

# Vehicle Hire Excess Waiver Insurance Insurance Product Information Document



## Company: Rock Insurance Services Limited

Authorised and regulated by the Financial Conduct Authority. Registration Number 300317. Registered Address: 135 High Street, Crawley, RH10 1DQ  
Insurer: Acasta European Insurance Company Limited, 5/5 Crutchett's Ramp, Gibraltar, GX11 1AA (registered no. 96218).

Product: Leisure Guard  
Vehicle Hire Excess Waiver Insurance  
(Van, MiniBus, MotorHomes)

This document is a summary of what this insurance does and doesn't cover. Complete individual pre-contractual and contractual information is provided in your policy documentation.

## What is this type of insurance?

Cover for people renting a vehicle who want to insure themselves against the financial cost of the vehicle hire excess payable in the event of loss or damage to the rental vehicle.



### What is insured?

Up to the sums insured below depending on the cover you have chosen:

- ✓ £2,500 excess reimbursement.
- ✓ £2,500 tyres, windscreen, underbody.
- ✓ £500 towing.
- ✓ £500 loss of use.
- ✓ £500 key cover (annual limit of £2000 for annual policies).
- ✓ £100 locked out cover.
- ✓ £500 misfuelling.
- ✓ £200 admin charges.
- ✓ £300 drop off charges.

### Optional benefits available subject to payment of the appropriate additional premium:

- Dual lead driver.
- Extended hire agreement.
- Increased cover limit.



### What is not insured?

- ✗ Any vehicle other than vans up to 7.5T; mini-buses up to 7.5T and 15 seats in capacity; or motor homes or camper vans up to 7.5T, with a value of less than £50,000.
- ✗ Any vehicle not hired from a vehicle hire company.
- ✗ Losses arising from driving whilst not on a public highway.
- ✗ Damage to the vehicle interior, unless caused by collision, fire, theft or vandalism.
- ✗ Trips outside your period of insurance.



### Are there any restrictions on cover?

- ! You must hold a valid full UK, EEA (European Economic Area) or Swiss driving licence.
- ! You must be permanently resident in the United Kingdom.
- ! You must be eligible to hire and drive a hired vehicle and able to adhere to the terms of the hire agreement.
- ! You must be aged 24 years or over or aged on or under 74 years.
- ! Vans and mini bus are limited to a maximum hire of 14 days.
- ! Motor homes/Camper vans are limited to a maximum hire of 45 days.



### Where am I covered?

This insurance covers you within the Geographical Limits stated within your policy certificate.



### What are my obligations?

- You must take care to answer any questions we ask you truthfully, accurately, and fully.
- You must be over the age of 24 and under the age of 74.
- You must be permanently resident in the United Kingdom and possess a valid UK, EEA (European Economic Area) or Swiss passport.
- You must be eligible to hire and drive a vehicle and adhere to the terms of the hire agreement.
- If there is no one available to accept you hire vehicle at the end of your hire period you must take date/time stamped photos to prove the condition of the vehicle and send these within 24 hours of your return to the hire company.
- You must notify us of any claims within 28 days of your return home.



### **When and how do I pay?**

Your premium is a one-off payment paid at the point of purchase by either credit or debit card.



### **When does the cover start and end?**

- For daily policies you will be covered for vehicle hire for the dates shown on your certificate of insurance
- For daily policies the period of insurance will be shown on your schedule of insurance and will commence at 00:01 on the policy start date and end at 23:59 on the policy expiry date.



### **How do I cancel the contract?**

If you decided to cancel your policy, we will give you a full refund if you let us know within 14 days from either the purchase or receipt of your certificate of insurance which is later, provided that you have not already travelled. We will not pay you a refund if you have made a claim. If you cancel outside of these 14 days, no refund will be given.