

### CLASSICLINE RESCUE SERVICES IN THE UK

We will provide this cover for any breakdown occurring during the period of insurance and within the mainland of England, Scotland, Wales and Northern Ireland. If the vehicle cannot be driven as a result of a breakdown, which occurs during the course of a journey, we will arrange to pay for the services as shown below. Cover will apply to any person driving the insured vehicle.

The benefits and services apply to any breakdown, which occurs during the period of insurance and within the territorial limits.

#### Roadside Assistance

We will arrange help at the scene of the breakdown and will arrange and pay call-out fees and labour charges needed to start the vehicle. If the vehicle cannot be repaired quickly at the scene of the breakdown, we will arrange and pay the reasonable cost of taking the vehicle, you and up to 4 passengers from the place where the vehicle has broken down to the nearest available garage.

#### Vehicle Recovery

If the vehicle cannot be repaired at the scene of the breakdown and cannot be repaired the same day at a suitable garage, we will arrange and pay the reasonable cost of taking the vehicle, you and up to 4 passengers from the place where the vehicle has broken down to any one place you choose.

#### Home Service

If the vehicle breaks down at your home or within one mile of your home, we will arrange help and pay call-out fees and labour charges needed to start the vehicle. If the vehicle cannot be repaired quickly at the scene of the breakdown, we will pay the reasonable cost of taking the vehicle to the nearest available garage.

#### Alternative Travel or Accommodation

If the vehicle breaks down while it is more than 25 miles from your home and it cannot be repaired at the roadside or at a garage during the same day, we will refund the cost of alternative travel arrangements or necessary emergency overnight accommodation. The most we will pay will be up to £150 for alternative road, rail travel or car hire or one night's hotel accommodation for you and up to 4 passengers (the amount we will refund will only be for the rooms, we will not pay any amount for meals or drinks).

Before you arrange alternative travel or accommodation you must call the Rescue Control Centre for their agreement. We will only refund amounts covered by this insurance if we receive valid invoices and receipts.

#### Caravan and Trailer Service

If your vehicle breaks down, any attached caravan (or small trailer not more than 3 metres (10 feet) long) used for private purposes will be entitled to the same service as the vehicle, as long as it is attached to the vehicle by a standard 50 millimetre (2 inch) towing coupling.

#### Message Service

If your vehicle breaks down and help is arranged by the Rescue Control Centre, they can contact your family or colleagues to let them know about the situation.

### CLASSICLINE RESCUE ASSISTANCE IN EUROPE

Whilst we hope that your travel period will be incident free, if your vehicle breaks down, help and assistance is available by calling the 24 hour English speaking emergency telephone service. Try to call from a place where it is easy to call you back. Please note that it is not always possible to provide automatic hire cars or accessories such as bike racks, luggage racks or tow bars.

Please read the details carefully to ensure that you are fully covered, and remember to follow any rules and procedures laid down in respect of servicing the vehicle and making a claim (see General Conditions 4 and 11).

**If you have paid the premium** this insurance will provide the benefits described below if your vehicle breaks down and cannot be driven as a result of a mechanical or electrical breakdown (failures or breakages) results in you not being able to drive the vehicle. Such breakdown must occur within the countries of **Andorra, Austria, Belgium, Czech Republic, Denmark, France, Germany, Republic of Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Portugal, Slovak Republic, Spain, Sweden or Switzerland.**

Please note that this is not a maintenance policy and therefore does not cover the cost of parts or the cost of non-emergency repair work, such as routine servicing or diagnostic tuning. The cover is designed to help keep you and your party mobile during the journey or holiday period abroad. It is not a replacement for a motor insurance policy and does not provide cover for bodywork repairs following an accident or theft.

### BENEFITS - EUROPEAN VEHICLE BREAKDOWN RECOVERY

You will have cover for the following:

