

# Motor Caravanners



**M**  
VICTOR  
MILLWELL

**M**OTORCARAVAN *plus*



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# welcome

**Welcome to Motor Caravan Plus. This policy forms part of your legal contract with the insurer and defines exactly what you are covered against. There are three choices of cover. Please refer to your schedule for confirmation of the level of cover you have chosen.**

## **Your Cancellation Rights**

You have a statutory right to cancel your policy within 14 days from the day of purchase or renewal of the contract or the day on which you receive your policy or renewal documentation, whichever is the later. If you wish to do so and the insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid.

Alternatively, if you wish to do so and the insurance cover has already commenced, you will be entitled to a refund of the premium paid, subject to a deduction for the time for which you have been covered. This will be calculated on a pro-rata basis for the period for which you received cover and there will also be an additional charge to cover the administrative cost of providing the policy. Please contact your insurance adviser for precise details of the position applying under your policy.

To exercise your right to cancel, please contact Victor Millwell Insurance Agency Ltd, 8 Goresbrook Road, Dagenham, Essex RM9 6UR. Telephone: 020 8984 0333.

If you do not exercise your right to cancel your policy, it will continue in force and you will be required to pay the premium.

For your cancellation rights outside the statutory cooling off period, please refer to the General Conditions section of your policy booklet.

You must also return your certificate of motor insurance immediately following cancellation.

You may cancel this policy at any time by returning your certificate of motor insurance to us. Provided no claim (other than a windscreen claim not exceeding £1,000) has occurred during the period of the policy.

## **Motor Caravan Assist**

# **0800 0280038**

As a Comfort Insurance policyholder you have access to MC Assist – a freephone number offering help and assistance in the United Kingdom, the Channel Islands and the Isle of Man and operating 24 hours a day, 365 days of the year. If you have an accident or loss whilst abroad, you should contact our helpline on

**+44 161 866 4114**

## How to claim

If you wish to make a claim, phone MC Assist and a Personal Incident Manager will record details of the incident and will be able to confirm:

- Whether your policy covers you for the incident
- Any excess that you will have to pay
- All the steps involved in the process of making a claim

You will be sent a statement of fact and contacted by your personal incident manager to confirm the details that you have already provided to MC Assist. All you need to do is add any relevant information, check and sign it.

If you are involved in an accident, phone MC Assist and if the incident is covered we will arrange for:

- Your vehicle to be recovered
- A safe passage home for you and your passengers
- Your Personal Incident Manager to talk you through the claims process

If the incident is not covered under your policy we can still arrange to assist you, however a charge will be made.

If you have selected Motorcaravan Plus Gold Plus or Motorcaravan Platinum Plus and you require breakdown assistance, again call MC Assist and we will arrange for the RAC to be with you as soon as possible.

## Important

When telephoning MC Assist, please have your vehicle registration number ready. This will enable your Personal Incident Manager to find your policy records quickly and provide the level of service you expect. For our joint protection, calls may be recorded and/or monitored.

For information on driving abroad and what to do in the event of a breakdown abroad, please refer to pages 15 & 17 of this policy.

# contract of Insurance

This policy is a contract of indemnity between **you**, the **policyholder** and **the insurer**, Aviva.

In return for payment of the premium by **you**, **we** will provide insurance in accordance with the policy cover shown in the schedule in respect of accident, injury, loss or damage occurring within the **territorial limits** during the period of insurance.

This policy, the proposal and the schedule should be read together and form the contract of insurance.

You should keep a written record (including copies of letters) of any information you give to **the insurer** or Comfort Insurance when you renew this policy.

## Law Applicable to Contract

The law of England and Wales will apply to this contract unless:

- i) You and the insurer agree otherwise; or
- ii) At the date of the contract **you** are a resident of Scotland, Northern Ireland, Channel Islands or the Isle of Man, in which case (in the absence of agreement to the contrary) the law of that country will apply.

## Changes we need to know about

Please tell **us** or Comfort Insurance immediately **you** become aware of any changes to your circumstances which may affect this insurance or any other material facts e.g. a change to the persons to be insured, motoring convictions of any of the persons to be insured, a change of vehicle or a change of use to the vehicle.

# definitions

To save lengthy repetition, wherever the following words or phrases occur they will have the meaning described below:

## ***The insured/you/policyholder***

The person described as **the insured** in the **policy schedule**.

## ***Your spouse/domestic partner***

The partner or husband or wife of the **policyholder**, living at the same address as the policyholder and sharing financial responsibilities. This does not include any business partners or associates.

## ***The insurer/we/us/the company***

Aviva Insurance UK Limited, unless otherwise shown for any policy section.

## ***Your motor caravan***

The vehicle described in the **policy schedule**, and a **certificate of motor insurance** bearing the registration mark of that vehicle has been delivered to **you** and remains effective.

## ***Your trailer***

Any one trailer owned and used in connection with **your motor caravan** other than

- A mechanically propelled vehicle
- A horsebox
- A caravan

Not exceeding £3,000

## ***Policy Schedule***

Details of **you**, **your motor caravan**, and the insurance protection provided to **you**.

## ***Certificate of motor insurance***

A document that **you** must have as proof that **you** have the motor insurance necessary to comply with the law. It shows who can drive **your motor caravan**, what purposes it can be used for, and whether **you** are permitted to drive other vehicles. The certificate does not, however, indicate the full policy cover and for this you will need to refer to the policy booklet. Wherever the expression **certificate of motor insurance** is used in this contract, it means the certificate which, from time to time, is that in force and not one which **we** have withdrawn or which has ceased to be valid.

## ***Period of insurance***

The period of time covered by this policy as shown in the **policy schedule** and any further period for which **we** agree to insure **you**.

## ***Market value***

The cost of replacing **your motor caravan** with one of similar type and condition.

## ***Clause***

Changes in the terms of your policy. These are shown in your **policy schedule**.

## ***Fire***

Fire, lightning or explosion (including gas explosion)

## ***Theft***

Theft or attempted theft

## ***Accessories***

Additional or supplementary parts of **your motor caravan** not directly related to its function as a vehicle other than items specifically identified as ancillary equipment or personal effects and luggage. These will include radios and other in-car entertainment, communication equipment and car telephones all of which, however, must form an integral part of the vehicle.

### **Ancillary Equipment**

Free standing awning whilst attached to your motor caravan, safari rooms and general camping equipment.

### **Personal Effects and Luggage**

The property of **the insured** or members of the insured's family whilst contained in the vehicle and concealed in a fixed storage unit.

### **Excess**

The amount of any claim **you** will have to pay if **your motor caravan** is lost, stolen or damaged.

### **Territorial limits**

Countries where 365 days cover applies and no Green Card is required:

Great Britain, Northern Ireland, the Channel Islands and the Isle of Man, the Republic of Ireland, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France (including Monaco), Germany, Gibraltar, Greece, Hungary, Iceland, Italy (including San Marino and the Vatican City), Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland (including Liechtenstein).

All other acceptable countries outside of the EU, a single trip limit of 120 days applies and a Green Card is required.

