

Anthony Evans Horsebox Rescue

It is important that you read the following information carefully

Help us to help you

If your horsebox has not been used for some time please check the following

- **Check all tyres including spare for signs of wear and perishing on the walls of tyres.**
- **Ensure all drivers of the Horsebox know the location of the spare wheel.**
- **Check all fluid levels, brake fluid, oil, water etc.**
- **Check all lights are working.**

During 2008 **33%**
of all calls for
assistance involved
punctures and wheel
changes.



If you are not carrying a serviceable spare wheel then you will have the expense of new tyres which can be at a higher cost when a tyre specialist company is called for a roadside fitting.

REV 06/09

Conditions of Membership

Definitions

In these conditions

- 1 "The Company" is Autohome Limited of Mayleigh House, Kettering Road North, Northampton NN3 6HH.
 - 1.1 The Company will accept no responsibility for the welfare or safe keeping of any livestock carried on a broken down vehicle. In the event of a recovery livestock is carried at the owners risk, (supported by a signed disclaimer if necessary).
 - 1.2 The Company accepts no responsibility for any consequential loss.
 - 1.3 The Member is the person or persons whose application for the vehicle recovery club operated by the Company has been accepted by the Company.
 - 1.4 "The Service" is the service provided by the Company to the Member as set out in these conditions.
 - 1.5 "The Vehicle" shall mean the Horsebox belonging to the Member.
 - 1.6 "The Representative" shall mean the employee or agent of the Company who shall carry out the service for or on behalf of the Company.
- 2 The area in which the service is provided: The company shall provide the service in the United Kingdom only.
- 3 The Service:
 - 3.1 In the event of a breakdown to the vehicle the Company will either provide or pay for the cost of the Representative and a breakdown vehicle to attend upon the vehicle.
 - 3.2. The Representative will endeavour to remedy the fault which caused the breakdown of the vehicle.
 - 3.3. The Representative will attend the vehicle for up to half an hour without charge but this time can be extended to a maximum of 4 hours if the Company at its discretion considers it necessary.
 - 3.4. If the representative cannot remedy the cause of the breakdown of the vehicle then the Company will transport the vehicle and two passengers **either** to a garage within a reasonable distance of the location where the vehicle has broken down or to the home of the Member or the address of where the vehicle is kept at the Company's expense providing the distance is within the level of cover (see overleaf).

Level of cover

Level 1 30 miles

Any transporting over the 30 miles, a charge will be made at cost per mile, or per hour for vehicles weighing 3.5 tons GVW or over.

Level 2 - Unlimited

Where there are more than two passengers if the vehicle can accommodate any further passengers it will do so. However, if additional transport is required the Company will arrange this if requested to do so. However payment will be the responsibility of the vehicle's owner.

