

CAMPLIFY UK TERMS AND CONDITIONS – BREAKDOWN COVER

These document refers to terms and conditions outlined in the Hirer and Owner Terms. Please see more information at www.camplify.co.uk/terms

A. General Terms

1. Camplify provides Breakdown cover via the RAC for Camplify Equipment driven by hirers and booked through the platform. The level of breakdown cover is based on your liability cover chosen. There are 2 levels;
 - a. **Standard.** Standard cover is included with Standard Liability cover.
 - b. **Premium.** Premium is included with Silver or Gold Liability cover. Information about adding a Liability cover can be found here;
<https://www.camplify.co.uk/terms-conditions-hirers>
2. A Breakdown event is defined as a mechanical or faulty Equipment. It is not as a result of an accident, or misuse of the Equipment. If any breach of the Camplify Terms has occurred Camplify may recover all funds from the Hirer.
3. Breakdown Cover for Europe is broken down into 2 Zones. (standard for countries in zone 1 and 2, premium for countries in zone 3)

Zone 1 and 2	Zone 3
Andorra Austria Belgium Denmark France Finland Germany Gibraltar Luxembourg Italy Monaco Liechtenstein Netherlands Norway Republic of Ireland Portugal San Marino Spain (excluding Ceuta and Melilla) Sweden Switzerland Vatican City	Albania Armenia Azerbaijan Belarus Bosnia Herzegovina Bulgaria Croatia Cyprus Czech Republic Estonia Georgia Greece Hungary Kosovo Latvia Lithuania Macedonia Malta Moldova Montenegro Poland Romania Russian Mainland (west of the Urals) Serbia Slovakia Slovenia Turkey plus Uskudar Ukraine

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B. Inclusions for UK Cover

4. Inclusions for Standard and Premium while on hire in the UK
 - a. **Covered.** If the vehicle breaks down within the UK we will:
 - i. Send help to repair the vehicle at the roadside. This could be a permanent or temporary repair; or
 - ii. If we are unable to repair the vehicle at the roadside, we will recover the vehicle to:
 1. an approved garage; or
 2. another local garage; or
 3. a destination of your choice up to a maximum of 50 miles from the breakdown if in metro areas or 100 miles in remote areas.
 - iii. If we recover the vehicle to a garage, we will reimburse you for taxi costs for passengers to continue their journey to a single destination within 20 miles.
 - iv. Notwithstanding, in the event of a major breakdown, the maximum cost of towing covered by Camplify is £1000
 - v. Battery Replacement. If we attend a breakdown under sections Roadside Assistance and the cause of the breakdown is a fault with your vehicle's starter battery, and we cannot get it recharged because it is unserviceable we will:
 1. Fit a new battery; and
 2. Dispose of the battery that we have replaced;
 - b. **Not covered.**
 - i. The cost of any garage work, parts or specialist resource;
 - ii. The fitting of parts, including batteries, supplied by anyone other than us;
 - iii. Any breakdown resulting from a fault that we have previously attended and:
 1. the original fault has not been properly repaired; or
 2. you have not followed our advice after a temporary repair;
 - iv. Tyre faults where the vehicle is not carrying a serviceable spare tyre, the tyre repair equipment provided by the vehicle's manufacturer or a locking wheel nut key;
 - v. A second recovery owing to the intended original destination being closed or inaccessible;
 - vi. Batteries that need to be fitted by a manufacturer or dealer;
 - vii. Battery replacement for Electric or hybrid vehicles, modified or imported vehicles;
 - viii. A breakdown caused by an incorrect or incorrectly fitted battery;
 - ix. Batteries that have been misused or abused; or
 - x. Any breakdown relating to a fault that we have already attended and
 1. the original fault has not been properly repaired; or
 2. you have not followed our advice after a temporary repair.
5. Premium Cover while on hire in the UK.
 - a. **Covered**