### **Green Card**

A document required by certain non-EU countries to provide proof that **you** have the minimum insurance cover required by law to drive in that country.

### **RAC**

Benefits and services are provided by RAC Motoring Services and/or RAC Insurance Limited. RAC Motoring Services (Registered No. 01424399, Registered address: 8 Surrey Street, Norwich, NR1 3NG) in respect of insurance mediation activities only and RAC Insurance Limited (Registered No. 2355834, Registered address: 8 Surrey Street, Norwich, NR1 3NG) are authorised and regulated by the Financial Services Authority within the jurisdiction of the Financial Ombudsman Service and the Financial Services Compensation Scheme. Calls may be monitored and/or recorded.

### **Storage**

**Your motor caravan** will be considered to be stored or in storage when it is not in use for the purposes of travel or other day-to-day activity

# cover for your vehicle

## Section 1 Cover

### Loss of or damage to your motor caravan

If **your motor caravan** is lost, stolen or damaged, **we** may, at our option, either:

- pay for **your motor caravan** to be repaired; or
- replace **your motor caravan**; or
- pay in cash the amount of the loss or damage.

If **we** elect to repair **your motor caravan**, **we** may use parts which are not supplied or made by the original manufacturer. If any part of **your motor caravan** is obsolete, **we** will not pay more than our reasonable estimate of what was the manufacturer's list price (when it was last available for purchase) plus an appropriate fitting charge.

The same cover applies to **accessories** and spare parts relating to **your motor caravan** while these are in or on your motor caravan or while in your private garage. **We** will, however, pay for loss or damage to your vehicle's audio equipment which is away from **your motor caravan** or private garage if such equipment is designed to be removable or partly removable, cannot function independently of your motor caravan and has been temporarily removed for purposes of security or maintenance. Fitted audio/communications equipment and portable telephones whilst connected to a power source in the vehicle are included up to a total value of £500. This limit does not apply to standard equipment that is fitted by the manufacturer.

The maximum amount we will pay will be the **market value** of **your motor caravan** but not exceeding your estimate of value shown in our records.

If, to our knowledge, **your motor caravan** is subject to a hire purchase or leasing agreement, any payment for the total loss or destruction of the vehicle will be made to the owner described in that agreement whose receipt will be a full and final discharge to us.

### Exceptions to Section 1 of your policy

Your policy does not cover the following:

1. Loss of use, wear and tear, depreciation, mechanical, electrical, electronic and computer failures or breakdowns or breakages.
2. Loss or damage arising from **theft** whilst the ignition keys of **your motor caravan** have been left in or on the vehicle.
3. Loss by deception.
4. Damage to tyres by braking or by punctures, cuts or bursts.
5. Loss or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed.
6. Loss of value following repair
7. Confiscation or requisition or destruction by or under order of any Government or Public or Local Authority
8. Any accident, injury, loss or damage which is caused by or is a result of either
  - Earthquake; or
  - Riot or civil commotion outside England, Scotland, Wales, Isle of Man and the Channel Islands.
9. Any loss that is not the direct result of the insured incident itself.
10. Damage arising from domestic animals, moth, vermin or infestation.
11. Damage caused by damp, rust, wet or dry rot or any gradually operating cause, the process of cleaning, washing, repairing or restoring
12. Loss of or damage to any motor caravan which you are driving or using which does not belong to you, is not being bought by you or your partner under a hire purchase agreement or is not leased to you.

## Section 1 (cont.)

We will retain, at our discretion, the right to the salvage of a vehicle following a total loss for disposal in accordance with the Association of British Insurers (A.B.I.) code of practice.

If **your motor caravan** is disabled through loss or damage insured under this policy we will pay:

- the reasonable cost of protection and removal to the nearest suitable repairers
- reasonable cost of delivery to you after repair but not exceeding the reasonable cost of transporting **your motor caravan** to your address in the British Isles.

### Accident recovery

In Great Britain, Northern Ireland, Channel Islands and the Isle of Man we can arrange for the protection and removal of **your motor caravan** to the nearest suitable repairers. In the event of an accident as noted above, ring Comfortline MC Assist, we will arrange for the following at no additional cost:

- someone to come out and help. If **your motor caravan** cannot be made roadworthy immediately it will be taken to our nearest approved repairer. **Your motor caravan** can be taken to a repairer of your choice, if this is nearer, but this may lead to delays in arranging repairs to **your motor caravan**. This rescue service also applies when an accident occurs in the Republic of Ireland – ring 1800 535005
- the onward transmission of any messages on your behalf to a member of your family or a friend.

In providing accident recovery assistance we will use reasonable care and skill when providing the service. We can, however, cancel services or refuse to provide them if, in our opinion, the demands made are excessive, unreasonable or impracticable.

**Hire car, overnight accommodation** If **your motor caravan** has been disabled through an accident covered under Section I of this policy in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man, **RAC** may, at its discretion, offer you or any person permitted to drive as described “5 – Persons or Classes of Persons entitled to drive” in the certificate of insurance either:

## Exceptions to Section I of your policy (cont.)

13. Cover in respect of fire or theft whilst **your motor caravan** is in storage, unless
  - a) **your motor caravan** is stored at your private address; or
  - b) **your motor caravan** is stored in a securely locked and alarmed building; or
  - c) **your motor caravan** is stored in a securely fenced and locked storage compound with the following minimum protection; or
    - i) security lighting
    - ii) mobile security patrols and/or a resident caretaker or operator of the storage compound whose private dwelling house is immediately adjacent to the sole access point to the storage compound.
  - d) Your **motor caravan** is stored at a CASSOA gold facility.
14. Claims arising from the loss of or damage to television, radio and satellite dish aerial fittings and masts, and satellite navigation systems, unless an additional premium has been paid.
15. Damage resulting from fire or explosion in connection with the on-board domestic gas supply to privately converted vehicles where the supply is not fitted or serviced in accordance with the Gas Safety (Installation & Use) Regulations
16. Theft or attempted theft of your trailer whilst detached from your motorhome unless your trailer is fitted with a proprietary hitchlock; or a wheelclamp of a proprietary make which surrounds part of the tyre and covers at least one of the wheelnuts.

## Section 1 (cont.)

- a hire car of up to 1600cc for 24 hours subject to the hirers terms and conditions. This free period of hire must commence within 48 hours after your motor caravan was damaged, and excludes fuel costs, parking fees or fines; or
- overnight accommodation for the passengers and driver up to a maximum of £150 in total. This does not include, however, the cost of providing meals or drinks; or
- a refund of the cost of public transport for the driver and passengers to reach the end of their journey subject to a maximum of £150. You will need to produce receipts in order to claim this.

If your motor caravan has been stolen and not recovered arrangements will be made to provide alternative transport up to a total value of £150 in order to complete the journey.

### New motor caravan replacement

We will replace **your motor caravan** with a new vehicle of the same make and specification (subject to availability) if within 24 months of purchase new by you or your spouse/domestic partner:

- any repair cost or damage covered by the policy exceeds 70% of its list price (including VAT) at the time of purchase: or
- **your motor caravan** is stolen and not recovered.

