



# Welcome

**GenAssist Europe has been designed to give you peace of mind when driving in certain European countries.**

It will provide you with emergency assistance in the event of your vehicle becoming immobile through an unforeseen mechanical or electrical breakdown.

- If you are planning on taking your vehicle into Europe, we recommend that you read this GenAssist Europe paperwork thoroughly before you leave so that you can be sure it meets your requirements and what to do in the event of a breakdown.
- GenAssist Europe has been provided by us, [dealer name], and is an agreement between you and us. We have shared your details with GenAssist so that they can provide this service for you. GenAssist will not contact you directly unless it is necessary to do so during the processing of a claim on your vehicle.

**Please call GenAssist on 01522 515603 to validate your membership before travelling.**

## Declaration

You must be able to make the following declaration before taking the registered vehicle into Europe:

**As far as I know, the following is true:**

1. I am travelling in the vehicle registered with GenAssist Europe.
2. My vehicle is serviced up to date and I am not aware of any problems with my vehicle.
3. I will not be towing a trailer or caravan while I am abroad.
4. The vehicle does not exceed 3,500 kgs gross vehicle mass.
5. There will be no more than 1 person per seat in the vehicle and not more than 7 people in total including the driver.

If you cannot agree with this declaration, please obtain alternative membership before travelling.



## What if my vehicle breaks down?

If your vehicle suffers a breakdown, **call the number below quoting your vehicle registration number and your location.**

• **Call: 00 800 42 43 24 44**

- Please note that some call service providers may charge for calls to free phone numbers.
- Please note that GenAssist Europe is unable to reimburse any telephone charges incurred.

## Checklist - before travelling

**Please familiarise yourself with your GenAssist European membership and check that your details are correct.**

You must also familiarise yourself with all motoring rules in all countries you are travelling in.

Before leaving home, please make sure that your drivers travel with the following:

- Credit card (which will be needed if you have to hire a car whilst you are away);
- Motor insurance certificate/green card (you must contact your motor insurance provider to make sure you are appropriately covered for travelling in Europe);
- Driving licence;
- International driving permit (where necessary);
- Vehicle registration document (V5) or hired/leased certificate (VE103) if applicable, plus letter of authority if vehicle is hired or borrowed;
- Passport; and
- Travel kit containing items which are compulsory to carry in the country you are travelling in.

We also recommend that you take a spare set of car keys with you.

### In case of emergency:

- ✓ Call: 00 800 42 43 24 44
- ✓ Quote your Vehicle Registration Number
- ✓ Report your location

## What to do if you need assistance

**You must make sure you comply with all compulsory rules required by the country you are travelling in.**

### **Before calling for assistance you must:**

1. Stop in a safe place and out of the way of traffic, if possible.
2. Switch on hazard warning lights and sidelights.
3. Make sure all occupants are in a safe place and away from moving traffic.

### **What to do on a French motorway:**

Motorways in France are privately managed, so if you break down on a French motorway or service area, GenAssist Europe cannot arrange for assistance to be sent.

### **If you do break down on a French motorway:**

1. If possible, go to an emergency telephone box and press the button so the police will be able to send assistance to your location at your expense.
2. If you are using a public phone, please dial 17 or, from a mobile, dial 112.
3. Once you have been towed off the motorway/service area, call GenAssist Europe's 24 hour helpline for further assistance.



### **What to do elsewhere in France or in the rest of Europe:**

Call the GenAssist Europe's 24 hour helpline for assistance. It is important that you contact GenAssist Europe if assistance is required. If a garage is contacted direct, you will have to settle their bill and we will not be obliged to reimburse you.

### **In the event of an accident:**

As GenAssist Europe is unable to assist, you must report the accident to your motor insurer for the instructions for the repair or recovery of the vehicle.



## Your Membership Includes

### ROADSIDE ASSISTANCE AND REPAIR

GenAssist Europe will provide emergency repair or towage to a local repairer in the event of a mechanical or electrical breakdown at the roadside.

GenAssist Europe will NOT pay for:

1. Labour costs that are not incurred at the roadside.
2. The cost of replacement parts, glass, fuel, oil, keys, etc.
3. Any costs for a locksmith, body glass, tyres, keys or other specialist.
4. Any further assistance, if a locksmith or other specialist can mobilise the vehicle.
5. Any costs that have arisen as the result of the vehicle being involved in a road traffic accident.
6. Any costs for non-emergency repairs such as radios, CD players and heated rear windows, satellite navigation or air conditioning or climate control faults which do not affect the mobility or security of your vehicle or render it unsafe to drive.
7. Any costs resulting from failure to maintain or service the vehicle in accordance with manufacturer guidelines.
8. Any costs incurred because you are not carrying a spare set of vehicle keys, or other vehicle access device, a spare set of keys for steering wheel locks, where used, the key for locking wheel nuts, and a legal and serviceable spare wheel(s) and tyre(s) or an "instant mobility system" (where this is supplied with the vehicle).
9. Any costs incurred where the vehicle is overloaded, used in rallying, off-road driving, track racing, speed trials or used in motor sports.
10. Any second or subsequent recovery after the registered vehicle has been recovered by GenAssist Europe following a breakdown.
11. GenAssist Europe will not pay for specialist equipment that is required to return the vehicle to the highway, for example, if the vehicle is in a ditch, is standing on soft ground, or is stuck in water or snow.

