

Peace of  
mind cruising

# River Canal Rescue Membership Booklet.

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ASSISTANCE. RECOVERY. SUPPORT.

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

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# WELCOME TO RIVER CANAL RESCUE.

As a member of our organisation, not only do you 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, RCR offers these services on a Discretionary basis. Please ensure You have read these Terms and Conditions carefully before You venture out on your Vessel. If You are unsure about the meaning of any of these Terms and Conditions, please ask us for clarification. 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.

## 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.

Freephone

# 0800 0718021

or landline:

# 01785 248793

## PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE WHEN YOU PHONE:

- YOUR NAME AND MEMBERSHIP NUMBER.
- THE PHONE NUMBER (INCLUDING THE DIALING 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 IT'S 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.**

# MEMBERSHIP LEVELS.

## 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 £50 per callout. Recovery charged at an hourly rate £50.
- NO Replacement Parts Cover .\*
- \*Replacement Parts Cover is available at an additional Cost of £60.

## BRONZE £175

- 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)

## SILVER £210

- 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.)

## GOLD £280

- 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 engine and electrical inspection on registered vessel.
- replacement parts cover included. (as per Clause 1.9.)

## PLATINUM

### BY INVITATION ONLY

- Gold cover.
- RPC - No excess, domestic alternator, engine legs, and wear & tear covered.
- Secure2Go system installed.
- Annual service.
- Monthly DD option.
- BilgeAway Installed.

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

# USEFUL INFORMATION.

## 1. Discretionary Services.

Whilst River Canal Rescue will endeavour to provide the services contracted for, because of the variety of circumstances involved, and in particular the condition of the vessel upon which they are attending, River Canal Rescue maintain absolute discretion as to whether to provide the contracted services.

Examples of our need to use our discretion could include unfavourable weather conditions, seaworthiness of the vessel, inaccessible location, daylight hours, condition of vessel and repeated calls for the same fault. However, other cases of us using our discretion may include spending more time on site than provided by your membership, or covering the cost of labour to repair or replace parts that have not failed through 'sudden mechanical failure'. We may take into account your membership history with us when deciding on providing these additional benefits but in all cases our decision will be final.

In cases where we choose not to provide any services other than for reasons beyond our control or where you are in breach of your agreement with us, we will cancel your membership and provide a full refund of the membership fee.

This list is not exhaustive but illustrates why our service is discretionary.

## 2. 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.

## 3. Upgrades & Cover outside membership level.

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 £50\* if we attend (i.e. home start for a Bronze member).

## 4. 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.

## 5. 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.

## 6. Join on the Spot (we admit you to membership immediately).

Should you require immediate assistance or prior to your membership becoming active we will charge you £100 to attend. During the initiation of this callout we will process a Silver membership payment (Retainer if you are a hire boat) in addition to the £100 JOS callout fee. If we are not able to resolve your issue under the initial callout the Silver membership fee will be refunded.

We endeavor to attend within 24 hours as current members take priority.

## Other Information.

Hire Boats, Charity Boats and Shared Ownership vessels can only be covered under the Retainer membership unless authorisation is obtained to upgrade to Gold membership.

## London Charge

*Due to the additional cost for congestion charge, emissions charge and parking charges we now charge £30 when attending call outs within the M25*

# 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 however assistance can be provided under a pay on use service though 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 **£50 p/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 whilst 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 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 their arrival. This is to a maximum value 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).

### 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 a sudden and unforeseen mechanical breakdown, up to the limits stated, as long as the specified part is accessible.

#### Specified Parts:

- Starter Motor
- Starter Alternator
- Water Pump (engine only)
- Fuel 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.

- Gold Membership will only cover the registered vessel
- Twin engine boats will need to pay an additional fee to cover the 2nd engine

#### 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.
- If you do not pay the 'excess' you will be liable for the full repair bill.

#### If you have been accepted for Platinum membership you have enhanced RPC cover:

- Domestic Alternator covered
- Engine legs covered
- Wear & tear failures covered
- No RPC excess to pay

*Please note: Membership covers 1 engine. Where multiple engines apply you will be charged £50 to additionally cover each engine*

*\* 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 to.
- 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 rrp.
- Fast response and delivery.
- Insurance Estimates provided and work undertaken. (We are approved repairers for Navigators & General and GJW Direct).

*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 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 & General and GJW Direct and work directly with them to meet claim needs.*



# 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](http://www.rivercanalrescue.co.uk)** and choose webshop from the menu.

The **[www.keydiesels.co.uk](http://www.keydiesels.co.uk)** website also offers a range of products, from engines, starter and alternators to fuel injection systems.