This replacement vehicle benefit ceases once your motor caravan has recorded more than 12,000 miles

Replacement is subject to:

- **your motor caravan** being owned by you or your spouse/domestic partner or having been purchased by either of you under a hire purchase agreement
- the agreement of any interested hire purchase company
- **you** or your spouse/domestic partner being the first registered owner of the vehicle.

### Excesses

#### Policy excess

If **your motor caravan** (including its **accessories**) is accidentally damaged, you will have to pay the first £200 of the cost. If the vehicle is being driven by a person aged 21 to 24, or by a person aged 75 to 79, or by a person who has held a full driving licence for less than 12 months, you will have to pay the first £400 of the cost. If the vehicle is being driven by a person aged under 21, you will have to pay the first £500 of the cost.

If loss or damage is caused by **fire** or **theft**, you will have to pay the first £200 of the cost.

If the premium for **your motor caravan** has been based on a selected annual mileage as shown in your schedule, you will have to pay the first part of any claim for loss or damage, as indicated below, where this annual mileage limit is exceeded

Mileage exceeded by	Mileage exceeded by
Up to 1000 miles	More than 1000 miles
£350	£600

If the premium for **your motor caravan** has been based on the vehicle normally being kept overnight in a locked garage or on your driveway or your private land, in the event of a **theft** checks will be made as to the location of the vehicle. If it is established that the vehicle is NOT normally kept overnight at the stated location **the insurer** may, without prejudice to other rights to void cover or reject the claim outright, increase the excess payable for any loss or damage to £400.

These excesses apply in addition to any other voluntary or other compulsory excesses that may apply

### Glass

If **you** are only claiming for loss of or damage to the glass in your vehicle's windscreen, sunroof or windows, or for any scratching of the bodywork arising solely from the breakage of glass, the excesses shown above in this section will not apply. You will, however, have to pay the first £75 of the cost of glass replacement. This excess for glass:

- overrides any other general excess that would otherwise apply to glass claims.
- will not apply when the glass is repaired rather than replaced

Note the maximum payable in any one glass claims is £3,000

# liability to

## third parties

### Section II

#### Your liability

We will insure **you** for all amounts which you may have to pay as a result of you being legally liable for

- (a) a person's death or injury
- (b) damage to their property up to a maximum amount of £20,000,000 in respect of any one claim or number of claims arising out of one cause

as a result of an accident caused by:

- **Your motor caravan**
- Any other car or motorcycle driven by **you** in Great Britain, Northern Ireland, the Republic of Ireland, the Channel Islands and the Isle of Man which does not belong to you and is not hired to you under a hire purchase or lease agreement, provided that your **certificate of insurance** indicates that you can drive such vehicle
- Any trailer while it is being towed by **your motor caravan**.

We will also pay any expenses for which **you** have our written authority to claim.

In respect of terrorism, where **we** are obliged by the Road Traffic Acts to provide insurance, the maximum amount **we** will pay for damage to property as a result of any accident or accidents caused by **your** car or cars driven or used by **you** or any other person and for which cover is provided under this section will be:

- (i) £5,000,000 in respect of all claims resulting directly or indirectly from one originating cause; or
- (ii) such greater sum as may be required to meet the minimum insurance requirements of the Road Traffic Acts.

#### Exceptions to Section II of your policy

The cover under this section will not apply:

1. if any person insured under this section fails to observe the terms exceptions and conditions of this policy as far as they can apply. The cover will also not apply if they claim under another policy.
2. to death or injury to any employee of the person insured which arises out of or in the course of such employment except where such liability is required to be covered by the Road Traffic Acts.
3. in respect of loss or damage to property belonging to or in the care of anyone we insure who claims under this section.
4. in respect of damage to any vehicle where cover in connection with the use or driving of that vehicle is provided by this section.
5. to any loss, damage, injury or death occurring whilst **your motor caravan** is being used in that part of an aerodrome or airport provided for the take off or landing of aircraft on the surface, aircraft parking aprons including associated service roads and ground equipment parking areas and those parts of passenger terminals which come within the Customs examination area except where such liability is required to be covered by the Road Traffic Act.
6. to any consequence whatsoever resulting directly or indirectly from or in connection with terrorism regardless of any other contributory cause or event except where such liability is required to be covered by the Road Traffic Acts.

## Section II (cont.)

### Liability of other persons driving or using your motor caravan

**We** will also insure the following persons under this section in respect of all sums which they may be required to pay by law arising from death or injury to third parties or damage to their property as a result of an accident:

- any person **you** give permission to drive **your motor caravan** provided that your certificate of motor insurance allows that person to drive.
- any person **you** give permission to use (but not drive) **your motor caravan**, but only whilst using it for social, domestic and pleasure purposes.
- any passenger travelling or getting into or out of **your motor caravan**
- the employer or business partner of the person using any vehicle for which cover is provided under this section while the vehicle is being used for business purposes permitted under the policy, except that we shall not be liable where the vehicle belongs to or is hired by such employer or business partner.

### Indemnity to legal personal representatives

In the event of the death of anyone who is insured under this section, **we** will protect his/her legal personal representatives against any liability of the deceased person if that liability is insured under this section.

### Legal costs

**We** will pay:

- the fees of legal representatives **we** instruct to represent anyone **we** insure under this section at a coroner's inquest or fatal accident enquiry or to defend any proceedings in a court of summary jurisdiction.
- fees for legal representatives **we** instruct to defend anyone **we** insure under this section when proceedings are taken for causing death by dangerous or careless driving.

**We** will only pay these legal costs if they relate to an incident which is covered under this section.

# additional

## covers

### Section III

#### Injury to you or your

#### spouse/domestic partner

If **you** or your spouse suffer accidental bodily injury in direct connection with **your motor caravan**, we will pay to the injured person £5000 if, within three months of the accident, the injury is the sole cause of:

- death
- irrecoverable loss of sight in one or both eyes
- loss of any limb

The most we will pay any one person after any accident is £5000

If **you** or **your spouse** have any other policies with **us** in respect of any other car or cars **you** will only be able to obtain compensation for your injuries under one policy.

#### Exceptions to Section III of your policy

This personal accident section does not cover:

1. death or bodily injury arising from suicide or attempted suicide.
2. anyone who is 75 years old or older at the time of the accident

## Section IV

### Medical Expenses

If **you** or any other occupant of your vehicle is injured as a direct result of **your motor caravan** being involved in an accident, **we** will pay for the medical expenses in connection with such injury up to the sum of £100 in respect of each person injured.

## Section V

### Personal effects, ancillary equipment and luggage

This section operates if **you** have selected this cover as indicated in **your policy schedule**.

**We** will pay **you** up to the limit shown in **your policy schedule** for personal effects, ancillary equipment or luggage in or on **your motor caravan** if they are lost or damaged because of accident, fire or theft. The settlement of any claim will be by replacement, repair and/or compensation at **our** option. **We** will take into consideration the age, quality, degree of use and consequent market value of items when calculating settlement. This cover is not "new for old".

