

Citroën AMI Assistance

Complimentary Roadside Assistance
Terms & Conditions



Please read and keep for your records

Contact information

	Telephone	In Writing
Breakdown in the UK	0800 197 2046	
Breakdown in Europe		
Calling from Europe Calling from the Republic of Ireland	+33 4 26 73 78 96 1 800 646 561	
Section E - European Breakdown Cover To request a claim form: From the UK From Europe	0800 107 5861 +44 161 332 1040	europeanclaims@rac.co.uk www.rac.co.uk/europeanclaimform
RAC Customer Care Regarding the breakdown service provided	0330 159 0339	Citroën Breakdown Customer Care Great Park Road Bradley Stoke Bristol BS32 4QN breakdowncustomercare@rac.co.uk
Hearing assistance (in the UK)	Telephone prefix 18001 to access Typetalk or text us on 07855 828 282	

Telephone charges

We do not cover the cost of making or receiving telephone calls. **Our** calls may be monitored and/or recorded.

In the UK

Call charges may apply. Please check with **your** telephone provider. 03 numbers are charged at national call rates and usually included in inclusive minute plans. Text messages will be charged at **your** standard network rate.

In Europe

Roaming charges may apply when making or receiving calls, please check with **your** mobile phone provider for more information. It may not always be possible for **us** to return a call to a mobile phone.

If your vehicle breaks down, please provide us with

1. The **vehicle's** registration number
2. The exact location of the **vehicle** – the road **you** are on or the nearest road junction
3. The number of the phone **you** are using
4. The cause of the **breakdown**, if **you** know it
5. A credit card in **your** name if **you** need additional services or a hire car

Some garages in **Europe** will require **your** passport and passport number before they begin any repairs.

If **you** fail to contact **us** within 24 hours of becoming aware of the **breakdown**, **we** may refuse to provide assistance in relation to that **breakdown**.

Remember

Please let **us** know if **you** have called **us** but manage to get going before we arrive.

We will only provide assistance if **we** arranged help, so please do not go directly to a garage or other recovery service, or otherwise approve action taken by **you** or on **your** behalf.

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Your terms and conditions

Definitions

Any words in bold appearing throughout this Citroën AMI Assistance booklet have a specific meaning which we explain below:

“**breakdown**”/ “**break down**”/ “**broken-down**” means an event during the **period of service**, that stops the **vehicle** from being driven because of a mechanical or electrical failure including as a result of battery failure, but not as a result of a road traffic collision, fire, flood, theft, acts of vandalism, or any **self-induced fault**;

“**Europe**” means Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, , Republic of North Macedonia Romania, Russian mainland (west of the Urals), San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta and Melilla and the Canary Islands), Sweden, Switzerland, Turkey (in Europe) plus Uskudar, Ukraine, Vatican City and any offshore islands of the above, except overseas territories outside of Europe;

“**home**” means the address in the **UK** where **you** live permanently;

“**journey**” means a trip to **Europe** lasting no longer than 90 days during the **period of service**;

“**passengers**” means the driver and a passenger travelling in the vehicle

“**period of service**” means the length of time your **vehicle** is eligible for Citroën AMI Assistance, which is 3 years or 25,000 whichever occurs sooner;

“**RAC**”/ “**we**”/ “**us**”/ “**our**” means RAC Motoring Services and any person employed or engaged to provide services on their behalf;

“**reimburse**”/ “**reimbursement**” means reimbursement by **us** under the reimbursement process on page 7;

“**self-induced fault**” means any fault caused by actions or omissions of the driver of the **vehicle**, for example running out of charge, lost, stolen or broken keys, or locking your keys in your **vehicle**;

“**specialist resource**” means resource or equipment that is not normally carried by **us** but is required to complete a repair or recovery, for example a crane, tractor or locksmith;

“**UK**” means England, Scotland, Wales, Northern Ireland, and for the purpose of this document, includes the Channel Islands and the Isle of Man;

“**vehicle**” means a Citroën AMI registered in the **UK**; and

“**you**”/ “**your**” means the driver of the **vehicle** requesting the services of Citroën AMI Assistance

Important information about Citroën AMI Assistance

- Citroën AMI Assistance is available for 3 years or 25,000 miles (whichever comes sooner) from date of first registration and offers services relating to the **breakdown** of the **vehicle**.
- The **vehicle** is covered, whoever is driving.
- There are general conditions that apply to all sections. There are also specific conditions that are set out in each section that apply to each section. **You** must meet all of these conditions.
- All requests for service must be made directly to **us**.

