

Anthony Evans Horsebox Rescue

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 2014 **24%**
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 will be charged at a premium rate when a tyre specialist company is called for a roadside fitting.

REV 10/15

It is important that you read the following information carefully

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 owner's 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 five 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. The cost of transport to be at the Company's expense provided the distance is within the level of cover.

Home Start

- 3.5 Provided the additional Home Start premium has been paid, service will be provided at the Member's residence or place where the Vehicle is normally kept (including temporary residence of over three weeks' duration) subject to the additional conditions below.
 - 3.5.1 Autohome will allow up to a maximum of two separate call outs to the Vehicle's "home address" (as defined above) for up to a maximum of one hour per attendance to attempt to remedy minor faults such as a non-start, fuel, minor electrical or wheel change issue.
 - 3.5.2 If the Representative cannot remedy the Vehicle fault or the fault is more complex, the Company will, if required, arrange to recover the Vehicle to a commercial repairer of the Member's choice within a twenty mile maximum radius (by road) of the registered home address but with the exclusion of any horses on board.
 - 3.5.3 It should be noted that this service is not a mobile fitter solution but one aimed at providing service to cases where the Member has sought to take the Vehicle out on a journey and where a genuine mechanical or electrical breakdown is encountered

Level 1 – 30 Miles

For any transporting over the first 30 miles, any excess will be payable by the vehicle driver or Member at an hourly rate applicable up to 4 tons GVW where a higher rate applies for Vehicles exceeding this weight. This charge will be based on the round-trip element of the recovery after the initial 30 miles entitlement.

- 3.6 **Maximum claim limit in the 12 month period of membership: £500.**

- 3.7 **Maximum claim limit for policies with Home Start included: £700.**

Level 2 – Unlimited

Where there are more than two passengers and the vehicle can accommodate any further passengers it will do so. If additional transport is required, the Company will extend service to cover this situation up to a limit of 5 passengers in total.

- 3.8 **Maximum claim limit in the 12 month period of membership: £1,250.**

- 3.9 **Maximum claim limit for policies with Home Start included: £1,450.**

- 3.10 If it is deemed by the Company that the vehicle has restricted movement i.e. from mud such as at a showground but not limited to, any soft standing and not from a mechanical breakdown, then an excess will be payable upon instruction for any time in excess of 15 minutes on scene. Any use of specialist equipment or when an extra vehicle or man is required will also be fully chargeable to the driver responsible for the vehicle at the time.

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.

3.1.1 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 The cost incurred for **LEVEL 1** in any twelve month membership period may not exceed **£500.00**. Should this amount be exceeded, the Membership will be deemed as come to an end and where any further assistance shall be at the Member's expense. This figure is increased to **£1,250.00** for **LEVEL 2**. In cases where these amounts are not fully known at the time of any recovery or where anyone exceeding this limit is found out within 3 months of the recovery, then any costs will be recoverable from the Member by Autohome. However, dependent on the nature of the claims history, Autohome may allow at their discretion a further policy to be taken out for the 12 month period following the last claim registered on the previous policy.

4.2 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 e.g. a rear wheel bearing or axle problem requiring the vehicle lifting up from the rear. If it is not safe to recover the horsebox with the horse(s) onboard and the Member has not made prior alternative arrangements to provide onward horse transportation, Autohome will, at their discretion and dependent on the circumstances, provide alternative transport for the horse(s). If the Autohome agent is only able to offer to transport the horsebox without the horse(s) onboard, Autohome will then look to provide alternative transport for the horse(s) as part of the policy entitlement. If it is deemed safe to recover the horsebox with horse(s) onboard and the member CHOOSES NOT to have the horse(s) recovered in the broken down horsebox by the Autohome agent, then the Member will become responsible for arranging alternative transport for the horse(s). These cases include where the horse(s) is/are considered to be of an unsuitable disposition or unwell, where, in the absence of alternative arrangements being made, Autohome will assist in co-ordinating this service where possible. However full payment will be the responsibility of the vehicle's owner prior to any such facility being provided.

4.3 With regard to Condition 4.2 above, Autohome will either arrange to front suspend tow the broken down horsebox with the horse(s) on board (at a gradient of approximately 4 to 6 inches off the ground) or straight bar tow the broken down vehicle where an additional recovery driver may be provided should it be considered safer practice. In certain cases, a low loader may be an alternative option. However, the final decision as to which method shall be deployed will be at Autohome's discretion.

4.4 If it is not possible to carry out the repair the same day i.e. in the event that parts required may not be available, then at Autohome's discretion, hotel accommodation (up to a maximum of £30 per person) and stabling for the horse(s) can be provided. This offer is based on the horsebox repair being carried out local to the original breakdown the following day where labour and parts expenses are the Member's responsibility.

4.5 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.

