## Contact information

<table>
<thead>
<tr>
<th></th>
<th>Telephone</th>
<th>In Writing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Breakdown in the UK</strong></td>
<td>0800 197 2049</td>
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<tr>
<td><strong>Breakdown in Europe</strong></td>
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<tr>
<td>Calling from <strong>Europe</strong></td>
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<tr>
<td>Calling from the Republic of Ireland</td>
<td>+33 4 26 73 78 99</td>
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<td></td>
<td>1 800 646 557</td>
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<tr>
<td><strong>Section E - European Breakdown Cover</strong></td>
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<tr>
<td>To request a claim form:</td>
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<tr>
<td>From the <strong>UK</strong></td>
<td>0800 107 5861</td>
<td><strong><a href="mailto:europeanclaims@rac.co.uk">europeanclaims@rac.co.uk</a></strong></td>
</tr>
<tr>
<td>From <strong>Europe</strong></td>
<td>+44 161 332 1040</td>
<td><a href="http://www.rac.co.uk/europeanclaimform">www.rac.co.uk/europeanclaimform</a></td>
</tr>
<tr>
<td><strong>RAC Customer Care</strong></td>
<td></td>
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<tr>
<td>Regarding the breakdown service provided</td>
<td>0330 159 0339</td>
<td>Vauxhall Breakdown Customer Care</td>
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<tr>
<td></td>
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<td>Great Park Road</td>
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<td>Bradley Stoke</td>
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<td>Bristol</td>
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<td></td>
<td></td>
<td>BS32 4QN</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong><a href="mailto:breakdowncustomercare@rac.co.uk">breakdowncustomercare@rac.co.uk</a></strong></td>
</tr>
<tr>
<td><strong>Hearing assistance (in the UK)</strong></td>
<td>Telephone prefix 18001 to access Typetalk or text <strong>us</strong> on 07855 828 282</td>
<td></td>
</tr>
</tbody>
</table>

### Telephone charges

**We** do not cover the cost of making or receiving telephone calls. **Our** calls may be monitored and/or recorded.

**In the UK**

Call charges may apply. Please check with **your** telephone provider. 03 numbers are charged at national call rates and usually included in inclusive minute plans. Text messages will be charged at **your** standard network rate.

**In Europe**

Roaming charges may apply when making or receiving calls, please check with **your** mobile phone provider for more information. It may not always be possible for **us** to return a call to a mobile phone.

### If your vehicle breaks down, please provide us with

1. The **vehicle’s** make, model and registration number
2. The exact location of the **vehicle** – the road **you** are on or the nearest road junction
3. The number of the phone **you** are using
4. The cause of the **breakdown**, if **you** know it
5. A credit card in **your** name if **you** need additional services or a hire car

Some garages in **Europe** will require **your** passport and passport number before they begin any repairs.

If **you** fail to contact **us** within 24 hours of becoming aware of the **breakdown** **we** may refuse to provide assistance in relation to that **breakdown**.

### Remember

Please let **us** know if **you** have called **us** but manage to get going before **we** arrive.
We will only provide assistance if we arranged help, so please do not go directly to a garage or other recovery service, or otherwise approve action taken by you or on your behalf.

**Breakdown on a motorway in France or Mainland Europe**

Motorways in France and many other European countries are privately managed. If your vehicle breaks down on a French motorway, motorway service area, or other European private motorway, you must use the roadside emergency telephones as we cannot send assistance. If the vehicle is recovered by the police or authorised motorway services, you may have to pay labour and towing charges on the spot and a standard tariff is normally applied.

We will reimburse these charges as long as the vehicle is towed to the recovery company’s depot. This may also apply to other roads, so we recommend you use the emergency phones where available. If they will not send a breakdown recovery vehicle, you should contact us.
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Definitions

Any words in bold appearing throughout this Vauxhall Assistance booklet have a specific meaning which we explain below:

“beyond economical repair” means where the total cost required to repair the vehicle, including any taxes, is greater than the market value of the vehicle. If the vehicle has broken-down, the total cost required to repair the vehicle will be based on the estimate for repair provided by the service provider in the applicable country in Europe where the breakdown has occurred;

“breakdown”/ “break down”/ “broken-down” means an event during the period of service, that stops the vehicle from being driven because of a mechanical or electrical failure including as a result of battery failure, but not as a result of a mis-fuel, road traffic collision, fire, flood, theft, acts of vandalism, or any self-induced fault;

