

COLLIDGE & PARTNERS

# Inland Waterways Breakdown Cover

Provided by



RIVER CANAL RESCUE LTD

*Welcome to Collidge & Partners Breakdown cover operated by River Canal Rescue. As a member of our organisation you will benefit from knowing that we are on hand 24/7 should you suffer a breakdown or mechanical failure. Our trained staff are on hand to help you through any emergency and provide you with advice and assistance.*

*RCR operates 24 hours a day, 365 days a year. In the event of a breakdown RCR will send a qualified mechanic to investigate the breakdown and rectify where possible. If the problem cannot be resolved in situ RCR can organise for further work to be undertaken or tow the vessel to the nearest marina or safe haven.*

## **Key benefits of your Breakdown Cover:**

- Nationwide Breakdown Assistance & Recovery
- Practical and technical telephone assistance
- Crisis co-ordination & message relay service
- Crew Relay
- Provision pick up service

### **What to do if you break down**

If your vessel breaks down call the 24-hour RCR control centre on:

- Freephone **0800 0718021**
- LoCall **0845 0068021**
- Landline **01785 248793**

If you are in immediate danger of sinking or personal injury, call the **emergency services on 999 before calling RCR.**

Please have the following information available when you phone:

- Your name and policy number
- The phone number (including the dialling code) you are calling from
- The location of your vessel, including the name of river, canal and landmarks.

## **TERMS & CONDITIONS** *(full T&C's can be found on our website)*

1. In these terms and conditions we use the following definitions:-  
"breakdown" Any engine-related, mechanical or electrical breakdown (failures and breakages), or damage (not including hull) which results in your not being able to sail your vessel. Running out of fuel will attract a surcharge
2. Your membership covers the cost of the callout and an engineer's attendance for two hours, additional time can be allocated based on availability of RCR engineers.
- 3. We do not repair any domestic appliances, electrics or plumbing issues**
4. When a contractor attends on behalf of RCR and the fault is diagnosed as terminal or requires 'extensive work', your membership will cover the callout charge and first hour of labour. A private agreement between you and the contractor will then take over.
5. There is no minimum call out time – however, we aim to assist within 4 hours.
6. Recovery to marina must be within a maximum of 2hrs journey time and is dependent on the availability of RCR staff. This is only available if you have paid the additional premium.\*
7. We are not obliged to answer call outs if the vessel is on a tidal river unless you are safely moored and accessible.
8. We can refuse to supply services if – in our reasonable opinion – the vessel is in such a condition or position that the health and safety of our staff or sub-contractors is endangered.
9. You must take all reasonable steps to prevent a breakdown and your vessel must not be sailed in a dangerous condition or until all recommended repairs have been carried out.
10. You must keep your vessel properly maintained and serviced.
11. We will allow a maximum number of 3 callouts each year. Additional callouts will be charged at a flat rate of £65 for each callout.
12. Other users of the vessel, or calls to your home marina will be charged at a flat rate of £65 per call out.
13. Membership will commence 72 hrs after payment is received, unless immediate cover has been purchased.
14. If we are not able to repair your vessel we will transport you and your crew to your home marina or address of your choice.

### **General Exclusions**

You (and not us) will be responsible for the cost of:-

1. Recovery of the vessel by road.
2. Recovering the vessel and crew, if the vessel could have been repaired within a reasonable period of time at or near to the place of the breakdown.
3. Any parts, components or materials used to repair the vessel.
4. The attendance cost of a locksmith
5. Cost of a diver, crane or slipway hire.
6. Cost of towing or repairs for severe damage to the rudder/skeg from hitting underwater obstacles.
7. Clearing Fouled propellers – where access cannot be gained
8. Repairs to Bow thrusters.
9. Repairs due to taking on water or hull breach.
10. Callouts which are classified as being 'domestic issues'.

