



Commercial
Vehicles

Volkswagen Roadside Assistance Member's handbook

Volkswagen Roadside Assistance
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Volkswagen Roadside Assistance

Help when you need it

Sometimes, unforeseen circumstances arise and you may need help with your vehicle in the unlikely event of a breakdown. Volkswagen Roadside Assistance is there to give you the best possible advice and practical help. It is operational 24 hours a day, 365 days a year.

When calling for assistance, please have the following information to hand:

- Your name and location
- Registration number and colour of your vehicle
- Volkswagen model
- Description of the issue
- Your mileage (if known)
- A telephone number where you can be contacted

Please do not make arrangements without first contacting Volkswagen Roadside Assistance on 0800 777 172. All calls to Volkswagen Roadside Assistance are recorded. This will help us to confirm details of a call that may be incomplete or unclear.

Your Volkswagen Roadside Assistance is renewable at the end of the third year. Details of how to renew your Volkswagen Roadside Assistance will be sent to you in due course.

Customers with hearing difficulties will need to enter prefix **18001** before dialling the relevant number to be connected to Type Talk or use the SMS facilities on **07855 828 282**. These services are not available outside the United Kingdom.

Volkswagen Roadside Assistance in partnership with RAC.

Traffic information services available

From the Highways Agency

The Highways Agency provides live traffic information on England's motorways and major A roads in a number of ways to help you plan your journey. The Agency's website gives you access to up to date information on the current traffic conditions including unplanned incidents such as accidents and congestion, lane closures and other restrictions due to improvement works.

For the latest live traffic information visit: www.highways.gov.uk.

Live traffic information is also available on compatible mobile devices at www.highways.gov.uk/mobile or alternatively, iPhone users can download a free travel news app by going to the iTunes store and searching for 'Highways Agency'. The app allows you to check how the traffic is flowing on motorways and major A roads in England before you begin your journey or when you stop for a break – never use a mobile phone while driving.

The Agency's National Traffic Operations Centre also provides live updates using the micro-blogging site Twitter. This service will let you know of any major traffic incidents, along with timely information to help you on your way. This includes regional feeds providing live traffic information. For the full index and map of the areas covered, visit www.highways.gov.uk/twitter.

You can speak to an advisor at the Highways Agency Information line 24 hours a day on **0300 123 5000***. These advisors have access to live traffic data so you can get updates on all major incidents on motorways and major A roads across England. You can also use this service to report any urgent road safety issues, for example debris on the road.

There are over 2,000 large electronic signs across the Agency's network to inform you of traffic conditions ahead. They also carry road safety campaign messages such as warning you to slow down or reminding you not to use a mobile phone while driving.

* Calls from landlines to 0300 numbers can cost up to 8p per minute but are free from some landline providers; mobiles usually cost more. Please check costs with your service provider.



Image: Crown Copyright, Highways Agency.

Volkswagen Roadside Assistance

Volkswagen Roadside Assistance provides the following (please refer to the Terms and Conditions on page 7):

1. Roadside assistance

In the event of a breakdown, Volkswagen Roadside Assistance will attend to either repair or recover the vehicle.

2. Home assistance

In the event of a breakdown at home, Volkswagen Roadside Assistance will attend to either repair or recover the vehicle.

3. Vehicle recovery

In the event that the vehicle cannot be repaired at the roadside or at home, Volkswagen Roadside Assistance will arrange for the vehicle to be taken to the most appropriate authorised Volkswagen Van Centre or Repairer for repair.

4. Accident recovery

If the vehicle has been immobilised due to a road traffic accident, Volkswagen Roadside Assistance will arrange for the vehicle to be taken to an authorised bodyshop or the most appropriate authorised Volkswagen Van Centre or Repairer.

5. Onward travel

In the event of recovery following breakdown, where your vehicle cannot be repaired within a reasonable time, Volkswagen Roadside Assistance will organise one of the following:

Replacement vehicle*

In the event of mechanical or electrical breakdown only, Volkswagen Roadside Assistance will arrange and pay for a replacement vehicle up to a maximum of two days. This excludes road traffic accidents.

or:

Hotel accommodation

Overnight accommodation for the driver and up to seven passengers.

(This does not include the cost of meals and drinks.)

or:

Alternative travel

Volkswagen Roadside Assistance will arrange alternative transport for the driver and up to seven passengers to the driver's destination, e.g. by taxi or train.

