

# Land Rover Assistance

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## INTRODUCTION

Land Rover Assistance is a comprehensive assistance programme, designed specifically for Land Rover drivers to promote absolute peace of mind. This programme provides assistance in any motoring emergency, from immobilisation due to breakdown or accident, to minor emergencies such as a puncture. The benefits of Land Rover Assistance are available throughout the warranty period however limitations apply to specific causes of immobilisation.

Land Rover Accident Services last for the lifetime of the vehicle, for details see page 16.

In the United Kingdom, our Land Rover trained technicians have the expertise to resolve the majority of breakdowns at the roadside. Where roadside repair is not possible, you and your passengers will be provided with an alternative means of reaching your destination.

With a comprehensive range of benefits including car hire, vehicle redelivery and hotel accommodation, Land Rover Assistance also provides access to an extensive network of European Emergency Service centres manned by experienced multilingual staff 24 hours a day, every day of the year.

### What to do when you need assistance

Land Rover Assistance should be your first point of contact following a vehicle breakdown, an accident, a fire or theft.

#### Telephone:

**When in the UK - 0800 521 786**

**When in Europe - +44 208 239 3963**

Please have the following information to hand when calling Land Rover Assistance:

- Your exact location.
- A contact telephone number.
- The registration number of your vehicle.

All calls to Land Rover Assistance are recorded in order to assist in confirming details of calls that may be incomplete or unclear. In addition, recordings may be used for training purposes.

## UNITED KINGDOM BENEFITS

### Home and roadside assistance

If your vehicle is immobilised, whether at home or elsewhere in the UK, Land Rover Assistance will, whenever practical, arrange assistance by a Land Rover trained technician. If the problem cannot be resolved at the roadside, or it is more appropriate to send a recovery operator, we will recover your vehicle to the nearest Land Rover Authorised Repairer or to the Land Rover Authorised Repairer nearest to your home address.

### Car hire

If following assistance by Land Rover Assistance, your vehicle cannot be repaired within 4 hours, we will wherever possible organise and pay for a replacement vehicle for a maximum period of 2 days whilst your vehicle is being repaired. A valid driving licence and credit card deposit to cover any additional days' hire will be required. Please note that we cannot guarantee availability of vehicles with accessories such as roof racks, tow bars, etc.

### Storage

If your vehicle has to be stored following recovery by Land Rover Assistance, we will pay the cost of storage up to a maximum of £50 including VAT.

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## **Onward travel/Hotel accommodation**

Following assistance by Land Rover Assistance, if your vehicle repair cannot be completed within 4 hours and your vehicle remains immobilised, we will wherever possible organise and pay for you and your passengers to continue your journey or return home by the most appropriate means. Alternatively, if the breakdown occurs more than 50 miles from your home address and overnight accommodation is a more practical option, we will pay for the cost of hotel accommodation for you and your passengers up to a maximum of £100 including VAT per person (£150 in Greater London). The maximum allowance under this benefit is £500 including VAT.

## **Vehicle redelivery**

If your vehicle has been recovered by Land Rover Assistance to a Land Rover Authorised Repairer which is located more than 50 miles from your home address, we will arrange for the vehicle to be returned to your home address in the UK following completion of the repair.

## **EUROPEAN ASSISTANCE**

For details of the countries covered by Land Rover Assistance, refer to the list on page 14.

### **Roadside assistance and recovery**

If your vehicle is immobilised in Europe and the problem cannot be resolved at the roadside, we will organise and pay for recovery of your vehicle to the nearest Land Rover Authorised Repairer.

### **European motorway/autoroute restrictions**

On certain autoroutes in some European countries, you must use the official SOS boxes at the side of the road in order to arrange initial recovery. You will be connected to the authorised motorway assistance service because these roads are privatised and we are prevented from assisting on these roads. 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 from the autoroute. Costs incurred for recovery from the autoroute should be claimed back from Land Rover Assistance (please see **Reclaiming expenses** on page 13 for the reimbursement procedure).

### **Vehicle repatriation**

If your vehicle cannot be repaired in Europe, or if the repairs cannot be completed before your intended return date, we will arrange and pay for the repatriation of your vehicle to the Land Rover Authorised Repairer nearest to your home address in the UK. The maximum amount payable by Land Rover Assistance for vehicle repatriation will not exceed the market value of your vehicle.

### **Storage**

If your vehicle has to be stored whilst waiting for recovery or repatriation, we will pay storage costs up to £100 including VAT.

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## **Chauffeur service**

If you are the only driver in the vehicle and are taken ill, we will if appropriate arrange for a chauffeur to return your vehicle and passengers to their home address in the UK.

