



Policy Summary

Please read this document carefully. Full terms and conditions can be found within the Policy Document.

Campton Motor Caravan Breakdown & Recovery Policy

The Campton Motor Caravan Breakdown & Recovery Policy is provided by Call Assist Ltd. The Policy will run for 12 months as shown in the policy schedule.

How to make a claim

If your motor caravan breaks down please telephone Call Assist Ltd on our 24 hour Control Centre 0800 9173365 or if calling from Europe 00 44 1206 771 780. If you are unable to make a connection, please contact us on 01206 771780. Please have your return telephone number, policy number and precise location available when requesting assistance.

If your motor caravan breaks down due to mechanical or electrical failure, which occurs during the course of a journey service will be provided. We will provide cover for any breakdown and any costs involved with the roadside assistance or recovery to a local garage (not including parts and labour) during the period of insurance and within the Territorial Limits detailed within the policy wording.

Significant Features and Benefits

Table with 2 columns: Feature Name and Description. Rows include Roadside Assistance & Recovery, Alternative Travel, Emergency Overnight Accommodation, Message Service, Caravans & Trailers, Keys, Home Assist, and Euro Rescue.

Exclusions & Limitations

Table with 2 columns: Exclusion description and Exclusion number. Rows list exclusions such as cost of parts, alternative transport, recovery time, and overnight accommodation charges.

Exclusions & Limitations continued

Motor caravans running out of fuel.	15
Where service cannot be effected because the motor caravan does not carry a serviceable spare wheel, aerosol repair kit, appropriate jack or, the locking mechanisms for the wheels are not immediately available to remove the wheels.	16
Any request for service if the motor caravan is being used for motor racing, rallies, public hire, private hire, courier services or any contest or speed trial or practice for any of these activities.	18
Any damage to your motor caravan or its contents whilst being recovered, stored or repaired and any liability or consequential loss arising from any act performed in the execution of the assistance services provided.	22
More than six callouts per policy per year.	31
Claims totalling more than £15,000 in any one year.	32

Rights of Cancellation

This policy has a cooling off period of 14 days from the time you receive the policy terms and conditions. If you do not wish to continue with the insurance, we will provide a refund of premium paid, less a £10.00 administration fee. If you exercise your right to cancel, the policy will be regarded as not taken up, and cancelled from inception. You may cancel your policy after this period, but no refund of premium is available. Please call 01883 742460.

How to Complain

Any enquiry or complaint you have regarding your policy should be addressed in the first instance to: **Call Assist Ltd**, Axis Court, North Station Road, Colchester, Essex, CO1 1UX.

If you are still not satisfied, please write to: The Customer Service Manager, Groupama Insurance Company Limited, Groupama House, 60, Spring Gardens, Manchester, M60 1HU.

If you remain dissatisfied, short of court action, you have the right to ask The Financial Ombudsman Service to review your case provided the policy is not of commercial nature. The right to apply to the Ombudsman must be exercised within six months of the date of the Company's final decision. He can be contacted at the following address: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Telephone: 0845 080 1800.

Choice of Law

This contract is governed by the laws of England and Wales and all communication will be conducted in English.

Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. For further information visit www.FSCS.org.uk

Service Provider and Insurer

This service is provided by **Call Assist Ltd**, Axis Court, North Station Road, Colchester, Essex, CO1 1UX, Registered Company Number 3668383, and is underwritten by Groupama Insurance Company Limited, 24 – 26 Minorities, London, EC3N 1DE, Registered Company Number 995253.

Authorised and regulated by the Financial Services Authority.