

Bentley Assistance

Insurance Product Information Document

Company: Bentley Warranty Administration Services

Product: Breakdown Insurance

This insurance is provided by Bentley Warranty Administration Services, a trading style of Car Care Plan Limited, on behalf of Bentley Motors Ltd. Car Care Plan Limited is a company registered in the UK and is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 309268.

This document contains some important facts about Bentley Assistance. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy document. Please take time to read this policy document to make sure you understand the cover it provides.

What is this type of insurance?

Bentley Assistance is included within your Bentley Extended Warranty package. Bentley Assistance, is a comprehensive Roadside Assistance Package that provides 24/7 assistance if the registered vehicle breaks down at home or at the roadside, is involved in an accident or is vandalised.



What is insured?

Bentley Assistance runs concurrently with your Bentley Extended Warranty and covers:

- ✓ **Roadside Assistance** – Provides assistance following a breakdown incident more than a quarter of a mile from your UK home address.
- ✓ **Home Start** – Provides access to the same service as is available under 'Bentley Roadside Assistance' following a Breakdown Incident at or within a quarter of a mile of your UK home address.
- ✓ **Recovery** – Provides recovery of your car, together with the driver and up to a maximum of seven passengers to any single destination of your choice on the UK Mainland or in Northern Island.
- ✓ **Recovery Plus** – Available following a breakdown incident where Bentley has attended under Roadside Assistance or Home Stay and where Bentley cannot arrange a prompt local repair Bentley may, at its absolute discretion choose to arrange either a replacement car or overnight accommodation or public transport costs.



What is not insured?

- ✗ Non-Vehicle faults which are faults arising as a result of accidents, lock outs, broken keys, discharged batteries, lack of fuel, wrong fuel type or tyre damage.
- ✗ A second or subsequent recovery, after your car has been recovered following a breakdown incident.
- ✗ Routine maintenance and running repairs e.g. radios, air conditioning, interior light bulbs; heated rear windows.
- ✗ The transportation or arrangement of the transportation of any animal including horses or livestock.
- ✗ Assistance is not available following a breakdown incident attended by the police, highways agency or other emergency service, until the services concerned have authorised the car's removal.
- ✗ Assistance for cars which have broken down as a result of taking part in any "Motor Sport Event", including, without limitation, racing, rallying, trials or time-trials or auto test.



Are there any restrictions on cover?

- ! All cars must be built to manufacturer's specifications and not be modified (e.g. larger wheels), hold a current MOT (where applicable) and be in a roadworthy condition.
- ! Bentley Assistance is only available for Bentley cars registered with Bentley.



Where am I covered?

- ✓ Throughout the UK Mainland or in Northern Ireland and within the European Territories.



What are my obligations?

- You are required to keep your vehicle roadworthy, properly maintained and serviced in accordance with the manufacturer guidelines.
- The driver must be with the vehicle at the time of the incident (breakdown, accident or vandalism) and when the resource arrives.
- **If you need Breakdown Assistance:** In the UK, please call Bentley Assistance on 0800 316 1333 and in Europe on 0033 (0) 4 72 17 25 09.



When and how do I pay?

Bentley Assistance is part of the Bentley Extended Warranty package and is included in the cost you pay for your warranty.



When does the cover start and end?

Your cover will take effect and end on the dates stated in your Warranty Confirmation Letter.



How do I cancel the contract?

Bentley Assistance is part of the Bentley Extended Warranty package and will be cancelled in accordance with the warranty cancellation and refund process.

Please note you will not receive a refund where you have already made a successful claim on this policy.