



# **Commercial Road Service**

A guide to your entitlements

Discover more:  
[raa.com.au](http://raa.com.au)





# Calling for Road Service

## Phone 13 11 11

Commercial Road Service is available only for the nominated vehicle(s). To be eligible for Road Service you must be present when the Patrol arrives.

## Information to have ready

So we can help you as quickly as possible, please be ready to give the following information when you phone:

- advise the RAA consultant that the vehicle is covered by RAA Commercial Road Service
- vehicle registration number
- vehicle details: make, model and colour of the vehicle
- location details: street name, suburb or town, closest intersection, which side of the street you're on, and distinguishing landmarks
- vehicle fault or problem: an explanation of what happened or appears to be the problem.

After calling us, please stay with the vehicle until help arrives, and leave your mobile phone switched on and available.

If there are extraordinary circumstances or you're worried about your safety, please let the RAA consultant know.

If you're in South Australia or Broken Hill, your call will be routed directly to RAA. In all other locations throughout Australia, your call will be directed to the local affiliated motoring organisation.

## **For drivers with a hearing or speech impairment**

- You can contact us for Road Service by using the National Relay service – [relayservice.gov.au](http://relayservice.gov.au)
- The number to provide for RAA Road Service is 13 11 11
- If you have no internet access you can access the National Relay Service via SMS by texting 0423 677 767
- Make sure you have all information ready to relay.

*Please note that these methods are subject to public telecommunications network reliability.*

*If you do not receive a reply in a timely period, you should use an alternative method.*

## **Accessing your Premium or Plus Away From Home benefits**

### **Phone 1800 888 522**

If you qualify for any 'Away From Home' benefits as outlined on page 13, please phone 1800 888 522 (free call Australia wide).

So that we can establish your eligibility for an 'Away from Home' benefit, please try to have the mechanic who diagnosed the problem present when you call RAA. If that isn't possible, please be ready to provide the name, business name, address and telephone number of the mechanic, so that we can contact them.

# Contents

<b>RAA Commercial Road Service Entitlements</b>	
Road Service	6
Towing	9
<hr/>	
<b>100km Away from Home Benefits</b>	
Emergency Benefits	13
Stay and Repair	14
Vehicle and Passenger Recovery	16
Accidents or Stolen Vehicles	18
Wheels/Tyres (Space Saver Spare/Run Flat Tyre)	19
<hr/>	
<b>Annual benefit limits</b>	<b>23</b>
<hr/>	
<b>Terms and Conditions</b>	
Commercial Road Service	20
RAA Premium and RAA Plus Conditions	22
Service Exclusions	23
Road Service Fees	25
Fair Use Policy	25
Interstate Service	26
Hire Car Conditions	26
Vehicle Movement Conditions	26
Personal Information Use and Disclosure	27
Refusal of Road Service	27
<hr/>	
<b>Glossary</b>	<b>28</b>
<hr/>	
<b>Comparison Table</b>	<b>30</b>
<hr/>	
<b>Important Numbers</b>	<b>Back</b>
<hr/>	

# RAA Commercial Road Service Entitlements

If your vehicle has RAA Commercial Road Service, benefits:

- apply only to breakdowns that occur within Australia
- are provided solely at the discretion of RAA within the locality of the breakdown
- are not available if the vehicle, against our advice or the advice of a qualified repairer, has continued to be driven following a breakdown.

Where benefit limits are not listed for different products, the same benefit applies for all.

## Road Service

RAA Commercial Road Service is a vehicle breakdown service aimed at providing assistance in the event of an unexpected mechanical or electrical fault/failure of a vehicle and/or towed unit.

You must be present upon arrival of the RAA service provider to receive Road Service.

Road Service will be provided for the purposes of mobilising the vehicle after breakdown. Service is limited to undertaking minor repairs using parts and tools available within the service vehicle, and able to be completed safely and quickly at the roadside.

The extent of 'free' services will, in most cases, be influenced by the location and circumstances of the breakdown.

Where mobilising the vehicle and/or towed unit is not possible, a tow may be provided. This tow will be limited by your level of Road Service entitlement.

### **Road Service call-out limits**

The included number of free call-outs is unlimited.

