

# policy document / **camper insurance**



**Quality cover for  
people on the move**

ROI April 2016

Arranged by

in association with



In the event of a claim please call  
our 24 hour Claims Helpline on:

**1890 24 7 365**

(003531 8583200 from outside the ROI)

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## Caring for you

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There may be times when you feel you do not receive the service you expect from us. This is our complaints process to help you.

- For a complaint about your policy, contact your broker (if any) or local AXA Insurance branch.
- For a complaint about your claim, contact our claims action line on 1890 24 7 365.

If we cannot sort out your complaint, you can contact our Customer Care Department on 1890 211850 or:

- email: [axacustomer care@axa.ie](mailto:axacustomer care@axa.ie); or
- write to AXA Insurance, Freepost, Dublin 1.

If you are unhappy with the way we have dealt with your complaint, you may be able to refer to:

- the Financial Services Ombudsman Bureau on 1890 88 2090  
Fax: 01 6620890. Email: [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)  
Website: [www.financialombudsman.ie](http://www.financialombudsman.ie);

Our promise to you

- We will reply to your complaint within 5 working days.
- We will investigate your complaint.
- We will keep you informed of progress.
- We will do everything possible to sort out your complaint.
- We will use feedback from you to improve our service.

# Camper Insurance

Policy Document



## Your Policy

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Welcome to your policy. This document and any endorsements that are included in it sets out the rights and responsibilities of both you, and us.

The cover you have bought has many benefits to provide you with peace of mind. However, as with all insurance contracts, there will be circumstances where cover will not apply. These are detailed in this document.

Please read your policy carefully and keep it in a safe place.

Your policy is in three parts:

- the proposal and declaration
- the policy wording in this booklet
- the current Certificate which gives details of who may drive and the purposes for which the vehicle may be used.

AXA Insurance Limited (hereinafter called the company) will provide insurance as described in the following pages for injury, loss or damage happening during the period of insurance or any subsequent period which may be agreed anywhere in the Republic of Ireland, Northern Ireland, Great Britain, the Isle of Man or the Channel Islands or in transit by sea between any ports therein.

A handwritten signature in black ink that reads "Phil Bradley". The signature is written in a cursive style with a horizontal line underneath the name.

Phil Bradley  
Chief Executive

### **The law applicable to this contract**

You and we are free to choose the law applicable to this contract. Your policy will be governed by the law of the Republic of Ireland unless you and we have agreed otherwise.

## Definitions

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### **We/us/the company**

means AXA Insurance Limited.

### **vehicle**

means any camper for which there is in force an effective certificate of motor insurance issued under the policy.

### **you/your/the insured**

the person named as insured on the schedule.

### **Camper means**

a Vehicle owned by the insured built or adapted to provide sleeping accommodation and cooking facilities, including all fixtures and fittings but excluding other contents.

### **Motoring accessories**

means an item or piece of equipment designed for use in conjunction with a motor vehicle but not specifically for a camper.

### **The Continent of Europe**

includes any country in or outside Europe whose Green Card Bureau is a member of the Council of Bureaux in London.

## **Section 1 - Loss of or Damage to your camper**

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This section applies only to a camper notified to and accepted by the company.

### **Section 1 (A) Comprehensive**

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The company will pay for accidental loss of or damage to your camper, its motoring accessories and specific items as shown below while they are in or on your camper or in your own private garage.

#### **Excess**

Except for the items listed under "Specific Items" below, You will be required to pay the first €126 of any claim under Section 1 (A). A separate excess is shown for the Specific items.

### **Section 1 (B) Fire & Theft**

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The company will pay for loss of or damage to your camper, its motoring accessories and specific items as shown below while they are in or on your camper or in your own private garage caused by fire, theft or attempted theft.

Your camper must be missing for at least 28 days before the company will consider it lost by theft.

### **Looking after your campervan**

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You must do all you can to prevent injury to other people and protect your campervan and keep it in a roadworthy condition. If you do not do this, your right to claim under your policy may be affected. If your campervan is stolen, you must tell us as soon as possible by phoning our claimshelpline on 1890 24 7 365. You must also tell the Gardaí.

1. Loss or damage caused by theft or attempted theft if the campervan was taken by a member of your family or household unless you can provide us with written confirmation of notifying Gardaí of the theft.
2. Loss or damage caused by theft or attempted theft if the keys (or keyless entry system) are left unsecured or left in or on an unattended campervan.

## Section 1 (C) Windscreen

The company will pay broken glass in the windscreen, windows and roof of your camper. The company will also pay for any scratching to the bodywork of your camper resulting solely and directly from the broken glass.

