

## A summary of your Vauxhall Roadside Assistance Cover

Details of the level of Roadside Assistance cover you have chosen can be found in your Vauxhall Motor Insurance Schedule. Full details of your cover can be found within your Vauxhall Roadside Assistance Terms and Conditions Booklet. A Vauxhall Roadside Assistance Terms and Conditions Booklet is available on request by calling the Vauxhall Motor Insurance Sales & Service on **0844 84 85 840**.

Please read this document carefully as this is a summary of your chosen level of Roadside Assistance cover. The cover you have purchased is provided by The Automobile Association Limited (The AA) and covers you, along with your Vauxhall Motor Insurance Policy for 12 months or as otherwise stated on your Vauxhall Motor Insurance Schedule.

### Your Vauxhall Roadside Assistance Cover

Vauxhall Motor Insurance has teamed up with the AA to provide you with comprehensive Roadside Assistance Services at competitive prices.

#### Key benefits:

- The AA's aim is to repair your vehicle at the roadside and get you back on your way.
- 24/7 roadside assistance, 365 days of the year.
- Fast, effective repairs carried out by experienced AA patrols.

There are three levels of cover available:

1. **UK Roadside Assistance:** Provides AA roadside assistance throughout the UK as long as you are at least a quarter of a mile away from home. The AA will aim to fix the vehicle, but if it can not be fixed it will be taken to the nearest garage.
2. **UK Roadside Assistance and Relay:** If a prompt local repair is not possible, the AA will arrange onward passage for you, up to eight passengers and your vehicle to any single mainland UK destination. If you are towing a trailer or caravan at the time, this can also be recovered (subject to certain weight and size restrictions\*).
3. **UK Roadside Assistance, Relay and Home Start:** Provides all the benefits of UK Roadside Assistance and Relay. This is extended to Home Start which will bring help to your doorstep. If the vehicle can not be repaired, the AA will transport your vehicle to your local garage only. Relay to any destination is not available from your home.

Levels of cover:	UK Roadside Assistance	UK Roadside Assistance and Relay	UK Roadside Assistance, Relay and Home Start
Roadside Assistance	✓	✓	✓
Roadside Repair (when possible)	✓	✓	✓
Roadside assistance available 24 hours a day, every day of the year.	✓	✓	✓
Message handling	✓	✓	✓
The Eligible Vehicle will be towed to the nearest garage if it can't be fixed at the roadside	✓	✓	✓
Roadside Assistance as soon as you are over $\frac{1}{4}$ mile away from home	✓	✓	✓
Relay following an incident involving the Eligible vehicle and we can not arrange a local repair within a reasonable time.	x	✓	✓
Relay provides the relay of an immobilised Eligible Vehicle (including trailer/caravan on tow at time provided it is within the size limits) to any other single destination in the UK	x	✓	✓
On the back of the Relay of the Eligible Vehicle, assistance will be provided for no more than the legal seating capacity of the Eligible Vehicle up to a maximum of eight people (including the driver)	x	✓	✓
Roadside assistance when the Eligible Vehicle is immobilised at or within $\frac{1}{4}$ mile of home	x	x	✓

\* maximum vehicle weight (applies to all services), all vehicles: 3.5 tonnes gross vehicle weight (GVW), maximum vehicle length (Relay Service: 5.5m), maximum vehicle width (Relay Service: 2.3m)

## How to notify us of a Breakdown

**UK Breakdown Assistance: 0800 55 33 88**

### Exclusions and limitations:

#### What is not covered:

- Routine maintenance and running repairs, the cost of spare parts, petrol, oil, keys, consumables or other materials and garage or other labour required to repair the Eligible Vehicle;
- Any additional charges resulting from failure to carry a legal and serviceable spare wheel(s) or tyre(s) in the Eligible Vehicle;
- Attendance or any costs or charges connected with the drainage or other removal of fuel, lubricants or other fluids due to the introduction of an inappropriate fluid;
- Assistance following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the Eligible Vehicle's removal. If the police insist on immediate recovery by a third party, the cost of this must be met by you;
- Provide or arrange assistance services if you are not present at the time of the incident and/or unable to be present at the time assistance arrives;
- Eligible Vehicles not displaying the relevant road fund licence;
- Having the Eligible Vehicle stored or guarded in the absence of the driver;
- Providing service to the Eligible Vehicle when it is on private property, for example garage premises;
- Any personal transportation costs;
- The recovery of horses or livestock;
- Any ferry or toll charges levied in relation to the Eligible Vehicle that is being towed or recovered;
- The use of incorrect fuel; and
- Attendance or payment for lost or stolen keys, or when keys have been locked in the Eligible Vehicle.

Full terms and conditions are set out in your Vauxhall Roadside Assistance Terms and Conditions Booklet. A Vauxhall Roadside Assistance Terms and Conditions Booklet is available on request by calling the Vauxhall Motor Insurance Sales & Service Team on **0844 84 85 840**.

### Your Right to Cancel

You have the right to cancel your Vauxhall Roadside Assistance within 14 days from receipt of your Vauxhall Roadside Assistance documentation (the "cooling off period") by notifying Vauxhall Motor Insurance. If you wish to cancel after the cooling off period has expired, and subject to any other statutory rights you have, we will not be obliged to give refunds.

Vauxhall Motor Insurance Sales and Service Team can be contacted on **0844 84 85 840** and will be happy to help with any cancellation requests.

### Compliments and Complaints procedure

If you have either a compliment or a complaint, we really want to hear from you. We welcome your comments as they give us the opportunity to put things right and to improve Vauxhall Roadside Assistance service.

Please phone us on: 0845 607 6727

Text phone users can ring: 0845 850 1207

Fax: 01256 492306

E-mail: [customersupport@theAA.com](mailto:customersupport@theAA.com)

Or write to: Customer Support, AA, Fanum House, Basingstoke, Hampshire RG21 4EA

The AA's aim is to get it right first time and every time, if you are not happy with our final response to your complaint, or if we have not given you a final response within eight weeks you may refer your complaint to the Financial Services Ombudsman to review your case. This is a free and impartial service.

The Financial Ombudsman Service (FOS) can be contacted at:

The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.

Phone: 0845 080 1800

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### Details about our Regulator

**The Automobile Association Limited** is incorporated with limited liability in Jersey number 73356. Registered Office: 22 Grenville Street, St Helier, Jersey JE4 8PX, Channel Islands. It is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000. Head Office (Registered Branch Office): Fanum House, Basingstoke, Hampshire RG21 4EA.

Branch registered in England and Wales number BR004875.

Any administration charges that are levied are levied by The Automobile Association Limited. Information is available in large print, audio and Braille on request. Please call: 0800 262 050 for details.