Service may be refused or limited in instances where you have received (and continue to request) Road Service or towing on a number of occasions that are in breach of RAA's Fair Use Policy (see Terms and Conditions). This will be determined at RAA's discretion. We may offer alternative services at your expense.

### **Metro**

For breakdowns anywhere in the Metropolitan Patrol Service Area an RAA service provider will attend 'free' of charge in an attempt to mobilise the vehicle and/or towed unit.

### **Country**

For breakdowns outside of the Metropolitan Patrol Service Area, free service and towing benefits will be calculated from the location of the designated RAA Country Service Depot. Road Service will be provided by the designated RAA Country Service Depot for that location.

'Free' service is limited to breakdown locations within the following distances from the designated RAA Country Service Depot:

- Premium: 200km (400km round trip)
- Plus: 100km (200km round trip)

The tow must be taken at the time of the breakdown.

If your vehicle requires Road Service and/or towing in excess of the distances specified above, any additional costs will be invoiced and must be paid within 14 business days.

To discuss your level of Commercial Road Service cover please call us on 08 8202 4821.

### **Wheel changing**

If you have a suitable, roadworthy spare wheel, the RAA Service Provider will change the wheel for you using RAA standard wheel changing equipment.

This Benefit is limited to:

- vehicles and/or towed units weighing less than three tonnes fully loaded
- circumstances which do not require specialised equipment to safely provide a wheel change.

Where the vehicle falls outside of our weight and equipment limitations, an RAA Service Provider will be despatched to assess and assist with the wheel change where possible, using your vehicle manufacturer's wheel changing equipment.

Tyre repairs will not be undertaken at the roadside.

### **Battery replacement/jump-start**

If the vehicle will not start because of a flat battery, the RAA service provider will assess the battery and provide a jump-start if appropriate.

If necessary, we offer a 'free' battery delivery and installation service for RAA Commercial Road Service customers, with an extensive range of competitively priced automotive batteries available for roadside purchase.

A \$20 discount is available to you on the purchase of an RAA branded battery.

RAA batteries will be invoiced and must be paid within 14 business days.

### **Lockout/locksmith services**

A locksmith subsidy is available when locksmith attendance is required due to the vehicle being disabled. The maximum we will pay per year for locksmith service is:

- Premium: subsidy of \$150
- Plus: subsidy of \$75.

Alternatively, instead of using the locksmith subsidy (or if a locksmith is unavailable), you will be offered a tow, using standard towing equipment, within the towing limitations of your Road Service product.

The locksmith subsidy is not available for vehicles that have been disabled due to accident, vandalism or theft of the vehicle.

### **Caravans/trailers**

If a nominated vehicle is towing a caravan, trailer, horse float or similar and that towed unit suffers an unexpected mechanical or electrical fault/failure, or lock-out, an RAA service provider will attend and provide assistance within the limitations of the Road Service product.



## **Motorcycles**

Road Service is available if your nominated motorcycle cannot be ridden due to a mechanical or electrical fault/failure or puncture. A service provider will attend and attempt to mobilise the motorcycle.

If we are unable to repair the motorcycle at the roadside, or you have a flat tyre, towing will be provided within the limitations of your Road Service product.

## **Fuel**

### **Out of fuel**

If the vehicle has run out of fuel, we may provide, at your cost, sufficient fuel to enable you to drive to the nearest fuel outlet.

If the RAA service provider is unable to supply fuel at the roadside, you will be offered a tow, using standard towing equipment, within the towing limitations of your Road Service product.

Fuel will be invoiced and must be paid within 14 business days.

### **Incorrect fuel**

If you have filled your vehicle with incorrect fuel, towing benefits will apply (per page 9). If you are more than 100km away from home, only emergency Away from Home benefits will apply (per page 13).

## **Towing**

If we are unable to get the vehicle going, we will arrange for the vehicle to be towed to a place of safety or repair. Towing is only provided for mechanical or electrical breakdowns.

We do not cover the towing or recovery of bogged vehicles and/or towed units. However, towing or recovery of bogged vehicles and/or towed units may be provided at your expense.

'Free' towing is limited to the distances specified below.

Excess kilometres will be invoiced and must be paid within 14 business days.

## **Metro**

Towing, in any direction from the breakdown location by standard towing equipment up to:

- Premium: 50km
- Plus: 20km.

