

Exclusions

Eden Assist does not cover the following:

1. Any caravan/trailer where the total length exceeds 23 feet and where it is not attached to the vehicle with a standard towing hitch.
2. Contracts not registered with us.
3. The cost of any parts, components or materials used to repair the vehicle.
4. Any costs or expenses not authorised by our Rescue Controllers.
5. The cost of food, drinks, telephone calls or other incidentals.
6. The cost of alternative transport.
7. The cost of petrol, oil or insurance for a hire vehicle.
8. The recovery of the vehicle and passengers if repairs can be carried out at or near the scene of the breakdown within a reasonable time. If recovery takes effect we will only recover to one address in respect of any one breakdown.
9. Overnight accommodation or car hire charges.
10. Breakdowns caused by failure to maintain the vehicle in a roadworthy condition including maintenance or proper levels of oil and water. If, in the opinion of our recovery operator, the vehicle is found to be unroadworthy due to lack of maintenance, unless servicing records can be provided, we may terminate your cover immediately by notifying you, by letter, what action we have taken.
11. Vehicles where service cannot be effected because the vehicle does not carry a serviceable spare wheel or means of re-inflating the tyre where no spare is provided by the manufacturer of the vehicle.
12. Any request for service if the vehicle cannot be reached due to snow, mud, sand or flood or where the vehicle is not accessible or cannot be transported safely and legally using a standard transporter.
13. Any request for service if the vehicle is being used for motor racing, rallies, public hire, private hire or any contest or speed trial or practice for any of these activities.
14. Overloading of the vehicle or carrying more passengers than it is designed to carry.
15. Claims not notified, prior to expenses being incurred.
16. The charges of any other company (including Police recovery) other than our recovery operator.
17. Loss or damage to the vehicle or its contents.
18. Direct or indirect loss, damage or liability caused by, contributed to or arising from:
 1. Ionising radiation or contamination by radioactivity from an irradiated nuclear fuel or from nuclear waste from the combustion of nuclear fuel.
 2. The radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component thereof.
 3. Any results of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, military or usurped power.
19. Any false or fraudulent claims.
20. Failure to comply with requests by us or our recovery operators concerning the assistance being provided.
21. Fines and penalties imposed by courts.
22. Any charges where you, having contacted us, effect recovery or repairs by other means.
23. Ferry and toll charges outside of Mainland UK.
24. Any claims relating to the following:
 - Vehicles in excess of 35 cwt-3.5 tonnes.
 - Vehicles more than 17 feet long, six feet three inches wide and eight feet high.
25. Any service or insurance cover where remedial action has not taken place following a previous breakdown.
26. More than six callouts per contract per year.
27. Claims totalling more than £2,500 in any one year.