- 1 Miscellaneous costs incurred in arranging immediate emergency roadside help following a breakdown. The most we will pay will be £200 in any one-travel period. If the vehicle cannot be repaired quickly at the scene of the breakdown we will arrange and pay the reasonable cost of taking the vehicle, you and 4 passengers to a nearby garage for it to be repaired at **your cost**. The cost of replacement parts up to a maximum of £100, but excluding parts subject to routine maintenance or periodic repair or replacement such as tyres, batteries, exhaust systems and the like.
- 2 If the vehicle is out of use for a period of more than **8 hours** as a result of a breakdown or due to death, injury or serious illness of the only available driver, we will **refund** the following costs and expenses as long as they are as a direct result of the breakdown or illness and are paid immediately after the breakdown or illness (in the case of illness a Doctors report will be required).
  - a the cost of recovery of the vehicle to the nearest garage or railway.
  - b the cost of storage of the vehicle at a garage up to a maximum of £100.
  - c freight costs to obtain any replacement part, which is not available locally.
  - d the cost of one of the following:
    - Hiring one replacement vehicle up to £100 per day and £1,800 in total.
    - Hiring one chauffeur in the event of a serious illness of the only available driver in your party, up to £100 per day.
    - Second-class rail fares so that you and your party can finish your journey or return home.
    - Extra hotel accommodation costs for you and each member of your party up to £40 per person per day incurred during the journey to and from the holiday location up to a maximum of 5 days (we will not pay for meals or drinks).
  - e The cost of recovering the vehicle to your home if it cannot be repaired before your planned return date or costs incurred travelling from your home or holiday location to the scene of the breakdown to collect the vehicle after repair (such costs must not be more than economy class airfare plus miscellaneous additional expenses not exceeding £150).
  - f The cost of emergency repairs to secure the vehicle in the event that it is damaged by attempted theft or break-in up to a maximum of £150 (a police report will be required).
  - g The cost of hiring a replacement vehicle up to £200 if your vehicle is still out of use when you return to the United Kingdom.
  - h The cost of necessary telephone calls up to a maximum of £15.

#### Exceptions

- 1 This section does not cover:
  - breakdowns due to lack of petrol, oil, water or frost damage or the use of the vehicle for racing, pacemaking, or being in any contest or speed trial or any rigorous reliability testing.
  - the cost of any repair apart from repairs covered under Section 1.
  - the cost of spare parts or emergency windscreens.
  - expenses incurred in ordering incorrect replacement parts where this is due to insufficient or wrong information being given by you; or
  - the cost of returning hired vehicles to the Hire Company.
- 2 If the vehicle suffers damage and it is considered to be a write-off (the cost of repairs are greater than the market value of the vehicle) sub-section 2(d) will not apply where the vehicle has comprehensive motor insurance. Where the vehicle is subject to third party insurance, cover will be limited to the market value of the vehicle. If this situation arises, we reserve the right to conduct negotiations direct with the motor insurers.

### GENERAL CONDITIONS

- 1 We will only provide the cover described in this insurance if:
  - You have met all the terms and conditions in this document of insurance.
  - The information you have given to us is, as far as you know, correct and complete (any payment made under this insurance will be based on the original information given to us). If you have failed to give us complete and accurate information or have not met the terms and conditions, this could lead to your claim being denied or the insurance not being valid.
- 2 **This insurance only applies to you and cannot be transferred to anyone else.**
- 3 **You must not use your vehicle outside the United Kingdom for more than 31 days in a row or more than 60 days in total during the period of insurance.**
- 4 **If you are travelling abroad you must ensure that the vehicle is in an efficient and roadworthy condition at the start of the journey or holiday and it has been regularly serviced by a garage or yourself in accordance with the manufacturer's recommendations.**
- 5 If your vehicle breaks down (whether or not you need immediate service), you must immediately tell the Rescue Control Centre.
- 6 Roadside help or recovery will only be provided if you or the driver stays with the vehicle until a rescue vehicle arrives.
- 7 If a claim is made which you or anyone acting on your behalf knows is false, fraudulent or exaggerated, we will not pay the claims and cover under this insurance will end.

- 8 You must take all reasonable steps to prevent a breakdown, and your vehicle must not be driven in an unsafe or unroadworthy condition or until recommended repairs have been carried out.
- 9 You must carry a roadworthy spare tyre with your vehicle at all times and a spare set of vehicle keys.
- 10 Your vehicle must display a valid road tax disc, if applicable.
- 11 You must keep your vehicle properly maintained and serviced.
- 12 This insurance only covers the vehicle specified in the schedule. **You must tell ClassicLine Rescue about any change of vehicle immediately.**
- 13 You must take all reasonable steps to avoid or minimise any loss arising out of a claim under this insurance. Claims arising directly out of financial incapacity will not be covered.
- 14 You must keep all vouchers, invoices and receipts and other documents, which may be relevant to your claim. Any claims must be notified, in writing, as soon as possible, and in any event within 14 days of the occurrence to The Rescue Control Centre, whose address is on the front page, providing full information as to the time, place and circumstances.
- 15 Any documentary evidence and details we may require must be provided at your expense (or your legal representative's expense). You must also have a medical examination if requested to do so.
- 16 You must take reasonable care for the safety and supervision of the vehicle, and if loss or damage occurs whilst it is in the care of a transport company, authority, garage or hotel, the loss or damage must be reported, in writing, to such transport company, authority, garage or hotel.
- 17 You must take all reasonable and practical steps to recover the vehicle if lost or stolen and to discover any guilty person or persons. We can:
  - take over, conduct, defend or settle any claims; and
  - take proceedings, at our own expense and for our own benefit, to recover any payment we have made under this insurance. We will take this action in your name or in the name of anyone else covered by this insurance. You or the person whose name we use must co-operate with us on any matter, which affects this insurance.
- 18 If we incur additional costs beyond the scope or cover, which applies, you must reimburse these costs on demand and within 14 days. If assistance is requested whilst cover is not in force our costs will include a handling charge of £200.
- 19 If we accept your claim but disagree with the amount due to you the matter will be passed to an arbitrator who we both agree to. When this happens, the arbitrator must make a decision before you can start proceedings against us.
- 20 If you make any alteration to this insurance we may charge an administration fee. We do not return premiums where the amount is less than £10.
- 21 We may cancel the insurance by sending 7 days' notice, by recorded delivery, to your last known address. We will refund the part of your premium, which applies to the remaining period of the insurance.
- 22 You may cancel this insurance at any time by telling us in writing and sending back your document of insurance. We will not allow any refund of premium.
- 23 If you decline to accept our decision on the most suitable course of action then we may limit our liability in respect of any one incident to a maximum of £100.