## **Country**

Towing, by standard towing equipment back to the designated RAA Country Service Depot up to distances of:

- Premium: 200km (400km round trip)
- Plus: 100km (200km round trip).

The tow must be taken at the time of the breakdown.

## **Additional country towing**

If you breakdown in a Country Serviced Area and we can't get the vehicle mobile at the roadside, additional extended towing is available in any direction from the breakdown location or attending depot up to distances of:

- Premium (including towed unit): 50km (limited to \$320 per incident)
- Plus (including towed unit): 20km (limited to \$128 per incident).

This benefit can be used in addition to the back to depot towing benefit within the towing limitations of your Road Service product.

Excess distance costs will be invoiced and must be paid within 14 business days.

## **Taxi**

RAA will pay for taxi service immediately after the provision of Road Service from the location of the breakdown if your vehicle is eligible for towing benefits.

- Premium: up to \$55 a year
- Plus: no benefit.

## **Second tow**

When the vehicle cannot be towed to your nominated repairer at the time of breakdown, a second tow will be provided within 14 days of the first Road Service tow and/or vehicle recovery for the vehicle only.

- Premium: up to 20km
- Plus: arranged, but at your cost.

Any additional costs not covered by RAA will be invoiced and must be paid within 14 business days.

### **Heavy or oversize vehicles and/or special towing equipment**

We will arrange towing on your behalf when the vehicle or caravan, trailer or recreational mobile home cannot be towed under the normal towing limitations.

Normal towing limitations apply to the provision of this benefit and, with the exception of recreational mobile homes, are limited to four tonnes.

Excess costs will be invoiced and must be paid within 14 business days.

The maximum we will pay per year for the cost of special equipment towing is:

- Premium: up to \$300
- Plus: no benefit.

Bogged vehicles are not covered.

### **Caravans/trailers – where the vehicle breaks down**

If you are towing a caravan, trailer, horse float or similar and the vehicle breaks down, we will tow the vehicle and the towed unit. Towed units under three tonnes that do not require special towing equipment receive towing as follows:

#### **Premium:**

- Metro: in any direction up to 50km
- Country: up to 200km (400km round trip) back to the designated Country Service depot.

Towed units exceeding three tonnes and up to four tonnes, over-sized, or recreational mobile homes exceeding four tonnes are covered up to a maximum of \$300 per year for special towing equipment.

#### **Plus:**

- Metro: in any direction up to 20km
- Country: up to 100km (200km round trip) back to the designated Country Service Depot.

### **Caravan/trailers – where the towed unit breaks down**

If you are towing a caravan, trailer, horse float or similar and that towed unit breaks down, we will tow the towed unit. Towed units under three tonnes that do not require special towing equipment receive towing as follows:

#### **Premium:**

- Metro: in any direction up to 20km
- Country: up to 200km (400km round trip) back to the designated Country Service Depot.

Towed units exceeding three tonnes and up to four tonnes, over-sized, or recreational mobile homes exceeding four tonnes are covered up to a maximum of \$300 per year for special towing equipment.

#### **Plus:**

- Metro: in any direction up to 20km
- Country: up to 100km (200km round trip) back to the designated Country Service Depot.

### **Non-collision 'accident' towing**

There are government towing regulations regarding accident towing in the metropolitan area. Where your vehicle requires non-collision accident towing, but would not be covered under comprehensive insurance if you were to claim, we will contribute up to \$100 per incident towards towing costs upon presentation of a receipt 'Authority to Tow' form.

# 100km Away from Home Benefits

If the nominated Commercial vehicle breaks down more than 100km from home, and after receiving Road Service we are unable to repair the vehicle, we may provide you with Away From Home benefits.

Different benefits apply to different breakdown scenarios, the different categories are:

If the vehicle CAN be repaired within 48 hours by a qualified mechanic  
▶ **'Emergency' Benefits (page 13) may apply**

If the vehicle CAN NOT be repaired within 48 hours by a qualified mechanic ▶ **'Stay and Repair' (page 14), or 'Vehicle and Passenger Recovery' (page 16) benefits may apply**

If you are without a car overnight due to an accident or theft  
▶ **'Accident or Stolen Vehicle' (page 18) benefits may apply; or**

If the vehicle has become immobilised due to puncture  
▶ **'Wheels/Tyres' (page 19) benefits may apply.**

## Emergency Benefits

These benefits apply if:

- you have broken down more than 100km from home; and
- we have provided Road Service but due to a mechanical or electrical failure we could not get you mobile; and
- a qualified mechanic can repair the vehicle you are driving within 48 hours.

