

TERMS & CONDITIONS

AUSTRALIAN AUTOMOBILE CLUB ROADSIDE ASSISTANCE

ROADSIDE ASSISTANCE - SUMMARY OF MEMBER BENEFITS

Roadside Assistance & Towing

Roadside mechanic repairs, or if required vehicle towing, provided via the AAC emergency desk and a network of independent emergency response operators.

24/7 & Australia Wide

24 hours a day, 7 days a week with full nationwide coverage.

City Benefits

Towing paid up to 20 km.

Country Benefits

The Emergency Response Operator will travel up to 80 km round-trip from their base to provide towing or roadside assistance.

Flat Batteries

Vehicles with a flat battery will be jump started. A new battery can be brought to the vehicle and fitted if required. Any new battery ordered and provided is for the Members own cost.

Wheel Changes

A spare tyre can be fitted. A roadworthy spare tyre in the Members vehicle is required. If Member's vehicle has no roadworthy spare wheel available, the vehicle will be towed to the nearest repair location.

Emergency Fuel

Emergency fuel can be brought to the vehicle. Any fuel provided is for the Members own cost. In exceptional cases where emergency response operator has no remaining spare fuel, vehicle will be towed to a suitable location to where it is available.

Lock Outs

In the event of being locked out, basic help is provided to attempt to gain access to your vehicle. Due to contractor limitations, this service may not be available in all cases. If a specialist locksmith is required this will be at Members own cost. In the event the member requests the vehicle be broken into to recover keys locked inside the vehicle, no responsibility or liability is taken by AAC or its contractors for any damage to that vehicle that may occur as a result.

Passenger Transport

If possible, Member (and passengers) may travel in the cabin of response vehicle. If this is not possible, alternative transport will be arranged at Members cost.

Caravans & Trailers

Arrangements for the towing and storage of caravans and trailers can be made. Any special arrangements for the towing and storage of caravans and trailers is for the Members own costs

Recommended Repairers

Help is provided finding the nearest motor vehicle repairer, if more than 100 km from home.

TERMS & CONDITIONS APPLICABLE

Membership per Vehicle

Membership applies to one vehicle, which must be currently registered and described in the application. Membership may be registered under the name of an individual, company or an organisation.

Payment of Additional Fees at Delivery

Any charges for batteries, excess towing, emergency fuel, locksmiths, holding yards, toll costs or Emergency Join-Up Fees or other fees must be paid by the Member to the service provider at the time of service.

Membership Effective Date

Member services/benefits will become effective 2 business days after receipt of payment. Membership must be paid for and current to obtain any services or benefits.

Transfer of Membership to a New Vehicle

Membership is transferable to a new vehicle. In order to organise the transfer Members must contact AAC, during business hours (via web or phone), within 7 Days of vehicle changeover occurring. Transfer will become effective 24 hours after notification is received by AAC. Membership cannot be transferred to another person.

Emergency Join Up Fee & Non-Refund Policy

Emergency join-up fee of \$100 applies if a customer requires service within 2 business days of joining. This applies to:

- a) Non Members calling AAC emergency number and requiring immediate roadside assistance
- b) Lapsed AAC Members requiring immediate roadside assistance

Cancellation & Termination of Membership

When you join AAC, you stay a Member until you cancel – just like your telephone subscription. This stops the hassle of yearly renewals, or the risk of forgetting. It also saves in printing, mailing and administration costs – which mean lower membership costs. AAC bills your credit card yearly in

advance. After the initial 12 month sign up period, you can cancel at anytime via aac.com.au and we will refund any unused membership months immediately.

AAC reserves the right to terminate any membership for any reason, at which time AAC will refund any remaining months of membership not utilized to the terminated Member.

Roadside or tow services will not be provided to a Member who in AAC's view is abusive, threatening or violent to any staff member or contractor, or who attempts to receive service by deception.

Change of Vehicle Registration Number

Any changes to the vehicle registration number or change of address must be reported to AAC by Members, within 7 days of the change occurring. Any changes of vehicle are only effective 24 hours after notification to AAC.

