



Vauxhall Service Activated Roadside Assistance Complimentary Breakdown Cover

Terms & Conditions

Contact information

	Telephone	In Writing
Breakdown Telephone	0800 197 2049	
RAC Customer Care Regarding the breakdown service provided	0330 159 0339	Vauxhall Assistance Breakdown Customer Care Great Park Road Bradley Stoke Bristol BS32 4QN breakdowncustomer@rac.co.uk
Hearing assistance (in the UK)	Telephone prefix 18001 to access Typetalk or text us on 07855 828 282	

Telephone charges

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

If your Vauxhall breaks down, please provide us with:

1. The **vehicle's** 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

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.

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Definitions

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

“**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 and flat tyres, but not as a result of a 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:

Max weight (gross)	Max length	Max width
3.5 tonnes	7 metres (including tow bar)	2.55 metres

“**driver**” means **you** or any authorised **driver** of the **vehicle** at the time of **breakdown**;

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

“**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 a period of 12 months from the date of your **vehicles** latest service,

“**RAC**” / “**we**” / “**us**” / “**our**” means RAC Motoring Services and any person employed or engaged to provide services on their behalf;

“**self-induced fault**” means any fault caused by actions or omissions of the **driver** of the **vehicle**, for example mis-fuel, running out of fuel (or charge in an electric vehicle), Road Traffic Accident, bogged and ditched, 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 only;

“**vehicle**” means the vehicle that is subject to the Vauxhall SARA contract; and

“**you**” / “**your**” means the driver of the **vehicle** requesting the services of Vauxhall Service Activated Roadside Assistance.

Important information about Vauxhall Service Activated Roadside Assistance

This offer does not apply to vehicles already covered by an active VAUXHALL Assistance plan but may be applied on expiry of the current policy up until then next scheduled service interval.

This is complimentary breakdown assistance, please check that any existing breakdown cover held elsewhere still meets your needs.

- 12 months of free Vauxhall Service Activated Roadside Assistance is provided at the time of the purchase of a Vauxhall Scheduled, Menu or Fixed Price Service,
- Vauxhall Service Activated Roadside Assistance is provided for the vehicle, no matter who’s driving, or whether the vehicle has been re-sold.
- There are general conditions that apply to all sections. There are also specific conditions that are set out in each section. **You** must meet all of these conditions.
- All requests for service must be made directly to **us**.

Caravans and Trailers

We do not cover the **breakdown** of **caravans** and **trailers** under Vauxhall Service Activated Roadside 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**.

UK Breakdown Services

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 a Vauxhall franchised dealer up to a maximum of 10 miles from the **breakdown**.

If **we** recover the **vehicle** to a garage, **we** will reimburse **you** for taxi costs for **passengers** to continue the journey to a single destination within 20 miles. Please complete a claim form (www.rac.co.uk/reimbursementclaimform) and send this with proof of payment (such as a receipt) to Customer Services. **We** may ask **you** to supply original documents.

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 a Vauxhall franchised dealer within the **UK** for repair,

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 “Service not provided” part of Section A (Roadside), which also applies here;

Section D: 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. Mis-fuelling
- b. Running out of fuel, running out of charge in an electric vehicle, or AdBlue in a diesel 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**
- e. Road Traffic Accident, Bogged and ditched vehicles

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 a Vauxhall franchised dealer up to a maximum of 10 miles from the breakdown.

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** will 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 assistance 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 Service Activated Roadside 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. **We** will not provide service under this cover if **we** are prevented from doing so in circumstances beyond **our** reasonable control, including, but not limited to, an act of terrorism, a pandemic or epidemic, extreme weather, the activities of civil or government authorities, industrial disputes, riots, war or civil unrest. In these circumstances, **we** will take steps to prevent or minimise the effects on **our** services.
14. The cost of the following is not covered:
 - a. **specialist resource**;
 - b. tolls, ferries or congestion charges for **your vehicle** or **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 Service Activated Roadside 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 at, 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 Service Activated Roadside 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.

Additional benefits

The following are provided at no additional charge:

1. 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**.

2. 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 from 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 Service Activated Roadside 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; 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 Service Activated Roadside Assistance with immediate effect;
4. Immediately cancel this cover; and
5. Refuse to sell any policies or services to **you** in the future.

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 Service Activated Roadside Assistance, such as services at or following a **breakdown**, or the additional benefits, please contact **us** as follows:

	Phone	In writing
Breakdown Complaints	0330 159 0339	Vauxhall Assistance Breakdown Customer Care RAC Motoring Services Great Park Road Bradley Stoke Bristol BS32 4QN breakdowncustomercare@rac.co.uk