“caravan”/ “trailer” means any caravan or trailer which complies with the following specifications:

<table>
<thead>
<tr>
<th>Max weight (gross)</th>
<th>Max length</th>
<th>Max width</th>
<th>Max height (applicable in Europe only)</th>
</tr>
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<tbody>
<tr>
<td>3.5 tonnes</td>
<td>7 metres (including tow bar)</td>
<td>2.55 metres</td>
<td>3 metres</td>
</tr>
</tbody>
</table>

“Europe” means 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, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Republic of North Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russian mainland (west of the Urals), San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta and Melilla and the Canary Islands), Sweden, Switzerland, Turkey (in Europe) plus Uskudar, Ukraine, Vatican City and any offshore islands of the above, except overseas territories outside of Europe;

“European assistance limits table” means the table outlining the limits that apply to Section E (European breakdown cover) on page 10;

“home” means the address in the UK where you live permanently;

“journey” means a trip to Europe lasting no longer than 90 days which begins on departure from home and ends on return home, during the period of service;

“market value” means the market value in the UK, as reasonably determined by us in accordance with published industry data (using Glass’s Guide or other appropriate trade vehicle valuation guide), of a vehicle based upon one of equivalent age, make, recorded mileage and model;

“passengers” means the driver and any passengers travelling in the vehicle up to the maximum number permitted as specified by the manufacturer;

“period of service” means the length of time your vehicle is eligible for Vauxhall Assistance, which is 96 months or 100,000 miles (160,000 Km) whichever comes first, from the date of registration;

“RAC”/ “we”/ “us”/ “our” means RAC Motoring Services and any person employed or engaged to provide services on their behalf;
“reimburse”/ “reimbursement” means reimbursement by us under the reimbursement process on page 7;

“self-induced fault” means any fault caused by actions or omissions of the driver of the vehicle, for example running out of fuel (or charge in an electric vehicle), lost, stolen or broken keys, or locking your keys in your vehicle;

“specialist resource” means resource or equipment that is not normally carried by us but is required to complete a repair or recovery, for example a crane, tractor or locksmith;

“UK” means England, Scotland, Wales, Northern Ireland, and for the purpose of this document, includes the Channel Islands and the Isle of Man;

“vehicle” means the UK registered vehicle; and

“you”/ “your” means the driver of the vehicle requesting the services of Vauxhall Assistance

Important information about Vauxhall Assistance
• Vauxhall Assistance is available only as part of your Vauxhall Warranty and offers services relating to the breakdown of the vehicle.
• The vehicle is covered, whoever is driving.
• There are general conditions that apply to all sections. There are also specific conditions that are set out in each section that apply to each section. You must meet all of these conditions.
• All requests for service must be made directly to us.

Limits of cover
1. Section E (European breakdown cover) includes unlimited journeys during the period of service, but each journey is limited to a maximum of 90 days;
2. In order to request service under Section C (Recovery) we must have first attended under Section A (Roadside); and
3. In order to request services under Section D (Onward Travel), we must have first attended under Section A (Roadside) or B (At Home).
4. There are limits on the amount that is covered under certain sections, as set out in this document.

Reimbursement
Under some sections, you may need to pay for the service up front and claim this back from us. To do so, please visit www.rac.co.uk/europeanclaimform for reimbursements under Section E (European breakdown cover), or www.rac.co.uk/reimbursementclaimform for all other sections.

If you have any queries please contact RAC Customer Care (see Contact information, page 2). Please send your completed claim form with proof of payment (such as a receipt) to Customer Services. We may ask you to supply original documents.

Please note: Any costs that are not arranged through us or agreed by us will not be reimbursed.

Hire car terms
Certain sections of Vauxhall Assistance include the supply of a hire car. Where a hire car is available as a covered benefit, the following terms apply:
1. If your vehicle has more seats than the hire car we provide, and you require more seats, we may need to provide two cars.

2. We do not provide hire cars for business use, including use for hire and reward.

3. If you are not eligible for a hire car arranged by us for any reason, such as you do not meet the hire car provider’s terms (e.g. you have certain types of endorsements on your licence or you are under 21), and you choose to hire a car yourself, let us know and then provided we have agreed the cost beforehand, we will reimburse you up to the limits detailed under Sections D (Onward Travel) or E (European breakdown cover).