## Section 1 (D) Fire Brigade Charges

We will pay charges from a local authority (in line with the Fire Services Act 1981) for putting out a fire in your camper if the fire gives rise to a valid claim under the policy, or for removing the driver or passengers from your camper using cutting equipment. The most that we will pay for any one claim is €1,000.

## Specific Items

In addition to the camper and its motoring accessories, the following items are covered up to the maximum amount, less the excess, shown here.

| Item   | Maximum amount payable | Excess |
|--|------------------------|--------|
| Awnings attached to your camper  | €2,500                 | €100   |
| Portable electricity generating equipment in, on or connected to your camper                                 | €1,250                 | €100   |
| Contents of your camper including clothing, personal effects, luggage and pedal cycles, while in your camper | €5,000                 | €100   |

In the event of your campervan not being used for holiday purposes, not in use, or is laid up, your contents cover for personal belongings will be reduced to €500. We will provide cover up to €500 for items that are lost or damaged caused by accident, fire, theft or attempted theft.

## **Pedal Cycles Theft Cover**

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This cover is designed to cover pedal bikes that might be stolen from your camper. It only applies to cases where the bike was securely locked to a bicycle rack attached to the camper at the time of the loss.

This cover is limited to €500 per total claim in any one insurance year. This may relate to multiple incidents or to the theft of several bikes.

- Limit per bike is €200.
- An excess of €50 per claim will apply.

## **Replacement Car**

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If your camper is disabled as a result of an incident that will give rise to a valid claim under this policy, we will at our option provide or arrange to provide you with a replacement car or pay up to €20.32 per day incurred by you in hiring a replacement car. The company will decide how long this benefit is payable for up to a maximum of 35 days.

## **Temporary use on the Continent of Europe**

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Section 1 of your policy also operates while your camper is on the Continent of Europe (or in transit by sea between any port therein). The company will pay any customs duty you are required to pay as a result of an accident covered by this policy.

## **What does the company pay?**

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The word 'pay' means that the company may, at its option, make a payment in cash of the amount of loss or damage, or may repair, reinstate or replace.

If the company knows that your camper is the subject of a hire purchase or leasing agreement, any cash payment may be made to the owner named in it (whose receipt will be a full and final discharge).

The company will not pay more for a claim than the market value of your camper immediately prior to the loss or damage.

The company will not pay more than the manufacturer's current list price (plus the reasonable cost of fitting) for any part or motoring accessory.

If the company settles a claim as a total loss, the company reserves the right to own the salvage.



## **Repairs, storage, collection and delivery**

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You may authorise repairs, provided such repairs are economical and an estimate is sent immediately to the company.

A maximum limit of €200 will operate for all fees connected with towage and storage of your campervan provided you notify us of any accident or loss within 48 hours. If you notify us after 48 hours we will determine the amount we deem reasonable to pay you for these fees.

If your camper is disabled, the company will pay the reasonable cost of protection and removal to the nearest competent repairers.

After it has been repaired the company will pay for the reasonable cost of delivery of your vehicle to your address in the Republic of Ireland.

These costs will only be paid in connection with a valid claim for loss or damage.

Where an excess applies payment of this is your responsibility.

## **Exceptions**

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**The company will not pay for:**

- **Losses you sustain through not being able to use your camper (including the cost of hiring another vehicle)**
- **Depreciation**
- **Wear and tear**
- **Repairs or replacements which improve your vehicle beyond its condition before the loss or damage**
- **Mechanical or electrical breakdowns, failures or breakages**
  - **The company will not pay for the item which broke down, failed or broke but the company will pay for any consequent loss or damage which is covered, except that caused by a failure of portable electricity generating equipment**
- **Damage to tyres caused by applying the brakes, road punctures, cuts or bursts**
- **Loss or damage resulting from the use of your vehicle in a rally, competition or trial.**
- **Loss or damage to anything in or on your vehicle other than its motoring accessories, spare parts and specific items shown above**
- **The cost of importing parts or accessories from outside the EU**
- **Any additional cost of parts or accessories above the price of similar parts available from the Manufacturer's European representatives.**

**In respect of the specific items above and in addition to all other exceptions**

- **loss or damage caused by any gradually operating cause wear and tear**
- **losses caused by a failure to maintain equipment in efficient working order**
- **contents of your camper if they are stolen while the camper was left unlocked**
- **contents of your camper consisting of**
  - **money, stamps, tickets, documents, securities (financial certificates such as shares and bonds), furs or jewellery**
  - **tools, equipment, goods or samples or anything carried in connection with any trade or business**
  - **any article insured under any other insurance whether effected by you or not**
- **business or property insured by another insurance policy; or**
- **Satellite Navigational Equipment unless fitted by the Manufacturer or**
- **Authorised Dealer as original equipment for the vehicle**

## Section 2 - Third Parties

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### Third Party Bodily Injury

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The company will insure the people insured against legal liability (and the associated costs below) for damages in respect of death of or bodily injury to any person as a result of an accident involving your camper.

