

Welcome to River Canal Rescue

River Canal Rescue operates 24 hours a day, 365 days a year. Our trained staff are equipped with the most up-to-date mapping technology and tools to provide a fast and efficient Breakdown and Recovery Service. Unless we have agreed otherwise with you, in writing, English law governs this membership.

**IF YOU ARE IN IMMEDIATE DANGER OF SINKING,
OR IN A POSITION WHERE YOU ARE IN DANGER OF
PERSONAL INJURY, YOU MUST FIRST CALL
THE EMERGENCY SERVICES TO YOUR AID (Dial 999)**

WHAT TO DO IF YOU BREAKDOWN

If your vessel breaks down you must call the 24-hour rescue control centre on

0800 071 8021 (free phone)

or our new LoCall tel no 0845 0068021

Our trained staff will deal with your request quickly and efficiently.

Please have the following information available when you phone:

- Your name and Membership number.
- The phone number (including the dialling code) you are calling from.
- The location of the broken-down vessel, including name of river or canal, landmarks.
- The direction you are travelling and the side of the river or canal that you are on (if possible).
- The name, make or registration number (if applicable) of the vessel that has broken down.

**PLEASE STAY WITH YOUR VESSEL UNTIL
A RESCUE VEHICLE ARRIVES.
Unless in immediate danger.**

The address of River Canal Rescue is:
River Canal Rescue
Free post NAT 11249
Stafford
ST17 0BR

Membership Levels

RETAINER: Registers the User and boat as a Member, entitles you to same level of service and priority but pay on use. Breakdown and assistance charged at a flat rate of £30 plus VAT per callout. Recovery charged at an hourly rate.

Cost £55*

BRONZE: Breakdown assistance & recovery for registered vessel and user only.

(Maximum of 4 call-outs in any 1 year period). Loan of out-board motor for a total of 2 days. No crew conveyance. Member must be onboard vessel during a breakdown

Cost £80*

SILVER: Breakdown assistance & recovery including Home-start for registered Vessel. (7 call-outs in any one year period. Member can register one other user, (The member or the registered user must be onboard the vessel during a breakdown). Loan of out-board motor for a total of 4 days. Conveyance of crew to home address or marina.

(Maximum of two relays in one year).

Cost £105*

GOLD: Breakdown assistance and recovery including Home-start. Vessel covered for any user or Member covered on any vessel. (Unlimited call-outs for member or vessel). Loan of out-board motor for a total of 7 days. Conveyance of crew to home address or marina. (Maximum of 2 relays) Annual inspection of registered vessel, engine and electrical system.

Cost £160*

Pay on Use* Services:

Simply call the office to arrange or enquire about these services:

- Breakdowns under the Retainer Membership
- Guaranteed Servicing available exclusively to members. £100 for a standard engine service with a money back guarantee that parts are exchanged.
- Boat Handling Courses-details available on request.
- Maintenance Courses – timetable of courses around the country will be included in your Membership pack, or available on the website.
- Personal Boat Transportation – we can provide a trained person to cruise your craft back to your chosen location, should you become ill, or need assistance.

Membership also entitles you to discounts on: Parts, Chandlery items and Magazine subscriptions, you will be notified of any new offers in the yearly newsletter.

*all prices are correct at time of going to print and may be subject to change.

Membership Benefits

RCR Online Webshop

RCR are proud to launch our new online shop. The online shop, currently offers over 5000 products of all descriptions to fulfill the needs of boaters. A user friendly and informative site offering easy navigation, and payment options. With many different categories, from cables to full engines you are sure to find what you require.

Although the online shop is open to everyone, only RCR members will exclusively receive discounts on ALL products. Simply visit our website www.rivercanalrescue.co.uk and choose webshop from the menu.

RCR Route Planning Software

RCR website offers a comprehensive route planning software, enabling you to plan your cruise accurately; taking into account lock time, distances to marinas, pubs and other places of interest. The web access is free to use, and we hope to bring you a fully 'mapable' version on CD in the near future.

Discounted Hotels

Laterooms.com and River Canal Rescue have teamed up to bring you preferential rates on hotel rooms across the country with up to 70% discount.

Simply visit www.laterooms.com and choose from one of the many approved hotels in their database. Once you have chosen where you would like to stay, either book online or ring **0161 8313840** quoting 'river canal rescue member one' to book your hotel room. If you do not have access to the Internet, ring the above number, tell laterooms where you would like to stay and they will do the rest of the work!

Enterprise Car Hire.

Enterprise Car Hire and River Canal Rescue Ltd can bring you an exclusive 'pick up and drop off' service with discounted rates on hire cars.