4. Where we arrange a hire car we will pay the insurance and collision damage waiver (this covers the cost of damage but there may still be an excess).

5. We will not provide any specific car type, model or accessories, including tow bars.

6. We will not cover any costs of:
   a) fuel while using the car hire; or
   b) any insurance excess and additional costs.

**Caravans and Trailers**

We do not cover the breakdown of caravans and trailers under Vauxhall Assistance. If, however, the vehicle is towing a caravan or trailer at the time of breakdown, and we are unable to repair the vehicle at the roadside, we will recover the caravan or trailer along with the vehicle.
Section A: Roadside

Service provided
If your vehicle breaks down within the UK more than a ¼ mile from your home, we will:

1. Send help to repair the vehicle at the roadside. This could be a permanent or temporary repair; or
2. If we are unable to repair the vehicle at the roadside, we will recover the vehicle and passengers to the nearest Vauxhall franchised dealer or a destination of your choice up to a maximum of 10 miles from the breakdown.

If we recover the vehicle, we will reimburse you for taxi costs for passengers to continue the journey to a single destination within 20 miles.

Service not provided
1. The cost of any parts;
2. The fitting of parts, including batteries, supplied by anyone other than us; or
3. Any breakdown resulting from a fault that we have previously attended and:
   a. the original fault has not been properly repaired; or
   b. you have not followed our advice after a temporary repair.

Section B: At Home

Service provided
We will provide the same service as the “Service provided” part of Section A (Roadside) if your vehicle breaks down at, or within a ¼ mile of, your home.

Service not provided
Please see the “Service not provided” part of Section A (Roadside), which also applies here.

Section C: Recovery

Service provided
If we are unable to repair the vehicle under Section A (Roadside), we will recover the vehicle and passengers from the breakdown location to any Vauxhall franchised dealer within the UK for repair, or a single destination of your choice within the UK.

For long distances we may use more than one recovery vehicle.

Please note: Recovery must be arranged with us while we are at the scene.

Service not provided
1. Please see the “Services not provided” part of Section A (Roadside), which also applies here;
2. A second recovery owing to the intended original destination being closed or inaccessible.
Section D: Onward Travel

If we attend a breakdown under Sections A (Roadside) or B (At Home), and the vehicle cannot be fixed on the same day, we will help you by making arrangements to allow the continuation of your journey. You can choose one of the following options, based on your circumstances and subject to availability:

1. Hire Car;
2. Alternative transport; or
3. Overnight accommodation.

1. Hire car
Service provided
Please see Hire Car terms on page 7

We will arrange a hire car for up to 48 hours or until your vehicle has been fixed, if sooner. If you arrange your own hire car in line with the ‘Hire car terms’ on page 7, we will reimburse you up to £35 per day.

Hire cars must be arranged with us within 24 hours of the time of the breakdown.

2. Alternative transport
Service provided
If you would prefer to continue the journey by air, rail, taxi or public transport, we will reimburse you for a standard class ticket up to £150 per person or £500 for the whole party, whichever is less.

3. Overnight accommodation
Service provided
You may decide that waiting for your vehicle to be fixed is best. We will arrange one night’s bed and breakfast accommodation, up to a value of £150 per person or £500 for the whole party, whichever is less.

4. Assistance in a medical emergency
Service provided
We will also help if you or one of your passengers suddenly or unexpectedly falls ill and needs medical help before the end of your journey. We will help you:

1. Book one night’s bed and breakfast accommodation for you and your passengers if the hospital is more than 20 miles from home. We will reimburse you up to £150 per person or £500 for the whole party, whichever is less; and
2. Arrange to get the patient home or to a local hospital as soon as they are fit to travel.