If you fail to declare the full market value of your property on the proposal form, in the event of a claim you will only be entitled to recover from **us** the proportion of the loss that the declared value bears to the total value of your property.

The sum insured by this section can be increased to a maximum of £5000 on payment of an additional premium, and the policy schedule will be amended to show this. Please refer to your policy schedule for details.

The maximum amount payable for any one article (or collection of CDs/DVDs) shall not exceed £400 (other than portable generators where the maximum amount payable for any one article shall not exceed £500).

You will have to pay the first £200 of any claim under this section.

### Exceptions to Section V of your policy

We will not pay for:

1. Confiscation or detention by HM Customs & Excise or other officials
2. Thefts not reported to the police
3. Loss of personal effects resulting from forcible and violent entry occurring while the vehicle is left unattended without being closed and locked.
4. Loss of personal effects or ancillary equipment occurring whilst the vehicle is being stored at any location other than your permanent address.
5. Claims arising from loss of or damage to money, stamps and coin collections, tickets, documents, securities, contact or corneal cap or micro lenses, livestock, jewellery, furs, articles made of or containing precious metals, watches, binoculars, sports/angling equipment, spectacles, video cameras, photographic and associated equipment, video games and any equipment or accessories relating thereto, computers and associated equipment or accessories, cellular, GSM & Satellite phones, business goods and equipment, pedal cycles, marine equipment and craft, surfboards, sailboards or related equipment or fittings of any kind.
6. A vehicle tool kit (provided as standard by the manufacturer) together with DIY hand tools, warning triangle and first-aid kit unless the value of these items does not exceed £200.
7. The cost of replacing any undamaged items forming part of a set (other than a pair), suite or other article of uniform nature design or colour including carpets when damage occurs to a specific part and replacements cannot be matched.

## **Section VI**

### **Payments made under compulsory insurance regulations and rights of recovery**

If the law of any country in which this policy operates requires **us** to settle a claim which, if this law had not existed **we** would not be obliged to pay, **we** reserve the right to recover such payments from **you** or from the person who incurred the liability.

## **Section VII**

### **Emergency treatment**

**We** will reimburse any person using any vehicle which is covered under this policy for payments made under the Road Traffic Acts for emergency treatment.

## Section VIII

### Continental use

In compliance with EU Directives this policy provides, as a minimum, the necessary cover to comply with the laws on compulsory insurance of motor vehicles in:

- any country which is a member of the European Union
- any country which the Commission of the European Communities is satisfied has made arrangements to meet the requirements of Article 7(2) of EC Directive 72/166/EEC relating to civil liabilities arising from the use of a motor vehicle.

In addition to the minimum cover, full cover as described by your policy applies in all countries as defined in the **Territorial Limits** provided:

- **your motor caravan** is kept in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man
- use of **your motor caravan** for visits to countries outside Great Britain, Northern Ireland, the Channel Islands and the Isle of Man is not of a permanent nature
- the vehicle remains in your custody or control. If for any reason your vehicle will not be within your custody or control for a period in excess of 36 hours, then you must notify Comfort Insurance in advance. Please refer to Section I of this policy for information on security of stored vehicles

Cover includes:

- transit by sea, air or rail in or between countries within the **territorial limits**

## Section VIII (cont.)

- reimbursement of any Customs duty **you** may have to pay after temporarily importing **your motor caravan** into any country within the territorial limits, subject to your liability arising as a direct result of a claim covered under this policy.
- General Average contributions, salvage charges and Sue and Labour charges whilst **your motor caravan** is being transported by sea between any countries within the territorial limits.

**We** may extend the full cover of your policy to include certain countries outside the territorial limits and we will give **you** an International Motor Insurance Card (**Green Card**) for a maximum of 120 days. There is no additional premium for this (other than an administration charge).

### **If you take your motor caravan abroad**

All countries within the territorial limits have agreed that a **Green Card** is not necessary for cross-border travel. Your **certificate of motor insurance** should, therefore, provide sufficient evidence that **you** are complying with the laws on the compulsory insurance of motor vehicles in any of these countries that you visit.

## Section IX

### **Replacement locks**

If the keys or lock transmitter of **your motor caravan** is lost or stolen **we** will pay for the cost of replacing:

- the door locks and/or boot lock
- the ignition/steering lock
- the lock transmitter and central locking interface;

provided that **you** can establish to our satisfaction that the identity or garaging address of **your motor caravan** is known to any person who is in possession of your keys or transmitter.

# Section X (i) UK Breakdown

## Motor Caravan Gold Plus Benefits

### Breakdown assistance

This section only operates if you gave selected Motor Caravan Gold Plus cover as indicated in your policy schedule.

Cover under this section is provided by RAC Motoring Services and/or RAC Insurance Limited. Cover is provided in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man for you or any person permitted to drive as described under '5 – Persons or Classes of Persons entitled to drive' in the certificate of motor insurance. If your vehicle, or a trailer being towed by it, breaks down, ring the MC Assist Helpline and RAC will arrange for the following at no additional cost:

### Your vehicle

- someone to come out and help. If your vehicle cannot be repaired immediately it will be taken to a nearby garage or a closer one of your choice where you can arrange for repairs to be made
- assistance if your vehicle will not start while parked at home. If your vehicle cannot be repaired immediately it will be taken to your local garage. If your vehicle needs to be towed it must display a valid road tax disc. In addition, RAC will arrange for one of the following options, at no additional cost, if your vehicle breaks down away from home and cannot be repaired within a reasonable time:
- onward transportation for the driver, your vehicle, up to seven passengers and any trailer on tow at the time, to the destination of the driver's choice, in one non-stop journey. This facility may also be provided if the driver falls ill and there are no passengers who can drive the vehicle so that the journey cannot be completed. In these circumstances it will be at the discretion of RAC whether this service is offered. Some form of medical certification will be required; or
- a hire car of up to 1600cc for 24 hours subject to the hirer's terms and conditions to enable you to complete your journey. This excludes fuel costs, parking fees and fines; or
- overnight accommodation for the passengers and driver up to a maximum of £150 in total. This does not include, however, the cost of providing meals or drinks; or
- a refund of the cost of public transport for the driver and up to four passengers to reach the end of their journey subject to a maximum of £150 in order to complete the journey.

### Breakdown assistance will not cover:

- the cost of any ferry crossings or toll charges
- the recovery of any car if it is stuck in water, a bog, a ditch or on a beach or if it has been overturned unless this forms part of your insurance claim
- the repair or recovery of any car if it breaks down at the premises of a motor trader
- the cost of spares, petrol, oil, keys or other materials and garage labour
- the carriage of any livestock which require special transportation facilities
  - is carrying a dangerous or illegal load
  - cannot be recovered by normal trailers or transporters.

In providing breakdown assistance RAC employees and contractors will use reasonable care and skill when providing the service. RAC can, however, cancel services or refuse to provide them if, in their opinion the demands made are excessive, unreasonable or impracticable.