To book simply ring **0870 3503000** quoting 'river canal rescue 2US0093' with details of requirements and the local office will organise to pick you up from your boat, take you to the local office and drop you off when you return. Enterprise have branches across the country and our negotiated membership prices start from £20.99 (plus VAT and insurance). However its always worth asking about their special weekend rates.

Canals & River Magazine.

As a River Canal Rescue member you can receive a 25% discount off your yearly subscription to Canal & Riverboat.

To receive the discount off your subscription ring **01372 741411** and quote 'RCRM'.

NABO (National Association of Boat Owners).

All NABO members that join RCR will be given a 20% introductory discount off their joining fee and all NABO members that renew their membership will be given a discount off their renewal fee. To qualify for this discount simply contact RCR quoting your NABO membership number.

RCR members can also receive 12 months free membership when they initially join NABO. For more information on either of these fantastic offers please contact RCR on **0870 200 8021**.

River Canal Rescue Services

1.1. Breakdown Service

A suitably qualified mechanic will attend your Breakdown and rectify the problem, where possible, so that you can continue your voyage.

1.2. Recovery Service

If the Vessel cannot be repaired at the scene of the Breakdown, we will tow the Vessel safely to your Home Marina (within a maximum of 2 hours cruising), or - failing that - tow the Vessel to the nearest marina of your choice (advice and locations will be given by the attending mechanic). The cost of any further repairs to the Vessel will be your responsibility.

1.3. Home Start Service

If the Vessel breaks down at your Home Marina Berth, we will attend the Vessel and try to rectify the immediate problem. However, if the problem cannot be rectified, we will provide assistance in arranging the repair of your Vessel at your cost at your Home Marina, or by a suitably qualified person of your choice.

1.4. Crew Relay Service

If the Vessel breaks down while it is more than 10 miles from your Home Marina, and the Vessel cannot be repaired at that time, or be safely towed, we will transport you and your crew to your Home Marina or to a single home address at our cost. If you prefer, we will transport you and your crew to a single hotel or accommodation of your choice. However, the cost of any accommodation for you and your crew is your sole responsibility.

1.5. Annual Inspection

An annual inspection of the engine, electrical system and charging system of the Vessel will be undertaken by us, or by a suitably qualified person nominated by us. Details of any faults or repairs will be given to you, together with advice and assistance on obtaining any necessary repairs.

1.6. Loan of Outboard Motor

If the Vessel cannot be repaired at the scene of the Breakdown, your Membership entitles you to the loan of an outboard motor if the Vessel is equipped to use outboard motors. The length of the loan differs according to the level of your Membership. The outboards will generally be 8hp motors. Please see T&C 4.10.

1.7. Message Service

RCR Rescue Control Centre provides a message relaying service, during the breakdown the member can request that family or friends be notified of their situation.

1.8. Special Needs

If you have any special requirements please inform the Rescue Control Centre when you phone (ie. if you are stuck overnight, we can arrange for our mechanic to collect some groceries for you before his arrival). This is to a maximum of £10, and payment must be made to the mechanic on his arrival.

Membership Benefits

No Claims Bonus

If during the period of membership no call outs were made we will reduce your renewal premium by 5%. This is non transferable.

Changing Your Vessel, and Adding Additional Vessels

This membership only covers the vessel specified in the schedule or reported to and accepted by us. So you must tell us as soon as possible (minimum 48 hours in advance) by phone or writing, about any change of vessel, or registration of additional vessels, including details of the registration (if applicable), Make, Name and Colour of the vessel. **Phone: 0870 200 8021** Cover for bronze and silver membership will only apply to the vessels registered, if you do not tell us about any change of vessel, the services will not apply to the new vessel.



Terms and Conditions of Membership

“If you apply for membership by post, fax, phone or the internet then you have the right to change your mind, cancel the contract by written notice to us and get a full refund but you lose this right once your membership becomes active. That means you have 72 hours after we accept your application to cancel unless you apply for emergency cover when you will have no right to cancel.”

1. In these terms and conditions we use the following definitions:-

“ Breakdown”	Any engine-related, mechanical or electrical breakdown (failures and breakages), flat batteries, lack of fuel, lost ignition keys or damage (not including hull) which results in your not being able to sail your Vessel;
“ Home Marina/Berth/Registered Moorings”	The place where the Vessel is normally kept; For ‘continual cruisers’ the winter moorings are classed as registered moorings.
“ Member’s Handbook”	The handbook issued to every Member of RCR;
“ Period of Membership”	The length of time covered by your Membership as set out in the Schedule;
“ Schedule”	The Schedule sent in the Membership pack;
“ Territorial Limits”	All inland waterways within the borders of England, Wales and Scotland, excluding tidal estuaries (but including the tidal stretch of the River Trent from Newark to Keadby);
“ the Vessel”	Any vessel, craft or boat specified in the Schedule (or reported to and accepted by us) at the time of the Breakdown, as long as you have paid the appropriate premium;
“ We, us, our”	River Canal Rescue Limited;
“ You, your”	The person named as “the Member” in the Schedule or application form.