Service not provided
We will not assist you where you or one of your passengers is taken ill during a journey to or from a doctor’s surgery or hospital, including planned doctor or hospital appointments or emergencies.
Section E: European breakdown cover

European assistance limits table

<table>
<thead>
<tr>
<th>Section</th>
<th>Assistance limits</th>
</tr>
</thead>
</table>
| E1 – Onward travel in the UK | • Hire Car: up to 6 days, or  
• If you are not eligible for our hire car, a reimbursement limit of up to £125 per day up to a maximum of £750, whichever is less |
| E2 – Roadside assistance in Europe | • Unlimited roadside assistance in Europe  
• Garage Labour up to £150 if repairs can be completed on the same day |
| E3 – Onward travel in Europe (including recovering you and your passengers back to the UK) | • Hire car or alternative transport limit: Up to £125 per day, up to a maximum of £1,500, whichever is less  
• Additional accommodation expenses (room only): Up to £50 per person per day, up to a maximum of £500, whichever is less |
| E4 – Getting your vehicle home (providing your vehicle is not beyond economic repair) | • Costs up to the market value of your vehicle, or £500, whichever is greater.  
• Hire Car – up to £40 per day for up to 3 consecutive days |
| E5 – Vehicle break-in emergency repairs | • Up to £180 |

Section E1: Onward travel in the UK

Service provided
If we attend a breakdown under Section A (Roadside) and we cannot fix your vehicle by your planned departure date and:

1. you are within 48 hours of your planned departure date; and
2. limited to the maximum amount set out in your European assistance limits table
we will arrange a hire car for the continuation of your journey or until your vehicle has been fixed if sooner, and we will transport one person to our nearest hire car supplier to collect the vehicle. Please see ‘Hire car terms’ on page 7.

Section E2: Roadside assistance in Europe

We will provide assistance up to the limit shown in the European assistance limits table.

Service provided
If your vehicle breaks down in Europe during a journey, we will send help to either:

1. Repair the vehicle at the roadside. This could be a permanent or temporary repair; or
2. If we are unable to repair the vehicle at the roadside, we will:  
   a. recover the vehicle and passengers to a local garage for fault diagnosis on the vehicle;  
   b. pay for the initial fault diagnosis to find the next course of action;  
   c. contribute towards the garage labour charges up to the amount in the European assistance limits table;  
   d. help you purchase replacement parts if they cannot be found locally, and pay for them to be
delivered; and

e.  we will also relay any urgent messages from you to a contact of your choice.

**Service not provided**

1. Repair costs if the vehicle repair costs will be more than its market value.
2. The costs of any parts.

*Please note:* By claiming under this section you are authorising us and the garage to undertake fault diagnosis.

**Section E3: Onward travel in Europe**

We will assist you up to the limit shown in the European assistance limits table.

**Service provided**

If your vehicle has a breakdown during a journey in Europe, and we establish that the repairs cannot be completed within 6 hours, we will help you by making arrangements for the passengers to continue the journey. You can choose one of the following options, based on your circumstances and subject to availability:

1. Hire Car;
2. Alternative transport; or
3. Additional accommodation expenses.

**Service not provided**

The cost of transporting you and your passengers to collect your hire car, getting to a station or travel to your hotel.

1. **Hire Car**
   **Service provided**
   A hire car as a replacement until your vehicle has been fixed, up to the limits in the European assistance limits table. Please see ‘Hire car terms’ on page 7.

2. **Alternative transport**
   **Service provided**
   A standard class ticket up to the limits in the European assistance limits table for travel by air, rail, taxi or public transport.

3. **Additional accommodation expenses**
   **Service provided**
   We will arrange and pay for additional accommodation expenses if you are unable to use your pre-arranged accommodation.

**Service not provided**

Accommodation where you have suitable alternative accommodation you can use.

Benefit under this section will stop once:

1. The vehicle has been repaired to a roadworthy condition; or
2. The decision to bring your vehicle home is made by us; or
3. Once we establish that the repair costs to your vehicle exceed its market value.

Once you are notified of cover ending, if you have a hire car, you must return it to the place agreed with us within 24 hours. You can keep the hire car for longer if you agree this with us first and pay for it.
Getting your passengers home
We will provide alternative transport as above to get the passengers back home if:
1. Your vehicle is brought back home under Section E4; or
2. Once we establish that the repair costs to your vehicle exceed its market value under Section E4.

Section E4: Getting your vehicle home
We will assist you up to the limit shown in the European assistance limits table.

