

Minifleet Policy (Fast Trade)

Introduction

Welcome to Minifleet. You should keep this document in a safe place and make note of your policy number and the Fleetline number so these are available should an emergency arise.

If you have any queries about the cover or you would like to extend it, please speak to your usual insurance advisor.

Fleetline – Your 24 hours a day, 365 days a year, Claims Service

We understand the importance your vehicle plays in your business and with just one call to Fleetline, our professionally-trained Incident Managers will help you get your business back to normal as fast as possible, with a minimum fuss. You do not have to pay extra for Fleetline, it is all part of the service.

There are no claim forms to fill out, just call 0800 246 876

We will confirm whether the incident is covered by your policy and advise you of any excess you will have to pay and if the incident is covered, we pay the repairer/supplier (less your excess). You will be assigned a Personal Incident Manager to handle your claim from beginning to end, keeping you regularly updated on its progress.

Benefits of using Aviva's approved repairer network include:

- Repairs are guaranteed for 3 years (or as long as you own the vehicle, if less than 3 years after the repair)
- If you are entitled to a replacement vehicle and yours is a LGV up to 3.5T, our network can also provide this type

Remember the earlier you contact us, the sooner we can get you back on the road and help you manage the costs and inconvenience to your business.

Making a claim

Just call Fleetline on
0800 246 876

In case of an accident

Call 0800 246 876

If you have been involved in an accident and your vehicle cannot be driven, your Incident Manager will look after your immediate needs by:

- arranging for your vehicle to be recovered and taken to an Approved Repairer
- dealing with any immediate concerns you may have, such as contacting those who need to know you have been involved in an accident.

The repairer bills will be paid directly by us to our Approved Repairer (apart from any applicable excess) so there is no need to worry about the finance.

Damaged windscreens/ windows

Call 0800 246 876

If your windscreen or windows are cracked, chipped or shattered, call Fleetline and an Incident Manager will arrange for an approved glass company to get to you as quickly as possible, assess the damage and either repair or replace the affected glass.

Breakdown Assistance

Call 0800 246 876

If you have selected Breakdown insurance and you require Breakdown Assistance, call Fleetline and we will arrange for the RAC to be with you as soon as possible.

Contents

This policy consists of individual sections. You should read this policy in conjunction with the schedule which confirms the sections you are insured under and gives precise details of the extent of your insurance protection.

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Contract of Insurance

The Contract of Insurance

The policy, the information **you** have provided and/or the application form, the declaration made by **you** and The **Schedule** and the **Certificate of Motor Insurance** should be read together and form the contract of insurance between **you**, the **policyholder** and **us, Aviva**.

In return for **you** paying your premium, **we** will provide the cover shown in the **schedule** for any accident, injury, loss or damage that happens within the **territorial limits** during the **period of insurance**.

Important

This policy is a legal contract. You must tell us about any material circumstances which affect your insurance and which have occurred either since the policy started or since the last renewal date.

A circumstance is material if it would influence our judgement in determining whether to provide the cover and, if so, on what terms. If you are not sure whether a circumstance is material ask your insurance adviser. If you fail to tell us it could affect the extent of cover provided under the policy.

You should keep a written record (including copies of letters) of any information you give us or your insurance adviser when you renew this policy.

Breach of Term

We agree that where there has been a breach of any term (express or implied) which would otherwise result in **us** automatically being discharged from any liability, then such a breach shall result in any liability **we** might have under this policy being suspended. Such a suspension will apply only from the date and time at which the breach occurred and up until the date and time at which the breach is remedied. This means that **we** will have no liability in respect of any loss occurring, or attributable to something happening, during the period of suspension.

Terms not relevant to the actual loss

Where there has been non-compliance with any term (express or implied) of this policy, other than a term that defines the risk as a whole, and compliance with such term would tend to reduce the risk of:

- loss of a particular kind, and/or
- loss at a particular location, and/or
- loss at a particular time,

then **we** agree that **we** may not rely on the non-compliance to exclude, limit or discharge **our** liability under this policy if **you** show that non-compliance with the term could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Important Information

Choice of Law

The appropriate law as set out below will apply unless you and the insurer agree otherwise.

- (1) The law applying in that part of the United Kingdom, Channel Islands or Isle of Man in which you normally live or (if applicable) the first named policyholder normally lives; or
- (2) In the case of a business, the law applying in that part of the United Kingdom, Channel Islands or Isle of Man where it has its principal place of business; or
- (3) Should neither of the above be applicable, the law of England and Wales will apply.

Telephone call charges and recording

Calls to 0800 numbers from UK landlines and mobiles are free. The cost of calls to 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. For our joint protection telephone calls may be recorded and/or monitored

Customers with Disabilities

This policy and associated documents are available in large print, audio and Braille. If you require any of these formats, please contact your insurance adviser.

Use of Language

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

Complaints Procedure

Our Promise of Service

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 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

- We will acknowledge your complaint promptly.
- We aim to resolve all complaints as quickly as possible.

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 within 10 working days of receipt and give you an expected date of response.

What to do if you are unhappy

If you are unhappy with any aspect of the handling of your insurance we would encourage you, in the first instance, to seek resolution by contacting your insurance advisor or usual Aviva point of contact.

If you are unhappy with the outcome of your complaint you may refer the matter to the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone:

0800 023 4567 (Calls from UK landlines and mobiles are free).

0300 123 9123

Or simply log on to their website at www.financial-ombudsman.org.uk.

Whilst we are bound by the decision of the Financial Ombudsman Service, you are not. Following the complaints procedure does not affect your right to take legal action.

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, or write to

Financial Services Compensation Scheme
10th Floor
Beaufort House
15 St Botolph Street
London
EC3A 7QU

Policy Definitions

Each time We use one of the words or phrases listed below, it will have the same meaning wherever it appears in Your policy unless We state otherwise. A defined word or phrase will start with a capital letter each time it appears in the policy, for example Employee, except when used in the sections of the policy headed 'Introduction', 'Contents', 'Contact Details for Claims and Help', 'Complaints Procedure' and 'Important Information' and in headings and titles.

Each Section of the policy contains definitions which apply to that particular Section and they must be read in conjunction with the following policy definitions.