## RCR FREE Route Planning Software and Water Nav.

The **RCR** website offers route planning software, enabling you to plan your cruise accurately, taking into account lock time, and distances. WaterNav is available for download from the **RCR** website. This is the software which **RCR** use to locate you and provides detailed maps of the waterways 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 a **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 Water Nav App.

The WaterNav software is also available as an app. As a member of RCR we recommend you download this free app for your Smart Phone or iPhone.

Simply visit and download the app from the Apple App Store®, or from Google Play® store. The app provides **OFF LINE** (ie no data connection needed once downloaded) access to maps and POIs it also includes route planning functionality and includes our SOS functions.

## SOS App.

The SOS App is free to download from the Apple App Store® or Google Play Store®. Simply press the button to ask for assistance or advice, you can even send us photos. The app pinpoints your location at the time that you request assistance and updates you on engineers ETA. If you're still moving you can update your location at any time. Using this app helps us to locate you and get you assistance faster.

# MEMBERSHIP BENEFITS CONTINUED.

## 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. (*Up to 5 litres*)
- 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 costs **£100\*** 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.**

## 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.
- 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).

*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.*

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

# TERMS AND CONDITIONS.

**The most up to date terms and conditions of RCR membership are available online. Should there be any discrepancy, the online version will take precedent.**

## 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 you not being able to pilot 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 charge (£45)\* running out of fuel will attract a fuel surcharge of £45 plus the cost of fuel.

#### "Domestic Breakdown"

Domestic breakdowns include – Plumbing, domestic electrics, alternators that are not essential, inverters, water leaks etc.

#### "Emergency"

Anything that places you or your vessel in immediate danger.

#### "Canal Contracting"

A pay on use service offered by RCR to assist with all work outside of membership cover.

#### "Fees & Charges"

These are charges made for parts or services and will be payable on completion of work or receipt of invoice.

#### "Home marina/ berth/ registered moorings"

The place where the vessel is normally kept. For 'Continual Cruisers' the winter moorings are classed as registered moorings.

#### "Membership booklet"

The membership booklet is issued to every member of RCR.

#### "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.

#### "Schedule"

The schedule sent in the membership pack.

#### "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.

#### "Discretionary"

River Canal Rescue maintain absolute discretion as to whether to provide the contracted services.

- 1.** We will, at our absolute discretion, provide National breakdown assistance and recovery services to you within the territorial limits on the basis of these terms and conditions.
- 2.** The services you can request depends upon your membership level, other services are available as pay on use. The services provided under your membership are provided at the absolute discretion of RCR and its authorised representatives.
- 3.** Please note that:
  - 3.1.** You must retain your membership card and produce it during a callout if requested.
  - 3.2.** Both the application and full membership payment of the relevant fee's for the membership must be received by RCR for the membership to commence. Once received, the membership will become active after 72 hours
  - 3.3.** Retainer membership packages have the right to assistance services offered by RCR. Every attendance is charged at a flat rate of £50\* per callout. The cost of recovery or crew relay is charged at an hourly rate.
  - 3.4.** 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.
  - 3.5.** If you require immediate cover (we admit you to membership straight away), then you must pay an additional £100\* fee (this fee is non-refundable) and apply at the minimum level of Silver membership. Initial callout is not covered by RPC as this starts after 30 days.
  - 3.6.** 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.
  - 3.7.** 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 at the discretion of the attending engineer. Additional time is charged at £25.00 per half hour.
  - 3.8.** When a contractor attends on behalf of RCR and the fault is diagnosed as terminal or requires 'extensive work' (work that would need more than approximately 2 hours to complete), 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.
  - 3.9.** Outboards requiring in-depth investigation will be taken to an Outboard Specialist, a mileage charge will be made for Pick-up / Drop-off service. The cost of repairs (unless covered by RPC) will be chargeable.
  - 3.10.** Parts delivery is subject to the discretion and availability of RCR staff or contractors. Courier service is chargeable.
  - 3.11.** 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 it's an emergency.
  - 3.12.** Recovery to marina must be within a maximum of 2hrs journey time and is dependent on the availability of RCR. There may be additional time required to get to you and this is not included under your RCR membership.
  - 3.13.** Crew relay is restricted to a maximum of 2 crew relays in any 1 year of membership.
  - 3.14.** We will not attend 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).
  - 3.15.** 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 affect a repair.
  - 3.16.** If a member exceeds the number of callouts or request services outside of that permitted by their membership level, we will charge £50\* for each attendance.
  - 3.17.** We may charge you 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.
  - 3.18.** A surcharge of £30 is applicable for callouts within the M25 ring, due to the additional costs of parking, congestion charges, emission charges etc.
  - 3.19.** 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
  - 3.20.** If a second opinion is required, we will cover the cost of this second attendance under your membership. Attendance is dependent on the availability of Senior engineers.