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- i. **Keys replacement.** If during the hire period your keys are lost, stolen, locked in or broken, we will provide the cover and in addition:
 1. Reprogramming of the electronics so your locks, alarm and immobiliser still work;
 2. A hire car (please see hire car terms) or up to £80 for alternative transport to keep you going while we attend to the keys for your vehicle.
 3. Please note: we will ask you to produce evidence that you own the keys, for example a copy of your V5C certificate or Camplify booking confirmation email with your details on it.
- ii. **Vehicle break-in emergency repairs.** If the vehicle suffers damage to windows, windscreens or locks caused by forcible entry or attempted forcible entry, although this is not a breakdown we will reimburse you for:
 1. immediate emergency costs incurred in order to continue your journey up to £80 per person or £350 for the whole party, whichever is less.: or
 2. the costs of recovering the vehicle to a local repairer to ensure your vehicle is secure and roadworthy
- iii. **Onward Travel.** If we attend a breakdown, and cannot fix your
 1. vehicle on the same day, we will help you by making arrangements to allow you to continue your journey. You can choose one of the following options, based on your circumstances and subject to availability:
 2. Hire car;
 3. Alternative transport; or
 4. Overnight accommodation.
- iv. **Hire car.** Hire cars must be arranged with us within 24 hours of the breakdown.
- v. **Alternative transport.** If you would prefer to continue your journey by air, rail, taxi or public transport, we will reimburse you for a standard class ticket up to £80 per person or £350 for the whole party, whichever is less.
- vi. **Overnight accommodation.** You may decide that waiting for your vehicle to be fixed is best for you. We will arrange one night's bed and breakfast accommodation, up to a value of £80 per person or £350 for the whole party, whichever is less.

b. Not Covered

- i. **Key Replacement.** In addition to the Not covered part of Household keys, which also applies here, we do not cover:
 1. Keys that break due to wear or ageing;
 2. Costs relating to the Electronic Control Unit in the vehicle.
 3. Replacement keys in the first 2 days of hire unless we agree otherwise.
 4. Replacement locks that are already damaged prior to claim.

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5. Any losses or delays to your holiday which result from losing, breaking or having your keys stolen, for example, missing onward travel (ferry or flight).
 - ii. **Vehicle break-in emergency repairs.** The cost of any parts

C. Inclusions for European Cover

6. Standard and Premium Coverage;

a. **Covered.** Included in Standard and Premium. If your vehicle breaks down in Europe during a journey, we will send help to either:

- i. Repair the vehicle at the roadside. This could be a permanent or temporary repair; or
- ii. If we are unable to repair the vehicle at the roadside, we will:
 1. recover the vehicle and passengers to a local garage for fault diagnosis on the vehicle;
 2. help you purchase replacement parts if they cannot be found locally

b. **Not Covered.**

- i. Please see the “Not covered” part of section B (Inclusions for UK cover), which also applies here

7. Premium Coverage;

a. **Covered.** Premium Only

- i. **Connecting flights.** If we attend a breakdown and you miss your pre-booked connection, we will reimburse you for the costs of a replacement standard class ticket to allow the passengers to continue the journey.
- ii. **Onward travel to Europe.** If your vehicle has a breakdown during a journey in Europe and we establish that the repairs cannot be completed on the same day, we will help you by making arrangements for the passengers to continue the journey. You can choose one of the following options, based on your circumstances and subject to availability (see terms below):
 1. Hire car; or
 2. Alternative transport; or
 3. Additional accommodation expenses.
- iii. **Hire car.** A hire car as a replacement until your vehicle has been fixed, up to the limits in this policy and schedule.
- iv. **Alternative transport.** A standard class ticket for travel by air, rail, taxi or public transport up to a value of £150 per person or £600 for the whole party, whichever is less.
- v. **Additional Accommodation.** You may decide that waiting for your vehicle to be fixed is best for you or may be required to end your holiday if the vehicle cannot be repaired. We will arrange and pay for additional accommodation expenses for up to two nights’ bed and breakfast accommodation, up to a value of £80 per person or £350 for the whole party (per night), whichever is less.

b. **Not Covered.**

- i. **Connecting Flights.** The cost your of:
 1. connections for travel outside your booking dates;

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2. transport to a destination outside of the territorial zone covered by your plan; or
 3. the original travel ticket.
- ii. **Onward travel to Europe.** The cost of transporting you and your passengers to collect your hire car, getting to a station or travel to your hotel. Cover under this section will stop once:
1. The vehicle has been repaired to a roadworthy condition; or
 2. The decision to bring the vehicle home is made by us; or
 3. Once we establish that the repair costs to your vehicle exceed its market value.
 4. Once you are notified of cover ending, if you have a hire car, you must return it to the place agreed with us within 24 hours. You can keep the hire car for longer if you agree to this with us first and pay for it.
- iii. **Alternative Accommodation.** Accommodation where you have suitable alternative accommodation you can use