Accessories	Parts to your vehicle which are not directly related to how it works as a vehicle. This includes audio equipment, multi-media equipment, communication equipment, personal computers, cameras, satellite navigation and radar detection systems providing they are permanently fitted to your vehicle and have no independent power source.
Agricultural Vehicle	Means any type of tractor or mechanically-propelled implement including any other vehicle used solely for agricultural or forestry purposes where a Road Fund Licence is not required or which is used under a licence with exemption from duty under Section 5 (Schedule 2) of the Vehicle Excise and Registration Act 1994. Such vehicles appear in the schedule of vehicle types as AG.
Approved Repairer	A facility approved by us for the repair, damage assessment and/or storage of your vehicle .
Attachments	Any item of equipment, which can be added to a Special Types Vehicle .
Certificate of Motor Insurance	<p>The current document that proves you have the motor insurance required by the Road Traffic Acts to use your vehicle on a road or other public place. It shows who can drive your vehicle and what it can be used for.</p> <p>The certificate of motor insurance does not show the cover provided.</p>
Clause	Changes to the terms of your policy. These are shown in your schedule .
Excess	<p>The amount or amounts, shown in your policy, schedule or clause, which we deduct from each and every claim for loss of or damage to your vehicle or other property insured.</p> <p>The amount applies to each individual vehicle.</p>
Fire	Fire , self-ignition, lightning and explosion.
Goods carrying vehicle	Means any motor vehicle manufactured or adapted for the carriage of goods (other than an Agricultural Vehicle). Such vehicles appear in the schedule of vehicle types as GV.
Green Card	A document required by non-EU countries to provide proof of the minimum compulsory insurance required by law to drive in that country.
Ignition Keys	Any key, device or code used to secure, gain access to, and enable your vehicle to be started and driven.
Market Value	The cost of replacing your vehicle with one of the same make, model, specification and condition.
Motorcycle	Means any mechanically-propelled two wheeled vehicle with or without a sidecar or trailer attached. Such vehicles appear in the schedule of vehicle types as MC. (A three wheeled vehicle having two wheels on one axle where the centres of the points of contact of such wheels and the road are less than 46 centimetres apart shall be classed as a Motor Cycle).
Period of insurance	The period of time covered by this policy as shown in your schedule . Each renewal represents the start of a new period of insurance.
Personal Belongings	Personal property within your vehicle . This includes portable audio equipment, multi-media equipment, communication equipment, personal computers, cameras, satellite navigation and radar detection systems not permanently fitted to your vehicle .
Principal	Any person who employs you to act in their place or on their behalf.
Private Car	Means any passenger-carrying motor vehicle with not more than 17 seats (including the driver) and not used for hire or reward. Such vehicles appear in the schedule of vehicle types PC.

RAC	RAC Motoring Services RAC House Brockhurst Crescent Walsall WS5 4AW
Road Traffic Acts	Any Acts, Laws or Regulations, which govern the driving or use of any motor vehicle in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.
Schedule	The document which gives details of the cover provided.
Special Types Vehicle	Means any motor vehicle manufactured or adapted to operate primarily as a tool and not designed for the carriage of goods or passengers. Such vehicles appear in the schedule of vehicle types as ST.
Territorial Limits	Great Britain, Northern Ireland, the Isle of Man, the Channel Islands, 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, Serbia, Slovakia, Slovenia, Spain, Sweden, and Switzerland (including Liechtenstein).
Terrorism	<p>(i) Any act or acts including but not limited to:</p> <p>(a) the use or threat of force and/or violence and/or</p> <p>(b) harm or damage to life or to property (or the threat of such harm or damage) including but not limited to harm or damage by nuclear and/or chemical and/or biological and/or radiological means</p> <p>(ii) Any action taken in controlling, preventing, suppressing or in any way relating to (i) above caused or occasioned by any person(s) or group(s) of persons or so claimed in whole or in part for political, religious, ideological or similar purposes</p>
Theft	Theft , attempted theft or taking your vehicle without your consent.
The Insured/Insured Person/You/Policyholder	The person or people, company or companies described as the insured in the schedule .
Trailer	Any drawbar trailer, semi-trailer or articulated trailer
The Insurer/We/Us/ Company	Aviva Insurance Limited, except where otherwise shown in any policy section.
Your Vehicle	<p>Any motor vehicle:</p> <p>(1) described in the schedule or any other motor vehicles for which details have been supplied to us and a certificate of motor insurance has been delivered to you and remains effective; or</p> <p>(2) described in the schedule of vehicles headed 'Vehicles Laid Up and Out of Use' and for which policy Cover Codes D or E only applies.</p> <p>(3) any private car or goods carrying vehicle loaned to you, or a permitted driver shown on your certificate of motor insurance, by a supplier we have nominated following a claim under the policy, which is a private car or goods carrying vehicle.</p>

Section

Code (See Code indicated in the Schedule)	Operative Sections
A Comprehensive	Sections 1 to 12 and 14 to 16
B Third Party Fire and Theft	Sections 1 operates only in respect of loss of or damage caused directly by Fire or by Theft Sections 2 to 3, 6 to 12 and 14 to 16
C Third Party Only	Sections 2 to 3, 6 to 12 and 15 to 16
D Fire Theft and Accidental Damage	Section 13
E Fire and Theft Only	Section 13 Sub Section 1
Breakdown Benefits	Section 17

Section 1 - Cover for your vehicle

Loss of or damage to your vehicle

If **your vehicle** is lost, stolen or damaged, **we** will at **our** option:

- pay for **your vehicle** to be repaired; or
- replace **your vehicle**; or
- pay the amount of the loss or damage by cheque or bank transfer.

The same cover also applies to **accessories** and spare parts relating to **your vehicle** whilst these are in or on **your vehicle** but not exceeding your estimate of value shown in the schedule.

The maximum amount we will pay will be the **market value** of **your vehicle** immediately prior to the loss or damage.

If **we** know that you are still paying for **your vehicle** under a hire purchase, leasing or contract hire agreement, **we** will pay any claim to the owner described in that agreement. Our liability under this policy will then end.

Accident recovery

In Great Britain, Northern Ireland, the Channel Islands and the Isle of Man **we** can arrange for the protection and removal of **your vehicle** to the nearest repairers. In the event of an accident ring Fleetline on 0800 246 876 and **we** will arrange for the following at no additional cost:

- Someone to come out and help. If **your vehicle** cannot be made roadworthy immediately it will be taken to our nearest **approved repairer**.
- **Your vehicle** can be taken to a repairer of your choice if this is nearer, but this may lead to delays in arranging the repairs to **your vehicle**.
- The rescue service also applies when an accident occurs in the Republic of Ireland – ring **1800 535 005**.
- The onward transmission of any messages on your behalf.
- Delivering the vehicle back to your address in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man after repairs have been carried out.

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.

Standard courtesy vehicle cover

Where **your vehicle** is a **Private Car** (not being a Minibus) or a **Goods Carrying Vehicle** (up to 3.5 tonnes GVW) and cover is either Comprehensive or Third Party Fire and Theft, following damage to the vehicle **we** will provide a courtesy car or, at your request, a courtesy van (up to 3.5 tonnes GVW) for the duration that **your vehicle** is being repaired by an Aviva **approved repairer**. Use of the courtesy vehicle for business and social, domestic and pleasure purposes is permitted.

Courtesy vehicles are supplied to reduce your inconvenience and where possible ensure **you** remain mobile throughout the duration of your claim. It is not intended to be an exact replacement for **your vehicle**. All courtesy vehicles will have comprehensive cover under your existing policy for the period of the loan, regardless of what level of cover **you** have requested for **your vehicle**.

Standard courtesy vehicle cover

(continued)

Please note that a courtesy vehicle cannot be provided until your claim has been accepted and cover has been confirmed.

This should be read in conjunction with the Important Information.

Important Information

- A standard courtesy car is a Class A vehicle which is a small hatchback car.
- A standard courtesy van is a Class V1 vehicle which is car derived van or small van.
- If **your vehicle** is immobile or unroadworthy we aim to provide a courtesy vehicle within one working day (however, if an accident occurs during a weekend, public holiday or bank Holiday it may not be possible to provide a courtesy car until the following working day).
- In order to avoid undue delays, please advise us during the early stages of your claim if an automatic transmission courtesy vehicle is required. Automatic courtesy vehicles can be supplied, providing the vehicle being repaired is an automatic.
- No courtesy car will be provided if an approved repairer is not used.

Conditions applying to courtesy vehicle cover

(1) **You** will be responsible for:

- The cost of fuel used;
- Collection and delivery charges (if they apply);
- Any charges for fitting accessories; and
- Any excess which would have applied to your vehicle which is temporarily replaced.

