

8. Breakdown assistance: If the journey cannot be started or continued by your vehicle, the Assistance Centre shall organise roadside repair.
 9. Towing: If the journey cannot be started or continued by your vehicle, and the vehicle cannot be repaired at the roadside, the Assistance Centre shall organise towing of the vehicle including trailer and luggage to the nearest Ford Authorised Repairer (or home dealer if less than 50 km away).

If the vehicle is involved in an accident, has run off the road and needs to be recovered by specialist equipment before towing, the Assistance Centre shall organise the recovery but these costs are not covered under the policy.

Where after Breakdown the load continuation of commercially transported goods in a Commercial Vehicle is required, the provider will organise and take at charge the additional labour for re-loading of the Light Commercial Vehicle, up to maximum €250 per incident (excl. VAT).
 10. Replacement vehicle: If Roadside Assistance has been unsuccessful and if repair of the Commercial and Passenger Vehicle is not possible on the same day after towing to the Ford Authorised Repairer, if approved the provider shall use reasonable endeavour to arrange a rental car of equivalent class, inclusive free mileage and third Party insurance until the completion of the repair, but only for max. 2 working days.

The Assistance Centre will endeavor to ensure that the replacement vehicle is a Ford in most cases.

In any case, the Assistance Centre will endeavor that a Commercial Vehicle shall be replaced by an appropriate vehicle that ensures the business continuation of the Ford customer.
 11. Onward or home journey: If, following a breakdown more than 80km from the Authorised driver's place of residence, the Commercial or Passenger Vehicle cannot be repaired on the same day of the Incident, the Assistance Programme shall cover
 - a) the costs of the journey from the place of the Incident to the destination or alternatively the journey from the place of the Incident to the place of residence of the Authorised driver.
 - b) the cost of the return journey from the destination to the place of residence of the Authorised driver if the Commercial or Passenger Vehicle is not repaired.
 - c) the cost of the return journey from the destination to the place of the Incident for all Authorised drivers or, after the journey to the place of residence, the journey from the place of residence to the place of the Incident of one Authorised driver for the collection of the repaired vehicle (Repaired vehicle can also be repatriated if the cost does not exceed the travel cost of one Authorised driver from the place of residence to the place of Incident).
 - d) for the Onward/home journey of the Authorised driver the cost of a first class train journey will be entitled. If the train journey exceeds 6 hours, the cost of scheduled flight economy class shall be covered.
 12. Hotel: If, following a breakdown more than 80 km from the Authorised driver's place of residence, the Commercial or Passenger Vehicle cannot be repaired on the day of the Incident, accommodation costs for all Authorised drivers shall be entitled for the duration of the repair, for up to a maximum of 3 nights in a hotel, however not exceeding € 100 (excl. VAT) per person a night incl. breakfast.
 13. Passenger Transportation /Transfer Costs: If required, local transport will be provided from the place of Breakdown / Authorised Repairer to the place where additional Assistance Services can be obtained, or from the point of additional services back to the Authorised Repairer up to a maximum of € 50 (VAT included) per Breakdown.
 14. Combination of Replacement vehicle, Onward journey and Hotel: Replacement vehicle, Accommodation and Onward/homeward travel shall not be combined. The provision of Replacement vehicle, Onward homeward travel or hotel are subject to the discretion of Ford Assistance.
 15. Repatriation of un-repaired vehicle of abroad: If following a breakdown abroad the time to repair takes more than 5 days or if the Commercial or Passenger Vehicle cannot be repaired at all, the vehicle will be transported to the home Authorised Repairer.
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