2. We will provide National breakdown assistance and recovery services to you within the Territorial Limits on the basis of these Terms and Conditions.
3. The level of service you can request depends upon the level of Membership you have requested and we have agreed as detailed in the Schedule.

Terms and Conditions of Membership

4. Please note that:-
- 4.1. You must retain your Membership card and produce this when calling us to a Breakdown.
 - 4.2. We reserve the right to refuse applications for Membership.
 - 4.3. Your membership will commence 72 hours after we accept your application and receive your payment.
 - 4.4. Retainer membership packages have the right to assistance services offered by RCR. Every attendance is charged at a flat rate of £30 +VAT per callout. The cost of recovery or crew relay is charged at an hourly rate of £30.
 - 4.5. The annual engine inspection is provided as part of the gold membership and is also offered as a 'pay on use' service. The cost of this service is £50 if you do not hold a gold membership.
 - 4.6. If you require Emergency Cover (we admit you to Membership immediately), then you must pay an additional £50 premium and apply at the minimum for level of Silver Membership.
 - 4.7. If you make more than 1 call-out during a 24 hour period and the call-out is related to the initial problem, this will be logged as a single attendance by us.
 - 4.8. Your membership covers the cost of the callout and an engineer's attendance for two hours, additional time can be allocated based on availability of RCR engineers.
 - 4.9. When a contractor attends on behalf of RCR and the fault is diagnosed as terminal or requires 'extensive work' your membership will cover the callout charge and first hour of labour. A private agreement between you and the contractor will then take over.
 - 4.10. The loan of an outboard motor is subject to availability, a deposit is required and we will charge at our standard rate if the motor is not returned on time, or is damaged in any way.
 - 4.11. Parts delivery and outboard loan is subject to the discretion and availability of RCR staff or contractors.
 - 4.12. There is no minimum call out time – however, we aim to assist within 4 hours.
 - 4.13. Winter moorings for 'continual cruisers' will be defined as Registered Moorings.
 - 4.14. We will not provide assistance in connection with any failure of domestic electrical systems, domestic appliances or plumbing on board the Vessel.
 - 4.15. Recovery to marina must be within a maximum of 2hrs journey time, and is dependant on the availability of RCR staff.
 - 4.16. Crew relay is restricted to a maximum of two crew relays in any 1 year of membership.
 - 4.17. We are not obliged to answer call outs if the Vessel is on a tidal river.
However, if the Vessel is safely moored and accessible then an RCR engineer can attend if Health & Safety issues are satisfied. (RCR does cover the tidal stretch of the River Trent from Newark to Keadby).
 - 4.18. Cost of a diver, crane or slipway hire are not covered by your membership.
5. Please note that our resources are finite. We seek to meet the service needs of Members at all times, but this may not always be possible. We shall not be liable for service failures where we are faced with circumstances outside our reasonable control, including (but not limited to) acts of God, outbreaks of hostilities, civil disturbance, acts of terrorism, flood, snow, fog or other bad weather conditions, vehicle, equipment or systems failures, shortages of fuel or other necessary supplies, default of suppliers, sub-contractors or staff.

