




VH Breakdown Cover
UK Policy Booklet 2020

Your car. Our care.



Important information: Please read and retain

vhrecovery.co.uk

A photograph of a two-lane highway curving to the right at dusk. A car is driving away in the right lane, its taillights glowing. On the left side of the road, a blue road sign with two white arrows pointing up and a red circle with a diagonal line through it is visible. The road is marked with white dashed lines and solid edge lines. The sky is dark, and the overall scene is dimly lit.

When your car stops working,
our care doesn't.

Your car. Our care.

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Welcome to VH Recovery

We're delighted that you've chosen us for your breakdown cover.



A warm welcome to VH Recovery and thank you for showing interest in VH membership. The VH Breakdown Service offers roadside assistance, breakdown cover, recovery and repair for all our customers.

In addition to recovery and repair - we offer member support 24 hours a day, 365 days a year. Our members can rest assured knowing they're in safe hands when they give us a ring.

This policy booklet explains everything you need to know about the breakdown cover we provide.

Keep this booklet safe - it includes your policy wording and details of the services available to VH recovery customers.

We also have some useful tips on what to do in situations where you've broken down and need assistance. This also includes steps to take to ensure the safety of yourself and the persons with you.

If you need to contact us

For all enquiries including breakdown and customer service. Call us on **0207 247 4301**.

You can also reach us by post at:

91 Tent Street

London

E1 5DZ

We aim to provide you with a high level of service at all times. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we will do our best to try and resolve the situation.

What to provide in a breakdown

If you break down, please provide us with the following:

- Your full name and VH membership number.
- Identification such as bank card or driving licence.
- The vehicle's make, model and registration number.
- The exact location of the vehicle - the road you are on or the nearest road junction.
- The number of the phone you are using.
- The cause of the breakdown - if you know it.

There may be times when we receive unusually high volumes of calls from customers needing our help - for example, when it's snowing or it is extremely cold.

During these periods there could be a delay in reaching you. But we are on our way.

To ensure that customers who are in a vulnerable situation reach a safe place quickly, we will look at where you are, who you are with, what your situation is and prioritise accordingly.

A guide to your cover

Please note this guide isn't part of your contract, but it does outline the main points of your cover. Please refer to your policy documents for the full terms and conditions.

			Most Popular	
	Bronze From £90/yr	Silver From £125/yr	Red From £150/yr	Red Plus From £200/yr
 Roadside assistance Jump start & tyre change.	✓	✓	✓	✓
 Unlimited call outs As long as it's not the same problem.		✓	✓	✓
 Cover at home We'll come out to the rescue at your home in the UK.	✓	✓	✓	✓
 Recovery Up to 20 miles.		✓	✓	✓
 National recovery Taken to any UK destination with your vehicles and passengers.*			✓	✓
 Roadside repair Replace any parts of your vehicle on the roadside.**			✓	✓
 Accident recovery We will recover your vehicle, store and liaise with your insurance.				✓

* A maximum destination limit of 100 miles applies. ** As long as you buy parts from us, no labour time will be charged.

Broken down? Don't panic

Here's what you should do.



- Pull as far off the road as you can.
- Switch on your hazard lights.
- Call us on **0207 247 4301**.
- If you've got a smartphone, use maps to try and pinpoint your location.
- Let us know if you're on your own, in a vulnerable situation or have got children with you.
- If there's anyone you'd like us to contact to inform them of your situation. We'll send them a message.
- If you can, lift your car bonnet - so it's easier for our mechanic to spot you when they are close.

If you breakdown on a motorway

Please take extra care and caution on a motorway:

- Pull as far off the road as you can.
- If you can't drive that far, walk along the hard shoulder to the nearest emergency phone. There's one every mile along the motorway and there are marker posts every 100 metres pointing in the direction of the nearest one.
- Never cross the carriageway to get to a closer phone.
- Use the emergency phone, the police will automatically be given your location.
- Just lift the phone and it connects automatically. It's free to use and the control centre will know exactly where you are.
- Tell them your registration number and that you're with VH Recovery.
- While you're waiting for us to get to you make sure everyone leaves the vehicle by the doors furthest from the road and stands well back from the traffic.

Bronze Breakdown Cover

Our cheapest breakdown cover.



Roadside assistance

We offer 24-hour roadside assistance, 365 days a year.



Cover at home

If your vehicle breaks down at home, we'll come and help you.