Service provided
If we attend a breakdown in Europe under Section E2 and the vehicle cannot be repaired before your planned return to the UK, we will arrange and pay for:

1. Recovery of the vehicle to a single destination of your choice within the UK; and
2. Storage charges for the vehicle whilst awaiting the vehicle to be returned to the UK; or
3. If your vehicle is repaired in Europe, the cost of one person to travel to collect the vehicle by standard class rail, air fare or public transport, and a contribution towards room only accommodation up to £50 per day;
4. If the cost of repairing the vehicle is greater than its market value as a result of a breakdown and it has to be disposed of abroad under Customs supervision, we will pay the cost of the import duty;
5. Reimbursement for a hire car in the UK once we have brought passengers home under Section E3, until your vehicle is brought back to the UK, up to the amount set out in in the European assistance limits table.

We will take the passengers in the vehicle home under Section E3.
It is our decision whether to get your broken-down vehicle home or have it repaired locally.

Service not provided
1. Any costs:
   a. if your vehicle is beyond economical repair
   b. covered under your motor insurance;
   c. relating to storage once you have been notified that your vehicle is ready to collect; and
   d. relating to any costs incurred as a result of actions or omissions of your motor insurers;
2. We will not take the vehicle back home if:
   a. the vehicle is roadworthy; or
   b. a customs officer or other official finds any contents in your vehicle that are not legal in that country;
3. Any import duties not relating to the vehicle, for example relating to items carried in the vehicle;
4. We will not cover the costs of fuel, insurance or meals;
5. We will only cover costs under this section to the amount set out in the European assistance limits table, so if you want us to bring the vehicle home and the costs of bringing the vehicle home exceed this, you will need to pay any additional costs before we make arrangements.

Important:
- Following our authorisation, it can take up to 14 working days for the vehicle to be delivered back to the UK. At busy times and from some countries it may take longer.
- If we do not bring your vehicle back to the UK, you will have 10 weeks in which to advise us of how you wish to recover or dispose of it. If you do not contact us within 10 weeks we will dispose of it at your cost.
Section E5: Vehicle break-in emergency repairs

You must report the break-in to the police within 24 hours in order to obtain a written report before contacting us under this section.

Service provided

If the vehicle suffers damage to windows, windscreen or locks caused by forcible entry or attempted forcible entry, although this is not a breakdown, we will reimburse you up to the amount shown in the European assistance limits table, for:

1. immediate emergency costs incurred in order to continue your journey: or
2. the costs of recovering the vehicle to a local repairer to ensure your vehicle is secure and roadworthy.

Service not provided

1. The cost of any parts.
2. Any benefits under any other section of Vauxhall Assistance.

Section E6: Replacement driver

Service provided

Although this is not covered as a breakdown, if you suddenly or unexpectedly fall ill or you are injured during your journey in Europe, meaning you are unable to drive, we will provide a replacement driver to allow you to continue your journey or return home.

We will require written confirmation from the treating hospital or medical expert that you are unable to drive.

Service not provided

1. If there is another qualified driver who is a passenger and who is fit and legally able to drive the vehicle.
2. Any benefits under any other section of Vauxhall Assistance.

Section F: Self Induced Fault cover

Service provided

If your vehicle cannot be driven during the period of service for the following self-induced faults only:

a. Misfuelling;
b. Running out of fuel or charge in an electric vehicle;
c. Tyre punctures, even if the vehicle is carrying a serviceable spare tyre; and
d. Keys which have been lost, stolen, broken or locked inside the vehicle

We will:

1. Send help to repair the vehicle at the roadside. This could be a permanent or temporary repair; or
2. If we are unable to repair the vehicle at the roadside, we will recover the vehicle and passengers:
   a. In the UK: to the nearest Vauxhall franchised dealer or a destination of your choice up to a maximum of 10 miles from the breakdown; or
   b. In Europe: to a local garage.
If your vehicle cannot be driven because you have put the wrong fuel in the vehicle, we will either:

1. Send help to recover the vehicle as described in paragraph 2 above; or
2. We may be able to arrange to drain your vehicle at the roadside. Whilst the cost of our attendance is included, you have to pay for the cost of draining and flushing the fuel and any new fuel required.

**Service not provided**

1. Any self-induced fault not listed above.
2. The cost of any parts, fuel or other consumables;
3. The fitting of parts, including batteries, supplied by anyone other than us; or
4. Any breakdown resulting from a fault that we have previously attended and:
   a. the original fault has not been properly repaired; or
   b. you have not followed our advice after a temporary repair.