General Exclusions

1. **You (and not us) will be responsible for the cost of:-**
 - 1.1. Recovery of the Vessel by road.
 - 1.2. Any tolls payable for the transport of the Vessel.
 - 1.3. Taking crew to more than one address after any Breakdown, if you insist on this.
 - 1.4. 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.
 - 1.5. Any parts, components or materials used to repair the Vessel.
 - 1.6. Any services you request which are not arranged by us.
 - 1.7. If the Vessel breaks down at your Home Marina or within 1 mile of that, unless you have Home Start.
 - 1.8. Any recovery charges apart from recovery to the nearest available marina or, if the Vessel breaks down within 1 mile of your Home Marina, recovery to the Home Marina.
 - 1.9. Any request for service if the Vessel has been used (since you bought it) for private hire, public hire, racing, pacemaking or in any contest or speed trial or any rigorous reliability testing. Unless RCR have been notified in writing and membership has been accepted.
 - 1.10. Any request for service if the Vessel is out of the water or cannot be reached due to snow, mud, sand or flood.
 - 1.11. Any other breakdown or recovery service you use not nominated by us.
2. **We shall not be responsible for:**
 - 2.1. Loss of, or damage to, the Vessel, its contents, or any valuables carried in the Vessel.
 - 2.2. Any consequence of war, invasion, the act of a foreign enemy, hostilities (whether declared or not), civil war, rebellion, revolution, military power, or strike or industrial action.
 - 2.3. Loss damage or injury or any consequential or indirect loss sustained by you while the Vessel is in our care.
 - 2.4. Any damage to the Vessel or otherwise suffered by you after we have recovered the Vessel to the nearest available marina or to your Home Marina.
3. We reserve the right to levy a reasonable charge if you call us out to repair the same or a similar fault with the Vessel within 14 days of the previous call out, or where advised repairs have not been implemented.
4. We are not obliged to provide services where repairs are required after an accident.
5. 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 or if the provision of service by us would require us to break the law or if any Member or crew of the Vessel is abusive to us or our staff or sub-contractors.
6. We can also refuse to supply services to Members if any such Member owes us any monies.
7. If a Member exceeds the number of call-outs permitted by their level of Membership, then we reserve the right to charge £30 for each subsequent call out.
8. We reserve the right to change these Terms and Conditions on giving reasonable notice of the changed Terms and Conditions to our Members.

General Conditions

We will only provide the cover described in this membership if:

1. You have met all the terms and conditions in this document of membership.
2. The information you have given to us is, as far as you know, correct and complete. (Any payment made under this membership will be based on the original information provided by you).
3. If you have failed to give us complete and accurate information or have not met the terms and conditions, this could lead to assistance being denied or the membership not being valid.
4. This membership only applies to the member detailed on the application form and cannot be transferred to anyone else, unless specified or agreed in writing with RCR
5. If your vessel breaks down (whether you need immediate service or not), it is within the members interest to contact RCR's 24-hour rescue center.
6. Riverside help or recovery will only be provided if you or a member of your crew stay with the vessel until a rescue vehicle arrives.
7. If a callout is made which you or anyone acting on your behalf knows is false, fraudulent or exaggerated, cover under this membership will end, and no refund will be made.
8. 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.
9. You must keep your vessel properly maintained and serviced.
10. If you make any alteration to this membership we may charge an administration fee. We do not return premiums where the amount is less than £5.
11. We may cancel this membership by sending 7 days notice, by recorded delivery, to your last known address.
12. You may cancel this membership at any time by telling us in writing and sending back your document of membership. If you have not made a claim in the current period of your membership, we will allow a proportion of your premium to be taken of any future membership, or we will pay you a refund based on our short period return rates.
13. The vessel must have a current valid insurance certificate.
14. The vessel must have a current tax disc (where applicable).
15. The vessel (where applicable) must have a current registration with either the Environment Agency, or British Waterways.
16. The vessel (where applicable) must have a current Boat Safety Certificate.

Our Promise To You

We aim to provide a first class service.

If you have any cause to complain, or you feel that we have not kept our promise, please contact our Customer Service Manager at the address on page 1. If you are unhappy with the way the matter is dealt with, please write to the chief executive at River Canal Rescue Ltd. When you do this please quote your membership number, which is on your schedule on the front cover of this booklet.

CALL RECORDING

To help us provide a first class service we may record your phone call for security and Training purposes

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OR IN A POSITION WHERE YOU ARE IN DANGER OF
PERSONAL INJURY, YOU MUST FIRST CALL THE EMERGENCY
SERVICES TO YOUR AID (phone 999)**

USEFUL TELEPHONE NUMBERS

Rescue control centre	free-phone 0800 071 8021
-	LoCall 0845 0068021
General enquiries	national rate 0870 200 8021
Changing your vessel or address	national rate 0870 200 8021
E-mail:	members@rivercanalrescue.co.uk
Fax:	01785 241464
Internet:	www.rivercanalrescue.co.uk
British Waterways	01923 201120
Environment Agency	0845 9333 111
Flood line	0845 9881188

www.rivercanalrescue.co.uk



River Canal Rescue
Freepost NAT 11249
Stafford ST17 0BR

enquiries tel: **0870 2008021**
email: enquiries@rivercanalrescue.co.uk
web: www.rivercanalrescue.co.uk

VAT Reg. No. 823673325 Company No. 4126409

Membership Booklet

RECOVERY
SUPPORT
ASSISTANCE



RIVER CANAL RESCUE LTD

...your in safe hands