(2) If your policy includes Breakdown Assistance, it will not apply to this part of the policy.

Returning replacement vehicles

The replacement vehicle will be supplied on the condition that you will return it to the depot which supplied it unless alternative arrangements have been made with the supplier.

New Private Car and Goods-carrying Vehicle Replacement

Where **your vehicle** is a **Private Car** or **Goods-carrying Vehicle**, we will replace **your vehicle** with a new vehicle of the same make and specification (subject to availability) if within twelve months of purchase new by **you** (or within twelve months of registration if subject to a leasing or contract hire agreement) of a **Private Car** or within six months of purchase new by **you** (or within six months of registration if subject to a leasing or contract hire agreement) of a **Goods-carrying Vehicle**:

- any repair cost or damage in respect of any one claim covered by the policy exceeds 50% of the United Kingdom list price of **your vehicle** (including vehicle taxes) at the time of its purchase; or
- **your vehicle** is stolen and not recovered.

We will only replace your vehicle if:

- **you** own the vehicle or you bought it under a hire purchase agreement or **you** leased or hired the vehicle under any type of leasing or contract hire agreement
- any interested hire purchase, leasing or contract hire company agrees
- **you** are the first registered owner of **your vehicle** unless it is subject to a leasing or contract hire agreement with **you**.

New **Private Car** and **Goods-carrying Vehicle** replacement does not apply to **trailers**.

Excesses

If **your vehicle** is lost stolen or damaged we will not pay the **excess** shown in your **schedule**.

Except for **Fire** and **Theft** claims, this **excess** amount will be increased to the following amounts if the person driving is aged 21 - 24 years or is aged 25 years and over who has not held a full licence for 12 months to drive **your vehicle**:

Excess Amount shown in your schedule :	Increased Excess Applicable:
£250	£450
£500	£650
£750	£850

Exceptions to Section 1 of your policy

We will not pay for:

- (1) loss of use, wear and tear, depreciation, or any loss or damage which happens gradually
- (2) mechanical, electrical, electronic failure, breakdown or breakage
- (3) computer and equipment failure or malfunction
- (4) damage to tyres caused by braking or by punctures, cuts or bursts
- (5) loss or damage directly arising from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed
- (6) loss of value following repair
- (7) loss or damage arising from **theft** while;
 - a) the ignition keys of **your vehicle** have been left in or on **your vehicle**;
 - b) **your vehicle** has been left unattended with the engine running.
- (8) loss or damage arising from confiscation or requisition or destruction by or under order of any Government or Public or Local Authority
- (9) loss or damage arising during or in consequence of riot or civil commotion occurring
 - (a) in Northern Ireland
 - (b) outside of the **Territorial Limits**

This exception will not operate if **you** can prove that the accident, injury, loss or damage was not caused by this peril
- (10) loss or damage caused directly or indirectly by **fire** if **your vehicle** is equipped for the cooking or heating of food or drink
- (11) loss or damage to any fixtures, fittings or kitchen utensils while in or on **your vehicle**.

Section 2 – Liability to Third Parties

Your Liability to Third Parties

We will indemnify **you** in respect of all sums which **you** may be required to pay at law and all other costs and expenses incurred with our written consent arising from:

- (a) death or bodily injury to third parties, for an unlimited amount
- (b) damage to third party property up to a maximum amount of:
 - (i) £20,000,000 (excluding claimant's costs and expenses and any other costs and expenses) where your vehicle is a **Private Car** or **Motor Cycle**
 - (ii) £5,000,000 (excluding claimant's costs and expenses and any other costs and expenses) in respect of all other vehicles
 - (iii) £5,000,000 for claimant's costs and expenses and any other costs and expenses in relation to damage to third party property.

This Section only operates where such death, bodily injury or damage arises out of an accident caused by or in connection with:

- **your vehicle** including its loading and unloading or
- any **trailer** while it is being towed by **your vehicle**.

In respect of **Terrorism** where we are liable under the **Road Traffic Acts** the maximum amount **we** will pay for damage to property as a result of any accident or accidents caused by **your vehicle** or vehicles 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 consequent on one originating cause
- (ii) such greater sum as may in the circumstances be required by the **Road Traffic Acts**.

Liability of Other Persons Driving or Using Your Vehicle

Under this Section, **we** will also indemnify:

- any person **you** give permission to drive **your vehicle**, as long as your **certificate of motor insurance** allows that person to drive; and
- any person you give permission to use (but not drive) **your vehicle** for social, domestic and pleasure purposes, as long as that such use is included on the **certificate of motor insurance**; and
- any passenger travelling in or getting into or out of **your vehicle**
- any hirer of **your vehicle** provided such use is not excluded by your **certificate of motor insurance**.

Indemnity to Owner (leasing or hiring agreements)

If **we** know that **your vehicle** is the subject of a leasing or contract hire agreement between **you** and the owner of **your vehicle**, **we** will indemnify the owner in the same way that **we** indemnify **you** under this Section if there is an accident while **your vehicle** is let on hire or leased under the agreement, as long as:

- **your vehicle** is
 - not being driven by the owner;
 - not being driven by a person employed by the owner; or
 - in the charge of and not being driven by the owner or any person employed by the owner
 - the owner cannot claim under another policy;
 - the owner follows the terms, exceptions and conditions of this policy as far as they can.
-

Indemnity to Legal Personal Representatives

In the event of the death of anyone who is indemnified under this Section, we will protect his or her legal personal representatives against any liability that the deceased person had, which is covered under this Section.

Legal costs

If **you**, or anyone else, are involved in an accident which is covered under this section, **we** will pay the fees and disbursements of any legal representative **we** agree to, and defend anyone **we** insure under this section:

- at a Coroner's Inquest;
- at a fatal accident inquiry in any proceedings in a Court of Summary Jurisdiction brought under the **Road Traffic Acts** or equivalent European Union legislation.

We will not pay representation for:

- a plea of mitigation (unless the offence **you** are charged with carries a custodial sentence), or
 - appeals.
-

Duty of Care – driving at work, legal costs

We will pay:

(1) your legal fees and expenses incurred with our written consent for defending proceedings including appeals;

(2) costs of prosecution awarded against **you**

arising from any health and safety inquiry or criminal proceedings for any breach of the:

- (a) Health and Safety at Work etc Act 1974;
- (b) Health and Safety at Work (Northern Ireland) Order 1978;
- (c) Corporate Manslaughter and Corporate Homicide Act 2007.

We will not provide indemnity:

- (1) unless the proceedings relate to an actual or alleged act, omission or incident committed during the **period of insurance** within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands and in connection with the business;
- (2) unless the proceedings relate to an actual or alleged act, omission or incident arising from the ownership, possession or use by or on behalf of **you** of any motor vehicle or trailer in circumstances where compulsory insurance or security is required by the **Road Traffic Acts**;
- (3) in respect of proceedings which result from any deliberate act or omission by **you**; or
- (4) where indemnity is provided by another insurance policy.

The limit of indemnity in respect of such legal fees, expenses and costs is:

Health and Safety at Work etc Act 1974 and Health and Safety at Work (Northern Ireland) Order 1978 - £100,000;

Corporate Manslaughter and Corporate Homicide Act 2007 – Unlimited.

Cross Liabilities

Where there is more than one **Insured Person** named in your schedule each one will be covered as if they are the only **Insured Person** covered under this policy.

