

# **SUBARU ASSISTANCE PACKAGE COVERS HOME AND ROADSIDE**



**SUBARU**

*Confidence in Motion*

# **SUBARU ASSISTANCE**

As a Subaru owner you will know that our vehicles are manufactured to the highest standards. We pride ourselves on offering the same exceptional standards with Subaru Assistance - giving you complete peace of mind when motoring.

If your Subaru is immobilised, simply call Subaru Assistance and help will be on the way in minutes. We'll keep you updated on our findings and any work that we may subsequently need to undertake on your behalf.

With Subaru Assistance, the quality of the service is guaranteed. So you'll have complete confidence for every journey in the years to come.

**CALL SUBARU ASSISTANCE ON 0800 777127**

# WHAT TO DO WHEN YOU REQUIRE ASSISTANCE

Should assistance be required following vehicle immobilisation simply contact Subaru Assistance on:

## **FREEPHONE 0800 777127**

All telephone calls are recorded to verify details provided at the time of calling.

To ensure minimum delay please have the following information available:

- Your name
- Registration number and vehicle colour
- Telephone number where you can be contacted
- Subaru model
- Location of vehicle
- Description of problem

Subaru Assistance is manned 24 hours a day, 7 days a week, to provide you with a quick and efficient emergency service in the unlikely event of the vehicle being immobilised. By telephoning our multilingual and experienced personnel all arrangements will be made on your behalf, within the terms of the service, details of which are contained in this booklet.

Please do not make your own arrangements.

**IF YOU REQUIRE ASSISTANCE CALL FREEPHONE 0800 777127**

# **UNDERSTANDING YOUR COVER**

“Principal Beneficiary” is the owner or user of the Covered Vehicle.  
The “Covered Vehicle” is a Subaru for which Subaru Assistance is valid. “Beneficiaries” are all owners, users or passengers travelling in the Covered Vehicle at the moment assistance is required.  
“Breakdown” is electrical or mechanical breakdown, road accident, loss, damage or destruction by fire, theft or the loss of keys, causing the Covered Vehicle to be immobilised.

## **WHERE ARE YOU COVERED**

Your vehicle and the Beneficiaries travelling in it at the moment assistance is required are covered in the United Kingdom (including Northern Ireland, Channel Islands and the Isle of Man).

## **PERIOD OF COVER**

Cover is for 3 years/36 months from date of first registration of the vehicle.

**IF YOU REQUIRE ASSISTANCE CALL FREEPHONE 0800 777127**

# YOUR MOTORING SERVICE BENEFITS

For the Covered Subaru and/or the Beneficiaries.

## LOCAL RECOVERY/ROADSIDE AND HOME ASSISTANCE

In the event of Breakdown, Subaru Assistance will arrange roadside assistance and/or recovery.

**Roadside Assistance** - Provides assistance following certain immobilising breakdowns more than a ¼ of a mile from home.

**Home Start** - Provides breakdown assistance following an immobilising breakdown at or within a ¼ of a mile from home.

**Recovery** - Provides recovery of an immobilised vehicle (including a caravan or trailer which was on tow at the time – subject to size restrictions), following a breakdown more than a ¼ of a mile from home and for no more people than the legal seating capacity of the covered vehicle up to a maximum of eight people (including the driver) to a single destination of your choice on the UK mainland or in Northern Ireland, or if you are a resident of the Channel Islands or the Isle of Man to your resident island, provided that any ferry or toll charges are paid by you.

## ONWARD TRAVEL HOTEL ACCOMMODATION/CAR HIRE

In the event of Breakdown of your Subaru in the United Kingdom causing the immobilisation of your Subaru for a period of more than 4 hours, Subaru Assistance will organise and pay for the following:

- Either
- (1) Rail Transport, or equivalent costs of more convenient travel, to enable the Beneficiaries to return to any destination of the Principal Beneficiary's choice within the United Kingdom.
  - or
  - (2) Overnight hotel bed and breakfast accommodation, up to £50 per Beneficiary.
  - or
  - (3) Temporary replacement vehicle, during the time that your Subaru remains immobilised up to a maximum of 2 days. Naturally, you must be able to satisfy the requirements of the vehicle hiring company and you will be responsible for petrol, and ancillary charges. The temporary replacement vehicle will only be provided where Subaru Assistance has arranged the recovery of your Subaru to a Subaru dealer.

The cover described in (2) above only applies if the immobilisation of your Subaru occurs more than 30 miles from the home address of any of the Beneficiaries, and only when the Beneficiaries have to prolong their stay because of such immobilisation.

**IF YOU REQUIRE ASSISTANCE CALL FREEPHONE 0800 777127**

# SUBARU ASSISTANCE EUROPEAN BREAKDOWN COVER

## THE OVERALL CLAIM LIMIT FOR SUBARU ASSISTANCE EUROPEAN BREAKDOWN COVER IS £2,000 PER PARTY, PER TRIP

European Breakdown Assistance:

**00 800 33 22 88 77\***

**00 33 825 87 89 83**

**00 33 472 171 205**

\*Not free from a mobile phone

## GEOGRAPHICAL LIMITS

Subaru European Assistance applies within the following geographical limits within which the Eligible Vehicle and the Authorised Driver must stay together. Assistance will not be provided outside of these geographical limits.

Cover applies within the following limits (the “Geographical Limits”):

United Kingdom, Isle of Man, Channel Islands, Republic of Ireland, all islands of the Mediterranean (excluding Northern Cyprus) and the following countries of mainland Europe: Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden and Switzerland. Cover does not apply to territories beyond mainland Europe. Cover within the UK applies only to a direct journey to and from the seaport or Eurotunnel terminal and can only be used for journeys where the Eligible Vehicle is being taken overseas by waterborne craft or Eurotunnel and not for crossing estuaries and non-tidal waterways apart from crossing from Northern to Southern Ireland.

