

# River Canal Rescue Membership Booklet.

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ASSISTANCE. RECOVERY. SUPPORT.



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# WELCOME TO RIVER CANAL RESCUE.

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As a member of our organisation, you not only benefit from knowing we are on hand should you suffer a breakdown, but you are also covered for the costs of specified parts and labour. Details of your membership and our unique Replacement Parts Cover (**RPC**) are in the following pages, so please take some time to read through the booklet before you set out cruising. River Canal Rescue operates **24hrs** 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 & recovery service.

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

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## WHAT TO DO IF YOU BREAKDOWN.

If your vessel breaks down you must call the **24hr rescue control centre**. Our trained staff will deal with your request quickly and efficiently.

**0800 0718021** (freephone)

or landline:

**01785 248793**

## 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.**
- **PLEASE STAY WITH YOUR VESSEL UNTIL A RESCUE VEHICLE ARRIVES.**

**PLEASE NOTE THAT DUE TO HEALTH & SAFETY REGULATIONS CALLOUTS ARE RESTRICTED TO DAYLIGHT HOURS UNLESS ITS AN EMERGENCY.**

**IF YOU ARE IN IMMEDIATE DANGER OF SINKING, OR IN A POSITION WHERE YOU ARE AT RISK OF PERSONAL INJURY, YOU MUST FIRST CALL THE EMERGENCY SERVICES TO YOUR AID. PHONE 999.**

RCR **membership**  
entitles you to a  
range of **services**  
that ensure that  
you and your boat  
are in safe hands.

# MEMBERSHIP LEVELS.

GOLD  
£240



- Breakdown assistance and recovery including Home Start.
- Vessel covered for any user or member covered on any vessel. Cover option chosen can only be changed on renewal.
- Unlimited callouts for member or vessel.
- Conveyance of crew to home address or marina. (Maximum of **2** relays).
- Annual inspection of registered vessel, engine and electrical system.
- **REPLACEMENT PARTS COVER INCLUDED.** (as per Clause 1.9.)

SILVER  
£180



- Breakdown assistance & recovery including Home Start for registered vessel.
- Maximum of **7** callouts in any **1** year.
- Conveyance of crew to home address or marina. (Maximum of **2** relays in one year).
- **REPLACEMENT PARTS COVER INCLUDED.** (as per Clause 1.9.)

BRONZE  
£150



- Breakdown assistance & recovery for registered vessel and user only.
- Maximum of **4** callouts in any **1** year.
- Member must be on board vessel during a breakdown.
- No crew conveyance.
- **REPLACEMENT PARTS COVER INCLUDED.** (as per Clause 1.9)

RETAINER  
£65



- Registers the boat as the member and entitles you to the same level of service and priority but pay on use. Breakdown and assistance charged at a flat rate of **£40** per callout. Recovery charged at an hourly rate.
- **NO REPLACEMENT PARTS COVER.\***

*\*Replacement Parts Cover is available at an additional Cost of £60.*

# USEFUL INFORMATION.

## 1. REFUND POLICY.

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 **RPC** cover becomes active. That means you have **30** days after we accept your application to cancel and get a full refund unless 1) you have used the service or 2) use our join on the spot process to apply for immediate assistance, where you will have no right to cancel, or receive a refund.

## 2. UPGRADES.

Upgrades can be accepted at any time other than during a breakdown, if you request a service which is not covered by your level of cover we will charge you **£40\*** if we attend (i.e home start for a bronze member)

## 3. NO CLAIMS BONUS.

If during the period of membership no callouts were made we will reduce your renewal fee by **5%** for each year up to a maximum of **15%**. This is non-transferable.

## 4. 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 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: **01785 785680**. Cover for Bronze and Silver membership 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.

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

# RCR SERVICES.

## 1.1. BREAKDOWN SERVICE.

Your membership provides a suitably qualified mechanic to attend your breakdown for up to 2 hours to attempt to rectify an issue should you experience problems with your engine, propulsion or engine electrical system. Other issues, such as domestic failures to electrics, plumbing or heating are not covered but assistance can be provided under a pay on use service through our **Canal Contracting** service.