4.6 All requests for the provision of the Service must be made direct to the Company via its telephone service. **Contact must be made immediately following the vehicle breakdown or when the member has become aware of a vehicle fault that will require roadside assistance or recovery.**

4.7 The Service will be provided free of charge by the Company but:

(i) the Member will be responsible for payment of all workshop labour charges (apart from those included in the Service) and for the parts required to carry out repairs to the vehicles.

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 their 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 its failure of the garage to undertake such repairs in a good and workmanlike manner.

4.8 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.

4.9 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.

4.10 Where the Company provides assistance and where the Member's use of the horsebox is for economic purposes and they are VAT registered for the operational use of their horsebox, the Member will, if required by the Company cover the VAT element of any claims costs.

4.11 If **the person responsible for the Vehicle** is carrying a suitable spare wheel and it is readily and easily accessible, the service will be provided within the **terms of membership**. Where the breakdown has been caused by a puncture and where the Member does not carry a suitable replacement wheel with an inflated and serviceable tyre, service will still be provided. This is on the understanding however that the spare wheel is readily (and safely) accessible and is not rusted in preventing easy release from the wheel carrier. The service does not provide for recovery should either a suitable replacement tyre or tyres be available through Autohome's selected emergency tyre service suppliers. In the absence of either a suitable spare or replacement tyre through a tyre company, recovery other than local will be at Autohome's discretion. **NOTE: 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 where prices are at a premium rate due to the service being provided through a national 24/7 tyre specialist network. It should be noted that payment is required at the time of the call for assistance by Debit/Credit card where the price charged will also include a 15% handling fee.**

4.12 The Company shall be under no obligation to provide the service:

4.12.1 In severe weather conditions that in the opinion of the Company render it impossible to provide the Service.

4.12.2 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. Ferry or toll costs incurred during the process of recovery are payable by the Member.

4.12.3 Where the vehicle is towing either a private caravan or trailer and where no additional premium has been paid to cover it.

4.12.4 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 its wheels, **the Company will arrange assistance but all costs will be referred to the Member at the time a request has been made to our Control Centre.**

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.

We will not pay for the following situations:

5.3 The Vehicle is at or within **1 mile** of the Member's residence or the place where the vehicle is normally kept (including any temporary residence of over three weeks duration) except in cases where the Member has paid the additional Home Start premium for the provision of that Service. However Autohome will apply discretion as to cases where the Vehicle has genuinely broken down before managing to return to its usual residence or conversely broken down after leaving its usual place of residence.

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 If the Vehicle has alternative warranty breakdown cover and where the horse(s) might then need onward transportation following service provided by the third party service provider.

5.7 If the vehicle is found to be not road legal, untaxed or unroadworthy.

5.8* Vehicles hired out for periods of less than one year unless the owner of the vehicle shall be a Member and have paid the higher premium.

5.9 Vehicles located in soft ground, water or snow bound.

5.10 If the Vehicle is subject to a prohibition order imposed by the VOSA or other enforcement authorities. This includes MOT failures at Testing Centres.

5.11 Any assistance costs attending the Vehicle if it can be proved beyond reasonable doubt that the Vehicle was broken down prior to the Membership application being made. This also includes Vehicles deemed to have broken down due to an obvious lack of maintenance including maintaining adequate coolant levels such as oil and/or water.

5.12 Any breakdown that occurs within the first 24 hours of the inception of a new policy except for a local roadside assistance and recovery up to a maximum of 15 miles or nearest place of safety from the breakdown location. In any event, such service will be at Autohome's discretion dependent on prevailing circumstances.

5.13 Any request for assistance at the declared Vehicle's place of residence within 48 hours of inception of a Home Start policy.

5.14 Autohome's Representative shall make every reasonable attempt to carry out a roadside diagnosis and/or repair where possible. However, the Company cannot be held responsible for such a diagnosis where the Vehicle requires further inspection and repair following recovery. The Member should ensure that their repairer carry out a more comprehensive diagnosis prior to carrying out any necessary repairs.

5.15 Any non-mechanical situations arising during the course of a journey with the ramp or body damage such as surrounding walls or flooring are not covered under the breakdown recovery policy. This also applies to incidents where the horse(s) may have unfortunately incurred damage during the journey to the interior of the box. Autohome can endeavour to provide assistance for such instances but where payment shall be the responsibility of the Driver or Owner of the Vehicle prior to service being arranged.

5.16 The Company will not be liable for costs arising from occasions where child and/or suitable booster seats for children under 12 are not available. This pertains to when a recovery of the horsebox and occupants is required either in the recovery vehicle cab itself or in a replacement horsebox as and when such provision is deemed necessary.

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 or 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. **However under no circumstances will any refund be made if it is deemed that the Service has been abused or misused.**

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