**General conditions**

The following conditions apply to all sections. If you do not comply we can refuse service.

1. You must request services directly from us, as we will only provide services if we make arrangements to help you.
2. Where the breakdown is caused by a component failure, this must stop the vehicle from working, so for example an air-conditioning failure in itself does not constitute a breakdown, and the illumination of a warning light does not always constitute a breakdown. If it does not, you will need to take your vehicle to a place of repair and we will not cover this.
3. We will not provide service where the vehicle is already at a garage or other place of repair.
4. Where we deem, acting reasonably, that you requested service to avoid the cost of repairing the vehicle, or to correct an attempted repair by someone else, we will not provide service.
5. A driver must be with the vehicle when we attend.
6. You are responsible at all times for the care of your personal belongings, valuables, luggage and goods in or on a vehicle. We will not be responsible for any loss of or damage to them.
7. Where we recover passengers under the age of 16, they must be accompanied by an adult.
8. We will not allow animals in our vehicles, except guide dogs. Any animals can remain in the vehicle at the driver’s own risk. We will not be liable for any injury to animals, or damage caused by them. We will not transport any livestock. We will not be responsible for any costs relating to animals.
9. The vehicle must not carry more passengers than the number stated in the vehicle’s registration document. Each passenger must have a separate fixed seat fitted to the manufacturer’s specification and any child must occupy a properly fitted child seat if required.
10. Where we provide a repair to the vehicle, whilst we are responsible for that repair, this does not mean that we are confirming the legal and roadworthy condition of the vehicle. This remains the driver’s responsibility.
11. We will not be responsible for any losses that may incur following a breakdown that are not expressly covered under Vauxhall Assistance. For example, we will not pay for any loss of earnings or missed appointments.
12. We do not guarantee that recovery to any garage, including a Vauxhall franchised dealer, will be during opening hours, or that repairs can start immediately. Whilst we will try to check that the garage will undertake the type of repairs required, we cannot guarantee this. We will not take responsibility for repairs carried out at any garage and the contract for such repairs will be between you and the garage / repairer.
13. During extreme weather, riots, war, civil unrest, industrial disputes, our services can be interrupted. We will resume our service to you as soon as we can in these circumstances.

14. The cost of the following is not covered:
   a. specialist resource;
   b. tolls, ferries or congestion or low emission zone charges for your vehicle and our vehicle;
   c. any damage to glass even if the damage means the vehicle cannot be legally or safely driven. We will arrange transport to a local garage so you can arrange to get the vehicle fixed but you will have to pay for this; or
   d. recovery by someone other than us. If the emergency services, local authority or any government agency are handling the breakdown, we will only attend and provide recovery once instructed to do so by them.

15. In handling any request for service there may be more than one option available to you. We will decide which is the most appropriate option based on our expertise in breakdown situations. In doing so we will act in consultation with you, and act reasonably at all times.

16. Vauxhall Assistance does not cover:
   a. routine servicing, maintenance or assembly of your vehicle;
   b. caravans or trailers;
   c. breakdowns that occur during activities or events that are not subject to the normal rules of the road, for example, breakdowns on a track day. We will not attend breakdowns on race tracks or where you have been immediately recovered from a race track;
   d. breakdowns that occur, or recovery of vehicles to a destination, that is off the public highway to which you or we have no legal access;
   e. your vehicle if it is not legally taxed, insured and holding a valid MOT which is required by law or is not being used in line with the manufacturer’s guidelines;
   f. vehicles that are not in a roadworthy condition. If we consider, acting reasonably, that the vehicle is not in a legal or roadworthy condition, we can refuse to provide service. If you can demonstrate that the vehicle is roadworthy we will provide service;
   g. any request for service that is or may be affected by the influence of alcohol or drugs;
   h. any breakdown that is caused by or as a result of vehicle theft or fire; or
   i. any request for service where the breakdown was not first reported to us under Vauxhall Assistance.

17. If you are asked to review and approve a document, including an electronic form, recording the condition of your vehicle, it is your responsibility to ensure that the record is accurate and complete, and we will not be responsible for any errors or omissions.