IMPORTANT: Motorways in France and many other European countries are privately managed. If your vehicle breaks down or is in a road traffic collision on a French motorway, motorway service area, or other European private motorway, please contact us immediately. We may ask you to use the roadside emergency telephones as we may not be allowed to send assistance. If the vehicle is recovered by the police or authorised motorway services, you will be required to pay labour and towing charges on the spot and a standard tariff is normally applied.

We will reimburse the towing charges as long as the vehicle is towed to the authorised recovery company's depot. This may also apply to other roads, however, rest reassured that we will provide all possible assistance.

8. The following schedule details the maximum threshold applicable to a Breakdown event in the Camplify Equipment.

Standard Cover		Premium Cover
Roadside assistance (UK and EU zone 1 & 2)		Roadside assistance (UK and EU zone 3)
Taxi cost for passengers up to 20 miles		Taxi cost for passengers up to 20 miles
Recovery		
		Onward travel UK One of the following options:

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		<p>Hire a car: up to 72 hrs hire</p> <p>Alternative transport: a standard class ticket up to £80 per person or £350 for the whole party, whichever is less.</p> <p>Overnight accommodation: one night's bed and breakfast, up to a value of £80 per person or £350 for the whole party, whichever is less.</p> <p>Overnight accommodation: one night's bed and breakfast, up to a value of £80 per person or £350 for the whole party, whichever is less.</p>
		Key replacement
		Vehicle break-in emergency repairs
		<p>Onward travel EU</p> <p>One of the following options:</p> <p>Hire a car: up to 72 hrs hire</p> <p>Alternative transport: a standard class ticket up to £150 per person or £600 for the whole party, whichever is less.</p> <p>Overnight accommodation: one night's bed and breakfast, up to a value of £80 per person or £350 for the whole party, whichever is less.</p>

D. Hirers Terms

9. Hirers must request services directly from us, as we will only provide cover if we make arrangements to help them. If a hirer needs assistance please refer them to RAC 0333 202 1872 quoting CAMP01 or the Camplify team on 0330 808 1811 - support@camplify.co.uk
10. Breakdowns caused by a component failure that stops the Camplify Equipment from working, so for example an air-conditioning failure, do not constitute a breakdown. If it does not, you will need to take your Camplify Equipment to a place of repair. Based on the issue you or the Equipment Owner will be liable for the cost of assistance.
11. The Authorised Driver of the Camplify Equipment must be with the Camplify Equipment at the time of breakdown and when assistance attends.
12. We are not responsible for any loss or damage to your personal belongings within the Camplify Equipment.
13. Animals are not permitted in the recovery vehicles, except for guide dogs. We will not be responsible for any costs relating to animals.
14. We do not guarantee that recovery to any garage will be during opening hours, or that repairs can start immediately. Whilst we will try to check that the garage will undertake the type of repairs required, we cannot guarantee this.
15. During extreme weather, riots, war, civil unrest, industrial disputes, our services can be interrupted. We will resume our service to you as soon as we can in these circumstances.
16. The level of cover provided by Camplify is indicated in this document and on the policy schedule. Hirers or owners are liable for the payment of any difference in pricing, should costs exceed the policy cover (for example, for onward accommodation etc).
17. In the event of extenuating circumstances, Camplify takes no responsibility if some of the roadside assistance services are suspended or not available.

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E. Owners Terms

1. Camplify provides breakdown cover via the RAC for Camplify Equipment driven by hirers and booked through the platform. Journeys for owner set-up are not covered by this policy. The following schedule details the maximum threshold.

Towing UK - EU	50 miles from the breakdown if in metro areas or 100 miles in remote areas.
Getting your Camplify Equipment home UK	For major breakdowns, maximum cost of towing £1000
Getting your Camplify Equipment home EU	a) For major breakdowns, maximum cost of towing is £2000 b) cost of one person to travel to collect the Camplify Equipment by standard class rail or air fare and public transport c) a contribution towards room only accommodation up to £50 per day for a maximum of two nights.