* **Please note:** If replacement vehicle is made available, the driver must be able to satisfy the requirements of the vehicle hiring company, which may include age restrictions. They will wish to see a valid driving licence and may also ask for a refundable deposit to cover fuel charges, insurance costs and any extra days hire.

6. Secure storage

In the event that the immobilised vehicle needs overnight storage, this will be arranged by Volkswagen Roadside Assistance.

7. Message service

Volkswagen Roadside Assistance will pass on any urgent messages to friends, family and business colleagues following a breakdown or accident.

8. Caravan/trailer assistance

Volkswagen Roadside Assistance will arrange for any caravan or trailer that is being towed by the recovered vehicle to be transported to a place of safety. Size/weight restrictions apply. Please see point 16 on page 33 for more information.

9. European Assistance

Volkswagen Roadside Assistance will also provide roadside assistance, recovery, repatriation, replacement vehicle and accommodation whilst you are travelling outside the United Kingdom within Europe*. Should you need to call us, please use the relevant number for the country:

France and Monaco	0800 290 112	(Freephone within France and Monaco only)
	0472 43 52 55	(Pay call)
Republic of Ireland	1 800 535 005	(Freephone)
Rest of Europe	00 33 472 43 52 55	(Pay call)
For Serbia and Montenegro	99 33 472 43 52 55	(Pay call)
For Azerbaijan, Belarus, Georgia, Russia and Ukraine	810 33 472 43 52 55	(Pay call)

* Please see page 12 'definition of European territory' for a list of applicable countries.

The telephone numbers are correct at the time of going to print (January 2012).

If you are calling from a United Kingdom mobile phone, your network provider may not allow you to call a freephone 1800 number. Please check with your service provider prior to travelling. Customers who are affected can contact us on 00 44 800 777 172. 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 828 282. These services are not available outside the United Kingdom.

Volkswagen Roadside Assistance (continued)

Checklist before leaving the United Kingdom:

Make sure that you have the following original documents and other items with you and have familiarised yourself with the Terms and Conditions of your policy:

- Credit/Debit card
- Motor insurance certificate/Green Card (contact your motor insurer before taking a vehicle out of the United Kingdom to find out if you need a Green Card or to upgrade to fully comprehensive insurance)
- Vehicle registration document
- Driving licence (including paper counterpart if it is a photocard licence)
- Spare set of keys
- Passport
- Statement of insurance or booking reference
- International driving permit (where necessary)
- Set of spare light bulbs and the warning triangle
- High visibility jackets for all occupants
- Check policy details are correct

The tables on pages 10 – 11 provide further guidance on individual country requirements.

Volkswagen Roadside Assistance can also provide you with the following services:

1. Accident Assistance

If the vehicle is immobilised as a result of a road traffic accident, Volkswagen Roadside Assistance provides an Accident Assistance Helpline to guide the driver through the legalities of liability and insurance notification following the accident.

2. Legal helpline

Volkswagen Roadside Assistance will provide general advice on any legal motoring matter, although this is not a substitute for taking independent specialist legal advice where necessary.

To take advantage of either of the above services, please call **0800 777 172** and select the appropriate option.

Volkswagen Roadside Assistance Terms and Conditions



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How to obtain assistance in the United Kingdom



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

- Call Us on 0800 777 172.
- Advise the operator that You have Volkswagen Roadside Assistance.
- Provide Your Details to the operator.
- Advise the operator of the location of the Vehicle, the nature of any issue, 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 in the table on page 5 and state that the Vehicle has **European Motoring Assistance** and give the following information:

- Your name.
- The model and registration number of the Vehicle.
- Your location and telephone number – if You are on a **MOTORWAY** see also 'Breakdowns on Motorways' on page 9.

Please see page 5 for all telephone numbers to call for assistance when in Europe.

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 services, 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 listed in the table on page 5 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 phone costs

RAC will not reimburse 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 vehicle 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 period 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.



List of European motoring requirements

The tables below outline the items required to be carried to comply with local laws, in addition to those which Volkswagen Roadside Assistance recommend in case of difficulties.

