

Land Rover assistance

TERMS AND CONDITIONS

Additional benefits

If your vehicle is immobilised as a result of an incident for which the vehicle is not at fault, additional benefits will not be provided. Where additional benefits do apply, these are subject to pre-defined limits in terms of cost and duration.

Adverse weather conditions

Please be aware that adverse weather conditions such as high winds, snow or floods can make some Land Rover Assistance operations physically impossible until the weather improves. Our immediate priority will be to ensure that you and your passengers are taken to a place of safety and it may be necessary to attend to your vehicle later.

Caravan/Trailer

If your vehicle is immobilised, we will tow your caravan or trailer to a destination near to the appropriate Land Rover Authorised Repairer. Land Rover Assistance will not, however, be held responsible for any goods or animals (other than domestic pets) being transported.

European motorway/autoroute restrictions

On certain major roads in some European countries, you must use the official SOS boxes at the side of the road to be connected to the authorised assistance service and arrange for initial recovery. These roads are privatised and we may be prevented from assisting on them. You should contact Land Rover Assistance at the earliest opportunity so that we can arrange for the most appropriate assistance once your vehicle has been recovered to a place of safety. Costs incurred for initial recovery should be claimed back from Land Rover Assistance.

Glass breakage

We can on your behalf contact a Land Rover Authorised Repairer or approved Land Rover glass supplier, who will usually be able to supply and fit replacement glass. You will be liable for the cost of replacement parts and fitting charges.

Hotel accommodation

The maximum amount payable by Land Rover Assistance for hotel accommodation will not exceed 100 Euros per person per night (150 Euros in capital cities).

Incorrect fuel

If your vehicle is immobilised due to the use of incorrect fuel (or running out of fuel) and the problem cannot be resolved at the roadside, Land Rover Assistance will recover your vehicle to the most appropriate Land Rover Approved Repairer.

Languages spoken

Languages spoken at the Assistance Centre will be appropriate to the home country. Languages spoken by the roadside technician will be appropriate to the country in which the assistance takes place.

Limited assistance

The benefits of Land Rover Assistance are not limited to mechanical breakdown, we aim to assist in the event of any motoring emergency. Please note however, that if your vehicle is immobilised as a result of an incident for which the vehicle is not at fault, then additional benefits will not be provided.

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Lost keys and keys locked in vehicle

We will always endeavour to provide assistance by the most practical method. However, should we be unable to gain entry to your vehicle, modern security systems may necessitate a forced entry. If this is the case, you will be asked to sign a declaration stating that you have given permission for this, and that any costs for resultant damage will be your responsibility. These costs may be covered by your motor insurance policy.

Punctured tyres

Punctured tyres do not merit car hire or vehicle re-delivery assistance. However, if your vehicle should suffer multiple punctures in one event, or your vehicle is not equipped with a spare wheel as standard and a tyre in use suffers dangerous tyre wall damage, extra assistance may be required. If repairs cannot be made within a reasonable period of time, the Assistance Centre will determine the appropriate level of extra assistance.

Reclaiming expenses

If you have been authorised by Land Rover Assistance to pay for a covered benefit and wish to recover the costs, please retain original receipts and contact Land Rover Assistance for details of reclaim procedure.

Release fees

Should your vehicle be stolen or involved in a road traffic accident and subsequently recovered by the police, you will be liable for any release fee payable before we can remove your vehicle. These costs may be refundable under the terms of your motor insurance policy.

Repatriation from outside your own country

You will be asked to provide Land Rover Assistance with a signed inventory of any items left in your vehicle prior to repatriation. Neither Land Rover Assistance nor its agents accept any liability for the subsequent loss of, or damage to, any items not declared on this inventory.

Replacement vehicles

A vehicle will be sourced through one of the major vehicle rental companies. You must be able to comply with their conditions of hire and you will be responsible for any additional costs (including but not limited to fuel, congestion charges, parking fines, and speeding fines, and toll charges). Insurance requirements stipulate that you must be between 25 and 65 years of age. If you are under 25 or over 65 we will endeavour to make alternative arrangements, but these cannot be guaranteed.

Certain endorsements on your licence may prejudice your eligibility to hire a vehicle. A valid driving licence and a credit card deposit (to cover any additional costs) will be required. Please note that we cannot guarantee availability of vehicles with accessories such as roof racks and tow bars.

Road Traffic Accidents

In the event of a road traffic accident, replacement vehicle entitlement is limited to a maximum of two working days.

Validity outside your own country

Land Rover Assistance is only available outside your home country for travel not exceeding 30 days duration in a single trip and 91 days duration in any 12 month period. It is recommended that adequate travel insurance is taken out in such circumstances.