

## VAB ASSISTANCE

This pack is valid in Belgium, Luxembourg and the Netherlands

### The term 'breakdown' is understood to mean:

1. The cover applies to bicycles that unexpectedly become technically or legally immobilised in Belgium, the Grand Duchy of Luxembourg, and the Netherlands at a distance of at least 1 kilometre from the rider's home. This immobilisation has come about as a result of an accident, a technical defect, puncture, battery problems, vandalism, theft or attempted theft.

2. The assistance for the bicycle will only be provided if the bicycle is located on a road that is accessible to a support vehicle from VAB, or within 250 metres' walking distance to a road that can easily be accessed by VAB's support vehicles. The rider of the bicycle must do all he/she can to move to a location that is near a public road.

3. In order to call upon this assistance, the rider must be present with the bicycle when the call-out vehicle arrives, with the exception of urgent medical interventions which necessitate the rider's evacuation.

### Which services are provided by VAB:

1. The provision of a VAB patrol man to repair the bicycle (temporarily or permanently).

2. If the VAB patrol man cannot restore the bicycle to a condition that allows it to be used again, the rider concerned will be offered free transport for the registered bicycle. The bicycle and rider will be taken home or to the workplace. The rider may accompany the bicycle on this journey. VAB is not responsible for luggage during this journey. A maximum of 1 extra bicycle and rider are entitled to this free transport if this additional rider was accompanying the registered bicycle and rider.

3. If the bicycle is stolen, VAB will organise transport and bear the costs for transporting the insured person to the departure or arrival point, with a maximum ceiling of €80. This cover is only provided if the insured person can demonstrate that all precautionary measures were taken to prevent the risk of bicycle theft and if a report of the theft is submitted to the police.

The standard details of the TEAM CYCLIS assistance are set out above. By mutual agreement, e.g. for specific B2B agreements, there may be deviations from the above. A specific procedure will then be agreed. TEAM CYCLIS can impose specific transport destinations. For example: bicycle of brand A can be transported to an official repair shop for brand A. Specific customisation may lead to a specific rate for assistance.

### When will assistance be provided?

VAB will provide assistance to relevant bicycles 24 hours a day, 7 days a year. VAB can be contacted on 03 253 61 38

The beneficiaries can call upon the assistance service for the duration of the TEAM CYCLIS programme.

If the day of the breakdown/issue falls at the end (but within) this period and assistance which will continue until after this period is required, this assistance will also be offered by the provider.

The assistance will be provided by simply calling the exclusive TEAM CYCLIS number and identifying yourself as a TEAM CYCLIS customer, as set forth in the enclosures of this agreement.

If, at the moment when assistance is required, the bicycle does not appear as a valid object in the file provided by TEAM CYCLIS, the person requesting the assistance will be asked to sign a document in which he/she agrees to pay the costs of the call-out by VAB if it transpires, thereafter, that he/she was not entitled to TEAM CYCLIS support.

In order to use the assistance, the beneficiary must be present with the bicycle when the technician arrives.

### Exceptions

The following are not covered under this agreement:

1. Prices of parts or materials.
2. Call-outs that are the result of incidents that do not immobilise the bicycle.
3. Repair costs by the dealer and any maintenance costs.
4. Costs resulting from actions that were not requested from VAB.
5. Transport of cargo (goods and/or animals).
6. Storage operations and/or craning.
7. All damage, breakdowns or accidents which occur during organised training or participation in bicycle races.
8. This agreement does not cover theft of or damage to objects or accessories relating to the bicycle as a result of the breakdown or theft.
9. Assistance for a bicycle that is already at a dealer's premises.
10. Transport on behalf of the police or authorities.
11. All incidents of misuse and/or fraud.
12. Breakdowns due to modifications, the installation of accessories and non-original parts.
13. Breakdowns due to a failure to perform maintenance.
14. Call-outs that are requested at places that are inaccessible to VAB call-out vehicles.
15. Medical assistance for the rider.
16. Telephone costs for calling the assistance helpline.
17. Lost keys for an external bicycle lock.

VAB cannot be held liable for damage, delays, hindrance or a failure to provide the guaranteed assistance if this is the result of force majeure, such as war, civil war, revolution, revolt, strikes, seizure or an enforcement order from and by the civil authorities, nuclear reactions, radioactivity, natural phenomena, and/or interruptions to the power or telephone networks.

VAB retains the right to refuse to provide or halt the guaranteed assistance in the case of misuse or fraud by the beneficiary.