## **Parts delivery**

If the parts required to repair your vehicle are not available locally, we will organise and pay for the despatch of these parts from elsewhere.

## **Onward travel/Hotel accommodation**

If the immobilisation has occurred en-route to your planned destination, your vehicle has been taken to a Land Rover Authorised Repairer and repairs cannot be completed within 4 hours, you may wish to continue your original journey. We will organise and pay the costs of the most appropriate method of onward transportation to your destination. Alternatively, you may wish to wait for the completion of the repairs. If overnight accommodation is therefore a more practical option, we will pay for hotel accommodation up to a maximum of £100 per person per night for you and your passengers for a maximum of 7 nights.

## **Car hire**

Provided that your vehicle has been recovered by Land Rover Assistance, we will, wherever possible organise and pay for a replacement vehicle for a maximum period of 2 weeks whilst your vehicle is being repaired.

The rental provider will need to see a valid driving licence and you will be required to pay a deposit for any additional days' hire. Please note that we cannot guarantee availability of vehicles with accessories such as roof racks, tow bars etc.

## **Message service**

We can pass on urgent messages to family, business or friends if your journey has been delayed due to the immobilisation of your vehicle.

## **Additional UK car hire**

If your vehicle is being repatriated or has been left in Europe pending completion of repairs following electrical or mechanical failure (excluding accident or theft or incorrect fuel) we will organise and pay for a replacement vehicle in the UK for a maximum of 2 days.

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## TERMS AND CONDITIONS OF UK AND EUROPEAN COVER

### Hire cars

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 fuel costs. 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.

### Specialist charges

If the recovery of your vehicle requires the use of specialist equipment as a result of, for example, a road traffic accident, multiple wheel theft or vandalism, any costs incurred will be your responsibility.

### Limitations to off road recovery

We reserve the right to charge you for any costs incurred if your vehicle is disabled by floods or snow-affected roads, is embedded in sand or mud or is not easily accessible.

### 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.

### Reclaiming expenses

If you have been authorised by Land Rover Assistance to pay for a covered benefit and wish to recover the costs, please forward the original receipts with a covering letter to the following address.

Land Rover Assistance  
FREEPOST CN416  
Croydon  
CR9 1WZ

### 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 is 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 repairing Land Rover Authorised Repairer. Land Rover Assistance will not, however, be held responsible for any goods being transported.

### Limited assistance

If your vehicle is immobilised as a result of glass breakage, refilling or topping up with incorrect fuel, keys locked in vehicle, lost or stolen keys or inadequate maintenance, car hire and vehicle re-delivery will not be provided.

### Keys locked in vehicle/Lost keys

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 make a forced entry necessary. 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.

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## **Glass breakage**

In the UK, 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.

## **Incorrect fuel**

If your vehicle is immobilised as a result of refilling or topping up with incorrect fuel, Land Rover Assistance will recover your vehicle to the most appropriate Land Rover Authorised Repairer.

## **Validity (Europe only)**

Land Rover Assistance is only available in Europe 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 addition to this cover.

## **Repatriation (Europe only)**

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.

## **DEFINITIONS AND EXCLUSIONS OF UK AND EUROPEAN COVER**

The following words and phrases are used throughout this booklet, and are defined as follows:

**Your vehicle** is a vehicle for which Land Rover Assistance membership has been issued.

**Europe** means the following countries: Andorra, Austria, Belgium, Croatia, Czech Republic, Denmark (excluding the Faeroe Islands), Estonia, Finland (excluding Åland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, San Marino, Slovakia, Slovenia, Spain (including the Balearic Islands and Canary Islands), Sweden, Switzerland and Turkey.

**Immobilisation** is electrical or mechanical breakdown, road accident, loss of keys or loss, damage or destruction by fire, theft or vandalism.

## **Exclusions**

Land Rover Assistance will not pay for:

- Any expense incurred without the prior authorisation of Land Rover Assistance.
- Any expense that would have normally been payable by you, such as petrol, diesel, congestion charges and toll charges.
- The cost of replacement parts, unless covered by Land Rover Warranty.
- Any costs resulting from participation in motor racing, rallies, speed or duration testing.

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- Any costs resulting from your vehicle being kept in an unroadworthy condition, or not being serviced in accordance with the manufacturer's recommendations. If, in the opinion of Land Rover Assistance, a recurring fault is due to poor maintenance, we reserve the right to limit the assistance to recovery of your vehicle to the nearest Land Rover Authorised Repairer.
- Any costs resulting from you being under the influence of intoxicating liquor or drugs, or from solvent abuse.
- Any consequential losses arising directly or indirectly from the immobilisation.
- Damage or injury intentionally caused by the Beneficiary or resulting from his/her participation in a criminal act or offence.