## 1.2. RECOVERY SERVICE.

If the vessel cannot be repaired at the scene of the breakdown, we will tow it safely to a marina, within a maximum of 2hrs towing, or, failing that, tow the vessel to a safe haven (advice and locations will be given). The cost of any further repairs to the vessel will be your responsibility unless covered under **RPC**. Recovery can take up to 48hrs to arrange. Recovery for Retainer membership is chargeable at **£40p/hr.\* Excludes towing on tidal estuaries and rivers.**

## 1.3. HOME START SERVICE.

If the vessel breaks down at your home moorings, 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 moorings, or by a suitably qualified person of your choice. (Unless covered by **RPC**).

## 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, responsibility for the cost of accommodation for you and your crew is solely yours.

## 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. This is undertaken during the September–March period and is reliant on the availability of **RCR** personnel. This is an optional service which must be booked by the member each year.

## 1.6. 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.

## 1.7. 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.

## 1.8. PICK-UP AND DROP-OFF SERVICE (FOR OUTBOARD REPAIRS).

If the attending engineer cannot resolve your issue, and the outboard requires a specialist we will remove your outboard, take it to a specialist and, once repaired, at your cost, return and refit the outboard. (Mileage charge applies).

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*Please note that outboard loan is no longer covered under the membership scheme, and has been replaced by a pick-up and drop-off service to take the outboard to a specialist for repairs.*

### **1.9. REPLACEMENT PARTS COVER (RPC).**

This cover takes effect **30** days after your membership becomes active. **RPC** protects you against the cost of the failure of a Specified Part and labour following sudden and unforeseen mechanical breakdown, up to the limits stated, as long as the specified part is accessible. Gold membership only covers the registered vessel.

#### **THE FOLLOWING IS NOT COVERED BY RPC:**

- Wear and tear is not covered.
- Bolts, brackets and welding that attach the Specified Part.
- Lack of oil in the gearbox due to poor maintenance.
- Outboards & out-drives which are not serviced annually (evidence required when making claim).
- Any part not listed.
- Consumables such as cables, filters, rubber components and the like that require routine wear and tear replacement.
- Fuel contamination (such as diesel bug or water in fuel) leading to failure of a part.
- Water ingress leading to failure of part.
- Costs to get access to part ( i.e. dismantling / removal of engine).

All warranties on parts supplied are provided by the manufacturer, refurbisher or supplier.

#### **LIMITS:**

- **£1,000\*** any one Incident.
- **£2,000\*** any one member in any one year.
- Members pay the first **£50** of each claim.
- Number of claims limited to **4** per member in any one membership year.

#### **SPECIFIED PARTS:**

- Starter Motor
- Starter Alternator
- Water Pump (engine only)
- Injection & Lift Pump
- Gearbox & Drive Plate
- Couplings (including aquadrive/ python drive)
- Hydraulic Pipes
- Engine Mounts
- Remote Mechanical Steering and Hydraulic Controls (pumps, ramps, Morse)
- Fuel Injection Pump (excluding injectors)
- IC Igniter/CDI Unit (outboard)
- Carburettor (outboard & petrol)

Outboards are covered for replacement of the applicable components listed above. Where an outboard is not repairable the following applies:

- **Outboard up to 10 years old:**  
**£1000\*** towards replacement
- **Outboard older than 10 years:**  
**£500\*** towards replacement.

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*Please note: Membership covers 1 engine. Where multiple engines apply you will be charged £45 to add cover.....*

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

# RCR SERVICES CONTINUED.

## 2. CANAL CONTRACTING.

Canal Contracting is here to provide all the additional services that may be needed beyond the remit of your **RCR** cover. We are just a phone call away, and knowing we are part of the **RCR** team, you can relax in the knowledge that you are in safe hands, no matter what the problem. This service operates nationwide and provides:

- One Point of contact no matter where you are located or travelling too
- Access to approved engineers for domestic plumbing and electrical work.
- All work is guaranteed and just a single phone call if things go wrong.
- Negotiated labour rates, and parts at less than RRP.
- Fast response and delivery.
- Insurance Estimates provided and work undertaken. (We are approved repairers for Navigators and General)

*CC Charge 10% up to a max of £50 on top of work arranged.*

Contact us with details of your requirements and we will give you a 'no obligation' quote. We will organise the engineer, the time, the price and fully guarantee the work.

## 3. RCR INCIDENT CARE.

Had an accident? Call **RCR** Incident Care on **01785 248793** or **01785 785685**. Our specialist team can provide independent help and advice on the phone at no extra cost. If you've had an accident or your vessel is in danger, sunk, vandalised or had a fire, we can help you with who to contact, what steps to take, advice on liability and initial legal advice regarding the incident. We can also offer you further assistance to get you back on track\*, if you need your vessel repaired, recovered, secured or refloated. Make sure we're your first point of call. Our lines are open **24hrs 365** days a year.