### Third Party Property Damage

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The company will insure the people insured against legal liability (and the associated costs below) for damages in respect of damage to property, subject to the following limitations, as a result of an accident involving your camper

- i. The maximum amount we will be liable for is €30,000,000, including the associated costs below.
- ii. If this policy covers more than one person, this maximum amount is the aggregate amount to be paid and you will have priority over any other people insured.
- iii. In dealing with a claim or series of claims arising from one event, the company may choose to pay you the full amount of this limit less any amounts already paid or any less amount for which such claim or claims can be settled. The company will then take no further part in the handling or settlement of a claim, except to pay legal costs and expenses incurred in respect of matters prior to the date of such payment.

### People insured

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- (a) You
- (b) Any person allowed to drive by the Certificate
- (c) Any person using (but not driving) your camper with your permission for social, domestic and pleasure purposes
- (d) If you wish, any person (other than the driver) in your camper, or getting into or out of it
- (e) The personal representative of any person in (a) to (d) following that person's death (but only in respect of the deceased's liability)

## **Costs**

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- 1 Costs and expenses recoverable by any claimant
- 2 All other costs and expenses
- 3 Solicitor's fees for representation at the coroner's inquest or fatal inquiry or Court of Summary Jurisdiction
- 4 The cost of defence up to a maximum of €1,270 against a charge of manslaughter or dangerous driving causing death or serious bodily injury.

2,3 and 4 must be incurred with the written agreement of the company.

### Temporary Use on the Continent of Europe

Section 2 applies while the vehicle is on the Continent of Europe (or in transit by sea between any ports therein).

## Exceptions to Section 2

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### The company does not cover

- **Damage to property belonging to, or held in trust by, or in the custody or control of, the person insured**
- **Damage to any camper being driven or used by a person insured**
- **Any of the people insured in (c) or (d) if to that person's knowledge the driver of the camper does not hold a licence to drive it**  
**This exception does not apply if the driver had held such a licence and is not disqualified from holding or obtaining one**
- **Any person other than you who has insurance under another policy**
- **Any person in the Motor Trade driving the vehicle for overhaul upkeep or repair**
- **Any person insured who does not comply with the terms, exceptions and conditions of the policy**
- **Death of or bodily injury to any person driving or in charge of the vehicle.**

**If the law requires the company to pay a claim which would otherwise not be covered, we reserve the right to recover the amount from you.**

## Section 3 - Personal Accident Cover

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We will pay the relevant benefits as detailed below in the event that you sustain bodily injury as a result of an accident :

1. While travelling in or on, including getting into or out of:
  - a) Any Road Vehicle (excluding Motor Cycles, Tractors, Combines and Farm Implements but including Pedal Cycles, whether motor assisted or not) as a passenger or driver.
  - b) Any Boat or Railway Train as a fare paying passenger
2. In connection with a Railway Train or Road Vehicle in which you are involved as a pedestrian.

### Benefits Payable

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| Section            | Benefit |
|--------------------|---------|
| <b>A</b>           | €40,000 |
| <b>B</b>           | €40,000 |
| <b>C, per week</b> | €93     |

#### Section A – Death

Occurring within twelve calendar months from the date of the accident

#### Section B – Permanent Disablement

Total loss by physical separation at or above the wrist or ankle of at least

- one hand
- or one foot
- or total and irrecoverable loss of all sight in one eye

Occurring within twelve calendar months from the date of the accident.

#### Section C – Temporary Total Disablement

In consequence of which you are immediately following the injury and continuously thereafter entirely incapacitated from attending to any business or following any occupation.

## Exceptions

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### We will not pay benefit :

- **for suicide or attempted suicide or intentional self injury or you being in a state of insanity**
- **for your own criminal act**
- **for any physical defect or infirmity**
- **for pregnancy or childbirth**
- **if you are engaging in or taking part in racing or speed testing**
- **where death is sustained whilst you are under the influence of alcohol or drugs.**

## Provisos

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- a) Compensation under Section C shall only be payable if :
- i. Notification of a claim under this section is made to us within 28 days of the date of occurrence and
  - ii. You immediately attend a duly qualified Medical Practitioner and commence suitable treatment.
- Payment will be made only in respect of the period during which you are undertaking medical treatment. Inability to take part in sports or pastimes will not, of itself, constitute total disablement.
- b) Compensation will not be paid:
- i. Under more than one of Sections A or B
  - ii. Under Section C for any disablement for which compensation is payable under Sections A or B.  
If a claim arises under Section A or B this section will cease to operate from the date of the accident.
  - iii. Under Section C, until the total amount payable is agreed, and not from more than 156 weeks in respect of any one accident.
- c) If you make a claim under Section C, and subsequently make a claim under Section A or B in respect of the same injury, the maximum amount payable under this section will be that payable in respect of Section B.