Application of Indemnity Limits

In the event of an accident involving payments by us to more than one person indemnified under this section, any limitation by the terms of this policy or any clause endorsed on it relating to the maximum amount payable shall apply to the aggregate amount of payments to all such persons and your liability shall be settled in priority.

We shall not be liable in respect of:

- (1) any claim if any person indemnified under this Section fails to observe the terms, exceptions and conditions of this policy as far as they apply, or if they are entitled to claim payment of indemnity under any other policy;
- (2) death or bodily injury to any employee of the person indemnified which arises out of the course of such employment except where liability is required to be covered by the **Road Traffic Acts**;
- (3) loss or damage to property:
 - (i) belonging to or in the care of anyone we indemnify who claims under this Section
 - (ii) being carried in **your vehicle** (except where **your vehicle** is a **Private Car**);
- (4) loss, damage, death or bodily injury caused or arising beyond the limits of any carriageway or thoroughfare in connection with anyone, other than the driver or attendant of **your vehicle**, either bringing a load to your vehicle for loading on to it or taking a load away from **your vehicle** having unloaded it;
- (5) damage to premises (or to the fixtures and fittings) attaching solely as occupier (not as owner) where the damage is insured by another policy;
- (6) damage to any vehicle where cover in connection with the use or driving of that vehicle is provided under this Section;
- (7) loss, damage, death or bodily injury where **your vehicle** is an **Agricultural Vehicle** arising out of any incident directly or indirectly caused by, or accelerated by, or attributable to the coming into contact with any person, property, land or crops of any substance or compound that is used, in whole or part, as an insecticide, herbicide or other control of pests, disease or weeds, or as a desiccant, defoliant or growth regulator and which arises from the dissemination of such substance or compound in connection with **your vehicle** elsewhere than on land occupied by **you** or crops owned by **you** on that land except where such liability is required to be covered by the **Road Traffic Acts**;
- (8) loss, damage, death or bodily injury caused by pollution or contamination unless caused by a sudden identifiable unintended and unexpected incident which occurs in its entirety at a specific time and place during the **period of insurance** except where such liability is required to be covered by the **Road Traffic Acts**. For the purposes of this Exception pollution or contamination means all pollution or contamination of buildings or other structures or water or land or the atmosphere;
- (9) loss, damage, death or bodily injury whilst **your vehicle** is being used in that part of an aerodrome or airport provided for the take-off and landing of aircraft on the surface, aircraft parking aprons including the 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 Acts**;
- (10) 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**.
- (11) death, bodily injury or illness of any person caused by:
 - (i) food poisoning or
 - (ii) anything harmful contained in goods supplied or
 - (iii) any harmful or incorrect treatment given at or from **your vehicle** or **trailer**.
- (12) loss, damage, death or bodily injury where **your vehicle** is a **Special Type Vehicle** arising out of:
 - (i) the explosion of any vessel under pressure being part of plant attached to or forming **your vehicle**
 - (ii) subsidence, flooding or water pollution whilst **your vehicle** or any plant forming part of such vehicle or attached to it is being operated as a toolexcept where such liability is required to be covered by the **Road Traffic Acts**
- (13) loss, damage injury or death where **your vehicle** is a **Special Type Vehicle** and is a mobile or self-propelled crane and is being operated as a tool except where such liability is required to be covered under the Road Traffic Acts unless **your vehicle** has been inspected to the extent required by Statutory Regulations

Additional Covers

Section 3

Indemnity to Principals

Where **your vehicle** is being used in connection with contract work on behalf of a **Principal**, **we** will indemnify the **Principal** in respect of compensation they are legally liable to pay arising from such use provided that:

- **you** would have been able to claim under the policy had the claim been made against **you**
- **you** have arranged with the **Principal** for the conduct and control by us of all claims for which **we** may be liable under this Section.

Exceptions to Section 3 of your policy

We shall not be liable in respect of:

- (1) *death or bodily injury to any person employed by the **Principal** arising out of or in the course of their employment; or*
- (2) *any amount payable by the **Principal** under any agreement which would not have been payable in the absence of such an agreement; or*
- (3) *bodily injury to the **Principal** for any amount you would not have to pay but for such an agreement; or*
- (4) *damage to property belonging to or held in trust by or in the custody or control of the **Principal** for any sum which exceeds the amount required to indemnify the **Principal**;*
- (5) *liquidated damages or damages incurred under any penalty clause.*

Section 4

Medical Expenses

If **you** or anyone else who is in **your vehicle** are injured as a direct result of **your vehicle** being involved in an accident, **we** will pay for the medical expenses in connection with the injury up to £250 for each injured person.

The maximum amount payable under this Section is increased to £350 in respect of each injured person if Section 17 of the policy is operative.

Section 5

Personal belongings

We will pay **you** (or the owner if **you** ask us) for loss or damage to personal belongings caused by **fire, theft** or accident whilst they are in or on **your vehicle**.

The maximum amount payable for any one incident is £250.

When an amount is payable to any person other than **you**, **we** may make such payment directly to that other person and their receipt shall be a full discharge to us.

The maximum amount payable for any one accident under this Section is increased to £350 if Section 17 of the policy is operative.

Exceptions to Section 5 of your policy

We will not pay for:

- (1) *money, stamps, tickets, documents or securities*
- (2) *goods or samples carried in connection with any trade or business*
- (3) *tools of trade, ropes or tarpaulins*
- (4) *any **personal belongings** if **your vehicle** is a motor caravan*

Section 6

Trailers/attachments

(1) Attached trailers

The cover applicable to **your vehicle** shall also apply to any **trailer** attached or connected to **your vehicle** for the purposes of being operated or drawn.

(2) Detached trailers

Where **your vehicle** is a **Private Car** or **Goods-carrying Vehicle** the cover will also apply to any **trailer**:

- (a) owned by **you** or hired to **you** under a hire purchase agreement or leased or rented to **you** for a period of not less than three months; or
- (b) in your custody or under your control

while detached from **your vehicle**.

You will have to pay the first £250 of any **theft** claim.

(3) Attachments

Where **your vehicle** is a **Special Types Vehicle** the cover will also apply to any attachment while attached or detached from **your vehicle**.

(4) Contingent liability cover for your trailers

We will indemnify **you** under the terms of Section 2 of the policy in respect of any **trailer** owned by **you** or hired to **you** under a hire purchase agreement whilst it is not in **your** custody or control, but not if there is any other existing insurance covering the same liability.

Exceptions to Section 6 of your policy

We will not pay:

- (1) if any **trailer** or disabled mechanically-propelled vehicle is being towed otherwise than in accordance with the law
- (2) for loss or damage to property being carried in or on any **trailer** or disabled mechanically propelled vehicle
- (3) under Section 2 of this policy for any loss or damage arising from the operation of any plant permanently attached to and forming part of your **trailer** (other than any lifting device for self-loading) as a tool other than where necessary to meet the requirements of the **Road Traffic Acts**
- (4) for loss of or damage to any fixtures fittings or kitchen utensils carried in or on any **trailer**
- (5) if your trailer is a caravan, other than to indemnify you within the terms of Section 2 of the policy while your caravan is attached to **your vehicle**.
- (6) for loss or damage caused directly or indirectly by **fire** if your **trailer** is equipped for the cooking or heating of food or drink.

Section 7

Continental use/ Compulsory insurance requirements

In addition to providing cover within the **territorial limits**, this policy, in compliance with EU Directives, also provides the necessary cover to meet the laws on compulsory insurance of motor vehicles in:

- any other country which is a member of the European Union; and
- any country which the Commission of the European Communities is satisfied has made arrangements to meet the requirements of Article (8) of EC Directive 2009/103/EC relating to civil liabilities arising out of the use of motor vehicles.