## ROADSIDE ASSISTANCE AND EMERGENCY REPAIR

### What is covered

The AA will arrange emergency help for the Authorised Driver and cover costs within the following limits for roadside assistance, roadside repairs and towage up to £150 overall maximum. This includes up to £100 for labour within the total amount.

## **EMERGENCY CAR HIRE AND ALTERNATIVE TRAVEL ARRANGEMENTS**

If the repairer estimates that the repairs to the Eligible Vehicle will take more than eight hours, the AA will cover the Authorised Driver's reasonable and necessary costs for alternative travel as set out below.

### **What is covered**

Reasonable and necessary additional expenses from

a. or a combination of:

- a. Contribution towards car hire costs for a maximum of 3 days;
- b. Air fares (economy);
- c. Rail fares (first class for a maximum of 8 people, including the Authorised Driver);
- d. Local taxi fares;
- e. Any other transport equivalent to 2nd class rail fares

Overall limit for expenses at a–e is up to £750 per Authorised Driver's Party, per Trip. Please note: the AA will include any costs the AA agrees under this benefit in the overall claim limit.

## **EMERGENCY ACCOMMODATION**

If the repairer estimates that repairs to the Eligible Vehicle will take more than eight hours, the AA will cover the Authorised Driver's reasonable and necessary costs for additional emergency accommodation as set out below.

### **What is covered**

Reasonable, necessary additional costs over and above those the Authorised Driver has budgeted for, for one night's overnight accommodation up to £65 per person, per night in a 3 star hotel.

## **VEHICLE RECOVERY TO THE UK**

If repairs cannot be completed in time for the Authorised Driver's planned return home.

### **What is covered**

The cost of unaccompanied recovery for the Eligible Vehicle to the Authorised Driver's home, or nominated vehicle repairer in the UK, up to the current market value of the Eligible Vehicle. All costs met under this section (but excluding the cost of unaccompanied vehicle recovery) form part of the overall claim limit.

For reimbursement of expenditure within Europe, please telephone the ARC Specialist, Overseas Claims and Accounting Department, on: 01256 493580

# SUBARU ASSISTANCE EUROPEAN BREAKDOWN COVER

## IMPORTANT NOTES

If the Authorised Driver cannot provide valid details of the Eligible Vehicle under Subaru European Assistance, the AA reserves the right to refuse to arrange service and cover will not apply.

It is important that the AA is contacted if assistance is required under Subaru European Assistance and the Authorised Driver follows the procedures notified by the AA. If a garage is contacted direct, the Authorised Driver will have to settle their bill and the AA will be under no obligation to reimburse the Authorised Driver.

**Credit card** - Credit card must be available if the emergency car hire benefit is used; the car hire company requires a 'swipe' of the card as security. Debit cards are not accepted for this purpose.

**Driving licence** - Driving licence must be available if the emergency car hire benefit is used; the car hire company will expect to see original photocard driving licence.

## IMPORTANT LIMITATIONS OF SERVICE

There are differences between the service the AA will provide within the UK and the service provided by Subaru Assistance European Breakdown Cover. These include:

1. Subaru European Assistance will usually be provided through a garage or, if in countries where a sister motoring organisation operates, a local patrol may assist.
2. European garage mechanics and patrols are unlikely to speak English.
3. National holidays and working hours vary throughout Europe. This will impact on the service provided to the Authorised Driver, especially during busy periods.
4. Third party service providers including garages, repairers, recovery operators, car hire companies etc are not approved by the AA and do not act as agents of the AA. The AA cannot be held liable for any acts or omissions of any such garages or other third parties.
5. Any goods being carried remain the Authorised Driver's responsibility.
6. Eligible Vehicles which are recovered will usually be brought back unaccompanied.
7. Vehicle recovery from Western Europe will take on average 8-14 working days. At busy periods and from further destinations, recovery may take longer.



# GENERAL POLICY EXCLUSIONS

Subaru Assistance will not assist or reimburse Beneficiaries in the event of the call or claim arising directly as a result of any of the following:

1. Loss or damage directly or indirectly occasioned by or happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
2. (a) Damage to or loss or destruction of any property or any loss or expenses, whatsoever arising there from:  
or (b) Any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
  - (i) Ionising radiation 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.
3. Loss destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
4. Motor racing, rallies, speed or duration tests or practice thereof.
5. Accident or injury either through voluntary non-observance of the laws of the land in which the Beneficiary is travelling or the practice of activities not authorised by the local authorities.
6. Freak weather conditions.
7. Damage or injury intentionally caused by the Beneficiary or resulting from his participation in a criminal act or offence.
8. The Principal Beneficiary/Beneficiaries or any other third party organising any of the services detailed in this policy without first having authorisation from Subaru Assistance and a file number.
9. Any costs that would have been payable normally by the Principal Beneficiary or Beneficiaries, such as petrol or toll charges.
10. The maximum amounts payable for benefits described in this policy are inclusive of VAT.

## TRANSFER REQUEST

**SUBARU  
ASSISTANCE**

### NEW OWNER

MR/MRS/MISS

ADDRESS

POSTCODE

POLICY NO.

VEHICLE REGISTRATION

Please ensure details are clear, correct and verified by the new owner.

VAT REGISTERED

☐ YES ☐ NO

DATE

SIGNATURE (CURRENT OWNER)

NAME OF ORIGINAL OWNER

## TRANSFER OF COVER

If you sell your Subaru you can transfer the unexpired portion of your Subaru Assistance cover to the new owner by completing the details opposite.

Please send the completed form to:

**FAO Subaru Aftersales Department**

**SUBARU (UK) Ltd**

**The Gate**

**International Drive**

**Solihull**

**B90 4WA**