## **Conditions**

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1. You must give us immediate notice of any accident which causes disablement that is within the meaning of this section, and you must place yourself in the care of a duly qualified Medical Practitioner and commence suitable treatment.
2. We must be given immediate notice of death resulting or alleged to result from an accident within the meaning of this section.
3. We will not pay any compensation unless our Medical Adviser(s) are allowed as often as they require to medically examine you.

## **Section 4 - Hospital Benefits**

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If you are hospitalised for more than 6 consecutive days as a result of a road traffic accident involving your vehicle, we will pay you an amount of €250 per week or part thereof while you are hospitalised, up to a maximum of 20 weeks.

We will not pay where death or injury is:

- sustained while you are under the influence of intoxicating liquor or drugs.
- consequent upon suicide or attempted suicide.
- otherwise intentionally inflicted.



## **Miscellaneous Provisions**

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### **Avoidance of certain terms and right of recovery**

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Nothing in the policy or any endorsement will affect the right of any person to obtain payment of a sum of money which the company is obliged to pay by reason of the law of any country in which the policy operates relating to the insurance of liability to third parties. However, you must repay to the company any amount paid which would not have been payable but for the provisions of such law.

### **Payments**

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If so required by legislation all monies payable by the company under the policy will be paid in the Republic of Ireland.

### **Temporary Use in Northern Ireland, Great Britain, the Isle of Man or the Channel Islands.**

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While the vehicle is in any of the above territories the company will insure any person using the vehicle against liability under the Road Traffic Acts to pay for emergency treatment of injuries caused by the vehicle.

## General Exceptions

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Applicable to all sections of the policy.

The Company shall not be liable in respect of:

1. Any injury, loss or damage occurring while your vehicle is being:
  - (a) Driven by any person not covered by the certificate of motor insurance.
  - (b) Used for any purpose not covered by the certificate of motor insurance.
  - (c) Driven by you, unless you hold a licence to drive such a vehicle or have held and are not disqualified from holding or obtaining such a licence.
  - (d) Driven with your permission, by any person who to your knowledge does not hold a licence to drive such a vehicle unless such person has held and is not disqualified from holding or obtaining such a licence.
  - (e) Driven by any person who does not comply with the terms exceptions and conditions of the policy.
  - (f) any claim under any section of the policy if the camper van is used as a permanent residence or an extension of your permanent residence, as the Dolmen camper van scheme is specifically designed to cover camper van's used for holiday purposes only.
  
2. Any liability which attaches by virtue of an agreement but which would not have attached in the absence of such agreement.
  
3.
  - (a) Loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or
  - (b) Any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
    - (i) Ionising radiations or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
    - (ii) The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or of its nuclear components.
  
4. Liability loss damage cost or expense of whatsoever nature directly or indirectly caused by resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss (except so far as is necessary to meet the requirements of Road Traffic Legislation):
  - (a) War invasion acts of foreign enemies hostilities or warlike operations (whether war be declared or not) riot civil war mutiny civil commotion military

**rising insurrection rebellion revolution military or usurped power martial law confiscation or nationalisation or requisition by or under the order of any Government or public or local authority**

**(b) Any act of terrorism**

**For the purpose of this exception an act of terrorism means an act including but not limited to the use of force or violence and/or the threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political religious ideological or other purposes including the intention to influence any government and/or to put the public or any section of the public in fear**

**This exception also excludes liability loss damage cost or expense of whatsoever nature directly or indirectly caused by resulting from or in connection with any action taken in controlling preventing suppressing or in any way relating to (a) and/or (b) above If the Company alleges that by reason of this exception any liability loss damage cost or expense is not covered by this insurance the burden of proving to the contrary shall be upon the Insured In the event any portion of this exception is found to be invalid or unenforceable the remainder shall remain in full force and effect.**

