dvla.gov.uk or Vehicle Licensing, Dept of Transport for Isle of Man at www.gov.im/transport/highways/dandv/welcome.xml.

27. The costs of any parts provided by RAC to fix Your Vehicle at the roadside must be paid in full by credit/debit card at time of Breakdown before work can commence.

European Claims Procedure And Conditions

When providing assistance We make every effort to arrange on Your behalf all costs within the limits set out in this document. However, in some instances You may be asked to pay locally and reclaim costs on Your return to the United Kingdom. There may also be occasions when You arrange and pay for assistance direct and wish to reclaim the cost.

RAC European Motoring Assistance claims are handled by:
Breakdown Customer Care
RAC Motoring Services,
RAC House,
PO Box 200
Walsall, WS5 4QZ

If You have any enquiries relating to repatriations or claims associated with Our European Service, please contact Us on 0870 549 3320 (Calls may be recorded and/or monitored)
email: customercareoperations@rac.co.uk.

If You have paid any cost which You believe is covered, please telephone RAC for a claim form immediately on Your return Home, quoting Your reference and Vehicle registration number. When returning Your completed claim form You should enclose relevant original receipts (not photocopies).

Receipts

You must keep all relevant original receipts (not photocopies) as they will be needed for any claim. We may refuse to arrange reimbursement of expenses You are claiming back if You cannot provide original receipts or bills for the items You have paid.

Payment of claims depends on You complying with the following conditions:

1. You must make any claim on an RAC claim form, please bring Your claim to RAC's attention as soon as you can (if possible within 28 days) after You return to the United Kingdom.

Claims which are not on an RAC claim form will not be accepted. This does not affect your statutory rights to take legal action or exercise any other legal remedy.

2. If RAC pay out money for You RAC can take over Your right to get that money back. You must cooperate with RAC as much as possible if requested by Us.
3. You must do all You can to prevent Accident, injury, loss or damage, as if You were not covered.
4. You must forward to RAC any writ, summons, legal document or other communication about the claim as soon as You receive them.
5. You must obtain any original receipts, certificates, police reports, evidence, etc and give all the information and help We may need at Your expense. This includes medical certificates and details of Your household insurance if necessary.
6. You must not admit liability or offer or promise payment without RAC's written permission.
7. The Vehicle must be in roadworthy and in good mechanical condition when You commence Your journey.
8. If any claim is found to be fraudulent in any way Your claim will be forfeited.

You must, within 7 days of any request from RAC, send to RAC copies of any European accident statements (called a "Constat d'amiable" in France) and/or any police reports should You make a claim following a road traffic incident.

Caring for our customers

We and RAC are committed to providing You with the highest standard of service and customer care. We realise however, that there may be occasions when You feel you did not receive the standard of service You expect. Should You have cause for complaint about any aspect of the service provided to You please contact RAC at the relevant address indicated below.

UK Related complaints

For complaints relating to Services provided in the UK please write to:

Breakdown Customer Care, RAC Motoring Services, RAC House, PO Box 200, Walsall, WS5 4QZ or e-mail: **breakdowncustomercare@rac.co.uk**.

For complaints relating to Accident Care please write to:

RAC Accident Care, RAC House, Great Park Road, Bradley Stoke, Bristol, BS32 4QN or e-mail: **legalcustomercare@rac.co.uk**.

Alternatively please call Us on: 08000 966 999.

European Related complaints

If you are dissatisfied with any aspect of service received under Your **European Motoring Assistance** please write to:

Breakdown Customer Care,
RAC Motoring Services,
RAC House, PO Box 200,
Walsall,
WS5 4QZ

Or e-mail: **breakdowncustomercare@rac.co.uk**.

Freephone from the UK on 0800 107 5861 or from Europe on 00 44 (0) 161 332 1040 (Calls may be recorded and/or monitored). Fax: 01922 746 528.

Please note that the above number should only be used for complaints about RAC's level of service, once You have returned Home. Any general enquiries relating to repatriation, claims or other matters associated with Our European Service should be directed to RAC European Support on 0870 5 49 33 20 (Calls may be recorded and/or monitored).