## Section X (ii)

### Continental breakdown and accident recovery

This section provides breakdown cover and accident recovery for the territorial limits of the policy excluding Great Britain, Northern Ireland, the Channel Islands and the Isle of Man, although the breakdown service will be provided if you are on route to or from a port immediately prior to or subsequent to travelling abroad.

Cover is provided in the specific instances below by RAC Motoring Services and/or RAC Insurance Limited and is subject to an overall limit of £2,500.

RAC will arrange for the following:

- (a) If your vehicle breaks down, or
- (b) Is disabled as a result of an accident covered under Section 1 of your policy whilst being driven by you or

any person permitted to drive as described under 'Persons or Classes of Persons entitled to drive' in the certificate of motor insurance.

Whilst you are in the UK:

- a self-drive hire car, including collision damage waiver and a replacement Green Card if necessary up to a value of £750, if:
  - as a result of a road accident, fire or theft within seven days before your departure, your vehicle cannot be repaired or recovered (in the case of theft) in time for the journey; or
  - your vehicle breaks down on the way to the port you are leaving from and RAC confirms that it cannot be repaired the same day. Please note that any hired vehicle provided in the UK cannot be taken abroad. Once you are abroad the cover stated under section 'Whilst you are abroad' will be provided. Whilst you are abroad:
- emergency roadside assistance up to a maximum of £175 (not including the cost of any parts). If your vehicle cannot be repaired immediately it will be taken to a nearby garage. In the event of a breakdown we will pay either:
  - a contribution towards labour charges if it is possible to repair your vehicle to enable you to continue your journey on the same day, or
  - inspection fees to confirm your vehicle cannot be repaired by your return travel date.

### Continental breakdown and accident recovery will not cover:

- the cost of any ferry crossings or toll charges
- the cost of recovery of your car if it is stuck in water, a bog, a ditch or on a beach or if it has been overturned unless this forms part of your insurance claim
- the cost of spares or parts, petrol, oil, keys or other materials and garage labour
- any vehicle that cannot be recovered by normal trailers or transporters
- breakdown due to lack of oil or water, frost damage, rust or corrosion, or unserviceable/unroadworthy tyres.
- the transportation of any vehicle or trailer that contains horses or livestock
- the cost of any self-drive car hire collection charges
- any cost arising from an incident not reported to our control centre
- the cost of any meals or any other extra hotel costs
- any vehicle which is carrying a dangerous or illegal load.

## Section X (ii) (cont.)

- onward transportation, if your vehicle cannot be repaired within 12 hours, we will provide you with a replacement car to enable you with up to 14 days self-drive car hire (including collision damage waiver, delivery charge and Green Card if required), or we will pay for standard/second class rail or both, so that you and up to 7 passengers are able to continue your journey or return home. Any hired vehicle cannot be brought into the United Kingdom, as we will arrange for a second hire vehicle, costs for which are limited to £250, to get you home once you return to the United Kingdom. RAC will use its best endeavours to find a vehicle of similar, but not exact, specification as your own vehicle to ensure that you can carry the same number of passengers and amount of luggage. Please be aware that this may not be of an exact specification – replacement motor caravans can often be difficult, if not impossible, to locate.
- a replacement driver, if a registered doctor declares the only qualified driver is medically unfit to drive and there are no passengers who can legally drive the car to complete the journey. In these circumstances it will be at the discretion of RAC whether a replacement driver is provided, to enable you to reach your destination or return home.
- repatriation of the vehicle to your home address or your nominated repairer in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man, if your vehicle cannot be repaired before the end of your holiday period, subject to the cost of the repatriation not exceeding the market value of your vehicle.
- emergency repairs to make your vehicle secure again if the windows, windscreen or locks of your vehicle have been damaged by somebody trying to break into it. In this instance you must obtain a police report.
- passing an urgent message from our control centre to your relatives or a close business colleague if your vehicle cannot be moved as it has broken down or been in an accident, damaged by fire or stolen.
- if your vehicle cannot be reasonably repaired as a result of fire or theft which has happened abroad during the journey and it has to be scrapped under Customs supervision in the

country where it is situated, or it has been stolen abroad during the journey and has not been found, we will pay indemnity against Continental or Irish Customs claims for any liability for duty claimed. This does not include any import duties that do not relate to your vehicle. Whilst you are abroad RAC may, at its discretion, offer you or any permitted driver:

- overnight accommodation expenses for the driver and passengers up to £35 per person per day, subject to an overall maximum of £560 in total. This does not include, however, the cost of meals or drinks.
- If you are intending to camp but your tent is stolen or accidentally damaged so that you cannot use it, we will pay up to £35 per person each day towards accommodation expenses to a total of £560 or, in certain circumstances, authorise the cost of a replacement tent. This does not include any damage to your tent caused by weather conditions, or any cost if your tent was stolen and you do not get a police report.

If we have agreed to an extension of the territorial limits and you have been issued with an international motor insurance card (Green Card) the breakdown cover outlined above is extended to apply to these countries, but only for the period shown in the Green Card. In providing breakdown assistance RAC employees and contractors will use reasonable care and skill when providing the service. RAC can, however, cancel services or refuse to provide them if, in their opinion the demands made are excessive, unreasonable or impractical. We will provide emergency assistance by one of our contractors in the event of vehicle breakdown, accident, fire or theft, or when the only qualified driver is unfit to drive. This cover applies in any country within the territorial limits or any other country where we have agreed to an extension of cover and have issued you with a Green Card. Every effort is made to ensure a quality service is provided in Eastern European countries but this may not necessarily be of the same standard as in Western Europe. The situation varies from country to country but time delays may occur, telephones are sometimes not available, garage facilities may be inadequate, spare parts are often not available, etc. You should also be aware that unleaded fuel may not be widely available.

Remember: Always carry all vehicle and insurance documentation when driving and never leave it in an unattended vehicle. If you are unfortunate enough to require Breakdown and/or Accident Assistance, please use these telephone numbers:

**Calls from outside the UK:**

(00 44) 1603 603 047

**Calls from within the UK:**

0800 028 0038

**France & Monaco:**

0800 290 112

**Rest of Europe:**

00 33 472 435 255

Once your details have been taken, one of our Personal Incident Managers will ring you back, if possible, and explain the appropriate action for your circumstances.

## Section XI

### **Motorcaravan Platinum Plus benefits**

This section operates if you have selected Motorcaravan Platinum Plus cover as indicated in your policy schedule. You already enjoy the benefits of sections I to X of this policy. This section extends cover to include:

- someone to come out and help. If the vehicle cannot be repaired immediately it will be taken to a nearby garage where repairs can be carried out;
- assistance if the vehicle you are intending to travel in will not start while parked at its normal residence;

For any private car you are traveling in, whether you are a driver or a passenger within the UK or Europe. This can be extended to include one designated vehicle on an any driver basis as indicated in the policy schedule.

This cover is provided by **RAC**.