Location of Vehicle - Member Attendance

When requesting Roadside Assistance Members must provide the correct vehicle details and the exact location of the vehicle. All services will be at Member's expense if AAC are not:

- a) Able to confirm membership at time of service, or
- b) Able to locate vehicle based on the information given, or
- c) Able to locate Member or driver at the vehicle location.

Serviced Road Restriction

Roadside Assistance is available on any sealed or designated road that the service provider deems to be safe. Attendance may be possible where a breakdown occurs on an un-serviced road however this is at the discretion of the service provider and cannot be guaranteed.

Remote Areas Not Covered by Contractors

There may be rare instances where a service provider is not available to assist Members (remote areas). Where service is unavailable AAC will assist in locating alternative assistance and/or relaying emergency messages. In these instances Members will be required to arrange own recovery at own expense direct with service provider.

Vehicle Weight, Height Limits

Roadside Assistance is only provided where the weight of the vehicle is less than 3.5 Tonnes gross and the length of the vehicle is less than 5.5 metres.

Expenses Prior to Membership Start

AAC will not authorise or pay for any service performed carried out prior to the commencement date of the membership.

Roadside Assistance Restricted to Unexpected Mechanical Breakdowns

Roadside Assistance is provided in the event of an unexpected mechanical breakdown. It does not cover accident recovery or vehicle maintenance or permanent repairs.

Temporary repairs may be made at the request of the Member to mobilise the vehicle (where able). However, regular maintenance or any mechanical repairs, major or otherwise, is the Member's responsibility and will be at the Member's expense.

One Call Out Per Breakdown

Once a call-out has been provided for a breakdown, any subsequent call-outs arising from the same breakdown will be provided at the Member's expense payable at the time of the call-out. This includes towing for a vehicle that has been towed to the Member's home (or a holding yard or other place of safety) and subsequently requires further towing for the same breakdown.

General Restrictions - Breakdown & Towing Services

AAC is an emergency roadside service only. Therefore Roadside Assistance services and/or towing benefits do not apply for:

- a) A vehicle that we deem to be un-roadworthy, or that is unregistered;
- b) A vehicle at a motor vehicle repairer
- c) A vehicle that is partly or fully dismantled, or on which repairs have been attempted by anyone (including a licensed motor vehicle mechanic), or has a pre-existing failure or breakdown;
- d) A vehicle where the Tow has not been arranged by us;
- e) A vehicle that has been involved in or suffered damage as a consequence of an accident, flood, theft, fire or malicious damage.
- f) A vehicle which has been modified in ways that in our view increase the possibility of it sustaining damage during Towing , or in ways that make damage-free towing difficult, unless such modifications are removed prior to Towing. This includes modified or factory released accessories;
- g) A vehicle which has been driven or transported to any licensed motor vehicle repairer;
- h) Any parts, labour or other costs related with the repair of a vehicle;
- i) Any financial loss or liability, however sustained, occurring from or in any way connected with a breakdown or accident;
- j) Any freight costs (including sea crossings);
- k) Transportation of a damaged vehicle;
- l) Any costs related to making arrangements for pets and animals;
- m) A vehicle that has been driven against our instruction or the instruction of a licensed motor vehicle repairer;
- n) A vehicle that has been transported to a holding or shipment facility;
- o) A vehicle that has been used in a car rally or motor race;
- p) Salvage costs, including additional charges for removing vehicles from covered garages or other locations;
- q) A vehicle used as a courier vehicle, taxi, or any vehicle used for commercial transport.

Fair Use Policy

AAC aims to provide the most economic service to the largest group of Members. We have purposefully set pricing based on the assumption that Member vehicles are regularly maintained as per general manufacturer recommendations. To that end, AAC reserves the right to limit or refuse entitlements where in the opinion of AAC, the Member's use of the service is excessive or unreasonable. As part of the case management approach to addressing high individual incidents of breakdown, AAC reserves the right to request evidence of regular vehicle maintenance and servicing.

Change of Terms, Conditions & Prices

AAC reserves the right to amend prices and inclusions of policies without prior notice.