



Great Britain inland waterways
breakdown cover provided by
River Canal Rescue

Covering you for those unexpected moments



Marine Insurance Since 1826

The Exchange, 3 New York Street, Manchester, M1 4HN
Tel: 0151 473 8000 E-mail: insure@gjwdirect.com



GJW Direct has teamed up with the only dedicated waterways breakdown service, River Canal Rescue (RCR), to offer inclusive membership as standard for customers insured under our Narrowboat & Barge policy

RCR has a reputation for providing its members with a quality service supported by a 24/7 operation.

They are equipped with the most up-to-date mapping technology and tools needed to deliver an efficient breakdown and recovery service, ensuring policyholders' complete peace of mind when they are on the water.

In the event of a breakdown, RCR will send a qualified mechanic to investigate the breakdown and rectify it, where possible. If the problem cannot be resolved in situ, RCR can organise for further work to be undertaken or to tow the vessel to the nearest marina or safe haven.

Breakdown cover included;

- ✓ Nationwide breakdown assistance and recovery
- ✓ 24-hour practical and technical telephone assistance
- ✓ Crisis coordination and message relay service
- ✓ Homestart and provision pick-up service
- ✓ Free WaterNav App for navigation
- ✓ SOS app to keep you updated when you breakdown

This cover is a pay on use system

- £50 per call out

* vessel must be fitted with an engine and moored afloat on navigable canals or rivers of England, Scotland and Wales. Excluding static houseboats.



Getting more out of your cover

As well as standard membership which comes inclusive with your policy, RCR will also offer GJW Direct policyholders the option to upgrade their cover, details will be provided in your welcome email.

Already an RCR member?

Make sure you give the RCR team your membership number when they contact you and you can save up to 20% when your RCR membership is due for renewal.

What to do if you breakdown

If your vessel breaks down, call the 24-hour RCR control centre on:

- Freephone 0800 0718021 or
- Landline 01785 248793

Please have the following information available when you phone:

- Your name and GJW Direct policy number
- The phone number (including the dialling code) you are calling from
- The location of your vessel, including the name of river, canal and landmarks

The control centre will keep you up to date with any relevant information and the estimated time of arrival of the engineer. If the engineer cannot resolve the problem, they will organise to tow the vessel to the nearest marina or safe haven.

Terms and Conditions

Unless we have agreed otherwise with you, in writing, English law governs this membership.

WE US AND OUR

River Canal Rescue

YOU YOUR AND YOURS

The individual, company or other organisation named as the Insured Person.

'BREAKDOWN' – any engine-related, mechanical or electrical breakdown (failures and breakages), or damage (not including hull) which results in you not being able to sail your vessel. Pay on use cover under this policy is charged at £50 per call out and will include an engineer's attendance for up to two hours; additional time can be allocated based on availability of RCR engineers. We do not repair any domestic appliances, electrics or plumbing. When a contractor attends on behalf of RCR and the fault is diagnosed as terminal or requires 'extensive work', your membership will cover the call out charge and first hour of labour. A private agreement between you and the contractor will then take over. There is no minimum call out time – however, we aim to assist within 4 hours. Recovery to marina must be within a maximum of 2 hours journey time and is dependent on the availability of RCR staff. Charged per hour.

We are not obliged to answer call outs if the vessel is on a tidal river unless you are safely moored and accessible.* We can refuse to supply services if – in our reasonable opinion – the vessel is in such a condition or position that the health and safety of our staff or sub-contractors is endangered. You must take all reasonable steps to prevent a breakdown and your vessel must not be sailed in a dangerous condition or until all recommended repairs have been carried out. You must keep your vessel properly maintained and serviced.

General exclusions

You (and not us) will be responsible for the cost of:

- Recovery of the vessel by road
- Recovering the vessel and crew, if the vessel could have been repaired within a reasonable period of time at or near to the place of the breakdown.
- Any parts, components or materials used to repair the vessel
- The attendance cost of a locksmith
- Cost of a diver, cramage or slipway hire
- Cost of towing or repairs for severe damage to the rudder/skeg from hitting underwater obstacles.
- Clearing fouled propellers – where access cannot be gained
- Repairs to bow thrusters
- Repairs due to taking on water or hull breach

**Running out of fuel will incur a surcharge*

RCR11/19



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