### **Increased personal accident cover for you and your spouse/domestic partner**

The payment indicated under Section III of this policy in the event of death, irrecoverable loss of sight in one or both eyes or the loss of a limb, is increased to £5,000 for any one person. The most we will pay any one person during any one period of insurance is increased to £10,000. All other terms and exceptions applicable to Section III continue to apply.

## Section XII

### **Motor Legal Protection**

#### **Definitions**

The following definitions apply only to this section of the policy. The general definitions at the beginning of this policy also apply where appropriate.

## Section XII (cont.)

### Insured

Any authorised occupant of the **motor vehicle** provided that the full Motor Legal Protection premium has been paid.

### Insured Event

A road traffic accident or incident or series of incidents which gives rise to a motoring prosecution occurring during the **period of insurance**.

### Legal Costs

The reasonably and properly incurred fees, expenses, costs and disbursements by or on behalf of the **insured** and authorised by **us** in pursuing or defending a claim under this section of the policy; and

The costs of a third party for which the **insured** is either held liable by court order or are agreed by **us** and which are incurred in connection with **legal proceedings** covered under this section of the policy.

### Legal proceedings

The pursuit of a claim for damages either by negotiation or by civil, tribunal or arbitration proceedings within a court in the **territory**, in respect of a matter covered under this policy; and

The defence of a motoring prosecution within a court of criminal jurisdiction in the **territory**.

### Legal representative

The solicitors or other qualified experts appointed by **us** to act for the Insured in accordance with condition 2 of this section of the policy provided that such solicitors or experts satisfy the following conditions:-

- they agree to fund all disbursements and not to claim for the same until the end of the case; and
- they agree not to submit any claim for **legal costs** until the end of the case and to try and recover all **legal costs** from the other party in the action; and
- they agree to report in writing to **RAC** on any substantive development in the progress of the case.

### Limit of cover

The maximum amount in respect of the pursuit of Uninsured Losses – £100,000; and the maximum amount in respect of the defence of motoring prosecutions – £20,000. There is no limit on the number of claims made in the **period of insurance**.

### Motor vehicle

Any vehicle which an insured driver is covered to drive under the Comfort Insurance Policy.

### Period of insurance

The period specified in the Comfort Insurance Policy provided the full Motor Legal Protection premium has been paid.

### RAC/Us

RAC Insurance Limited of 1 Forest Road, Feltham TW13 7RR acting through RAC Legal Services of Great Park Road, Bradley Stoke, Bristol BS32 4QN.

### Road traffic accident

A traffic accident in the **territory** involving the **motor vehicle** occurring during the **period of insurance** on a public highway or on a private road or a car park to which the public has an uninterrupted right of access for which the **insured** is not at fault and for which another party is at fault.

### Territory

In the case of assistance in the recovery of **uninsured losses** and defence against a motoring prosecution – the United Kingdom, Eire or mainland Europe west of the Urals; and

In the case of replacement vehicle assistance – the United Kingdom, meaning England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands.

### Uninsured losses

Loss arising out of a **road traffic accident** where the said loss is not otherwise covered by insurance and either damage occurs to the **motor vehicle** or any personal effects owned by the **insured** whilst such property is in or on the **motor vehicle** or the **insured** suffers death or bodily injury whilst in or getting into or out of the **motor vehicle**.

# Section XII (cont.)

## What Is Covered

**Recovery of uninsured losses (see 1a)**

**Defence against a motoring prosecution (see 1b)**

**Replacement vehicle assistance (see 2)**

**Legal Helpline (see 3)**

1. **RAC** will indemnify the **insured** up to the **limit of cover** against the **legal costs of legal proceedings** incurred in connection with:
  - a. the pursuit of a claim for **uninsured losses** directly arising from a **road traffic accident**; and/or
  - b. the defence of a motoring prosecution brought against the **insured** in connection with criminal proceedings following an **insured event** involving the **motor vehicle**. Pleas in mitigation will be supported by **RAC** at **RAC's** sole discretion and only where on conviction the **insured** would be disqualified or suspended from driving.
2. **RAC** may, at their sole discretion and subject to the duty of the **insured** to mitigate loss, facilitate the **insured** in hiring a replacement vehicle if the **motor vehicle** is immobilised as a result of a **road traffic accident** and/or whilst it is being repaired.

To qualify for replacement vehicle assistance the **insured** must obtain the following details of the responsible third party;

- (a) Name;
- (b) Address;
- (c) Vehicle registration;
- (d) Insurance company name; and
- (e) Insurance policy number

The **insured** must comply with the Terms and Conditions of the Hire Company selected by **RAC** Legal Services. This will include completion of a hire and credit agreement. The make and model of the replacement vehicle may vary from the **motor vehicle**.

Following the hire of the replacement vehicle **RAC** will indemnify the Insured against the **legal costs of legal proceedings** incurred in connection with the pursuit of a claim for the recovery of the cost of hire as an **uninsured loss**.

## What Is Not Covered

1. Appeals unless the Insured has notified **RAC** in writing of his or her wish to appeal at least ten working days before the deadline for any such appeal and the written approval of **RAC** has been obtained.
2. Claims (including appeals) which, in the opinion of **RAC**, do not have a reasonable chance of success or, in the case of a claim for **uninsured losses**, where in the opinion of **RAC**, there is not a reasonable chance of successfully recovering a substantial proportion of damages which may be awarded. Cover may be refused or discontinued if such prospects do not, or no longer, exist.

## Section XII (cont.)

3. **RAC** will provide the Insured with initial legal advice via a telephone helpline.
3. **Legal costs:**
  - a. incurred before **RAC** have confirmed acceptance of the claim in writing;
  - b. exceeding any amount approved by **RAC**;
  - c. incurred following a payment into court or offer to settle by a third party unless **RAC** have authorised the **insured** in writing to continue with the claim after the payment into court or offer to settle or the **insured** is ultimately awarded or settles for more than the amount of the payment in or offer to settle;
  - d. incurred if the **insured** withdraws instructions from the **legal representative** or from the **legal proceedings** unless such withdrawal is approved by **RAC**;
  - e. for any expert witness unless previously agreed by **RAC**;
  - f. incurred where the **insured** is responsible for unreasonable delay which is prejudicial to the claim or where the **insured** fails to give proper instructions in due time to **RAC** or the **legal representative**;
  - g. incurred where the Insured pursues a claim without the consent of **RAC** or in a different manner from that advised by the Legal Representative.
4. Claims against **us** or any company or subsidiary of **RAC** plc or claims by the **insured** against any other person covered under this policy.
5. Claims relating to matters for which the **insured** would, but for the existence of this policy, be entitled to indemnity under any other policy.
6. Claims directly, or indirectly, caused by, contributed to or arising from;
  - a. prosecutions which allege dishonesty or violence or which arise from drink or drugs related offences or parking offences;
  - b. any deliberate illegal act or omission of the **insured** or any act which is false or fraudulent in any way;
  - c. faults in the **motor vehicle** or faulty incomplete or incorrect service, maintenance or repair of the **motor vehicle**;

## Section XII (cont.)

- d. a **road traffic accident** occurring during a race, rally or competition.
- 7. Claims for travelling expenses, subsistence allowances or compensation for absence from work.
- 8. Applications for Judicial Review.
- 9. **Legal costs**, fines or other penalties which a court of criminal jurisdiction orders the **insured** to pay.