The level of cover provided will be the minimum required to comply with the laws on the compulsory insurance of motor vehicles of the country in which the accident occurs. Where the accident occurs in another EU Member State, if the minimum cover required by the laws of Great Britain is wider than that of such EU Member State, the level of cover provided will be that applicable in Great Britain.

If **you** take your vehicle abroad – outside the **territorial limits**

The cover provided by this policy applies to **your vehicle** for which a Green Card and a foreign use endorsement have been issued. Cover is effective for the period specified in the **Green Card**.

Additional covers

Where **your vehicle** is being used within the **territorial limits** or in any country for which we have issued you with a **Green Card**, the following covers also apply:

- (1) the transit of **your vehicle**, including loading and unloading, between the countries specified, provided such transit is of not more than 65 hours and/or
- (2) reimbursement of any customs duty **you** may have to pay on **your vehicle** after its temporary importation into any of the countries specified, subject to your liability arising as a direct result of any loss of or damage to **your vehicle** which is subject of payment under Section 1 and/or
- (3) General Average contributions, Salvage and Sue and Labour charges whilst **your vehicle** is being transported by sea between any of the countries specified provided that **your vehicle** is covered by this policy for loss or damage.

Section 8

Unauthorised movement

The cover provided by Sections 1 and 2 of this policy is extended to include the unauthorised movement of any vehicle causing an obstruction or otherwise preventing the operation of your business and which is being moved to facilitate the passage of a vehicle.

Exceptions to Section 8 of your policy

This Section does not apply if the obstructing vehicle is:

- (1) *being driven by or moved by any person other than*
 - *you; or*
 - *a person employed by you*
- (2) *owned or hired to **you** under a hire purchase agreement or loaned or hired or leased to **you**.*

Section 9

Unauthorised use of driving

Notwithstanding General Exceptions (1)(a), **we** will in the terms of Section 2 of this policy indemnify **you** whilst **your vehicle** is being driven or used other than in accordance with the terms of the **certificate of motor insurance**.

Section 10

Unlicensed drivers

Any requirements of this policy or the **certificate of motor insurance** that the person driving must hold or have held a licence to drive does not apply when a licence is not required by law. The terms of the **certificate of motor insurance** will otherwise apply.

Section 11

Emergency Treatment

We will reimburse any person using **your vehicle** for payments made under the **Road Traffic Acts** for emergency medical treatment.

Section 12

Contingent liability

We will indemnify **you** in the terms of Section 2 of this policy:

- (a) while any vehicle not belonging to **you** and not provided by **you** is being used in connection with your business by any person in your employment
- (b) while any vehicle hired-in by **you** is being used in connection with your business by any hired-in driver.

Exceptions to Section 12 of your policy

This Section does not apply:

- (1) *in respect of loss or damage to such vehicle or property being carried in or on it*
- (2) *if there is any other existing insurance covering the same liability.*

Section 13

Vehicles laid up and out of use

(at the commencement of the period of insurance)

1. Fire and Theft

Where **your vehicle** is laid up and out of use, at the commencement of the **period of insurance**, all cover provided by this policy will be of no effect other than for loss of or damage by **fire** or **theft** provided **your vehicle** is kept in a locked private or public garage or in a compound surrounded by secure perimeter walls and/or fences.

2. Fire, Theft and Accidental Damage

In addition and subject to the terms of Sub-Section 1 above **your vehicle** is also covered in respect of accidental damage.

Exceptions to Section 13 of your policy

We will not pay for:

- (1) *loss of use, wear and tear, depreciation, or any loss or damage which happens gradually*
- (2) *mechanical, electrical, electronic failure, breakdown or breakage*
- (3) *computer and equipment failure or malfunction*
- (4) *damage to tyres caused by braking or by punctures, cuts or bursts*
- (5) *loss or damage directly arising from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed*
- (6) *loss of value following repair*
- (7) *loss or damage arising from **theft** while;*
 - (a) *the ignition keys of **your vehicle** have been left in or on **your vehicle**;*
 - (b) ***your vehicle** has been left unattended with the engine running.*
- (8) *loss or damage arising from confiscation or requisition or destruction by or under order of any Government or Public or Local Authority*
- (9) *any loss or damage arising during or in consequence of riot or civil commotion occurring in Northern Ireland*

*This exception will not operate if **you** can prove that the loss or damage was not caused by this peril*
- (10) *Loss or damage caused directly or indirectly by **fire** if **your vehicle** is equipped for the cooking or heating of food or drink*
- (11) *loss or damage to any fixtures, fittings and kitchen utensils while in or on **your vehicle**.*

Section 14

Replacement locks

Where **your vehicle** is a **Private Car** or a **Goods-carrying Vehicle**, if the vehicle **ignition keys** are lost or stolen, **we** will pay the cost of replacing the:

- (a) affected locks
- (b) lock transmitter and central locking interface
- (c) the affected parts of the alarm and/or immobiliser

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

Section 15

Child seat cover

If **you** have a child seat fitted in **your vehicle** and **your vehicle** is involved in an accident or damaged following **fire** or **theft** **we** will contribute £100 per child seat towards the cost of a replacement even if there is no apparent damage, subject to **you** making a claim under Section 1 of your policy.

Section 16

Legal services and advice

Definitions

The following definitions apply only to the legal service and advice section of this policy. The general definitions at the beginning of this policy also apply where appropriate:

Insured person

- (1) **You**; and
- (2) Any person permitted to drive as described under '5 – Persons or Classes of Persons entitled to drive' in the **certificate of motor insurance**; and
- (3) Passengers carried in **your vehicle**

Insurers/we/our/us

RAC Insurance Limited.

RAC/RAC Legal Services

RAC Insurance Ltd (Registered Office: RAC House, Brockhurst Crescent, Walsall, WS5 4AW. Registered No. 2355834) acting through **RAC** Legal Services of Great Park Road, Bradley Stoke, Bristol BS32 4QN. **RAC** Legal Services is a division of **RAC** Motoring Services (Registered Office: RAC House, Brockhurst Crescent, Walsall, WS5 4AW. Registered No. 01424399). **RAC** Motoring Services indirectly owns 100% of **RAC** Insurance Limited.

Appointed representative

The Solicitors, or other qualified experts appointed by the **RAC** to act for the insured person in accordance with General Conditions 2 provided that such solicitors or other qualified experts satisfy the following conditions:

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

Legal proceedings

With the approval of **RAC**:

- (a) the pursuit of any claim for damages either by negotiation or by civil tribunal or arbitration proceedings in respect of a matter within the cover provided; and/or
- (b) the defence of motoring prosecutions which are subject to the jurisdiction of courts within Great Britain, Northern Ireland, the Republic of Ireland, the Channel Islands and the Isle of Man.

Legal costs

The fees, expenses, costs and disbursements incurred by or on behalf of the **insured person** and authorised by **RAC** in pursuing or defending a claim within the cover provided.

The costs of a third party for which the **insured person** is either held liable by court order or are agreed by **RAC** and which are incurred in connection with legal proceedings.

Insured event

A road traffic accident involving **your vehicle**, on a public highway or on a private road or car park to which the public normally exercises an uninterrupted right of access, occurring within the **territorial limits** where the **insured person** is not at fault, which occurs during the **period of insurance** and which does not occur during any race, rally or competition and where the insured person is not driving **your vehicle** for which the **insured person** does not hold a valid driving licence.