- 5. Any injury, loss or damage (except under Section 2 of the Policy) caused by Earthquake.**
- 6. Any accident, injury, loss, damage or liability (except so far as is necessary to meet the requirements of Road Traffic legislation) while your vehicle is in or on any part of an aerodrome, airport or airfield provided for:**
  - (a) The take-off and landing of aircraft and for the movement or parking of aircraft on the ground.**
  - (b) Service roads, ground equipment, parking areas and those parts of passenger terminals coming within the Customs examination area.**
- 7. Liability loss damage cost or expense of whatsoever nature directly or indirectly caused by resulting from or in connection with:**
  - (a) The loss of alteration of or damage to or**
  - (b) A reduction in the functionality availability or operation of**  
**A computer system hardware programme software data information repository microchip integrated circuit or similar device in computer equipment or non-computer equipment whether the property of the Insured or not that results from the malicious or negligent transfer (electronic or otherwise) of a computer programme that contains any malicious or damaging code including but not limited to computer virus worm logic bomb or trojan horse.**

### **This Policy does not apply**

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- 1. If campervan is being used for purposes that are not shown in your certificate of insurance**
- 2. Is being driven by, or in the charge of any person who is not covered by your certificate of insurance**
- 3. Is being driven by you and you have not got a licence, or if you have had a licence, are disqualified from driving or getting a licence**
- 4. Is being driven with your permission by any person who you know has not got a driving licence or who you know to be disqualified from driving or getting a licence. If an accident happens and:**
  - (a) As a result you and any insured person is convicted or has a prosecution pending of an offence involving alcohol or drugs:**
  - (b) You or any person is driving while unfit to do so due to alcohol or drugs;  
or**
  - (c) you or any insured person is driving after drinking alcohol and, three hours after the accident, the amount of alcohol in the breath, blood or urine is above the legal limit for driving.**

### **Then**

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- (a) The cover provided under the loss of or damage to the insured campervan will not apply,**
- (b) you or any person driving must repay all the amounts we have paid to cover any claims arising from the accident,**
- (c) This policy does not cover anyone who does not meet the policy terms and conditions,**
- (d) This policy does not cover any liability which you have as a result of an agreement or contract, unless you would have had that liability anyway.**

## Conditions

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### 1. Claims procedure

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In connection with any injury loss or damage which may give rise to a claim under the policy

- You must contact AXA on 1890 24 7 365
- In the event of an incident such as accident, injury, loss or damage involving the insured campervan which could lead to a claim, You must immediately do whatever you can to protect your campervan and its accessories. You or your legal representative must give us full details by phoning the claims helpline
- You must send to the Company immediately any writ or summons, and as soon as possible any letter, claim or other document unacknowledged.
- You must notify the Company immediately of any impending prosecution, inquest or fatal inquiry.
- You must not admit liability for or negotiate the settlement of any claim without the Company's written agreement.
- You must give the Company all information and assistance required.

The Company is entitled to take over and conduct the defence or settlement of any claim, and to pursue any claim for its own benefit in the name of any person insured. However, the Company does not have to do so.

### 2. Looking after your camper

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You must take all reasonable precautions to

- (a) Prevent injury, loss or damage
- (b) Maintain your camper in an efficient and proper roadworthy condition
- (c) Ensure your camper and its motoring accessories and specific items are free from any defect.

The Company shall have at all times free access to examine your camper.

### **3. Other Insurance**

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If any loss or damage is covered by any other insurance, the Company will not pay more than its rateable proportion, except as otherwise stated in the policy.

### **4. Changes to your policy**

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You must tell the company immediately of

- Any change of camper
- Any convictions or pending prosecutions
- Any change in driver's health
- Any change in address or occupation
- Any change or modification of the camper
- Any additional camper
- Any change in use
- Any change in main user
- Any change in any other material fact

### **5. Cancellation**

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The Company may cancel the policy by sending 10 days notice by registered letter to you at your last known address. In such event we may return a proportionate part of the Premium, provided the certificate and disc have been returned. You may cancel the policy by returning the certificate and disc to the Company with a written instruction to cancel.

If you cancel within the first 12 months of the policy we will not refund your premium.

If you have had continuous cover for more than 12 months, we will work out the percentage of premium for the period you have been insured and refund any balance after an administration fee has been taken away.

If you have made a claim or there has been any incident that is likely to result in a claim during the current period of insurance, we will not refund your premium.

