Cycle Rescue

Insurance Product Information Document

Company: ETA Services
Product: ETA Cycle Rescue

Policies are underwritten by Insurance (a trading name of Astrenska Insurance Limited). Collinson Insurance is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the United Kingdom (FCA - number 202846). Registered in England number 01708613.

We have produced this document to present you with a summary of cover. To understand exactly what you will be covered for, please read your policy wording and personalised schedule in full as you may not be covered for everything included in the summary.

What is this type of Cover

This cover is intended to arrange recovery of cyclists and their bicycles if a breakdown to their bicycle occurs which is irreparable at the scene, or if the cyclist is injured and unable to complete their journey.

What is covered?

- ✔ We will recover you and your bicycle to your chosen destination or home if it is nearer.

What is not covered?

- ✕ Incidents occurring outside the period of cover
- ✕ Incidents caused by wilful or deliberate acts
- ✕ Bicycles that have broken down more than three times, where no remedial action has been taken after each breakdown
- ✕ Costs that you would have occurred as part of the journey and costs that we have not agreed including incidental expenses
- ✕ Repair costs
- ✕ Any other costs in addition to the call out charge and transportation of you and your bicycle

Please refer to the policy wording for a full list of exclusions.

Are there any restrictions on cover?

- ! Your bicycle must be maintained in a safe and roadworthy condition and serviced in accordance with the manufacturer's guidelines
- ! You must take steps to permanently repair your bicycle following a breakdown
- ! You must be over 16 years of age and be a permanent legal resident of Britain
- ! This policy does not cover any other costs in addition to the call out charge and transportation of you and your bicycle
- ! The waiting period to seek assistance is 24 hours from the purchase date of the policy

Please refer to the policy wording for a full list of coverage restrictions.

Edition Date: November 2026

What are my obligations?

- You must provide full and accurate information to all questions asked.
- Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.
- You must follow our claims process which can be found in your policy documentation.

Where am I covered?

- Cover is offered for your bicycle within Britain, and up to 90 days within the European Union including Norway and Switzerland.

When and how do I pay?

- You can pay your premium annually using any major card or by Direct Debit.

When does the cover start and end?

- Your cover starts and ends on the dates shown on your Policy Schedule.
- We will contact you 14 days before your renewal date with your renewal quote. We will automatically renew your policy unless you tell us not to.

How do I cancel the contract?

- You may cancel this policy by contacting us on 0333 000 1234 or via email at customercare@eta.co.uk.
- If the cancellation is made within 14 days of the start date or the date you receive the policy documents if this is later and provided no claims have been made, we will refund any premium paid.
- After 14 days:
    - You will receive a refund less a deduction for the time you have been on cover.

Edition Date: November 2026