Payment limit

- (a) In respect of claims for the pursuit of damages £100,000; and
- (b) in respect of defence of motoring prosecutions £20,000.

Legal services and advice

(continued)

What is covered

Uninsured Losses

Loss arising out of an **insured event** where the said loss is not otherwise covered by insurance and either damage occurs to **your vehicle** or any belongings owned by **you** whilst such property is in or on **your vehicle** or the **insured person** suffers death or bodily injury whilst in or mounting into or dismounting from **your vehicle** and in each case in the opinion of **RAC** there is a reasonable prospect of recovering the uninsured losses from a third party responsible for the **insured event**.

- (1) **We** will indemnify **you** against the legal costs of legal proceedings incurred in connection with the:
 - (a) pursuit of a claim directly arising from an **insured event**; and/or the
 - (b) defence of a motoring prosecution brought against the **insured person** in connection with criminal proceedings involving **your vehicle**. Pleas in mitigation will be supported at our sole discretion and when in the opinion of **RAC** and/or the **appointed representative** there is a reasonable prospect of such a plea presented either in writing or in person by a solicitor or barrister materially affecting the likely outcome of the prosecution.
- (2) **RAC** or **We** may, at their sole and unfettered discretion, facilitate the hire of a replacement hire vehicle on behalf of the **insured person** for the period that **your vehicle** is immobilised as a result of an insured event and/or whilst it is being repaired. **You** must comply with the Terms and Conditions of the Hire Company selected by **RAC** or **Us**.
- (3) **RAC** will provide initial motoring related legal advice to you via their 24 hour Legal Helpline.

Conditions

- (a) **RAC** will evaluate the claim, advise on the steps **you** should take to pursue the claim and, where appropriate, provide the assistance of an **appointed representative** to pursue the claim either by negotiation or civil proceedings. If, in the opinion of **RAC** the claim may be settled by negotiation **We** will either enter into negotiations on your behalf or nominate an **appointed representative**. In the event that the claim is not settled by negotiation and it becomes necessary to start court proceedings or if there is a conflict of interest, **you** do not have to continue to instruct the **appointed representative** nominated by **RAC** and may propose another **appointed representative** by sending to **RAC** the name and address of the suitably qualified person **you** propose. If **RAC** do not agree with your choice of **appointed representative** **you** may propose another. If, **RAC** and **you** are still unable to agree on an **appointed representative** the **handling agents** will ask the Law Society, or another body of similar standing, to name a further **appointed representative**. **RAC** and **you** must accept this nomination. In the meantime, **RAC** may appoint an **appointed representative** to act on your behalf to safeguard your interests.
- (b) During the course of any claim **you** must co-operate at all times in the completion of any necessary documentation or provision of information either requested by **RAC** or the appointed representative;
- (c) **You** must not do anything which may prejudice your case or **RAC's** position;
- (d) **You** must take all available steps to recover the legal costs in the legal proceedings;
- (e) **You** must notify **RAC** of any settlement offer made before accepting it;
- (f) **RAC** will have the right of direct access to the appointed representative;
- (g) **You** 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.

Exceptions to Section 16 of your policy

General exceptions shown later in this policy also apply to legal services and advice where appropriate.

What is not covered

- (1) *Appeals unless **you** have notified the handling agents of your wish to appeal at least ten working days before the deadline for any such appeal and the approval of the handling agents has been obtained.*
- (2) *Claims (including appeals) which, in the opinion of **RAC** and/or **appointed representative** do not have a reasonable chance of success or, in the case of claims for damages, where in the opinion of **RAC** and/or **appointed representative**, there is not a reasonable chance of successfully recovering any damages awarded.*

Cover may be refused or discontinued if such prospects do not, or no longer exist.

Exceptions to Section 16 of your policy

(continued)

- (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 by a third party unless **RAC** have authorised you in writing to continue with the claim after the payment into court or you are awarded or settled for more than the amount of payment in;
 - (d) incurred if you withdraw instructions from the appointed representative or from the legal proceedings unless such withdrawal is approved by **RAC**;
 - (e) for any expert witness unless previously approved by **RAC**;
 - (f) where you are responsible for unreasonable delay which is prejudicial to the claim or where **you** fail to give proper instructions in due time to **RAC** or the appointed representative;
 - (g) where **you** pursue a claim without the consent of **RAC** or in a different manner from that advised by the appointed representative.
- (4) Claims against **RAC** or us or claims by you against any other person where cover is provided under this Section of the policy.
- (5) Claims relating to matters for which **you** are or 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 and criminal act or omission of **the insured** or which are false or fraudulent in any way;
 - (c) an **insured event** occurring during a race, rally or competition;
 - (d) faults in **your vehicle** or faulty, incomplete or incorrect service, maintenance or repair of **your vehicle**.
- (7) Your travelling expenses, subsistence allowances or compensation for absence from work.
- (8) Application for Judicial Review.
- (9) Legal costs, fines or penalties which a court of criminal jurisdiction orders **you** to pay.

The Conditions shown later in the policy also apply to legal service and advice where appropriate.

To make a claim or to seek legal advice under this section of the policy, please call **Fleetline** on **0800 246 876**.

Section 17

Breakdown benefits

The cover and service under this section applies only if stated in your policy **schedule**. The cover and service under this section is provided by **RAC** who may use approved contractors to provide this service.

Accident assistance

If **your vehicle** has been disabled as a result of an accident covered under Section 1 of the policy in the United Kingdom, the Channel Islands and the Isle of Man, **RAC** may, at its own discretion and as an alternative to the onward transportation of **you** and your passengers under Section 1 of the policy and subject to availability, offer **you** either:

- a hire car of up to 1600cc or a van up to 7.5 tonnes GVW for 24 hours subject to the hirer's terms and conditions. This free period of hire must commence within 48 hours of **your vehicle** being damaged and excludes fuel costs, parking fees and fines, and continuation of load; or
- overnight accommodation for **you** and your passengers up to a maximum of £150 in total (but not the cost of providing meals or drinks); or
- a refund of the cost of public transport for **you** and up to four passengers to reach the end of your journey subject to a maximum of £150. **You** will need to produce receipts in order to claim for this.

If **your vehicle** has been stolen and not recovered arrangements will be made to provide **you** with alternative transport up to a total cost of £150 in order to complete **your** journey.

Breakdown assistance

The following cover is provided in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man by **RAC**.

If **your vehicle** breaks down, or will not start, when **you** ring the Helpline **RAC** will arrange for the following at no additional cost:

- someone to come and help **you**. If **your vehicle** cannot be repaired immediately it will be taken to a nearby garage approved by **us** or a closer one of your choice where **you** can arrange for repairs to be made; or
- onwards transportation. If **you** are away from home and **your vehicle** cannot be repaired within a reasonable time. This will apply to **you, your vehicle**, up to four passengers and any caravan/trailer on tow at the time, to the destination of **your** choice, in one non-stop journey.
- This facility may also be provided if **you** fall ill and there are no passengers that can legally drive **your vehicle** so that **you** can not complete **your** journey. In these circumstances it will be at the discretion of **RAC** whether this service is offered. Medical certification will be required.

If **your vehicle** needs to be towed it must display a valid road tax disc.