- 3 Any additional costs incurred in towing a vehicle a further distance than the member is entitled will become chargeable to the member.
- 4 Limits on service:
 - 4.1 Autohome will transport the horse(s) whilst in the broken down vehicle unless the vehicle is damaged in such a way it is not safe to do so. If it is not safe to recover the horsebox with the horse(s) in, it is the responsibility of Autohome to provide alternative transport for the horse(s) should you have not made any alternative arrangements. If it is safe to recover with the horse(s) in the horsebox and the member CHOOSES NOT to have the horse(s) recovered in the broken down horsebox by the Autohome agent, then it will be the responsibility of the Member to arrange alternative transport for the horse(s).
 - 4.2 With regard to Condition 4.1 above, Autohome will either arrange to front suspend tow the broken down horsebox with the horse(s) onboard (at a gradient of approximately 4 to 6 inches off the ground) or straight bar tow the broken down vehicle. However, the final decision as to which method shall be deployed will be at Autohome's discretion.
 - 4.3 The driver must remain with the vehicle and produce his Certificate of Membership or Membership Card to the Representative prior to the provision of the Service and the Company shall be under no obligation to provide the Service if the Member does not comply with this condition.
 - 4.4 All requests for the provision of the Service must be made direct to the Company via its telephone service.
 - 4.5 The Service will be provided free of charge by the Company but:
 - (i) the Member will be responsible for payment of all labour charges (apart from those Included in the Service) and for the parts required to carry out repairs to the vehicle.
 - (ii) any work undertaken to the Vehicle which is outside the terms of the Service or does not relate to the cause of the breakdown is the responsibility of the Member and is carried out at his own risk.
 - (iii) where the vehicle is repaired by the proprietor firm or company operating the garage to which the vehicle has been transported for repair, then those repairs are undertaken by such garage as agent for the Member and not as agent for the Company and the Company shall be under no liability whatsoever to the Member for the failure of the garage to undertake such repairs in a good and workmanlike manner.
 - 4.6 The vehicle must have adequate locations for towing, winching or securing it to a Recovery Vehicle and this particularly applies to modified vehicles. The company may refuse to transport any vehicle which does not comply with this provision.
 - 4.7 Where the Company provides accident assistance and the Member is insured under a comprehensive motor insurance policy, the Member will, if required by the Company, submit the appropriate claim to his insurer for the cost of transporting the vehicle and will reimburse the Company of the amount which he receives from his Insurer pursuant to such a claim.
 - 4.8 If you are carrying a suitable spare wheel, the service will be provided within your membership. Where the breakdown has been caused by a puncture and where the Member does not carry with the vehicle, a suitable replacement wheel with an inflated and serviceable tyre, or if the spare wheel is not accessible or it is rusty, service will be provided.
Due to safety concerns, most of our service providers will not retrieve a spare wheel from a carrier under the chassis on motorways or major carriageways. Keeping a

serviceable spare wheel to hand in the back of your horsebox will greatly lessen the chances of incurring any charges relating to this matter. However, the member will be responsible for the full cost of all tyres needed. Please note that payment will be required at the time of call for assistance by either debit or credit card. In addition, a 15% handling charge will be applied.

- 4.9 The Company shall be under no obligation to provide the service:
 - 4.9.1 In severe weather conditions that in the opinion of the Company render it impossible to provide the Service.
 - 4.9.2 Where the vehicle is located at a point inaccessible from the public highway or on an island which is not connected to the Mainland or an adjacent island by ferry.
 - 4.9.3 Where the vehicle is towing either a private caravan or trailer.
 - 4.9.4 If after assessment, specialist lifting equipment (not normally carried by an Autohome agent) is, in the view of the agent, required to provide assistance when a vehicle has left the highway, is in a ditch, is standing on soft ground, sand or shingle or is stuck in water or snow, or which has been immobilised by the removal of it's wheels, we will arrange cover but at your cost.
- 5 The Company shall be entitled to decline to provide the service in cases where the breakdown of the vehicle has resulted from a lack of fuel and where the Member's Vehicle shall have broken down for the same reason in the previous twelve months
 - 5.1 The company shall be under no obligation whatsoever to pay or reimburse any costs incurred by the Member to a third party.
 - 5.2 Exclusions from the Service
 - 5.3 The Vehicle is at or within 1,000 yards of the Member's residence or the place where the vehicle is normally kept (including any temporary residence of over three weeks duration).
 - 5.4 Broken and shattered windscreens (unless the windscreen is of a type which cannot be repaired or replaced at the location of the vehicle whereupon the vehicle will be transported to the nearest windscreen repairer).
 - 5.5* The vehicle is over 18 tons GVW including any load being carried.
 - 5.6* Vehicles hired out for periods of less than one year unless the owner of the vehicle shall be a Member.
 - 5.7 Vehicles located in soft ground, water or snow bound.
 - 5.8 If the vehicle is subject to a prohibition order imposed by the VOSA or other enforcement authorities. This includes MOT failures at Testing Centres.
6. Rights of Membership Excluded.
 - 6.1 The Company reserves the right to terminate Membership if in its reasonable opinion the Service has been abused misused or the vehicle is inadequately maintained.
 - 6.2 The Company reserves the right to refuse any application for renewal of Membership and to terminate existing Membership at its absolute discretion.
 - 6.3 In the event of Membership being terminated the Company may refund such part of the Subscription as it shall at its absolute discretion decide.

*The Company has special schemes which provide cover for such vehicles.