Limits of cover

1. Section E (European breakdown cover) includes unlimited **journeys** during the **period of service**, but each **journey** is limited to a maximum of 90 days;
2. In order to request service under Section C (Recovery) **we** must have first attended under Section A (Roadside); and
3. In order to request services under Section D (Onward Travel), **we** must have first attended under Section A (Roadside) or B (At Home).
4. There are limits on the amount that is covered under certain sections, as set out in this document.

Reimbursement

Under some sections, **you** may need to pay for the service up front and claim this back from **us**. To do so, please visit www.rac.co.uk/europeanclaimform for reimbursements under Section E (European breakdown cover), or www.rac.co.uk/reimbursementclaimform for all other sections.

If **you** have any queries please contact RAC Customer Care (see Contact information, page 2). Please send **your** completed claim form with proof of payment (such as a receipt) to Customer Services. **We** may ask **you** to supply original documents. Please note: Any costs that are not arranged through **us** or agreed by **us** will not be reimbursed.

Hire car terms

Certain sections of Citroën AMI Assistance include the supply of a hire car. Where a hire car is available as a covered benefit, the following terms apply:

1. **We** do not provide hire cars for business use, including use for hire and reward.
2. If **you** are not eligible for a hire car arranged by **us** for any reason, such as **you** do not meet the hire car provider's terms (e.g. **you** do not hold a full UK Driving Licence, **you** have certain types of endorsements on **your** licence or **you** are under 21), and **you** choose to hire a car yourself, let **us** know and then provided **we** have agreed the cost beforehand, **we** will **reimburse you** up to the limits detailed under Sections D (Onward Travel) or E (European breakdown cover).
3. Where **we** arrange a hire car **we** will pay the insurance and collision damage waiver (this covers the cost of damage but there may still be an excess).
4. **We** will not provide any specific car type, model or accessories, including tow bars.
5. **We** will not cover any costs of:
 - a. fuel while using the car hire; or
 - b. any insurance excess and additional costs.

Section A: Roadside

Service provided

If **your vehicle** breaks down within the **UK** more than a ¼ mile from **your** home, **we** will:

1. Send help to repair the **vehicle** at the roadside. This could be a permanent or temporary repair; or
2. If **we** are unable to repair the **vehicle** at the roadside, **we** will recover the **vehicle** and **passengers** to the nearest Citroën AMI authorised repairer or a single destination of **your** choice up to a maximum of 10 miles from the breakdown.

If **we** recover the **vehicle**, **we** will **reimburse you** for taxi costs for **passengers** to continue the **journey** to a single destination within 20 miles.

Service not provided

1. The cost of any parts;
2. The fitting of parts, including batteries, supplied by anyone other than **us**; or
3. Any **breakdown** resulting from a fault that **we** have previously attended and:
 - a. the original fault has not been properly repaired; or
 - b. **you** have not followed our advice after a temporary repair.

Section B: At Home

Service provided

We will provide the same service as the “Service provided” part of Section A (Roadside) if **your vehicle breaks down** at, or within a ¼ mile of, your **home**.

Service not provided

Please see the “Service not provided” part of Section A (Roadside), which also applies here.

Section C: Recovery

Service provided

If **we** are unable to repair the **vehicle** under Section A (Roadside), **we** will recover the **vehicle** and **passengers** from the **breakdown** location to any Citroën AMI authorised repairer within the **UK** for repair, or a single destination of **your** choice within the **UK**.

For long distances **we** may use more than one recovery vehicle.

Please note: Recovery must be arranged with us while **we** are at the scene.

Service not provided

1. Please see the “Services not provided” part of Section A (Roadside), which also applies here;
2. A second recovery owing to the intended original destination being closed or inaccessible.

Section D: Onward Travel

If **we** attend a breakdown under Sections A (Roadside) or B (At Home), and the **vehicle** cannot be fixed on the same day, **we** will help **you** by making arrangements to allow the continuation of **your journey**. **You** can choose one of the following options, based on **your** circumstances and subject to availability:

1. Hire Car;
2. Alternative transport; or
3. Overnight accommodation.

1. Hire car

Service provided

Please see Hire Car terms on page 7

We will arrange a hire car for up to 48 hours or until **your vehicle** has been fixed, if sooner.

If **you** arrange **your** own hire car in line with the 'Hire car terms' on page 7, **we** will **reimburse you** up to £35 per day.

Hire cars must be arranged with **us** within 24 hours of the time of the **breakdown**.