### **6. Fraud**

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**You must not act in a fraudulent manner. If you or anyone acting for you:**

- **Fails to disclose or conceals a fact likely to influence the assessment or acceptance of a proposal, a renewal, or any adjustment to the policy or**
- **Fails to disclose or conceals a fact likely to influence the provision of indemnity or the extent of indemnity provided by the company or**

- **Makes a statement to the company or anyone acting on the company's behalf knowing the statement to be false in any respect or**
- **Submits a document to the company or anyone acting on the company's behalf knowing the document to be forged or false in any respect or**
- **Makes a claim under the policy knowing the claim to be false or fraudulently exaggerated in any respect or**
- **Makes a claim in respect of any loss or damage caused by your willful act or with your connivance**

**then and in addition to any other rights or remedies which the company may have under this Policy or otherwise the Company:**

- **will not pay a claim**
- **will not pay any other claim which has been or will be made under the policy**
- **may at the Company's option declare the policy void**
- **will be entitled to recover from the Insured the amount of any claim already paid under the policy**
- **will not make any return of premium**
- **may inform the appropriate law enforcement authority of the circumstances**

## **7. Arbitration**

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Any difference arising under the policy shall be referred to Arbitration in accordance with the statutory provisions then being in force and the making of an Award shall be a condition precedent to any right of action against the Company. Any claim for which the Company disclaims liability and which has not within a year of such disclaimer been referred to arbitration shall be deemed to have been abandoned and not recoverable thereafter.

## **8. Observance of policy conditions**

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The policy cover will only operate if its terms, provisions, conditions and endorsements are complied with and the statements and answers in the proposal forms or information given orally and outlined in the proposal confirmation, which forms the basis of the contract are complete and correct.

## Endorsements

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### Trailers

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The Company will indemnify you in the terms of Section 2, Third Party, in respect of liability arising while any trailer or caravan, details of which have been supplied to the company, is detached from any vehicle insured under this policy.

The company does not cover any liability if the trailer or caravan is attached to a vehicle which is not covered by this policy.

### Endorsement 66 – Breakdown Assistance Cover

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AXA Assistance (Ireland Ltd operates the 24 hour motoring assistance helpline. Their registered office is Kilmartin N6 Retail Park, Athlone, Co. Westmeath, Ireland. To avail of the benefits provided by this endorsement you must use the freephone number 1800 333 393 (or +353 906 486335 if calling from abroad). Any expenses incurred prior to or without calling this number 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 breakdown, the MTP will attempt to get the vehicle 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; or
- loss of, or running out, of fuel.

Our network of service providers are capable of towing most campervan vehicles including large vehicles up to 8.5 metres in length and 7 tonnes gross vehicle weight. If in the opinion of our local service provider, it is possible to tow your vehicle and you require a tow we will cover the cost of towing to either the nearest competent repairer or to any other chosen



location (including repatriation) up to a maximum of €650 for any one incident and €1,500 per policy year. If the vehicle is too large to tow we will cover the cost of an additional one hour's labour attempt to get the vehicle mobile..

Please note under French Law we can not assist on French Motorways. You will need to contact the Police if you breakdown on a French Motorway.

The following countries are covered:

Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom and the Vatican City.

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

## **Hotel Accommodation**

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If it is not immediately possible for you to continue your Journey or return to your address we will pay the cost of one night's bed and breakfast accommodation for the Driver and passengers while waiting for your Campervan to be repaired. The maximum amount we will pay arising from any one incident is €400 and up to €1000 per policy year.

## **Exceptions**

**We will not be liable:**

- **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.)**
- **To pay for expenses which are recoverable from any other source.**
- **For any claim where your camper is carrying more passengers or towing a greater weight than that for which it was designed as stated in the manufacturer's specification.**
- **For any claim arising out of unreasonable driving of the vehicle on unsuitable terrain.**
- **For any accident or breakdown brought about by an avoidable, wilful and deliberate act committed by you.**
- **For the cost of repairing the vehicle except as outlined above.**
- **For the cost of any parts, keys, lubricants, fluids or fuel.**
- **For any claim caused by fuels, mineral essences or other flammable materials, explosives or toxins transported in the campervan.**
- **For any breach of this section of the policy or failure on our part to perform any obligation where such failure is beyond our reasonable control.**

- **Any claim where the vehicle is not a campervan.**
- **If you agree to a temporary roadside repair, you will be responsible for any costs or any damage to the vehicle it suffers if you continue to drive the vehicle 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 vehicle to a suitable facility so a permanent repair can be carried out.**

## **Conditions**

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- No benefit shall be payable unless we have been notified through the emergency phone number of 1800 333 393 (within Ireland) or +353 906 486335 (to Ireland from Abroad)
- In the event of theft or attempted theft of your camper, the theft must be reported to the local Police station as appropriate.
- Your policy number must be quoted when calling for assistance.
- Any parts, including the battery, found to be defective

## **Endorsement 6205 – Extra Benefits**

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Your schedule will show if you have chosen this cover which is available at an additional charge.