## Section XII (cont.)

### Conditions to Section XII

1. To make a claim the Insured must notify **RAC** of the claim in writing as soon as reasonably possible and in any event within 180 days of the **road traffic accident** or **insured event** leading to the claim.
2. On receipt of a claim under this Section of the Policy **RAC** will evaluate the claim, advise on the steps the **insured** should take to pursue the claim and, where appropriate, appoint a **legal representative** from its approved panel to pursue the claim by negotiation.

In the event that the claim is not settled by negotiation and proceedings are necessarily issued, the **insured** does not have to continue to instruct the **legal representative** appointed by **RAC** and may propose another **legal representative**.

If **RAC** and the Insured are unable to agree on a suitable **legal representative**, **RAC** will ask the Law Society to name a further **legal representative**. **RAC** and the **insured** must accept the Law Society's nomination. In the meantime, **RAC** may appoint a **legal representative** to act on behalf of the **insured** to safeguard his or her interests.
3. During the course of the claim the **insured** must:
  - a. co-operate at all times in the completion of any necessary documentation or provision of information requested either by **RAC** or by the **legal representative**;
  - b. not do anything which may prejudice his or her case or **RAC**'s position in respect of the claim;
  - c. take all available steps to recover the **legal costs** in the **legal proceedings**;
  - d. notify **RAC** of any settlement offer made before accepting it.
4. During the course of the claim **RAC** will have the right of direct access to the **legal representative**.
5. **RAC** have the right to cancel this Section of the Policy at any time by sending the **insured** 7 days written notice of such cancellation. Any such cancellation shall not prejudice any claims under this Section of the Policy occurring before the date of cancellation.
6. **RAC** shall not provide cover under this Section of the Policy if the Insured makes a false declaration when applying for cover.
7. The **insured** shall take all reasonable steps to prevent any occurrence which may give rise to a claim under this Section of the Policy.
8. The **insured** shall take all reasonable steps to mitigate the losses that flow from a **road traffic accident**.
9. The **insured** shall forward any accounts for **legal costs** as soon as they are received and, if required to do so by **RAC**, shall have such **legal costs** taxed, assessed or audited by the appropriate court or authority.
10. **RAC** may take over and conduct the claim and may, subject to the interest of the **insured**, settle the claim in his or her name.
11. Every written notice or communication by **RAC** shall be sent to the **insured** at the last address known to **RAC** Legal Services.
12. An enquiry or complaint about the terms of this Section of the Policy may be made to **RAC** Legal Services at Great Park Road, Bradley Stoke, Bristol, BS32 4QN.

If the **insured** is not satisfied with the way in which such an enquiry or complaint is dealt with, the matter should be referred in writing to the Managing Director at **RAC** Legal Services.

## Section XII (cont.)

If your complaint has not been resolved to your satisfaction within 8 weeks **you** have the right to refer the matter to the Financial Ombudsman Service (FOS) at the following address:

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

The Financial Ombudsman Service is an independent body that adjudicates on complaints about general insurance products. Referral to the FOS does not affect your right to take legal action against RAC Insurance Limited.

13. The policy shall be governed and construed in all aspects in accordance with the laws of England and Wales.

### **To Make a Claim under this Section of the Policy**

First notification of this claim must be made to Comfortline MC Assist on 0800 0280038. Comfortline MC Assist will transfer details of your Motor Legal Protection claim to RAC Legal Services who will contact you to confirm receipt.

All future Motor Legal Protection correspondence should be addressed to:

RAC Legal Services  
Great Park Road  
Bradley Stoke  
Bristol  
BS32 4QN.

### **To Obtain Legal Advice**

Telephone RAC Legal Services on 0870 165 0990

To make sure that we follow your instructions correctly and improve our service to you through training of our staff, we record telephone calls.

**RAC** may transfer your information outside of the European Economic Area. **RAC** will only do this where it is necessary for performance of a benefit under this Section of the Policy.

This Section of the Policy except the replacement vehicle assistance under section 2 of 'What is Covered' is underwritten by RAC Insurance Limited.

Registered office: 8 Surrey Street, Norwich, NR1 3NG  
Registered in England No. 2355834  
RAC Insurance Limited is authorised and regulated by the Financial Services Authority and within the jurisdictions of the Financial Ombudsman Service and Financial Services Compensation Scheme.

# general

## exceptions

Your policy does not cover the following:

1. Any accident, injury, loss or damage while the vehicle under this policy is being:
  - Used otherwise than for the purposes described under the “Limitation as to Use” section of your **certificate of motor insurance**
  - Driven by any person other than as described under the section of your **certificate of motor insurance** headed “Persons or Classes of Persons entitled to drive” except that cover will not be withdrawn:
    - i) if the injury, loss or damage was caused as a result of **your motor caravan** being stolen or having been taken without your consent or other lawful authority
    - ii) by reason of the person driving not having a driving licence, if you had no knowledge of such deficiency
  - while **your motor caravan** is in the custody or control of a member of the motor trade for the purposes of sale, overhaul, upkeep or repair
  - driven by **you** unless you hold a licence to drive the vehicle insured or have held a licence and are not disqualified from holding or obtaining such a licence
  - driven by anyone else with your general consent who, to your knowledge, does not have a licence to drive **your motor caravan**, has never held one or is disqualified from holding or obtaining such a licence
2. Any liability **you** have accepted solely by virtue of an agreement but which would not attach if that agreement did not exist
3.
  - a. Loss or destruction of, or damage to, any property or associated loss or expense, or any other loss; or
  - b. Any legal liability,that is directly or indirectly caused by, contributed to by or arising from:
  - i. Ionising radiation or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion or nuclear fuel.
  - ii. The radioactive, toxic, explosive and other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
4. Except to the extent that we are liable under the Road Traffic Acts this policy does not cover any consequence whatsoever resulting directly or indirectly from or in connection with any of the following regardless of any other contributory cause or event
  - i. war invasion act of foreign enemy hostilities or a warlike operation or operations (whether war be declared or not) civil war rebellion insurrection civil commotion assuming the proportions of or amounting to an uprising military or usurped power
  - ii. any action taken in controlling preventing suppressing or in any relating to i. above

5. Any accident injury loss or damage (except under Section II) arising during (unless it be proved by you that the accident injury loss or damage was not occasioned thereby) or in consequence of
  - a. earthquakes
  - b. riot or civil commotion occurring elsewhere than in Great Britain, the Isle of Man or the Channel Islands
6. Death or bodily injury to any person or damage to property caused by pollution or contamination unless the pollution or contamination is directly caused by a sudden identifiable, unintended and unexpected incident during the period of insurance. **We** treat all pollution and contamination arising from one incident as having happened at the time of the incident. This exception does not apply when any compulsory motor insurance legislation operating within this policy's territorial limits must be met.