***\*RCR membership does not cover attendance following groundings, sinking or accidents.***

*As part of our Incident Care service, for an additional charge (including specialist equipment charges if applicable), we can assist you in arranging all services needed to secure your vessel. You may be entitled to recover these costs from your insurer but this will be subject to the terms and conditions of your insurance policy. We will provide guidance before any work is undertaken. We are an approved repairer for Navigators and General and work directly with them to meet claim needs.*



# Hundreds of Contractors... Just *one* number.

Canal contracting provide every aspect of boat maintenance, engine replacement or insurance work that you could possibly need.

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We work with a nationwide network of 400 specialist contractors including:

- Marine engineers
- Plumbers
- Painters
- Glaziers
- Carpenters
- Heating engineers
- Electricians

We cover boat insurance work including:

- Rescues and boat salvage
  - Boat recovery
  - Window boarding up and replacement
  - Hull repairs
  - Gearbox and propulsion issues
  - Groundings
  - Dealing with fire & water ingress
  - Full rewires and refits
- .....

CALL: **0845 4308021**  
FOR A NO OBLIGATION QUOTE

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OR VISIT US **ONLINE** AT  
[www.canalcontracting.co.uk](http://www.canalcontracting.co.uk)

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# MEMBERSHIP BENEFITS.

## **RCR ONLINE WEBSHOP.**

The online shop currently offers over **5,000** products of all descriptions to fulfil the needs of boaters. 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 (an additional **10%** on checkout). Simply visit **www.rivercanalrescue.co.uk** and choose webshop from the menu.

## **RCR FREE ROUTE PLANNING SOFTWARE AND WATERWAYS SOFTWARE.**

The **RCR** website offers route planning software, enabling you to plan your cruise accurately, taking into account lock time, and distances. The web access is **FREE** to use however the Waterways Software on CD is now available from our website. This is the software which **RCR** use to locate you and provides detailed maps of the water ways system along with route planning and information and location of local facilities including shops, restaurants, vets, doctors, sport venues and much more.

## **OTHER DISCOUNTS.**

If you renew on the internet you will automatically receive a **5%** discount. If you pay by Direct Debit, you will receive **5%** discount. There are a number of discounts available for club members (if registered). During the year we run promotions and these may offer additional discounts. The maximum discount available through single or combined discounts is **25%**.

**INTRODUCTORY DISCOUNTS ARE ONLY AVAILABLE TO CUSTOMERS WHO HAVE NOT HAD RCR COVER FOR OVER 12 MONTHS.**

## **FREE WATERWAYS APP.**

The waterways software is also available as an app. As a member of **RCR** you can download a free region for your Smart Phone or iPhone. If you have a Smart Phone please visit our webshop and choose your region, proceed to the checkout and enter in your membership number, this will discount the app to zero. If you have an iPhone or iPad you will need to purchase the app from the iTunes Website. Search for 'e-canal' and 'e-canalapp', and then simply contact **info@ecanalmapp.co**, refunds will be made by **BACS** transfer. Please provide your bank account number and sort code along with your membership number.

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### **RCR ENGINE SERVICE.**

**RCR** undertake engine servicing during an exclusive period from Mid-September to Mid-March each year. Servicing carried out outside of the servicing season will be based on an individual quotation basis. The service costs **£140\*** per engine and includes parts and labour for the following:

- Oil filter change.
- Fuel filter change.
- Oil change.
- Gearbox oil check and top up.
- Battery check.
- Antifreeze check  
*(top up at an additional cost).*
- Air filter check  
*(replacement at additional cost of part).*
- Fan belt check  
*(replacement at additional cost of part).*

The service is covered by our guarantee that all parts are exchanged for new.

Outboard servicing is provided through a pick-up and drop-off service, where the outboard is taken to a specialist for servicing, returned and refitted. The pick-up and drop-off service cost **£40\*** plus mileage charge. The service is charged individually and depends on parts and model of engine.

Petrol engines can be serviced but prices will vary depending on the cost of parts, and the extent of the servicing required.