### GenAssist Europe – what is covered

Overall Claim Limit of GenAssist Europe – £2,000 (excluding VAT) per trip.

### ALTERNATIVE TRAVEL ARRANGEMENTS

In certain circumstances, and at our absolute discretion, we may choose to contribute towards one of the following options:

- a. A contribution towards the cost of hiring an alternative vehicle for up to £120 a day for a maximum of 2 days; or
- b. Air fares (economy); or
- c. Rail fares (standard); or
- d. Local taxi fares; or
- e. Any other transport equivalent to standard rail fares.

The maximum we will pay out towards alternative travel arrangements is up to £1,200 per trip, included within the overall maximum claim limit of this GenAssist Europe cover.

### GenAssist Europe will NOT pay for:

1. Any other costs which arises from using a hire vehicle, such as fuel costs, insurance excess charges, or additional hire costs if the vehicle is kept for longer than the period agreed by us.
2. Any additional charges made by an airline, including but not limited to excess baggage.

### EMERGENCY ACCOMMODATION

If necessary, and at our absolute discretion, we may choose to provide you with overnight accommodation for up to £60 per person per night up to a maximum of £500 per trip, included within the overall maximum claim limit of this GenAssist Europe cover.

### GenAssist Europe will NOT pay for:

1. Meals, drinks, telephone calls, newspapers or any other costs incurred by you or your passengers. You must settle these costs with the hotel before leaving.
2. Costs which would have been paid had no problem with the vehicle occurred.
3. Costs relating to animal transportation or accommodation.

## Definitions

**We/us/our** – Hendy.

**You/yours** – you and any drivers authorised by you to drive the vehicle registered.

**GenAssist** – is a trading name of Warranty Administration Services Ltd who we share your details with so that they can manage GenAssist Europe for us.

**Breakdown** – unexpected and complete immobilisation of a vehicle due to mechanical or electrical disruption which renders the vehicle immobile and/or unsafe to drive.

**Accident** – unexpected and complete immobilisation of a vehicle due to a road traffic accident which renders the vehicle immobile and/or unsafe to drive.

### Geographical limits

GenAssist Europe is available in: Albania, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg,

Macedonia, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta and Melilla), Sweden, Switzerland, Turkey in Europe plus Uskudar, Ukraine and all Mediterranean islands. If your vehicle travels outside the geographical limits, your will not be covered for that portion of the trip.





## Terms & Conditions

1. GenAssist Europe will not cover your vehicle if it breaks down in the UK. For assistance in the UK please call 0808 144 1770.
2. GenAssist Europe will only provide assistance for the vehicle registered with us as having this level of cover.
2. We reserve the right to vary the conditions during the period of cover where we consider it necessary to comply with any changes in law or regulations.
3. We reserve the right to refuse service in certain circumstances, including and not limited to when the vehicle is still mobile and the journey can be continued legally and safely.
4. Any temporary repairs carried out by GenAssist Europe to mobilise the vehicle must be followed up as soon as practicable with a permanent repair.
5. You understand that you may be required to settle any costs and claim them back on your return to the UK.
6. GenAssist Europe will not pay for any costs incurred while the vehicle is on or being recovered from a French motorway.
7. GenAssist Europe reserve the right to not pay for anything that we haven't authorised in advance of service being received.
8. GenAssist Europe does not cover any vehicle with a gross vehicle weight in excess of 3,500 kgs.
9. GenAssist Europe will not provide assistance for vehicles towing trailers or caravans. We recommend that you obtain an alternative and more relevant cover before travelling.
10. GenAssist Europe will not pay for your vehicle to be recovered back to the UK or onward to your original destination.
11. You must report any accidents to the provider of your motor insurance policy.
12. GenAssist Europe will not be responsible for costs incurred or service failure outside of our control, for example, as a result of weather conditions or anything caused directly or indirectly by war, riot, revolution or any similar event, or by vandalism, theft or attempted theft from the vehicle.
13. GenAssist Europe has the right to refuse to provide or arrange assistance if the driver is not or cannot be present with the vehicle when assistance arrives.
14. We have shared limited information with GenAssist so they can manage this membership on our behalf. GenAssist will not share your personal information with any third parties without your permission, unless they are required or allowed to do so by law. They will keep your personal details on file for no longer than is necessary. For full details of how your information will be used, and an explanation of your rights, please visit <https://www.gen-assist.co.uk/privacy.pdf>.
15. The laws of England and Wales will apply to this agreement and the English courts will deal with any disputes relating to or arising in relation to this agreement.





# Contact us

## **GenAssist Europe Aftercare Team**

Otago House  
Crofton Road  
Lincoln

### **Administration Support:**

01522 515603

### **Emergency Callout Support:**

00 800 42 43 24 44