2. Alternative transport

Service provided

If **you** would prefer to continue the **journey** by air, rail, taxi or public transport, **we** will **reimburse you** for a standard class ticket up to £150 per person

3. Overnight accommodation

Service provided

You may decide that waiting for **your** vehicle to be fixed is best. **We** will arrange one night's bed and breakfast accommodation, up to a value of £150 per person

Section E: European breakdown cover

Important Information: your AMI vehicle must be transported using a towing platform (or similar) and cannot be towed on its wheels.

Please note: Whilst it may be unlikely that you drive into Europe in your AMI, we understand that you may decide to use a trailer, or similar towing platform, to transport your AMI for use within Europe.

As such, we have included European cover for **you** that covers your AMI only (not the towing vehicle or trailer) in the unlikely event that your AMI should **break down** if in **Europe**

Additionally, while **we** cover most **European** countries, there may not be a Citroën AMI authorised repairer in the country **you** are touring in. We would advise that you check this before travelling.

If the country **you** are in does not have a Citroën AMI authorised repairer, **we** can still help, but **you** may need to arrange for repairs at a Citroën AMI authorised repairer in the **UK**, once **you** have returned **home**.

Section E1: Roadside assistance in Europe

Service provided

If **your vehicle breaks down** in **Europe** during a **journey**, **we** will send help to either:

1. Repair the **vehicle** at the roadside. This could be a permanent or temporary repair; or
2. If **we** are unable to repair the **vehicle** at the roadside, **we** will recover the **vehicle** and **passengers** to a Citroën AMI authorised repairer. The nearest Citroën AMI authorised repairer must be within the same country and within a maximum distance of 60 miles (100 kms) of the recovery.
 - a. If **we** establish that the repairs cannot be completed within 6 hours (from arrival time at the AMI authorised repairer) **we** will also offer **you** the option of a small hire car for use whilst **your** Citroën AMI is being repaired, up to a maximum of 14 days. Please see Hire car terms on page 5 which will apply; or
3. If **we** are unable to repair the **vehicle** at the roadside, and there is not a Citroën AMI authorised repairer within the same country and within a maximum distance of 60 miles (100 kms) of the recovery, **we** will instead re-unite the **vehicle** and **passengers** with your towing vehicle so **you** can continue **your journey** and arrange for repairs on **your return home**

Please note:

If your AMI is covered by a manufacturer's warranty or a My AMI Care plan, it may be most appropriate to have **your** Citroën AMI assessed and repaired at Citroën AMI authorised repairer. As such **RAC** may only be able to provide basic repairs or assistance at the roadside

If **you** have a hire car, **you** must return it to the place agreed with **us** within 24 hours of the **vehicle** being repaired to a roadworthy condition. **You** can keep the hire car for longer if **you** agree this with **us** first and pay for it.

Section E2: Vehicle break-in emergency repairs

You must report the break-in to the police within 24 hours in order to obtain a written report before contacting **us** under this section.

Service provided

If the **vehicle** suffers damage to windows, windscreens or locks caused by forcible entry or attempted forcible entry, although this is not a **breakdown**, **we** will **reimburse you** up to £180 for:

1. immediate emergency costs incurred in order to continue **your journey**; or
2. the costs of recovering the **vehicle** to a local repairer to ensure **your vehicle** is secure and roadworthy.

Service not provided

1. The cost of any parts.
2. Any benefits under any other section of Citroën AMI Assistance.

Section F: Self Induced Fault cover

Service provided

If your **vehicle** cannot be driven during the **period of service** for the following **self-induced faults** only:

- a. Tyre punctures, even if the **vehicle** is carrying a serviceable spare tyre; and
- b. Keys which have been lost, stolen, broken, or locked inside the **vehicle**

We will:

1. Send help to repair the **vehicle** at the roadside. This could be a permanent or temporary repair; or
2. If we are unable to repair the **vehicle** at the roadside, we will recover the **vehicle** and **passengers**:
 - a. In the **UK**: to the nearest Citroën AMI authorised repairer or a destination of your choice up to a maximum of 10 miles from the breakdown; or
 - b. In **Europe**: to a local garage.

In the event that the Citroen AMI runs out of electric charge for any reason **we** will:

1. In the **UK**, recover the **vehicle** to the nearest charging station, **your home**, or a place of work (your choice) within a 60-mile radius.
2. In **Europe**, reunite the **vehicle** with **your** towing vehicle, so **you** can arrange for it to be recharged, or to the nearest charging station, whichever is closer.