Country	Motoring accessories						Driving information			
	Headlight converters	Warning triangle	Fire extinguisher	First aid kit	Spare bulbs	GB sticker	Minimum age for child in front seat with child restraint ³	Driver's minimum age	Crash helmets for motorcyclists	Motorway tolls charged
Albania	c	r	r	r	r	c	-	18	c	n
Andorra	c	c	r	r	r	c	-	18	c	n
Armenia	c	c	c	c	r	c	-	18	c	n
Austria	c	c	r	c	r	c	12	18	c	y
Azerbaijan	c	c	c	c	r	c	-	18	c	n
Belarus	c	c	c	c	r	c	-	18	c	n
Belgium	c	c	r	r	r	c	12	18	c	n
Bosnia Herzegovina	c	c	r	r	r	c	-	18	c	n
Bulgaria	c	c	r	r	r	c	12	18	c	y
Croatia	c	c	r	c	c	c	12	18	c	y
Cyprus (South)	-	c ¹	r	r	r	c	10	18	r	n
Czech Republic	c	c	c	c	r	c	12	18	c	y
Denmark	c	c	r	r	r	c	-	18	c	n
Estonia	c	r	c	c	r	c	-	18	r	n
Finland	c	c	r	r	r	c	-	18	c	n
France	c	r ²	r	r	r	c	10	18	c	y
Georgia	c	c	c	c	r	c	-	18	c	n
Germany	c	c	r	r	r	c	12	17	c	n
Gibraltar	c	r	r	r	r	c	-	18	c	n
Greece	c	c	c	c	r	c	10	18	c	y
Hungary	c	c	r	r	r	c	-	18	c	y
Italy	c	c	r	r	r	c	12	18	c	y
Latvia	c	c	c	c	r	c	-	18	r	n

c = Compulsory r = Recommended y = Yes n = No - = Not required/Not applicable.

This document was printed in January 2012 and the information provided was correct at time of going to print. We advise that You check the local laws of the countries You are travelling to.

Whilst every effort has been made to ensure the material in this table is accurate, Volkswagen Roadside Assistance cannot be held responsible for any subsequent changes.

Country	Motoring accessories						Driving information			
	Headlight converters	Warning triangle	Fire extinguisher	First aid kit	Spare bulbs	GB sticker	Minimum age for child in front seat with child restraint ³	Driver's minimum age	Crash helmets for motorcyclists	Motorway tolls charged
Liechtenstein	c	c	r	r	r	c	7	18	c	n
Lithuania	c	c	c	c	r	c	-	18	r	n
Luxembourg	c	c	r	r	r	c	12	18	c	n
Macedonia	c	c ¹	r	c	r	c	12	18	c	y
Malta	-	c	r	r	r	c	11	18	c	n
Moldova	c	c	c	c	r	c	-	18	c	n
Monaco	c	r	r	r	r	c	10	18	c	n
Netherlands	c	c	r	r	r	c	12	18	c	n
Norway	c	c	r	r	r	c	-	17	c	y
Poland	c	c	r	r	r	c	10	18	c	n
Portugal	c	c	r	r	r	c	12	17	c	y
Republic of Ireland	-	r	r	r	r	c	12	17	c	n
Romania	c	c	r	c	r	c	12	18	c	n
Russia (West of Urals)	c	c	c	c	r	c	-	18	c	n
San Marino	c	c	r	r	r	c	12	18	c	n
Serbia and Montenegro	c	c	r	c	r	c	12	18	c	y
Slovakian Republic	c	c	r	c	r	c	12	18	r	y
Slovenia	c	c	r	c	r	c	12	18	r	y
Spain	c	c	r	r	c	c	12	18	c	y
Sweden	c	r	r	r	r	c	7	18	c	n
Switzerland	c	c	r	r	r	c	7	18	c	y
Turkey (West of Bosphorus)	c	c ¹	c	c	r	c	-	17	c	y
Ukraine	c	c	c	c	r	c	-	18	c	n

c = Compulsory r = Recommended y = Yes n = No - = Not required/Not applicable.

- Two warning triangles are compulsory in Cyprus (South) and Turkey (West of Bosphorus). In Macedonia two warning triangles are required when towing a trailer.
- Warning triangles or hazard lights are acceptable in France, but motorists are strongly recommended to carry a warning triangle in their vehicle.
- Where there is no figure shown there is no minimum age limit for a child in the front passenger seat.

The services

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

Definition of words

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.

Appropriate Resource

Means any person, including RAC, who We use to provide the services described in this document.

Approved Repairer

Means a repairer approved by Volkswagen Commercial Vehicles.

Breakdown

Means unforeseen mechanical or electrical failure during the Period of Cover in the United Kingdom or in the European Territory which has either immobilised Your Vehicle or made it unsafe to drive.

