

# AA Caravan Insurance Standard or Select Policy Summary

**AA**

This policy summary provides an overview of cover for the AA Caravan Insurance Standard or Select Policy. It does not include the full terms and conditions of the policy, which can be found in the policy booklet. Please ensure that **You** read the policy **Schedule** and policy booklet to fully understand the terms and conditions. One policy booklet covers all sections of this policy. The policy provides cover for 12 months following acceptance of the proposal form and payment of the premium or agreement to pay the premium. This policy will be governed by and construed in accordance with English Law.

### **Name of the insurance undertaking**

Other than noted immediately below, this policy is underwritten by **AIG Europe Limited**.

Section C of this policy is underwritten by **DAS Legal Expenses Insurance Company Limited**.

### **Type of Insurance and Cover**

The AA Caravan Insurance Standard or Select policy is a multi section policy providing cover for **Your Caravan**, its **Contents**, Equipment and Legal Expenses cover. The available policies offer either New for Old (Select) or Market Value (Standard) cover.

### **Significant features and benefits**

The policy covers all types of damage or loss whilst the **Caravan** is being towed, is on site or in storage both in the UK and the continent of Europe.

### **Significant Exclusions and Limitations**

- **You** must comply with conditions of the policy explained in the Policy Conditions Section of the policy booklet for cover to apply. These include **Your** duty to take reasonable precautions to prevent loss and actions **You** must take as soon as **You** are aware of a possible claim under the policy. See also the General Exclusions Section of the policy booklet for those exclusions that apply to all Sections.
- **You** will have to pay the first part of certain claims – this is known as an **Excess**. Please see **Your** policy **Schedule** for detail of the **Excess** which applies.

### **Sections A & B**

#### **Significant Features and Benefits (see Section A and B of policy booklet for details)**

- Cover is provided for an extensive list of perils such as accidental damage, fire, storm, flood, theft, including the cost of recovery following an accident (at home or abroad) to the most suitable repairer and return to **Your** home address.
- £2million to cover damages and costs for which **You** are legally liable in respect of injury or damage to any person or their property from any accident involving the caravan.
- Loss of use – if the **Caravan** cannot be used because of an insured event then, subject to providing evidence of a planned holiday, up to 5% of the **Sums Insured** (Select) and up to 3% of the **Sums Insured** (Standard) will be paid per week, subject to a limit of 15% (Select) and 9% (Standard).

#### **Significant and unusual exclusions or limitations (see Section A and B of policy booklet for details)**

- Theft unless a wheel clamp or other security device agreed by AA Caravan Insurance Services is in operation.
- Loss or damage caused by wear, tear or depreciation or by vermin or by water ingress through seams and seals.
- Loss or damage when the **Caravan** is let for hire or reward (unless confined to a fixed site) or in use in connection with a profession, business or employment.
- Loss or damage to the **Caravan** and its **Contents** whilst not in use unless it is kept within the boundaries of **Your** permanent home or other location as notified to and accepted by the insurers.
- Loss or damage to jewellery, watches, gold and silver articles, money/cash, pedal cycles, cameras, camcorders and any other articles of a valuable nature.
- Damage to **Contents** by theft or attempted theft while the **Caravan** is left unlocked whilst unattended.
- Damage to tyres by punctures, cuts, bursts or braking.
- Liability arising in connection with any vehicle being used for towing the **Caravan**.
- Liability arising from the **Caravan** being used for any trade or business purpose.
- Loss or damage by any cause not listed in the policy booklet.
- The cost of replacing any undamaged items, which form part of a set, suite or item of a uniform nature.

## DAS Legal Expenses cover (see Section C of the policy booklet for details)

### Significant Features and Benefits

- Uninsured Loss Recovery and Personal Injury; **We**; or if **We** agree it is necessary, external lawyers that **We** will appoint; will negotiate to recover uninsured losses and costs following an event which:
  - a) causes damage to **Your** caravan or to personal property in it; or
  - b) injures or kills an **Insured Person** while they are in or on the caravan.
- Pursue **Your** rights if **You** have a dispute with **Your** caravan insurers regarding the payment of a claim. Disputes with **Your** insurer over the amount payable under **Your** caravan policy are excluded. Replacement **Caravan Hire Costs**: **We** will cover replacement **Caravan Hire Costs** that **We** have agreed to prior to being incurred.