**Please contact us for a quotation.**

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### **PAY ON USE\* SERVICES.**

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

- Emergency rescue on tidal waters
- Boat handling courses: details available on request.
- Maintenance courses: time table 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.
- One-to-one tuition. (Only available once you have attended the maintenance Course).

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*Membership also entitles you to discounts on parts, chandlery items and magazine subscriptions. Visit the RCR website to benefit from up to 15% discount on parts.*

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# TERMS AND CONDITIONS.

## DEFINITIONS

### Throughout this booklet we use the following definitions

"BREAKDOWN"	Any engine-related, mechanical or electrical breakdown (failures and breakages), or damage (not including hull) which results in your not being able to sail your vessel. Typical breakdowns include: flat batteries, broken fan belts, cables, ignition systems, fuel systems, alternators, starters, cooling system, split pipes, fouled props, charging issues (starter only) or issues resolved within 2hrs. Attending a 'domestic breakdown' will attract a £40 charge. Running out of fuel will attract a fuel surcharge.
"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.
"SCHEDULE"	The schedule included in the membership pack.
"PERIOD OF MEMBERSHIP"	The length of time covered by your membership as set out in the schedule.
"RCR"	River Canal Rescue Limited.
"RPC"	Replacement Parts Cover.
"TERRITORIAL LIMITS"	All inland water ways 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 fee.
"WE, US, OUR"	River Canal Rescue Limited.
"YOU, YOUR"	The person named as "the member" in the schedule or application form.

1. We will provide national breakdown assistance and recovery services to you within the territorial limits on the basis of these terms and conditions.
2. The level of service you can request depends upon the level of membership requested and agreed as detailed in the schedule.
3. *Please note that:*
  - 3.1. You must retain your membership card and produce it during a callout if requested.
  - 3.2. We reserve the right to refuse applications for membership.
  - 3.3. Your membership will commence **72hrs** after we accept your application & receive payment.
  - 3.4. Retainer membership packages have the right to assistance services offered by **RCR**. Every attendance is charged at a flat rate of **£40\*** per callout. The cost of recovery or crew relay is charged at an hourly rate.
  - 3.5. 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 **£80\*** if you do not hold a gold membership.
  - 3.6. If you require emergency cover (we admit you to membership immediately), then you must pay an additional **£75\*** fee and apply at the minimum for level of Silver Membership.

This fee is non-refundable. Initial callout is not covered by **RPC**.

**3.7.** If you make more than 1 callout during a **24hr** period and the callout is related to the initial problem, this will be logged as a single attendance by us.

**3.8.** Your membership covers the cost of the callout and an engineer's attendance for up to **2hrs** to repair the problem, additional time can be allocated based on availability of **RCR** engineers. Additional time is charged at £20 per half hour.

**3.9.** 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 to cover the diagnosis. A private agreement between you and the contractor will then take over unless covered by **RPC**

**3.10.** Outboards requiring in-depth investigation will be taken to an outboard specialist, a mileage charge will be made for Pick-up / Drop-off service.

**3.11.** Parts delivery is subject to the discretion and availability of **RCR** staff or contractors. Courier service is chargeable.

**3.12.** There is no minimum callout time, however, we aim to assist within 4hrs. Please note that due to Health & Safety Regulations callouts are restricted to daylight hours unless its an emergency.

**3.13.** We will not provide assistance in connection with any failure of domestic electrical systems, domestic appliances or plumbing on board the vessel.

**3.14.** Recovery to marina must be within a maximum of **2hrs** journey time and is dependant on the availability of **RCR** staff. There may be additional time required to get to you and this is not included under your **RCR** membership.

**3.15.** Crew relay is restricted to a maximum of 2 crew relays in any 1 year of membership.

**3.16.** We are not obliged to answer callouts 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 and safety issues are satisfied. (RCR covers the tidal stretch of the River Trent from Newark to Keadby).

**3.17.** We reserve the right to charge **£35\*** plus the cost of parts for completing a 'Fuel Service' unless you can show that an engine service has been undertaken within the last year or **250hrs** of use.

**3.18.** Abusive language or threats to our staff will result in calls being disconnected or engineers leaving site. We reserve the right to charge you for any parts fitted or any charge out cost in the event that a call has to be discontinued in this manner.

**4.** 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.

**5.** Failure to pay: If you fail to pay the whole or any amount owing to us (ie for the purchase of goods, services etc) we reserve the right to use details of your boat on [www.marinewatch.co.uk](http://www.marinewatch.co.uk).

