

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions, and is not personalized to your specific individual needs in any way. For full and complete terms and conditions, please refer to your Policy Wording, Summary and Schedule.

What is this type of insurance?

In the event that your van cannot be driven as a result of an incident covered, we will make the provision for hire of an alternative vehicle (including paying the vehicle hire costs) for up to 14 days.



What is insured?

- ✓ In the event that your van cannot be driven as a result of an incident covered under this by our damage to your van or our loss and damage to your van by fire or theft section, we will make the provision for hire of an alternative vehicle (including paying the vehicle hire costs) for up to 14 days.



What is not insured?

- ✗ Any vehicle hire costs that are incurred prior to your claim being accepted.
- ✗ Any claim which is the result of a criminal act affecting the Geoffrey Insurance Services motor policy (including theft) which has not been reported to the police and/or relevant authority(s).
- ✗ Any claim where the hire vehicle will be used outside of the UK.
- ✗ Any claim for an insured event occurring prior to you taking out this cover.



Are there any restrictions on cover?

Incidents covered under this by our damage to your van or our loss and damage to your van by fire or theft section



Where am I covered?

- ✓ Great Britain and Northern Ireland, the Isle of Man and (for residents only) Jersey and Guernsey



What are my obligations?

- The incident which gives rise to this claim must be reported to us first. If we subsequently reject and repudiate the incident which gives rise to this claim you will be required to reimburse us all incurred costs.
- You must tell us as soon as your van becomes available for you to drive again.
- You must agree to us trying to recover any vehicle hire costs in your name and any costs recovered must be paid to us.
- We can take details of your claim at any time, but can only deliver a hire vehicle between 9am and 4.30pm Monday to Friday (excluding public and bank holidays).
- All terms, conditions, policy restrictions and excesses which apply to the Geoffrey Insurance Services motor policy apply whilst you are driving this alternative vehicle. You must take reasonable steps to keep any duration of hire to a minimum.



When and how do I pay?

The Guaranteed Hire Van policy is provided as an add-on to your main insurance policy so you will pay for it along with your main policy. Details of the payment options will be provided by Geoffrey Insurance in the product information document for your main policy.



When does the cover start and end?

For your period of cover, please refer to your Policy Schedule



How do I cancel the contract?

You may cancel your insurance contract at any time by contacting your policy administrators. We will make a deduction for any administration costs we have incurred and these charges may be in addition to any cancellation charges levied by your policy administrators.