2. Please note, in addition to costs not covered by the Camplify hirer policy and outlined, the Owner will be liable for all costs where the Owners Equipment is at fault due to lack of maintenance, age of the product or improper work done to the Camplify Equipment, and the Hirer based on the improper use of the Camplify Equipment or negligence.
3. We will not cover any claim where the Camplify Equipment is already at a garage or other place of repair.
4. Where we deem, acting reasonably, that you requested service to avoid the cost of repairing the Camplify Equipment , or to correct an attempted repair by someone else, we will not provide cover.
5. Where we provide a repair to your Camplify Equipment, whilst we are responsible for that repair, this does not mean that we are confirming the legal and roadworthy condition of the Camplify Equipment. This remains the Equipment Owner's responsibility.
6. We will not be responsible for any losses that you incur following a breakdown that are not
7. The cost of the following is not covered by this policy:
 - a. specialist resource;
 - b. any damage to glass even if the damage means you cannot legally or safely drive. We will arrange transport to a local garage so you can arrange to get your Camplify Equipment fixed but you will have to pay for this;

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- c. recovery by someone other than RAC. If the emergency services, local authority or any government agency is handling the breakdown, we will only attend and provide recovery once instructed to do so by them.
8. This policy does not cover:
 - a. routine servicing, maintenance or assembly of your Camplify Equipment ;
 - b. breakdowns that occur, or recovery of the Camplify Equipment to a destination that is off the public highway to which you or we have no legal access;
 - c. the Camplify Equipment if it is not legally taxed, insured and holding a valid MOT which is required by law or is not being used in line with the manufacturer's guidelines;
 - d. the Camplify Equipment that is not in a roadworthy condition. If we consider, acting reasonably, that the Camplify Equipment is not in a legal or roadworthy condition, we can refuse to provide service.
 - e. any claim that is or may be affected by the influence of alcohol or drugs;
 - f. any breakdown that is caused by or as a result of Camplify Equipment theft or fire.
9. We will not cover any costs
 - a. of repair if your Camplify Equipment is beyond economical repair
 - b. relating to storage once you have been notified that your Camplify Equipment is ready to collect; and
 - c. incurred as a result of actions or omissions of your motor insurers;
10. We will not take the Camplify Equipment back home if:
 - a. the Camplify Equipment is not roadworthy; or
 - b. a customs officer or other official finds any contents in your Camplify Equipment that are not legal in that country;
 - c. Any import duties not relating to the Camplify Equipment, for example relating to items carried in the Camplify Equipment ;
11. We will not cover the costs of fuel, insurance or meals;
12. We will only cover costs under this section to the amount set above, so if you want us to bring the Camplify Equipment home and the costs of bringing the Camplify Equipment home exceed your level of cover you will need to pay any costs above your level of cover before we make arrangements.
13. Getting your vehicle home. For major breakdowns, we will cover you up to £2000 in towing charges.
14. In the event of extenuating circumstances, Camplify takes no responsibility if some of the roadside assistance services are suspended or not available.
15. If we attend a breakdown in Europe and the vehicle cannot be repaired before the hirer's planned return to the UK, we will arrange and pay for:
 - a. Recovery of the vehicle to a single destination of your choice within the UK; and
 - b. Storage charges for the vehicle whilst awaiting the vehicle to be returned to the UK; or
 - c. If your vehicle is repaired in Europe, the cost of one person to travel to collect the vehicle by standard class rail or air fare and public transport and a contribution

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towards room only accommodation up to £50 per day for a maximum of two nights;

- i. If the cost of repairing the vehicle is greater than its market value as a result of a breakdown and/or the vehicle has to be disposed of abroad under Customs supervision, owners will be liable pay the cost of the import duty;
 - d. We will take the passengers of the vehicle home under Section *Onward Travel in Europe*.
 - e. It is our decision whether to get your broken down vehicle home or have it repaired locally, unless you have comprehensive costs exceeding £500 in which case you can choose.
16. **Important** Following our authorisation, it can take up to 14 working days for the vehicle to be delivered back to the UK. At busy times and from some countries it may take longer. If we do not bring your vehicle back to the UK, you will have 2 weeks in which to advise us of how you wish to recover or dispose of it. If you do not contact us within 2 weeks we will dispose of it at your cost.

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