18. Where we arrange a hire car, taxi, hotel or similar benefit, we will always try to find a suitable option that is available at the time, however:
   a. we are not responsible for the quality or service of each individual hotel, train or taxi booked; and
   b. for hire cars, whilst we use reputable companies, we are unable to and cannot be responsible for checking the condition of each vehicle or the quality of service provided by each company;

Conditions specific to travel in Europe

19. Requests for service made more than 24 hours after the breakdown may be declined in part or completely;

20. We do not cover:
   a. vehicle storage charges, other than under Section E4 (Getting your vehicle home);
b. the hire of minibuses, motorhomes, motorcycles, caravans, trailers or vans;
c. overloading of a vehicle under the laws in any country in which the vehicle is travelling;
d. Breakdowns in Europe caused by running out of oil or water, frost damage or rust or corrosion.

21. We will not cover any repairs which are not essential in order to continue the journey.

22. You must make sure the vehicle meets all relevant laws of the countries you visit during a journey;

23. How we calculate the exchange rate:
   a. Any costs incurred directly by us in a currency other than GBP will be converted to GBP at the exchange rate used by us at the time;
   b. Costs incurred by you in a currency other than GBP which are recoverable from us will be converted to GBP either:
      i. at the exchange rate used by your credit or debit card provider; or
      ii. at the exchange rate used by us when we receive your claim form if you paid in cash

24. If your vehicle needs to be repaired following a breakdown, you must not delay or refuse repairs whilst you are in Europe. If you do, and in our reasonable opinion that would lead to additional costs being incurred, we reserve the right to refuse to provide service under section E3 (Onward Travel) or section E4 (Getting your vehicle home).

Additional benefits
The following are provided at no additional charge:

1. Service in the Republic of Ireland
   Please note: This service is only provided if your home address is in Northern Ireland and as an alternative option to your European breakdown cover under Section E.

   If the vehicle has broken-down in the Republic of Ireland, we will provide a Roadside attendance service only, as described under Section A (Roadside). If we are unable to repair your vehicle at the roadside, we will recover the vehicle to your home, or to another destination in Northern Ireland if the distance is less.

2. Urgent Message Relay
   If your vehicle has broken-down and you need to get in touch with friends and family urgently, we will get a message to them for you.

3. UK Replacement Driver
   If you suddenly or unexpectedly fall ill or are injured, during a journey in the UK and no one within your party can drive the vehicle, we may be able to provide you with a replacement driver. This service is discretionary, and we will decide whether or not to provide this service. We will require written confirmation form the treating hospital or medical expert that you are unable to drive.

Additional services
We can provide additional services that are not included in Vauxhall Assistance, but we will charge you for these, for example to:

- Purchase the parts you need to get on your way;
- Pay for specialist resource to complete the recovery or repairs;
- Extend the hire time for a replacement car;
- Attend a self-induced fault not covered under section F; or
- Arrange a second or extended recovery.
We will agree these costs up front and will need full payment before we can help. You will be responsible for any additional charges.

Misuse of service
You must not:

1. Behave inappropriately towards us, including acting in a threatening or abusive manner, whether verbally or physically;
2. Persuade or attempt to persuade us into a dishonest or illegal act;
3. Omit to tell us important facts about a breakdown in order to obtain a service;
4. Provide false information in order to obtain a service;
5. Pay for additional services or goods in the knowledge that the payment has or will fail, with no intention of providing alternative payment.

If these conditions are not complied with, we may:

1. Restrict the cover available to you in the future;
2. Restrict the payment methods available to you;
3. Refuse to provide any services to you under Vauxhall Assistance with immediate effect;
4. Immediately cancel this cover; and
5. Refuse to sell any policies or services to you in the future.

Changes to your details
You must let us know immediately if you need to change your details.

All communications from us shall be deemed duly received if sent to your last known address.

Complaints
We are committed to providing excellent service. However, we realise that there are occasions when you feel you did not receive the service you expected. If you are unhappy with our services relating to Vauxhall Assistance, such as services at or following a breakdown, or the additional benefits, please contact us as follows:

<table>
<thead>
<tr>
<th>Breakdown Complaints</th>
<th>0330 159 0339</th>
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<tbody>
<tr>
<td></td>
<td>Vauxhall Breakdown Customer Care</td>
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<tr>
<td></td>
<td>RAC Motoring Services</td>
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<td>Great Park Road</td>
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<td><a href="mailto:breakdowncustomercare@rac.co.uk">breakdowncustomercare@rac.co.uk</a></td>
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