Collision Damage Waiver

Means if a replacement vehicle 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 replacement vehicle and location. The Collision Damage Waiver covers the amount above the excess.

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, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia (West of the Urals), San Marino, Serbia and Montenegro, Slovakian Republic, 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 of Cover by Volkswagen Roadside Assistance being 3 years from the date the Vehicle was registered with the Vehicle Licensing Agency.

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 appropriate resources 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 Appropriate Resource.

Vehicle Licensing Agency

Means the Driver and Vehicle Licensing Agency (DVLA), Swansea SA6 7JL responsible for registration of vehicles in the United Kingdom 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.

We/Our/Us

Means Volkswagen Commercial Vehicles 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 United Kingdom

Cover applies to all new Vehicles registered with the DVLA and sold through an authorised Van Centre.

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 an **Appropriate Resource** 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 eight 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 ¼ 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 eight people to be taken to an Approved Repairer or to any other single address. If there are more than five 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 Volkswagen Commercial Vehicles 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 issue 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.

Service in the United Kingdom (continued)

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 ¼ 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 replacement vehicle 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 replacement vehicle 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/debit card number. (Alternatively, the vehicle 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 seven passengers to reach the end of their journey, subject to a maximum of £150 per person or £500 for a Party whichever is less.

Load Continuation

In some cases, the onward travel of Your load may be more time-critical than the recovery of Your Vehicle or passengers. In such an event, Volkswagen Roadside Assistance will endeavour to determine the best course of action in discussion with You and subject to costs.

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 replacement vehicle, such as fuel costs, deposit, any insurance excess charges, collecting and returning the vehicle and any costs due to You keeping the vehicle 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 issue has not been properly repaired by a third party other than RAC or if RAC have advised You that it is a temporary repair.

Service in the United Kingdom

(continued)

- 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-fuelling, lost keys, lock-outs, kerb collisions, wheel changes and punctures.

Lost and 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 Volkswagen Van Centre.

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 e-mail, 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 **0800 777 172**, please select the appropriate option for Accident Care, or visit Our website at www.rac.co.uk/insurance/accident-legal/personal-injury/

Accident Care terms and 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 replacement vehicle or Vehicle 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

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 £2,500 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 United Kingdom 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 United Kingdom, or on the inward journey from Your point of entry to the United Kingdom, to Home We will provide services as if You were abroad.

In addition, We will procure a contribution towards the cost of self-drive replacement vehicle 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, drinks 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 replacement vehicle 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 replacement vehicle is left at a different location to that arranged or any other costs in connection with self-drive replacement vehicle.
- The cost of any replacement vehicle beyond the period agreed with the appropriate RAC control centre.
- Any replacement vehicle 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 previous section 'Additional accommodation expenses'.
- International drop charges where a vehicle hired from abroad is dropped within the United Kingdom.
- 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 United Kingdom 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 United Kingdom repairer for repair in the United Kingdom.

When repatriation is authorised it normally takes 10-14 working days for delivery to a United Kingdom 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 United Kingdom 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 and drinks.
- 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 to Friday 9 am – 5 pm. (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, drinks 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 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 to Friday 9 am – 5 pm.

Cover does not extend to:

- Any import duties not relating to the Vehicle.



Requirements and limitations

A. Service in the United Kingdom 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 7.0 m. 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 contract, 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 contracts, 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 United Kingdom only

Battery related issues

For battery related issues Your Policy entitlements are as follows:

- RAC’s initial attendance for a battery related issue 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 call outs.
- 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 issue. 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 appropriate resources 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, replacement vehicle 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 and Commonwealth Office – www.fco.gov.uk; or by telephoning The FCO Travel Advice Unit on: **0845 850 2829**.

Important self-drive replacement vehicle information

RAC will normally try to arrange a replacement Vehicle 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 replacement vehicles. RAC will only arrange this if there are two qualified drivers in Your Party. Otherwise, RAC will arrange alternative means of transport.

Self-drive replacement vehicle 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 United Kingdom driving licence or equivalent for a minimum of one year (two 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. Replacement vehicle companies insist on having credit card details at the time of booking and the card must be produced at the time of hiring the vehicle. The name on the credit/debit card and the name of the driver of the hire vehicle must be the same. Switch cards are not accepted*. If You leave a replacement vehicle 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:** On mainland Europe, the rental provider (Europcar) will only accept credit cards for fuel and other deposits.

