



HGV & Coach Recovery Terms & Conditions

24 / 7	7.5 – 44 t	Paid first	7 days
roadside assistance across the UK	vehicle weights covered	initial call out fee before we attend	to pay an invoice in full for credit accounts

Definitions

Word	Meaning
The Company / We / Us	Refers to Elite Services Ltd & Carsville Coaches Ltd and the Recovery Agent attending to your vehicle.
Authorised Driver	Any person given authorisation/relevant lawful authority to drive the vehicle that requires recovering, including but not limited to the registered owner.
Breakdown	Refers to the broken-down vehicle requiring roadside assistance/recovery from Elite Services Ltd & Carsville Coaches Ltd.
Home	The chosen recovery destination for the vehicle to be recovered to within the UK.
Service	Emergency Roadside Assistance and Recovery for the broken-down vehicle providing the vehicle is between the weights of 7.5 – 44 tonnes only.

Booking the service

Subject to authorisation, Elite Services Ltd & Carsville Coaches Ltd Roadside Assistance and Recovery is available 24 hours over 7 days a week for assistance across the UK.

In the event of an Authorised Driver requiring Roadside Assistance and/or Vehicle Recovery, the job must be booked in by calling the emergency telephone numbers or emailing.

Costs and payment

The initial call out fee must be paid in full via credit cards or BACS transfer before the Company will attend to your vehicle. The Recovery Agent will advise the Authorised Driver of the initial call out fee amount before attending the breakdown. This amount does not include any costs incurred by repairing or recovering the vehicle. These costs will be advised upon assessment of the vehicle by the Recovery Agent.

Any further costs incurred during the roadside assistance and recovery will be advised by the Company to the Authorised Driver once the vehicle has been assessed. The Authorised Driver will be required to sign the job sheet to state they agree to pay the amount outlined by the Recovery Agent.

Any charges, tolls or miscellaneous costs incurred by the Recovery Agent on the way, during or leaving the breakdown will be invoiced to the Authorised Driver. By accepting roadside assistance and recovery from Elite Services Ltd & Carsville Coaches Ltd, the Authorised Driver agrees to pay any charges in full before removing the vehicle.

Full costs must be paid to the Company by the Authorised Driver within 7 days of the Recovery agent attending the breakdown if there is a credit account/facility/agreement in place.

When we may refuse

The Company may refuse to provide a service if the Authorised Driver is not present at the time of the breakdown and is unable to be present at the time the Recovery Agent arrives.

Roadside Assistance and Recovery may be refused should the Company deem that:

- The broken-down vehicle is dangerous, unroadworthy before leaving Home or overladen
- Providing the service would breach the law
- The Authorised Driver and any associated passengers are behaving in a threatening and/or abusive manner towards the Recovery Agent(s)
- Invoices for previous services have not been paid in full

After the recovery

Upon the Company providing roadside assistance and recovery to the Authorised Driver's vehicle, the Authorised Driver understands it is their full responsibility to ensure any temporary repairs undertaken by the Recovery Agent to mobilise the vehicle are followed up immediately with a full repair at a reputable garage.

Elite Services Ltd & Carsville Coaches Ltd (or any sub-contractors who provide a service under the Company) do not hold any responsibility for any increased costs or expenses, loss of profit or revenue incurred as a result of the broken-down vehicle.

Nothing in these Terms & Conditions shall affect the statutory rights of the Authorised Driver as the consumer.

The laws of England and Wales will apply to these Terms & Conditions, and they are subject to the non-exclusive authority of the English Courts.

Damage

The Company will not be responsible for damage caused:

- To the recovered vehicle caused by air suspension failure, corrosion or failure of height sensor (or equipment)
- To the recovered vehicle by failure of electronic or hydraulic steering system on the recovered vehicle
- To the recovered vehicle by damage to the wheels or wheel trim equipment when gaining access to the transmission.

It is the responsibility of the owner, driver or operator to make the Company aware of any specialist information relating to the safe recovery of the vehicle.

Policy Last Updated: 07th October 2026

Next Review Date: 07th October 2027