#### **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, unless covered by RPC.**

- 1.6.** Any services you request which are not arranged by us.
- 1.7.** Engineer's attendance 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 repair, breakdown or recovery service you use not nominated by us.
- 1.12.** The attendance cost of a locksmith—although we will assist in locating and organising.
- 1.13.** Recovery when suffering severe damage to the rudder/skeg from hitting underwater obstacles, which results in the vessel requiring docking for repairs—although we will assist in locating and organising repairs through the **RCR** Incident Care Service.
- 1.14.** Fouled propellers, where access cannot be gained or Health & Safety is compromised—although we will assist in locating and organising repairs through the **RCR** Incident Care Service.
- 1.15.** Repairs to Bow thrusters—although we will assist in locating and organising repairs through the **RCR** Incident Care Service.
- 1.16.** Taking on water or hull breach.
- 1.17.** Diver, craneage or slipway hire—although we will assist in locating and organising repairs through the **RCR** Incident Care Service.
- 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.
- 2.5.** Any request for work under **RPC** notified later than **14** days from the fault occurring.
- 2.6.** Request for replacement parts under **RPC**, where a vessel has suffered water ingress, fire, or the administrator believes were faulty prior to your membership.
- 2.7.** Faults, alterations, repairs, loss, damage or liability covered by any other warranty, **RPC**, insurance, guarantee or goodwill settlement.
- 2.8.** Any request for **RPC** that falls within the scope of insurance that is held for the vessel or its mechanical parts whether or not the policy is in the member's name.
- 2.9.** Any request for **RPC** that is the result of:
- (a) an accident to the vessel.
  - (b) failure to repair a previously identified problem or fault.
  - (c) use of the vessel for purposes of hire and reward, even though the vessel may be covered for breakdown recovery services.
- 2.10.** Any welding or repairs where the use of heat is required—although we will assist in locating and organising the repairs.
- 2.11.** A Drive Plate failure within a year of replacement under **RPC** unless the internal splines are affected. (This is the only mechanical part that can fail that is not related to hitting an underwater

obstacle).

- 3.** We reserve the right to levy a reasonable charge and restrict **RPC** if you call us out to repair the same or a similar fault with the vessel within **12** months of the previous callout, 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 callouts permitted by their membership level, we reserve the right to charge **£40** for each subsequent callout.
- 8.** We reserve the right to change these terms and conditions on giving reasonable notice of the changes to our members.
- 9.** We reserve the right to charge you for any services provided by us but not covered by your membership. Where possible, the charges will be agreed with you prior to undertaking work.
- 10.** Should a Breakdown occur to parts covered under our **RPC**, the repair must be undertaken by **RCR** or one of their representatives; **RCR** may require that the repairer uses exchanged or reconditioned parts to effect a repair.

#### **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 being invalid.
- 4.** This membership only applies to the member/s detailed on the application form and cannot be transferred to any one 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 member's interest to contact **RCR's** 24hr rescue centre.
- 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.** We may cancel this membership by sending **7** days notice, by recorded delivery, to your last known address.
- 11.** The vessel must have a current valid insurance certificate.
- 12.** The vessel must have a current Boat Safety Certificate.
- 13.** The vessel, (where applicable), must have a current registration and be licenced with either The Canal and River Trust, the Environment Agency or other licensing body.

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

## USEFUL CONTACTS.

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### **RESCUE CONTROL CENTRE:**

**FREEPHONE:** 0800 0718021

**LANDLINE:** 01785 248793

### **GENERAL ENQUIRIES:**

01785 785 680

### **EMAIL:**

enquiries@rivercanalrescue.co.uk

### **WEB:**

www.rivercanalrescue.co.uk

### **CANAL CONTRACTING:**

0845 4308021

or

01785 785683

For all gas / plumbing / hull / mechanical  
and electrical work.

### **CANAL & RIVER TRUST:**

0303 0404040

### **ENVIRONMENT AGENCY:**

08708 506506

### **FLOOD LINE:**

0845 9881188

### **CALL RECORDING:**

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

### **OUR ADDRESS:**

River Canal Rescue, 10 Tilcon Av, Baswich,  
Stafford, ST18 0YJ.

Registered in England No.4126409

VAT Registered No.8236733251

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## 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 above. If you are unhappy with the way the matter is dealt with, please write to the Chief Executive at River Canal Rescue Ltd, quoting your membership number, which is on your membership card or schedule.