

ROAD RESCUE PLAN

WHAT'S INCLUDED...

- ✓ **CALL CENTRE SUPPORT, ADVICE AND GUIDANCE**
- ✓ **ACCESS TO NATIONWIDE COVERAGE**
- ✓ **ATTEMPTED ROADSIDE REPAIR**
- ✓ **UP TO 5 RECOVERIES**
- ✓ **HOME START**
- ✓ **RECOVERY AFTER ACCIDENT AND MALICIOUS DAMAGE**
- ✓ **NEW AND USED VEHICLES COVERED**
- ✓ **DIRECT PAYMENTS TO OUR NETWORK SPECIALISTS**

ROAD RESCUE PLAN

VALIDATION PROCEDURE

Step 1

If your vehicle breaks down, please contact the 24/7 recovery line on 0333 323 0387, selecting the road rescue option. You will be required to quote the vehicle registration number and/or your unique club membership number.

Step 2

Our recovery agent will confirm your information, the location of the breakdown and send a recovery agent to you.

Step 3

The Recovery Center will keep you updated on the status of the recovery agent and update you with any changes or delays.

Step 4

On attending the location, the recovery agent will attempt to diagnose the fault and complete a repair. If they are unable to repair the vehicle by the roadside, the recovery agent will recover the vehicle within a 250-mile radius to a garage of your choice.

IMPORTANT INFORMATION:

It is important that you supply an accurate location to the call handler and advise them of the accessibility of the vehicle. It may be necessary to use additional equipment dependent on the issue experienced. In most cases the recovery agent will attempt to repair or recover the vehicle within the parameters of the plan. If on the rare occasion this is not possible, you may be charged for the following.

See table on following page.

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| Specialist Equipment | Rate Charged | *Notes |
|-----------------------------|---------------------|--|
| Extra Man | £45.00 per hour | |
| HIAB* | £85.00 per incident | *May apply per hour in extenuating circumstances |
| Winch* | £85.00 per incident | *May apply per hour in extenuating circumstances |
| TACHO Break* | £45.00 per break | *Required for every 4.5hours of driving time |
| Second Vehicle | £50.00 per incident | |
| Skates | £35.00 per axle | |
| Donor Wheels* | £35.00 per axle | *May exceed this charge for 4x4 vehicles |
| Granules | £15.00 per bag | |
| Bed Cleaning* | £25.00 per call out | |
| Environmental Clean Up | £25.00 per incident | |
| Waiting Time | £28.50 per hour | |
| Collision Wrap | £15.00 per incident | |
| Fuel Drain at the Roadside* | £185.00 | *Includes call out and £5.00 of fuel |
| Fuel Drain Back at Base* | £250.00 | *Includes call out and £5.00 of fuel |
| Call out | £90.00 | *if call out is cancelled |

Any cancelled recovery call outs will be charged to the member.

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TERMS AND CONDITIONS

The plan will provide the recovery service subject to the following conditions, restrictions and exclusions:

In the event that the recovery agent is instructed by the customer to undertake the permanent repair, labour and parts will need to be paid in full by the owner/driver. This clause is in addition to the improver's lien that arises under common law.

In the event of a temporary repair, it is the owner/driver's obligation to arrange for the permanent repair to be carried out. Where this is not undertaken by the owner/driver, the recovery agent reserves the right to either charge the owner/ driver for further callouts or to refuse to provide any further service.

The vehicle breakdown service will not be provided in respect of:

- a) Any breakdown occurring within 24 hours of the vehicle first being registered on The Club Plan.
- b) The cost of fuel or any spare parts, which will be the responsibility of the owner/driver.
- c) The cost of draining or removing contaminated fuel.
- d) Vehicles that have not been maintained in accordance with manufacturer's recommendations.
- e) Any costs whatsoever nature incurred by any other breakdown or similar organisation whether their services have been mandated by the police or any other emergency service.
- f) Any toll or ferry fees.
- g) Damage or costs caused by any unauthorised fix for lost vehicle keys.
- h) Consequential losses of whatsoever nature.
- i) Loss or damage to the personal possessions of the owner/driver or their passengers.
- j) Poor-quality prior repairs, the unsafe condition of the vehicle or where the vehicle has been altered from the manufacturer's specification.
- k) Collecting the vehicle from one location and transporting to another. This product is for breakdowns only.
- l) The costs of providing wheel(s) or tyre(s).
- m) Cancelled call outs. If a call out is cancelled a call out fee will be charged in line with the special equipment chart.
- n) In the event of a temporary repair, it is the owner/driver's obligation to arrange for the permanent repair to be carried out. Where this is not undertaken by the owner/driver, the recovery agent reserves the right to either charge the owner/driver for further call outs or to refuse to provide any further service.
- o) Vehicles not registered with the DVLA to a private individual.
- p) The recovery exceeds 250 miles; any additional mileage will be charged by the agent at £1.15 per mile.