In some parts of Europe replacement vehicles 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 replacement vehicle abroad must not be brought into the United Kingdom. A second replacement vehicle will be arranged for the United Kingdom part of Your journey.

It cannot be guaranteed that a replacement vehicle 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 nine 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 vehicle driving experience. Special documents and tachographs are mandatory throughout the EU. For more information contact the 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 United Kingdom 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 United Kingdom.
4. Loss caused by any delay, whether the benefit or service is being provided by RAC or someone else (for example a garage, hotel, replacement vehicle company, carrier, etc).

5. Any incident affecting a vehicle hired by You even if arranged for You by Us.
6. Routine servicing of Your Vehicle.
7. 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.
8. 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.
9. Any claim caused directly or indirectly by the overloading of the Vehicle and/or any caravan or trailer.
10. 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.
11. Any claim caused directly or indirectly by the effect of intoxicating liquors or drugs.
12. 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.
13. 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.

14. 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.
15. Any period outside Your Period of Cover.
16. Any Volkswagen Commercial Vehicle that does not conform to the following specification:
 - a) maximum legal laden weight of 5,000 kg (5.0 tonnes). This weight is called the Gross Vehicle Mass (GVM);
 - b) maximum overall dimensions of: length 7.34 m; height 3 m; width 2.3 m (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 7.6 m. 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.

17. Any claim by You unless You are Resident of the United Kingdom and the Vehicle is registered with the relevant Vehicle Licensing Agency.
18. Any Vehicle which is not roadworthy and in good mechanical condition at least seven days before any booked journey within Your Period of Cover. You must also make sure it is serviced as the manufacturer recommends.
19. Any Vehicle carrying more persons than recommended by the manufacturer, up to eight 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.
20. The Vehicle if it is unattended.
21. 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.
22. 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 appropriate resource.
23. Any costs which are not directly covered by the terms and conditions of this cover.
24. Vehicles which were broken down/had suffered a Breakdown or unroadworthy at the start of this cover.

25. 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 licence. Where no current excise licence 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

26. 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.

27. Auxiliary equipment that does not form part of the factory specification. Service can be arranged on a Pay on Use basis.



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) e-mail: 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.

Extending your Volkswagen Roadside Assistance

Volkswagen Roadside Assistance is a comprehensive service which offers a high-level of service, advice and practical help in the event of a Breakdown with Your Volkswagen. You can renew at the end of Your third year for either 12 or 24 months and continue to enjoy:

- Minimal inconvenience through high repair rates.
- Support from manufacturer's trained technicians with the latest manufacturer's diagnostic equipment.

Simply call on freephone **0800 777 172** and select the appropriate option.



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.

United Kingdom related complaints

For complaints relating to Services provided in the United Kingdom please contact Us at:

Volkswagen Roadside Assistance Customer Care,
 RAC House, PO Box 200, Walsall WS5 4QZ
 Tel: **0800 051 2299**
 Fax: **01922 746 528**
 E-mail: vwgcustomercareoperations@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: legalcustomeercare@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: vwgcustomercareoperations@rac.co.uk.

Freephone from the United Kingdom 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).

Your personal data

Use of personal information

1. Information You provide or We hold about You (whether or not under Our contract (or contracts) with You) may be used by Us or Our third party agents to:
 - a) identify You when You contact Us;
 - b) help identify accounts, services and/or products which You could have from Us from time to time. We may do this by automatic means using a scoring system, which uses the information You have provided, any information We hold about You and information from third party agencies (including credit reference agencies);
 - c) help administer, and contact You about improved administration of, any accounts, services and products We have provided before, or provide now or in the future;
 - d) carry out marketing analysis and customer profiling (including with transactional information) and create statistical and testing information;
 - e) help to prevent and detect fraud or loss; and
 - f) contact You in any way (including mail, e-mail, telephone, visit, text or multimedia messages) about products and services offered by Us and selected partners. We will only contact You in this way if You have previously indicated Your consent.
2. We may allow other people and organisations to use information We hold about You for the purpose of providing services You have asked for, as part of the process of selling one or more of Our businesses, or if We have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings. From time to time, these other people and organisations may be outside the European Economic Area in countries that do not have the same standards of protection for personal data as the United Kingdom. In this instance, every effort will be made to maintain data security.
3. We may monitor and record communications with You (including phone conversations and e-mails) for quality assurance, legal, compliance, training and contractual purposes.
4. We will check Your Details with fraud prevention agencies. If You provide false or inaccurate information and We suspect fraud, We will record this. We and other organisations may use and search these records to:
 - a) help make decisions about credit and credit related services for You and members of Your household;
 - b) help make decisions regarding the entitlement to Volkswagen Roadside Assistance for You and other members of Your household;
 - c) trace debtors, recover debt, prevent fraud, and to manage Your accounts or Volkswagen Roadside Assistance; and
 - d) check Your identity to prevent money laundering unless You give Us other satisfactory proof of identity.

