



Dolmen Campervan Cover

Breakdown Assistance Cover:

AXA Assistance (Ireland) Ltd operates the 24 hour motoring assistance helpline.

To avail of the benefits provided by this endorsement you must use the following:

- **Republic of Ireland Clients call - Freephone 1800 333 393
(Or +353 906 486335 from outside ROI)**
- **Northern Ireland Clients call - 0345 873 4435
(Or +353 906 486335 from outside NI).**

Any expenses incurred prior to or without calling these numbers will not be covered.

What is covered?

AXA Assistance (Ireland) Ltd will arrange the dispatch of a Motor Trade Professional (MTP) to the site of breakdown or accident.

The cost of this callout is covered

In the event of a breakdown, the MTP will attempt to get the Campervan mobile, and the cost of up to one hours labour to achieve this is covered

Events covered:

- Electrical or mechanical breakdown
- The campervan does not start
- Accident or fire
- Theft, attempted theft or malicious damage
- Punctures where you need help to replace or repair a wheel
- Loss or theft of keys
- Breakage of keys in the lock, or keys locked into the campervan
- Loss of, or running out of fuel

Network of service providers are capable of towing most campervans including large vehicles up to 8.5 metres in length and 7 tonnes gross vehicle weight.

TOWING/REPATRIATION

If in the opinion of or local service provider, it is possible to tow your campervan and you require a tow, AXA Assistance will cover the cost of towing either to the nearest competent repairer or to any other chosen location (including repatriation) up to a maximum of €650/stg£450 for any one incident and €1500/stg£1300 per policy year.

If the campervan is too large to tow, AXA Assistance will cover the cost of an additional one hour's labour attempt to get the campervan mobile

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HOTEL ACCOMODATION

If it is not immediately possible for You to continue Your journey or return to Your address, AXA Assistance will pay the cost of one night's bed and breakfast accommodation for the driver and passengers (Up to a maximum number recommended by the Motorhome manufacturer) while waiting for your Campervan to be repaired.

The maximum amount AXA Assistance will pay arising from any one incident is €400/stg£350 and up to €1000/stg£800 per policy year.

Please ensure you have your policy book with you when travelling abroad.

IMPORTANT TO NOTE THAT AXA Assistance WILL NOT be liable for:

- Losses of any kind that come from providing, or delaying providing, the services this cover relates to. (For example, a loss of earnings, the cost of food and drink and costs we have not agreed beforehand)
- For the cost of repairing the Campervan
- For the cost of any parts, keys, lubricants, fluids or fuel.
- If you agree to a temporary roadside repair, you will be responsible for any costs or any damage to the Campervan it suffers if you continue to drive the Campervan as if a permanent repair had been carried out. You acknowledge that a temporary roadside repair is aimed only to allow you to drive the Campervan to a suitable facility so a permanent repair can be carried out.

****AXA Assistance are there to help you in the event of a motor breakdown. AXA Assistance are not liable for the repair costs of the Campervan or any parts that may be required. ****

IMPORTANT

BREAKDOWN ASSISTANCE IN AUGUST WHEN ABROAD

If you are abroad in August, you will discover that many countries have vastly reduced services as so many take holidays at this time. This includes the motor trade. If you have a breakdown at this time, you will inevitably encounter delays in the Breakdown Assistance service.

IMPORTANT TIP:

**MAKE SURE YOU HAVE YOUR CAMPERVAN SERVICED
& IN TOP CONDITION BEFORE YOU TRAVEL**

***Please ensure you read the FULL Terms & Conditions of the Policy
before travelling abroad.***

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TIPS WHEN TRAVELLING ABROAD

- Carry your Driving Licence, original vehicle registration document and passport; you may be asked to produce any one of these items. If the vehicle is borrowed you will need a letter of authority from the registered owner.
- Display the IRL national identification letters on your Campervan (and any trailer you are towing) when travelling outside the EU. Irish registration plates incorporating the IRL/European Union symbol make display of a conventional sticker unnecessary when circulating within Europe. However, such identification is still required outside the EU even when displayed alongside the European Union symbol.
- Check your tyres carefully – including the spare. If you think they are likely to be worn down to below 2mm before you get back, replace them before you go.
- Remember that children under 12 and/or 1.5 metres in height are not permitted to travel as front seat passengers in some countries and in others may only do so when using an approved restraint system – please check. However, never use rearward facing child restraint in a front seat with airbags.
- Familiarise yourself with the telephone system of the country you are travelling in. In some countries public call boxes may only be operated with locally purchased phonecards.
- Drive on the right and overtake on the left except when travelling in Cyprus & Malta.

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WHEN IN FRANCE

In France, the motorways are privately owned. The French law states that the only people authorised to send assistance on the French motorway is the French Police

There are four ways to contact them:

1. Press the button on the Emergency Orange SOS boxes.
2. Ring 112 from your mobile (European Emergency Freephone number)
3. Get the staff working on the service area to send them for you (if you don't speak French for example?)
4. Get the staff patrolling along the motorway to do it for you (if they spot you while you are on the hard shoulder, they will offer their help most of the time)

FAQ

Q) I am not on a hard shoulder, therefore I am not on a motorway, do I need to ring 112?

A) Yes as long as you haven't gone on another road, you are on a motorway. This includes service stations, rest areas, tollbooths and slip roads to go in and out

Q) I didn't pass through a tollbooth, am I on the motorway?

A) In some places in France, the motorways are free, but it is still the motorway, the same rules apply.

Q) I am not sure I am on a motorway, how can I be sure?

A) French motorways are recognizable by their name which is "A" followed by one to three digits.

Q) I am sure I'm not on a motorway but AXA Assistance still ask me to call 112, is this normal?

A) There are a few speedways (mostly "N" roads) in France where the same rules apply.

Q) I am not far away from an exit and my Campervan is still drivable, can I go out and call you back?

A) Of course, But AXA Assistance advises not to drive after noticing an incident.

MOTORWAY LETTERS

A roads in France are always motorways, **A** stands for Autoroute (Motorway).

E roads are attached to motorways (i.e. **A27/E43**), so motorway rules apply.

N roads in France are speedways/highways, **N** stands for Nationale. On a few, bigger **N** roads, the motorway rules apply.

D roads in France are smaller, secondary roads, **D** stands for Departementale.

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