## GENERAL EXCLUSIONS

This insurance does not cover the following:

- 1 If the vehicle is recovered by sea or air, any amount which is more than the cost of taking the vehicle to the nearest port or airport.
- 2 Any ferry fares or toll fees.
- 3 Compensation due to delays to transport services.
- 4 Loss or damage to the vehicle or its contents, or any valuables carried in the vehicle.
- 5 Damage or costs incurred as a direct result of gaining access to the vehicle following your request for assistance.
- 6 The cost of taking the vehicle and its passengers to more than one address after any one breakdown.
- 7 The cost of recovering the vehicle and its passengers if the vehicle can be repaired within a reasonable period of time at or near the place where it has broken down.
- 8 The cost of any parts, emergency windscreens, components or materials used to repair the vehicle.
- 9 Any costs or expenses for any service, which is not arranged by the Rescue Control Centre.
- 10 Any cost or expenses if the breakdown is covered by any other insurance or recovery service.
- 11 Any request for service if the vehicle has been used (from the time you bought it) for private hire, public hire, racing, rally pacemaking or in any contest or speed trial or any rigorous reliability testing.
- 12 Any request for service if the vehicle is off road or cannot be reached due to snow, mud, sand or flood.
- 13 Any request for service if the vehicle is considered to be dangerous or illegal to repair or transport.
- 14 Any results of war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, military or usurped power.
- 15 Claims totalling more than £3,000 in any year.
- 16 Direct or indirect loss, damage or liability caused by, contributed to or arising from:
  - Ionising radiation or contamination from any radioactive nuclear fuel, or from any nuclear waste from burning nuclear fuel.
  - The Radioactive, toxic, explosive or other dangerous property of any explosive nuclear assembly or nuclear part of that assembly; or
  - Pressure waves caused by aircraft and other flying objects.

## OUR PROMISE TO YOU

We aim to give you a first class service. If you are not happy about the service we have provided or you have a complaint, you can write to us at:

**ClassicLine Rescue**  
138 Castle Street  
Hinckley  
Leicestershire  
LE10 1DD

If you are not happy with the way the matter is dealt with, please write to:

**Chief Executive**  
Equity Red Star Motor Policies at Lloyd's  
Library House  
New Road  
Brentwood  
Essex  
CM14 4GD

After this action, if you are still not satisfied with the way a complaint has been dealt with, you may ask the Complaints Department at Lloyd's to review your case (this will not affect your rights to take legal action if necessary). The address is:

**Complaints Department**  
Lloyd's  
One Lime Street  
London  
EC3M 7HA

If you are still not satisfied, you may refer your complaint to the Financial Ombudsman Service (FOS). The address is:

**The Financial Ombudsman Service**  
South Quay Plaza II  
183 Marsh Wall  
London  
E14 9SR

These procedures do not affect your right to take legal action if necessary.

### CALL RECORDING

To help us to provide a first-class service we may record your phone calls.

## DEFINITIONS

**We, us, our** Equity Red Star Motor Policies at Lloyd's.

**Equity Red Star Motor Policies at Lloyd's**

**The Administrators**

**You, your**

**Document of insurance**

**Period of insurance**

**Breakdown**

**Your Vehicle**

**Home**

The Lloyd's underwriters who have insured you under this contract. Each underwriter is only liable for their own share of the risk and not for any other's share. You can ask us for the names of the underwriters and the share of the risk each has taken on.

ClassicLine Rescue.

The person named as the 'insured' in the schedule.

This leaflet, together with the schedule, form your ClassicLine Rescue Membership Document.

The period of time covered by this insurance (as shown in the schedule).

Mechanical or electrical breakdown (failure or breakages), or damage that is caused by an accident, vandalism, fire or theft and results in you not being able to drive your vehicle.

Any vehicle specified in the schedule (or reported to and accepted by us), which must be a private car, or caravan (less than 23 feet/7 metres long) attached at the time of the breakdown.

The place where your vehicle is normally kept.