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

Continental assistance – accident and breakdown

The following cover is provided by **RAC** within the **territorial limits** other than Great Britain, Northern Ireland, the Channel Islands and the Isle of Man. If **your vehicle** breaks down or if **your vehicle** has been disabled as a result of an accident covered under Section 1 of the policy, when **you** ring the Helpline **RAC** will arrange for the following at no additional cost:

- 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 where **you** can arrange for repairs to be made
- onwards transportation, if **your vehicle** cannot be repaired within 12 hours. A replacement vehicle will be provided to enable **you** to continue your journey whilst **your vehicle** is being repaired, up to a maximum of £750. **RAC** will use its best endeavours to find a vehicle of similar, but not exact, specification as **your vehicle** to ensure that you can carry the same number of passengers and amount of luggage and/or goods. This facility may also be provided in the following circumstances.
 - (a) If the driver falls ill and there are no passengers who can drive **your vehicle** so that the journey cannot be completed. In these circumstances it will be at the discretion of **RAC** whether a replacement driver is provided, to enable the destination to be reached or to return home. Some form of medical certification will be required, or
 - (b) if **your vehicle** is stolen or involved in an accident up to 7 days prior to departure and cannot be repaired or recovered in time
- repatriation of **your vehicle** to your home address or your nominated repairer in the United Kingdom, the Channel Islands and the Isle of Man, if **your vehicle** cannot be repaired before the intended departure, subject to the cost of the repatriation not exceeding the market value of **your vehicle**.

RAC may, at its discretion, offer **you** or any permitted driver

- overnight accommodation expenses for the driver and passengers up to £25 per person per day, subject to an overall maximum of £400 in total (but not the cost of providing meals or drinks).

If an extension to the **territorial limits** has been agreed and **you** have been issued with an International Motor Insurance Card (**Green Card**) the breakdown cover outlined in above is extended to apply to these countries, but only for the period shown in the **Green Card**.

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

**Continental assistance –
accident and breakdown**
(continued)

Benefits and services are provided by **RAC** Motoring Services and/or **RAC** Insurance Limited (Company nos. 1424399 and 2355834). Registered office: RAC House, Brockhurst Crescent, Walsall WS5 4AW. **RAC** Motoring Services (in respect of insurance mediation activities only), is authorised and regulated by the Financial Conduct Authority and **RAC** Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Both companies are within the jurisdiction of the Financial Ombudsman Service and Financial Services Compensation Scheme.

Remember: Always carry all documentation when driving and never leave in an unattended vehicle.

Telephone numbers

If **you** require Breakdown or Accident Assistance, please use these telephone numbers:

Calls from the Republic of Ireland –

01800 535 005

Calls from France and Monaco –

0800 290 112

Calls from the rest of Europe –

+ (33) 472 435 255

+ indicates **you** should precede the number with the access code from the country in which **you** are telephoning.

Access Codes

00 omit 33 Andorra

00 Austria, Belgium, Bulgaria,
Czech Republic, Denmark,
Germany, Greece, Hungary,
Italy, Latvia, Liechtenstein,
Luxembourg, Malta,
Netherlands, Poland,
Portugal, Romania, San
Marino, Serbia, Slovakia, Spain,
Switzerland, Vatican City

99 Croatia, Slovenia (availability
of service is subject to
prevailing conditions)

009 Sweden

095 Finland, Norway

8-00 Estonia

8-10 Lithuania

No number* Iceland

***RAC** don't operate here. **You** are advised to pay for the services yourself & on return to UK claim for these costs by sending receipts to the **RAC**. Costs to be claimed will only be those described in the Continental Assistance Section & excludes cost of spare parts etc.

General Exceptions

**Your policy does not
cover:**

- (1) any accident, injury, loss or damage while any vehicle insured under this policy is being:
 - (a) used or driven other than in accordance with the terms of your **certificate of motor insurance**;
 - (b) driven by or is in the charge of any person for the purposes of being driven who:
 - (i) does not have a licence to drive your vehicle, has never held one or is disqualified from holding or obtaining such a licence;
 - (ii) is not complying with the terms and conditions of the licence;
 - (iii) does not have the appropriate licence for the type of vehicle

Your policy does not cover:

(continued)

We will not withdraw this cover:

- (i) while your vehicle is in the custody or control of a member of the motor trade for the purposes of maintenance or repair, or an employee of a hotel or restaurant or car parking service for the sole purpose of parking;
 - (ii) if the accident, bodily injury, loss or damage was caused as a result of the theft of your vehicle;
 - (iii) if the person driving does not have a driving licence and you had no knowledge of such deficiency;
- (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 whatsoever or any loss or expense whatsoever or any consequential loss;
- (b) any legal liability of any nature directly or indirectly caused by or contributed to by or arising from:
- (i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
 - (ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
 - (iii) any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter;
 - (iv) the radioactive, toxic, explosive or other hazardous or contaminating properties or any radioactive matter;
- (4) 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 revolution 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 way relating to (i) above, except as is necessary to meet the requirements of the **Road Traffic Acts**
- (5) any accident, injury, loss or damage (except under Section 8 of the policy) if any vehicle is registered elsewhere than in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

Conditions

Claims procedure

- (1) As soon as reasonably possible after any accident, loss or damage, **you** or your legal personal representatives must telephone **us** giving full details of the incident. Any communication **you** receive about that incident should be sent to **us** immediately. **You** or your legal personal representatives must let **us** know immediately if anyone insured under this policy is to be prosecuted as a result of the incident or if there is to be an inquest or a fatal accident inquiry.
 - (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 that 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.
 - (3) Where there is a claim, or a number of claims arising out of one incident, and this relates to payment for liability for damage to property, **we** may, at any time, pay **you** the full amount **we** are required to pay under the policy (less any sums **we** have already paid in compensation) or, any less amount for which such claims can be settled and, having done so, relinquish the conduct and control of such claim(s) and be under no further liability for them. **We** will, however be liable for the payment of costs and expenses of litigation, recoverable or incurred, in respect of matters prior to the date of such payment.
-

Cancellation

- (4) (a) **You** may cancel this policy at any time after the date **we** have received the premium, by providing 7 days notice in writing to **us**.
- (b) If there is a default under your Aviva credit agreement which finances this policy, **we**, or any agent appointed by **us** and acting with our specific authority may cancel this policy, by providing notice in writing to **you** in accordance with the default termination provisions set out in your Aviva credit agreement.

If your policy is cancelled under (a) or (b) above, and provided that there have been no

- (i) claim(s) made under the policy for which we have made a payment,
- (ii) claim(s) made under the policy which are still under consideration,
- (iii) incident(s) which you are aware of and are likely to give rise to a claim which has already been or is yet to be reported to us,

during the current **period of insurance**.

- (c) Where there is no Aviva credit agreement to finance this policy, **we** will cancel this policy from the inception date if the premium has not been paid and no return premium will be allowed. Such cancellation will be confirmed in writing by **us** to your last known address.
- (d) **We** may also cancel this policy at any time by sending not less than 7 days notice in writing to your last address.

We will refund a proportionate part of the premium for the unexpired period provided that there have been no

- (i) claim(s) made under the policy for which we have made a payment,
- (ii) claim(s) made under the policy which are still under consideration,
- (iii) incident(s) which you are aware of and are likely to give rise to a claim which has already been or is yet to be reported to us,

during the current **period of insurance**.

Other insurance

- (5) If at the time any claim arises 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 provision will not place any obligation upon **us** to accept any liability under Section 2 or 12 of the policy which **we** would otherwise be entitled to exclude under Exception (1) to Section 2 and Exception (2) to Section 12.