This package gives you additional cover as outlined below.

- Cover for an external motorbike rack - limit €1,000
- Cover for a crash bar - limit €250
- Cover for a tow bar - limit €500
- Cover for Solar panels - €1,000
- Cover for Satellite system - €2,500

### **What is not covered:**

- **An excess of €100 applies to this extended cover.**
- **This cover only applies to purpose built camper vans that are less than 10 years old.**

## **General Information**

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### **Moving home?**

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Please bear in mind that the company needs to have your current address. This will make sure that your renewal invitation will reach you in good time and avoid confusion in the event of a claim.

### **Change of camper?**

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You are reminded of Condition 3 of the policy. Cover applies only to the camper notified to and accepted by the company. If you get a new vehicle or an additional vehicle you must supply the company with full particulars if you want cover for it. You will need a new Insurance disc and you may need a new Certificate.

### **Other Changes?**

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The policy cover is based on the details you supplied on the proposal form.

Hence it is important that any subsequent alterations to these details should be notified to us without delay.

## **What do you do after an accident**

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This page is for your assistance and does not form part of the policy.

Note the registration number of the vehicles involved.

Ask for the names and addresses of other people involved and any witnesses.

Make a sketch plan of the scene of the accident.

Do not admit responsibility or sign any statement to this effect.

If the accident results in damage to another vehicle, an animal, or other property, to comply with the law you must

- stop
- give your name, address and registration particulars of the vehicle (along with the owner's name and address) to anybody requiring the information.

If anyone other than yourself is injured you must show your Certificate to the Gardai or to any other person reasonably asking. If you cannot do this at the time of the accident, report the accident to the Gardai as soon as possible and in any case within 24 hours. You must also show your Certificate to any person reasonably asking, if you have caused damage to another vehicle or property.

## **Getting your camper repaired**

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If the damage is covered by your policy

- please arrange to remove your vehicle to the nearest competent repairer and ask for an estimate to be sent to the company as soon as possible.

## **Excess**

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Where a damage claim is subject to an excess, it is the company's practice to instruct the repairer to collect the excess from you directly, when the repair is complete.

## **Telling the Company**

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Complete and send an accident report form as soon as possible. If you do not have one, they can be obtained from your broker or local office of the company.

## **Prosecutions**

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You must let the Company know at once if you receive notice of any intended prosecution as a result of the accident.

It would also help the Company as your insurers to know if other parties involved in the accident are to be prosecuted. Please tell the Company.

## **Claims made against you by other persons**

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Send all letters and other correspondence to the company as quickly as possible so that the company can deal with them on your behalf.

Do not admit liability for the accident or make any offer of payment.

In your own interest, you should contact the company if you are asked to give a statement to anyone.

## **Stolen campers**

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Please notify the Gardai or Police, if abroad, as soon as the loss is discovered.

If the vehicle is not recovered the company will negotiate settlement of your claim on the basis of the market value in accordance with the policy.

## **Travelling abroad**

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Your policy cover applies when travelling in Europe. Please bring your policy booklet with you.

You do not require a green card when you are travelling within the European Economic Area (all EU member countries and Norway, Switzerland and Iceland). Please contact Dolmen insurance Brokers if you are travelling outside of this area.

## Insurance in Spain

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This policy insures the person or persons named in section 4 of the certificate of motor insurance for the period shown in that certificate against LIABILITY TO THIRD PARTIES as follows:

- Unlimited indemnity against liability at law for damages and claimants' costs and expenses in respect of death of or bodily injury to any person (including passengers) where such death or injury or such damage arises out of an accident caused by or in connection with the vehicle described and specified in section 5 of the said certificate.
- An amount of not more than €30,000,000 in respect of damage to property where such damage arises out of an accident caused by or in connection with the vehicle described and specified in section 5 of the said certificate.

We authorise:

AXA SEGUROS  
Paseo De La Castellana, 79  
28046 Madrid

to make such guarantees or deposits as may be necessary but not exceeding €1,500 in order to obtain the release of the vehicle and / or the Insured and / or the persons authorised to drive the vehicle from official detention following an accident which is or might be the subject of indemnity under the foregoing Third Party Insurance and to accept service of legal proceedings and to handle and eventually settle on our behalf all claims under this insurance.

Insurer / Asegurador: AXA Insurance Ltd., Wolfe Tone House, Wolfe Tone St., Dublin 1, Ireland. Tel: 00353 1 8583470 Fax 00353 1 8721633

Note: If any part of this guarantee or deposit is wholly or partly forfeited, or is taken for payment in fines or costs, you are liable to repay that amount to the company.