### Significant and unusual exclusions or limitations (see Section C of policy booklet for details)

- It must be and must continue to be more likely than not that the **Insured Person** will recover damages.
- Anyone claiming must be in or on **Your** caravan with **Your** permission when the damage and/or injury is caused.
- The person towing **Your** caravan must have valid motor insurance.
- The person **You** are seeking to claim against must be identifiable and traceable and have a valid motor insurance policy.
- **Caravan Hire Costs** are payable only if the accident was entirely the other person's fault and **Your** caravan cannot be used.
- Only costs charged by a lawyer appointed, or caravan hire company selected by DAS are covered.
- External costs are limited to £100,000.
- Costs incurred before DAS agrees to arrange caravan hire or appoint a representative to help an **Insured Person**.
- DAS will appoint a lawyer who will represent the **Insured Person** according to DAS standard terms.
- Unless DAS agrees to start legal proceedings or there is a conflict of interest, DAS is free to choose a representative to help the **Insured Person**.
- DAS will choose the caravan hire company, type of caravan to be hired and decide how long the caravan can be hired for.
- An **Insured Person** must meet the age and licensing conditions of the caravan hire company chosen by DAS and must follow any conditions of hire.

### 24 Hour Telephone helplines – see Section C for details.

- Eurolaw Legal Advice – Advice on personal legal problems within UK and EU law.
- Tax Advice – Personal taxation advice.
- Counselling service – DAS's qualified counsellors provide a confidential counselling service.

### Territorial limits applying to Section C

For **Legal Costs** claims – UK, EU member states and some other European countries.

For **Caravan Hire Costs** – England and Wales, mainland N.I and Scotland, the Isle of Man, Jersey and Guernsey.

### Duration of Policy

The policy will remain in force for 12 months from the date of commencement, or as otherwise shown in **Your** policy **Schedule**.

### Cancellation rights

**You** have the right to cancel **Your Policy**, within the 14 day cooling-off period, or at any time. For a full explanation of **Your** cancellation rights please refer to **Your Policy** booklet.

### How to Claim

For claims under all Sections please refer to **Your** policy booklet. Telephone number: 0370 010 1893.

### Sanctions

**We** shall not be deemed to provide cover and we shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **Us**, **Our** parent company or its ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or the United States of America

## Complaints

If at anytime **You** have a complaint about the services provided to **You** by AA Caravan Insurance then **You** should contact:  
By phone: We can resolve many issues straight away therefore in the first instance please contact Us on 01242 528844  
In Writing: AA Caravan Insurance, Ellenborough House, Wellington Street, Cheltenham, Gloucestershire, GL50 1XZ

### **Complaints arising from the terms and conditions, policy coverage or underwriting of Your Policy in sections A & B;**

By phone: +44 (0) 800 012 1301 or +44 (0) 20 8649 6666 (if calling from overseas). Lines are open Monday to Friday 9:15am to 5pm, excluding public holidays.

In writing: AIG Customer Relations, AIG Europe Limited, The AIG Building, 2-8 Altyre Road, Croydon, CR9 2LG.

Alternatively, **You** may wish to email [uk.customer.relations@aig.com](mailto:uk.customer.relations@aig.com) or visit online at <http://www.aig.co.uk/your-feedback>

### **Complaints arising from services received under section C;**

By phone: 0117 934 0066

In writing: Customer Relations Department, DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol, BS1 6NH

Alternatively You can email [customerrelations@das.co.uk](mailto:customerrelations@das.co.uk)

If **You** remain unhappy with **Our** final response, or **We** have not managed to provide a final response within 8 weeks of **Your** complaint, **You** may be entitled to refer **Your** complaint to the Financial Ombudsman Service for help and advice at:

Insurance Division Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR.

Tel: 0800 023 4567 or 0300 123 9123.

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

For full details about how to complain, please see the policy booklet.

### **Financial Services Compensation Scheme**

**We** are covered by the Financial Services Compensation Scheme (FSCS). If **We** are unable to meet **Our** financial obligations **You** may be entitled to compensation from the scheme, depending on whether **You** are an eligible claimant, the type of insurance and the circumstances of the claim. Further information on the scheme is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by calling **+44 (0)20 7741 4100** or **+44 (0)800 678 1100**.