**4.** We reserve the right cancel applications for membership, limit cover or downgrade your membership 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.
  - The provision of service by us would require us to break the law.
  - It would affect the service we could provide to our customers.
- (Due to number of repairs required or the extent of the repairs required).

**5.** 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 and membership may be restricted.

**6.** We reserve the right to use our discretion when faced with weather events, including (but not limited to) floods, snow, fog or other bad weather conditions or where access to the vessel is limited.

**7.** We can refuse to supply services to members if you fail to pay any amount owing to us (i.e for the purchase of goods, services or work through Canal Contracting) ( Canal Contracting – offers all services outside of RCR but is a 'pay on use' service). Where we hold your card details; we reserve the right to recover any outstanding amounts using these if these remain unpaid for an unreasonable amount of time. We reserve the right to record details of your boat on [marinewatch.co.uk](http://marinewatch.co.uk)

**8.** We reserve the right to change these terms and conditions and the service provided without notice provided that such changes do not materially adversely affect the provision of your RCR cover.

## 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.** Assistance in connection with any failure of domestic electrical systems, domestic appliances or plumbing on board the vessel.

**1.6.** Any services where repairs are required after an accident.

**1.7.** Any services provided by us but not covered by your membership. Where possible, the charges will be agreed with you prior to undertaking work.

**1.8.** Any parts, components or materials used to repair the vessel, unless covered by RPC.

**1.9.** Engineer's attendance if the vessel breaks down at your home marina or within 1 mile of that, unless you have Home Start, or are happy to pay the **£50\*** callout charge.

**1.10.** 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.

**1.11.** 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 – although we will assist in locating and organising repairs through the RCR Incident Care Service.

**1.19.** Diver, crane 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.** Loss, damage or injury or any consequential or indirect loss sustained by you while the vessel is in our care.
- 2.3.** 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.
- 2.4.** Any request for work under RPC notified later than 14 days from the fault occurring.
- 2.5.** Request for replacement parts under RPC, where a vessel has suffered water ingress, fire, or the administrator believes were faulty prior to your membership.
- 2.6.** Faults, alterations, repairs, loss, damage or liability covered by any other warranty, RPC, Insurance, guarantee or goodwill settlement.
- 2.7.** 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 members name.
- 2.8.** 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.
- 2.9.** Any welding or repairs where the use of heat is required although we will assist in locating and organising the repairs.
- 2.10.** 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).
- 2.11.** 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, or acts of God.

### **General conditions**

- 1.** 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).
- 2.** If you have failed to give us complete and accurate information or have failed to comply with all and/or any of your obligations set out in the terms and conditions, this could lead to assistance being denied or the membership being invalid.
- 3.** This membership only applies to the member/s detailed on the application form and cannot be transferred to anyone else, unless specified or agreed in writing with RCR.
- 4.** 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.
- 5.** 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.
- 6.** You must keep your vessel properly maintained and serviced.
- 7.** We may cancel this membership by sending a letter giving 7 days notice, by recorded delivery, to your last known address.
- 8.** The vessel must have current valid insurance cover.
- 9.** The vessel must have a current Boat Safety Certificate.
- 10.** The vessel, (where applicable), must have a current registration and be licensed with either The Canal and River Trust, the Environment Agency or other licensing body.

# USEFUL CONTACTS.

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## **Rescue Control Centre:**

**Freephone:** 0800 0718021

**Landline:** 01785 248793

## **General Enquiries:**

01785 785680

## **Email:**

[enquiries@rivercanalrescue.co.uk](mailto:enquiries@rivercanalrescue.co.uk)

## **Web:**

[www.rivercanalrescue.co.uk](http://www.rivercanalrescue.co.uk)

## **Canal Contracting:**

0845 4308021 *or* 01785 785685

[sales@canalcontracting.co.uk](mailto:sales@canalcontracting.co.uk)

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

## **Canal & River Trust:**

0303 0404040

**Emergency:** 0800 47 999 47

## **Environment Agency:**

08708 506506

## **Flood Line:**

0845 9881188

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## **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, Unit 11, Tilcon Avenue,  
Baswich, Stafford, ST18 0YJ.

Registered in England **No.4126409**

VAT Registered **No.823673325**

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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.



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