Premium adjustment

- (6) Before the commencement of any **period of insurance you** will provide **us** with a schedule (in the form required) of all motor vehicles (and **trailers** if specific **trailers** are covered under this policy) covered under the definition of **your vehicle** contained in the Definitions to this policy.

You will immediately provide **us** with details of motor vehicles (and **trailers** if specific **trailers** are covered under this policy) that **you** subsequently acquired or disposed of and in respect of these details **you** will pay us an additional premium or receive from **us** a refund calculated as agreed.

Your duty to prevent loss or damage

- (7) **You** shall at all times take all reasonable steps to safeguard **your vehicle** from loss or damage. **You** shall maintain **your vehicle** in roadworthy condition and **we** shall have at all times free access to examine such vehicle.

Arbitration

- (8) Where **we** have accepted a claim and there is a disagreement over the amount to be paid the dispute must be referred to an arbitrator to be agreed between **you** and **us** in accordance with 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

- (9) Our provision of insurance under this policy is conditional upon **you** observing and fulfilling the terms, provisions and conditions of this policy and any **clauses** endorsed on it.

Fraud

- (10) If a claim made by **you** or anyone acting on **your** behalf is fraudulent or fraudulently exaggerated or supported by a false statement or fraudulent means or fraudulent evidence is provided to support the claim, **we** may:
- (a) refuse to pay the claim,
 - (b) recover from **you** any sums paid by **us** to **you** in respect of the claim,
 - (c) by notice to **you** cancel the policy with effect from the date of the fraudulent act without any return of premium.

If **we** cancel the policy under (c) above, then **we** may refuse to provide cover after the time of the fraudulent act. This will not affect any liability **we** may have in respect of the provision of cover before the time of the fraudulent act.

If this policy provides cover to any person other than **you** and a claim made by such person or anyone acting on their behalf is fraudulent or fraudulently exaggerated or supported by a false statement or fraudulent means or fraudulent evidence is provided to support the claim, **we** may:

- (a) refuse to pay the claim,
- (b) recover any sums paid by **us** in respect of the claim (from **you** or such person, depending on who received the sums or who benefited from the cover provided),
- (c) by notice to **you** and such person cancel the cover provided for such person with effect from the date of the fraudulent act without any return of premium in respect of such cover.

If **we** cancel a person's cover under (c) above, then **we** may refuse to provide cover after the time of the fraudulent act. This will not affect any liability **we** may have under such cover occurring before the time of the fraudulent act.

Payments made under compulsory insurance regulations and rights of recovery

- (11) If the law in 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.
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Motor Insurance Database – supply of vehicle details

- (12) **You** will immediately provide **us** with all relevant motor vehicle details of all motor vehicles whose use is covered by this policy as required by the relevant law applicable in Great Britain and Northern Ireland for entry onto the Motor Insurance Database.
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Subjectivity

(13) The policy, the application or any statement of fact made by **you**, any clauses endorsed on the policy, the **schedule** and the **certificate of motor insurance**, form the contract of insurance between **you**, the **policyholder**, and **us**, Aviva.

We will clearly state if the cover provided by the policy is subject to **you**:

- (a) providing **us** with any additional information requested by the required date(s);
- (b) completing any actions agreed between **you** and **us** by the required date(s);
- (c) allowing **us** to complete any actions agreed between **you** and **us**.

Upon completion of these requirements (or if they are not completed by the required dates), **we** may, at our option:

- (a) modify your premium;
- (b) issue a mid-term amendment to your policy terms and conditions;
- (c) require **you** to make alterations to the risk insured by the required date(s);
- (d) exercise our right to cancel your policy;
- (e) leave the policy terms and conditions, and your premium, unaltered.

We will contact **you** with our decision and where applicable, specify the date(s) by which any action(s) agreed need to be completed by **you** and/or any decision by **us** will take effect.

Our requirements and decisions will take effect from the dates(s) specified unless and until **we** agree otherwise in writing. If **you** disagree with our requirements and/or decisions, **we** will consider your comments and where **we** consider appropriate, **we** will continue to negotiate with **you** to resolve the matter to your and our satisfaction.

In the event that the matter cannot be resolved:

- (i) **you** have the right to cancel this policy from a date agreed by **you** and **us** and, providing no claims have been made, **we** will refund a proportionate part of the premium paid for the unexpired period of cover;
- (ii) **we** may, at our option, exercise our right under the policy cancellation condition.

Except where stated all other policy terms and conditions will continue to apply.

The above conditions do not affect our right to void the policy if **we** discover information material to our acceptance of the risk.

European Communities (Rights Against Insurers) Regulations 2002

(14) Third parties may contact us directly in the event of an accident, loss or damage as allowed under the European Communities (Rights Against Insurers) Regulations 2002. In these circumstances we may deal with any claim, subject to the terms and conditions of your policy.

(15) Before this policy was entered into

If **you** have breached your duty to make a fair presentation of the risk to **us** before this policy was entered into, then:

- (a) where the breach was deliberate or reckless, **we** may avoid this policy and refuse all claims, and keep all premiums paid;
- (b) where the breach was neither deliberate nor reckless, and but for the breach:
 - (i) **we** would not have agreed to provide cover under this policy on any terms, **we** may avoid this policy and refuse all claims, but will return any premiums paid
 - (ii) **we** would have agreed to provide cover under this policy but on different terms (other than premium terms), **we** may require that this policy includes such different terms with effect from its commencement, and/or
 - (iii) **we** would have agreed to provide cover under this policy but would have charged a higher premium, our liability for any loss amount payable shall be limited to the proportion that the premium **we** charged bears to the higher premium **we** would have charged, as outlined in Schedule 1 to the Insurance Act 2015.

(16) Before a variation was agreed

If **you** have breached your duty to make a fair presentation of the risk to **us** before any variation to this policy was agreed, then:

- (a) where the breach was deliberate or reckless, **we** may cancel this policy with effect from the date of the variation, and keep all premiums paid;
- (b) where the breach was neither deliberate nor reckless, and but for the breach:
 - (i) **we** would not have agreed to the variation on any terms, **we** may treat this policy as though the variation was never made, but will return any additional premiums paid
 - (ii) **we** would have agreed to the variation but on different terms (other than premium terms), **we** may require that the variation includes such different terms with effect from the date it was made, and/or
 - (iii) **we** would have agreed to the variation but would have increased the premium, or would have increased it by more than **we** did, or would not have reduced it or would have reduced it by less than **we** did, our liability for any loss amount payable shall be limited on a proportionate basis, as outlined in Schedule 1 to the Insurance Act 2015.

This condition operates in addition to any provisions relating to underinsurance in this policy.

Car sharing and insurance

Applicable only in respect of Private Cars

If **you** receive financial contributions in respect of the carriage of passengers on a journey in your **Private Car** as part of a car-sharing agreement arrangement **we** will not regard this as being the carriage of passengers for hire or reward (or the use of the vehicle for hiring).

This section does not apply if the:

- (a) passengers are being carried in the course of a business of carrying passengers*
- (b) total contributions received for the journey concerned involve an element of profit.*
- (c) **Your vehicle** is constructed or adapted to carry more than eight passengers (excluding the driver).*

Important note

If your **Private Car** is used under a car-sharing arrangement and there is any doubt as to whether this arrangement is covered by the terms of your policy **you** should immediately contact **us** for confirmation.



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