## Seguro en España

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La póliza asegura a la persona o personas mencionadas en la sección 4 del certificado del vehículo asegurado por el periodo mostrado en el certificado. Riesgo a terceros como sigue:

- Indemnización ilimitada de la obligación en la ley por los daños y perjuicios y costes de los demandantes y gastos con respecto a la muerte o la lesión corporal a cualquier persona (incluyendo pasajeros) y daños a la propiedad donde tal muerte o lesión o tal daño surgiese del accidente causado o en relación con el vehículo descrito y especificado en la sección 5 de dicho certificado.
- Una cantidad de no mas de €30.000.000 con respecto a los daños a la Propiedad donde tal daño surgiese del accidente causado por o en conexión con el vehículo descrito y especificado en el certificado en la sección 5.

Autorizamos:

AXA Seguros  
Paseo De La Castellana, 79  
28046 Madrid

para hacer tales garantías o depósitos necesarios no excediendo €1,500 para obtener la libertad del asegurado o de su vehículo y/o las persona autorizadas para conducir dicho vehículo de detención oficial que sigue un accidente que es o podría ser el asunto de indemnización bajo seguro procedente a Terceros y aceptar servicio o procedimiento judicial, administrar y liquidar en nuestro nombre todas las demandas baja este seguro.

Insurer / Asegurador: AXA Insurance Ltd., Wolfe Tone House, Wolfe Tone St., Dublin 1, Ireland. Tel: 00353 1 8583470 Fax 00353 1 8721633

Note: If any part of this guarantee or deposit is wholly or partly forfeited, or is taken for payment in fines or costs, you are liable to repay that amount to the company.

## **Data Protection**

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AXA considers that protecting personal information including sensitive personal information, is very important and we recognise that you have an interest in how we collect, use and share such information. This information will be processed in accordance with Data Protection Acts and principles and in compliance with any code(s) of practice issued by the Data Protection Commissioner or IIF (Irish Insurance Federation). We invite you to review this Data Protection Statement, which outlines how we use and protect that information.

References to “AXA” means AXA Holdings Ireland Limited, and its subsidiaries including AXA Insurance Limited and any associated companies from time to time. The information that you provide to AXA will be held on a computer, computer database, e-mail, imaged documents, files, telephone recording, CCTV and letter and/or in any other way.

### **Use of information**

AXA will use this information to (i) administer and process any products /services you have purchased from us, (ii) administer any future agreements we may have with you, (iii) manage any claim notified by you or by a third party and (iv) for client services, research and statistical analyses. When considering a proposal or administering your insurance contract(s), handling claims, or making decisions regarding deferred payment arrangements, including whether to continue or to extend an existing deferred payment arrangement, AXA may carry out searches (for the purpose of verifying your identity and driving experience) and/or a credit search with one or more licensed credit reference agencies.

### **Rights of Customers**

You have the right of access to the personal data held about you by AXA by sending a written request to the Data Protection Unit, AXA Insurance Limited, Wolfe Tone House, Wolfe Tone Street, Dublin 1, and on payment of a fee of €6.35 You also have the right to require AXA to correct any inaccuracies in the information we hold about you.

### **Sharing of information**

We shall not disclose personal information without the consent of the individual to which it relates except in limited circumstances as permitted or required by law. We may share personal information with agents or service providers in connection with providing, administering and servicing the products you have purchased from us or in the course of handling third party claims. Where we choose to have certain services provided by third parties, we do so in accordance with the applicable law and take reasonable precautions regarding the practices employed by the service provider to protect personal information.



**Insurance-Link – Republic Of Ireland**

Where you make a claim, we will pass details of the claim to the Insurance-Link Central Register maintained by insurance companies under the aegis of the Irish Insurance Federation. The information will be shared with other insurance companies to safeguard against non-disclosure and help prevent fraudulent claims. Where there are reasonable grounds for suspicion, information may be passed to relevant enforcement agencies. You have the right of access to the personal data held about you by Insurance-Link. Please write to the Data Protection Unit, AXA Insurance Limited, Wolfe Tone House, Wolfe Tone Street, Dublin 1, if you would like to know how to access the information on the Central Register.

**Notes**

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Arranged by



**D O L M E N**

**INSURANCE BROKERS**

**Camper Careline +353 1 802 2330**

For breakdown assistance **1800 333 393**  
(+ 353 906 486335 from outside ROI)

For claims assistance **1890 24 7 365**  
(+353 1 8583200 from outside ROI)

Dolmen Insurance Brokers Ltd is regulated by the Central Bank of Ireland.

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redefining / standards