Service not provided

1. Any **self-induced fault** not listed above.
2. The cost of any parts or other consumables;
3. The fitting of parts, including batteries, supplied by anyone other than **us**; or
4. Any **breakdown** resulting from a fault that we have previously attended and:
 - a. the original fault has not been properly repaired; or
 - b. **you** have not followed **our** advice after a temporary repair.

General conditions

The following conditions apply to all sections. If **you** do not comply, **we** can refuse service.

1. **You** must request services directly from **us**, as **we** will only provide services if **we** make arrangements to help **you**.
2. Where the **breakdown** is caused by a component failure, this must stop the **vehicle** from working, so for example an air-conditioning failure in itself does not constitute a **breakdown**, and the illumination of a warning light does not always constitute a **breakdown**. If it does not, **you** will need to take **your vehicle** to a place of repair and **we** will not cover this.
3. **We** will not provide service where the **vehicle** is already at a garage or other place of repair.
4. Where **we** deem, acting reasonably, that **you** requested service to avoid the cost of repairing the **vehicle**, or to correct an attempted repair by someone else, **we** will not provide service.
5. A driver must be with the **vehicle** when **we** attend.
6. **You** are responsible at all times for the care of **your** personal belongings, valuables, luggage and goods in or on a **vehicle**. **We** will not be responsible for any loss of or damage to them.
7. Where **we** recover **passengers** under the age of 16, they must be accompanied by an adult.
8. **We** will not allow animals in **our** vehicles, except guide dogs. Any animals can remain in the **vehicle** at the driver's own risk. **We** will not be liable for any injury to animals, or damage caused by them. **We** will not transport any livestock. **We** will not be responsible for any costs relating to animals.
9. The **vehicle** must not carry more **passengers** than the number stated in the **vehicle's** registration document. Each **passenger** must have a separate fixed seat fitted to the manufacturer's specification and any child must occupy a properly fitted child seat if required.
10. Where **we** provide a repair to the **vehicle**, whilst **we** are responsible for that repair, this does not mean that **we** are confirming the legal and roadworthy condition of the **vehicle**. This remains the driver's responsibility.
11. **We** will not be responsible for any losses that may incur following a **breakdown** that are not expressly covered under Citroën AMI Assistance. For example, **we** will not pay for any loss of earnings or missed appointments.
12. **We** do not guarantee that recovery to any garage, including a Citroën AMI authorised repairer, will be during opening hours, or that repairs can start immediately. Whilst **we** will try to check that the garage will undertake the type of repairs required, **we** cannot guarantee this. **We** will not take responsibility for repairs carried out at any garage and the contract for such repairs will be between **you** and the garage / repairer.
13. **We** will not provide service if **we** are prevented from doing so in circumstances beyond **our** reasonable control, including, but not limited to, an act of terrorism, a pandemic or epidemic, extreme weather, the activities of civil or government authorities, industrial disputes, riots, war or civil unrest. In these circumstances, **we** will take steps to prevent or minimise the effects on **our** services.
14. The cost of the following is not covered:
 - a. **specialist resource**;
 - b. tolls, ferries or congestion or low emission zone charges for **your vehicle** and **our vehicle**;
 - c. any damage to glass even if the damage means the **vehicle** cannot be legally or safely driven. **We** will arrange transport to a local garage so **you** can arrange to get the **vehicle** fixed but **you** will have to pay for this; or
 - d. recovery by someone other than **us**. If the emergency services, local authority or any government agency are handling the **breakdown**, **we** will only attend and provide recovery once instructed to do so by them.

15. In handling any request for service there may be more than one option available to **you**. **We** will decide which is the most appropriate option based on **our** expertise in **breakdown** situations. In doing so **we** will act in consultation with **you**, and act reasonably at all times.

16. Citroën Assistance does not cover:

- a. routine servicing, maintenance, or assembly of **your vehicle**;
- b. **breakdowns** that occur during activities or events that are not subject to the normal rules of the road, for example, **breakdowns** on a track day. **We** will not attend **breakdowns** on racetracks or where **you** have been immediately recovered from a racetrack;
- c. breakdowns that occur, or recovery of **vehicles** to a destination, that is off the public highway to which **you** or **we** have no legal access;
- d. **your vehicle** if it is not legally taxed, insured and holding a valid MOT which is required by law or is not being used in line with the manufacturer's guidelines;
- e. **vehicles** that are not in a roadworthy condition. If **we** consider, acting reasonably, that the **vehicle** is not in a legal or roadworthy condition, **we** can refuse to provide service. If **you** can demonstrate that the **vehicle** is roadworthy, **we** will provide service;
- f. any request for service that is or may be affected by the influence of alcohol or drugs;
- g. any **breakdown** that is caused by or as a result of **vehicle** theft or fire; or
- h. any request for service where the **breakdown** was not first reported to us under Citroën AMI Assistance.