Limited call-outs

You will be limited to 5 call-outs a year.



Message service

We'll send a free message to your friends and family so they know what's happened.

Silver

Breakdown Cover

Our everyday breakdown cover.



Roadside assistance

We offer 24-hour roadside assistance, 365 days a year.



Cover at home

If your vehicle breaks down at home, we'll come and help you.



No call-out charge

We won't charge to come out and assist you.



Message service

We'll send a free message to your friends and family so they know what's happened.



Local recovery

If your vehicle can't be fixed at the roadside, we'll tow it to the nearest garage within 20 miles from location.

Red Breakdown Cover

Our most popular breakdown cover.



Roadside assistance

We offer 24-hour roadside assistance, 365 days a year.



Cover at home

If your vehicle breaks down at home, we'll come and help you.



No call-out charge

We won't charge to come out and assist you.



Message service

We'll send a free message to your friends and family so they know what's happened.



National recovery

If your vehicle can't be fixed at the roadside, we'll tow it to any UK Destination with you and your passengers*.



Roadside repair

We will offer a roadside repair service, where we won't charge you for labour time as long as you buy the part/s from us.

Red Plus Breakdown Cover

Our most comprehensive breakdown cover.



Roadside assistance

We offer 24-hour roadside assistance, 365 days a year.



Cover at home

If your vehicle breaks down at home, we'll come and help you.



No call-out charge

We won't charge to come out and assist you.



Message service

We'll send a free message to your friends and family so they know what's happened.



National recovery

If your vehicle can't be fixed at the roadside, we'll tow it to any UK Destination with you and your passengers*.



Roadside repair

We will offer a roadside repair service, where we won't charge you for labour time as long as you buy the part/s from us.



Accident recovery

We will recover, store and liaise with your insurance company on your behalf when you are involved in an accident.

Misfuel Breakdown

Put the wrong fuel in? We'll recover you, your passengers and your vehicles.

If you're a VH Red or Red Plus customer - we'll provide cover for you, your passengers and your vehicle to be recovered to the nearest repair centre to where the misfuelling happened.

What's not covered?

The cost of draining and disposing of the contaminated fuel.

Any damage to your vehicle If you've put the wrong fuel in and it's damaged the engine - you might be able to claim towards that on your vehicle's insurance.

If you use the wrong fuel outside the UK - the above will cost you.



Important things to remember

Your VH membership is a contract between you and us. Nobody else has any rights under it. So ensure you and only you are using it.

Unlimited Call-Outs

VH Silver, Gold & Platinum members have Unlimited Call-Outs included as part of the membership. There's no limit to the number of times you can call us out during the policy year, as long as it's not a repeat call-out for the same problem.

Bronze members are limited to 5 call-outs per year.

Cover at Home

All VH memberships include this service. One of our technicians will come out to the rescue at your home. Home is the policyholder's main UK address as stated on their membership.

National Recovery

This is included in VH Gold & Platinum memberships. We'll take you, your passengers and your car to a place of your choice in the UK. As long as the breakdown is not caused by a flat or damaged tyre.

Please note: A maximum destination limit of "x" miles applies.

What can you do?

When you take out your policy - ensure that your vehicle is fit to drive. Ensure your vehicle is properly looked after and take all reasonable steps to stop it from breaking down.

Ensure you give us accurate information at all times. This includes information about you, your circumstances and your vehicle.

In an emergency

If any emergency services arrive at your breakdown, we won't be able to do anything with your vehicle until we are given the green light to do so.

If we take your vehicle away - ensure you take out any valuables that may be in the car.

Useful contact information

Below you'll find contact information for our different services.

For breakdown assistance in the UK:	0207 247 4301
To send your location to our recovery team:	07956 333 086
To purchase or renew your membership:	0207 247 4301
For general enquires:	info@vhrecovery.co.uk
Our 24/7 repair centre:	91 Tent Street, London, England E1 5DZ

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During these periods there could be a delay in reaching you. But we are on our way.

To ensure that customers who are in a vulnerable situation reach a safe place quickly, we will look at where you are, who you are with, what your situation is and prioritise accordingly.

Call **0207 247 4301** or visit **vhrecovery.co.uk**



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91 Tent Street, London, England, E1 5DZ

VH Recovery is a trading name under the alias 'V&H Recovery' registered at the above address in England & Wales No. 08435310

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