# general

## conditions

### Claims procedure

1. As soon as reasonably possible after any accident, injury, loss or damage, **you** or your legal personal representatives must telephone **us** giving full details of the incident. Any communication **you** receive about the incident should be sent to **us** immediately. You or your legal personal representatives must also let **us** know immediately if anyone is to be prosecuted as a result of the incident or if there is to be a fatal injury enquiry
2. **You**, or anyone else claiming under this policy, must not admit to any claim, promise any payment or refuse any claim without our written consent. If **we** want to, we can take over and conduct in your name, or in the name of the person claiming under the policy, the defence or settlement of any claim or take proceedings for our own benefit to recover any payment we have made under this policy. **We** shall have full discretion in the conduct of any proceedings or the settlement of any claim. The person who is seeking payment under this policy shall give **us** all the information and assistance necessary for **us** to achieve a settlement.

### Cancellation

3. **You** may cancel this policy at any time by returning your **certificate of motor insurance** to **us**. Provided no claim has occurred during the period of insurance **we** will calculate the premium for the period **we** have been insuring you based on pro-rata rates subject to a minimum of two months premium and refund any balance.  
**We**, or any agent appointed by **us** and acting with our specific authority may cancel this policy by sending not less than seven days notice to your last known address. **We** will calculate the premium for the period **we** have been insuring you (based on pro - rata rates) and refund any balance. An administration fee may be deducted from any return of premium. **We** can also cancel this policy straight away if **you** do not pay the premium or any instalment of the premium. **We** will not refund any instalment **you** have paid.

### Additional Covers – Refund of Premiums

4. If you have purchased additional cover options with this policy, a refund may not be available on those additional covers if they are subsequently removed after the statutory cancellation period.

### Other insurance

5. If at the time of any claim arising under this policy there is any other insurance policy covering the same loss, damage or liability, **we** will only pay our share of the claim. This condition does not apply to personal accident benefits under Section III which will be paid under that section.

This provision will not place any obligation upon **us** to accept any liability under Section II which **we** would otherwise be entitled to exclude under Exception 1. to Section II.

### Your duty to prevent loss or damage

6. **You** shall at all times take all reasonable steps to safeguard **your motor caravan** from loss or damage. **You** shall maintain **your motor caravan** in efficient condition and we shall have, at all times, free access to examine **your motor caravan**.

### **Arbitration**

7. Except for claims under Section III, where **we** have accepted a claim and there is disagreement over the amount to be paid, the dispute must be referred to an arbitrator to be agreed between **you** and **us** according to the law at the time. When this happens, a decision must be made before **you** can take any legal action against **us**.

### **Your duty to comply with policy conditions**

8. Our provision of insurance under this policy is conditional upon **you** observing and fulfilling the terms, provisions and **clauses** of this policy.

### **Fraud**

9. If any claim is in any way fraudulent or if **you** or anyone acting on your behalf has used any fraudulent means, including inflating or exaggerating the claim or submitting forged or falsified documents, all benefit under this policy shall be forfeited.

### **Change of circumstances**

10. **You** must tell us immediately if any motor caravan which is insured in your name belongs to anyone else or is being used regularly by another person. You must also notify us if **your motor caravan** is up for sale at premises other than your own address.

### **Mileage**

11. **We** reserve the right to establish the mileage on **your motor caravan** at any time where your policy has been rated on a selected annual mileage. Where the annual mileage has been exceeded your premium will be increased to that which applies to that mileage. If **we** become aware that the annual mileage has been exceeded at the time of a claim the additional premium will be deducted from the claim payment. The higher premium will apply from the commencement of the period of insurance.

### **Security devices**

12. If the premium for **your motor caravan** has been based on the vehicle being fitted with an approved security device, evidence of the competent installation of the device will be required if a claim is notified. In the case of tracking devices, evidence of a current air-time agreement will be required

# customer

## service charter

**We aim to**

- provide a high quality, efficient and effective service;
- respond to all claims within two working days after intimation, either by telephone, letter or visit whichever is the most appropriate;
- settle all claims in a professional and timely manner;

issue payments within five working days of our office agreeing settlement.

# complaints

## procedure

Our goal is to give excellent service to all our customers but we recognise that things do go wrong occasionally. We take all complaints we receive seriously and aim to resolve all of our customers' problems promptly. To ensure that we provide the kind of service you expect we welcome your feedback. We will record and analyse your comments to make sure we continually improve the service we offer.

### What will happen if you complain

- Your complaint will be acknowledged within 2 working days
- Once an assessment and full investigation of your concerns has been made, we will respond with a decision

Most of our customers' concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, we will contact you with an update and give you an expected date of response. This will not be beyond 10 working days from when you first made your complaint.

If you remain unhappy with the decision you receive from Victor Millwell Insurance Agency Ltd or your local branch, you may write to the Chief Executive. If you are dissatisfied with our final decision, you can refer the matter to the Financial Ombudsman Service (FOS).

The FOS will only consider your complaint if you have given us the opportunity to resolve it and you are a private policyholder so please follow the steps below. If, however we do not resolve your complaint within 40 working days, the FOS will accept a direct referral.

Whilst we are bound by the decision of the FOS, you are not. Following the complaint procedure does not affect your right to take legal action.

### What should I do?

The steps you should take if dissatisfied

#### **Step 1. Seek resolution by Victor Millwell Insurance Agency Ltd or your usual Aviva point of contact.**

If you are disappointed with any aspect of the handling of your insurance we would encourage you, in the first instance, to contact a manager at Victor Millwell Insurance Agency Ltd or the Aviva office handling your insurance.

You can write or telephone, whichever suits you, and ask your contact to review the problem.

#### **Step 2. Refer your complaint to Aviva's Chief Executive**

If you remain unhappy with the decision you receive, please write with full details including Policy and/or claim number to:

The Chief Executive UK Insurance  
Aviva  
8 Surrey Street  
Norwich  
NR1 3NS

A review of the matter will then be carried out at a senior level and a final decision given

### **Step 3. Refer your complaint to the Financial Ombudsman Service**

If after making a complaint to us you are still unhappy and you feel the matter has not been resolved to your satisfaction please contact the FOS at:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR  
Telephone: 0845 080 1800

Please note that the Ombudsman will only consider your complaint if you have already given us the opportunity to resolve it.

### **Financial Services Compensation Scheme**

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim.

Further information about the scheme is available from the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk), or write to Financial Services Compensation Scheme, 7th floor Lloyds Chambers, Portsoken Street, London, E1 8BN.

### **Use of Language**

Unless otherwise agreed, the contractual terms and conditions and other information relating to this contract will be in English.

### **Customers with Disabilities**

This policy and other associated documentation are also available in large print, audio and Braille. If you require any of these formats please contact, Victor Millwell Insurance Agency Ltd. Telephone 0208 984 0333.

### **Telephone Call Recording**

For our joint protection telephone calls may be recorded and/or monitored.



**Motor Caravan Plus**  
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