17. If **you** are asked to review and approve a document, including an electronic form, recording the condition of **your vehicle**, it is **your** responsibility to ensure that the record is accurate and complete, and **we** will not be responsible for any errors or omissions.

18. Where **we** arrange a hire car, taxi, hotel, or similar benefit, **we** will always try to find a suitable option that is available at the time, however:

- a. **we** are not responsible for the quality or service of each individual hotel, train or taxi booked; and
- b. for hire cars, whilst **we** use reputable companies, **we** are unable to and cannot be responsible for checking the condition of each vehicle or the quality of service provided by each company;

Conditions specific to travel in Europe

19. Requests for service made more than 24 hours after the **breakdown** may be declined in part or completely;

20. **We** do not cover:

- a. overloading of a **vehicle** under the laws in any country in which the **vehicle** is travelling;
- b. **Breakdowns** in **Europe** caused by running out of oil or water, frost damage or rust or corrosion.

21. **We** will not cover any repairs which are not essential in order to continue the **journey**.

22. **You** must make sure the **vehicle** meets all relevant laws of the countries you visit during a **journey**;

23. How **we** calculate the exchange rate:

- a. Any costs incurred directly by **us** in a currency other than GBP will be converted to GBP at the exchange rate used by **us** at the time;

b. Costs incurred by **you** in a currency other than GBP which are recoverable from **us** will be converted to GBP either:

- i. at the exchange rate used by **your** credit or debit card provider; or
- ii. at the exchange rate used by **us** when we receive **your** claim form if **you** paid in cash

Additional benefits

The following are provided at no additional charge:

1. Service in the Republic of Ireland

Please note: This service is only provided if **your home** address is in Northern Ireland and as an alternative option to **your** European **breakdown** cover under Section E.

If the **vehicle** has broken-down in the Republic of Ireland, **we** will provide a Roadside attendance service only, as described under Section A (Roadside). If **we** are unable to repair **your vehicle** at the roadside, **we** will recover the **vehicle** to **your home**, or to another destination in Northern Ireland if the distance is less.

2. Urgent Message Relay

If **your vehicle** has **broken-down** and **you** need to get in touch with friends and family urgently, **we** will get a message to them for **you**.

Additional services

We can provide additional services that are not included in Citroën AMI Assistance, but **we** will charge **you** for these, for example to:

- Purchase the parts **you** need to get on **your** way;
- Pay for specialist resource to complete the recovery or repairs;
- Extend the hire time for a replacement car; or
- Arrange a second or extended recovery.

We will agree these costs up front and will need full payment before **we** can help. **You** will be responsible for any additional charges.

Misuse of service

You must not:

1. Behave inappropriately towards **us**, including acting in a threatening or abusive manner, whether verbally or physically;
2. Persuade or attempt to persuade **us** into a dishonest or illegal act;
3. Omit to tell **us** important facts about a **breakdown** in order to obtain a service;
4. Provide false information in order to obtain a service;
5. Pay for additional services or goods in the knowledge that the payment has or will fail, with no intention of providing alternative payment.

If these conditions are not complied with, **we** may:

1. Restrict the cover available to **you** in the future;

2. Restrict the payment methods available to **you**;
3. Refuse to provide any services to **you** under Citroën AMI Assistance with immediate effect;
4. Immediately cancel this cover; and
5. Refuse to sell any policies or services to **you** in the future.

Changes to your details

You must let **us** know immediately if **you** need to change **your** details.

All communications from **us** shall be deemed duly received if sent to **your** last known address.

Complaints

We are committed to providing excellent service. However, **we** realise that there are occasions when **you** feel you did not receive the service you expected. If **you** are unhappy with **our** services relating to Citroën AMI Assistance, such as services at or following a **breakdown**, or the additional benefits, please contact **us** as follows:

	Phone	In writing
Breakdown Complaints	0330 159 0339	Citroën AMI Breakdown Customer Care RAC Motoring Services Great Park Road Bradley Stoke Bristol BS32 4QN breakdowncustomercare@rac.co.uk