5. Where You give Us information on behalf of someone else, You confirm that You have provided them with the information set out in this document, and that they have not objected to the uses of their personal information described in it. Where You give Us sensitive data about yourself or others (such as health details or details of any criminal convictions of members of Your household), You agree (and confirm that the relevant subject of the information has agreed) to Us processing such information in the manner set out in this document.
6. In connection with this contract We, and other companies in Our group, may carry out credit and fraud prevention checks with one or more licensed credit reference and fraud prevention agencies. We and they may keep a record of the search. Information held about You by these agencies may be linked to records relating to other people living at the same address. These records will also be taken into account in credit and fraud prevention checks. Information from Your application and payment details of Your account will be recorded with one or more of these agencies and may be shared with other organisations to help make decisions about You and members of Your household and for debt collection and fraud prevention. This includes those who have moved house and who have missed payments.
7. If You provide false or inaccurate information to Us and We suspect fraud, We will record this and may share it with other people and organisations. We, and other organisations, may also use technology to detect and prevent fraud.



Compliments and complaints

If you have either a compliment or a complaint related to Volkswagen Roadside Assistance, we really would like to hear from you. We welcome your comments as they provide us with the opportunity to put things right and to improve Volkswagen Roadside Assistance service.

Please contact us at:

Volkswagen Roadside Assistance Customer Care
RAC House, PO Box 200, Walsall WS5 4QZ
Tel: **0800 051 2299**
Fax: **01922 746 528**
E-mail: **vwcustomercareoperations@rac.co.uk**

If you have an issue not related to Volkswagen Roadside Assistance, then please write to:

Volkswagen Commercial Vehicles Customer Services
Selectapost 14, Sheffield S97 3ZT
Tel: **0800 783 4909**
E-mail: **customercare@vwcv.co.uk**

If you are refused service by us, either in whole or in part, you have the right to an explanation from us in writing.

It is our policy to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempting to address them.

If our investigations take longer, a full response will be given within 20 working days or an explanation of Volkswagen Roadside Assistance's position with timescales for a full response.

Nothing in these Terms and Conditions shall affect your statutory rights.

Notification of change of ownership or details

Please print all details.

Vehicle details			
If you have recently purchased a Volkswagen with current Volkswagen Roadside Assistance or have recently changed address, please complete this form and return it to the address shown below.			
Registration number			
Chassis number			
Mileage		Date	
Personal details			
Title	Mr/Mrs/Miss/Ms*	Town	
	Other	County	
Initials		Postcode	
Surname		Telephone work	
House number/name		Telephone home	
Street		E-mail address	
Company details†			
Company name		Town	
Your name		County	
Premises name/number		Postcode	
Street		E-mail address	

* Delete where applicable. † Please complete this section for a company vehicle only.

We, Volkswagen Group United Kingdom Limited (trading as Volkswagen UK) will use the personal information we collect from you for the purpose of providing Volkswagen Roadside Assistance to you. We would also like to retain your personal information and share it with our retailers, group companies and carefully selected third party organisations so that we and they may contact you by post, telephone or e-mail to let you know about other products, services and special offers that may be of interest to you. We may also ask you to participate in one of our customer satisfaction surveys. If you do not want your information to be used in this way please let us know by ticking the appropriate box(es) below.

I do not want to be contacted by Volkswagen UK and its retailers.

I do not want to be contacted by third party organisations.

You have the right to withdraw your consent at any time, to ask us for a copy of the information held by us on our records and/or to require us to correct any inaccuracies in your information. If you would like to exercise any of these rights please contact us at Volkswagen UK.

Return this form to: Volkswagen Commercial Vehicles UK, PO Box 6228, MK10 1XA.

Please cut along dotted line, fold over and seal.

Notes

Fold.

Please cut along dotted line, fold over and seal.

Stamp
required

Volkswagen Commercial Vehicles UK
PO Box 6228,
MK10 1XA.