If your caravan has broken down and the above points apply, you are only eligible for accommodation benefits, as the vehicle is still able to be driven.

Only emergency benefits and locksmith subsidy apply if you are 100km from home and the vehicle you are driving is:

- immobilised due to incorrect fuel, or
- the keys have been lost, damaged, stolen or locked in the car.

## Accommodation

Accommodation benefits apply for you and up to four passengers if you stay in the area of the breakdown or accident whilst the vehicle is being repaired.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc. are not covered.

The maximum we will pay for accommodation is:

- Premium: up to \$150 per night for up to two nights
- Plus: up to \$130 for one night.

### **Hire car**

The maximum we will pay for a hire car is:

- Premium: up to \$130 per day for a maximum of two days
- Plus: no benefit.

See hire car conditions (page 26).

## **Stay and Repair**

These benefits apply if:

- the nominated vehicle has broken down more than 100km from home; and
- we have provided you Road Service but due to a mechanical or electrical failure we could not get the vehicle mobile; and
- a qualified mechanic cannot repair the vehicle within 48 hours.

If you are eligible for the 'Stay and Repair' benefit but do not wish to take it, you may take the 'Vehicle and Passenger Recovery' benefit instead.

### **Accommodation**

Accommodation benefits apply for you and up to four passengers if you stay in the area of the breakdown while the vehicle is being repaired.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc. are not covered.

The maximum we will pay for accommodation is:

- Premium: up to \$150 per night for up to five nights
- Plus: up to \$130 per night for up to three nights.

If you are travelling with a caravan and it is the vehicle being repaired your accommodation benefits should be discussed with an RAA consultant.

### **Caravan to be repaired**

If your caravan has broken down due to a mechanical or electrical failure and you qualify for 'Stay and Repair' benefits we'll pay up to:

- Premium: up to \$150 per night for up to five nights
- Plus: up to \$130 per night for up to three nights.

### **Hire car**

If you have opted for local accommodation the following hire car benefits also apply:

- Premium: a hire car may be provided for up to \$130 per day for up to five days.

A hire car may be provided for up to seven days where the vehicle is to be repaired locally and you elect to continue your journey to your destination or return home (up to \$130 per day). No other benefits apply.

- Plus: a hire car may be provided for up to \$110 per day for up to three days.

A hire car may be provided for up to five days where the vehicle is to be repaired locally and you elect to continue your journey to your destination or return home (up to \$110 per day). No other benefits apply.

See hire car conditions (page 26).

## Vehicle and Passenger Recovery

These benefits apply if:

- the nominated vehicle has broken down more than 100km from home; and
- we have given you Road Service but due to a mechanical or electrical failure we could not get the vehicle mobile; and
- a qualified mechanic cannot repair the vehicle within 48 hours.

In this option we will pay for the vehicle to either be transported back to your home or to the intended destination of your journey.

Vehicle recovery is not applicable once the vehicle has been repaired.

If you are eligible for the vehicle recovery benefit and you are towing a caravan, trailer or similar, we will contribute the following towards the recovery of your towed unit:

- Premium: up to \$500 per incident
- Plus: no benefit.

If you are eligible for the 'Vehicle and Passenger Recovery' benefit but do not wish to take it, you may take the 'Stay and Repair' benefit instead.

Weight and dimension limitations apply (see vehicle movement conditions on page 26).

### Passenger transport

We will arrange and pay for you and up to four passengers to be transported back home or to your destination.

- Premium: transport by air or coach. We will provide air fares up to a maximum of \$800 per incident
- Plus: transport by air or coach. We will provide air fares up to a maximum of \$400 per incident.

If required, a similar return journey will be provided for one person to the repair location to collect the repaired vehicle. If you choose to continue on to your destination while the vehicle is transported to your home, we will not meet transport, accommodation or other expenses incurred on the 'return journey'.

### Accommodation

Accommodation benefits apply for you and up to four passengers, once the transportation of the vehicle has been organised and you are awaiting alternative transport to your home or destination.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc. are not covered.



The maximum we will pay for accommodation is:

- Premium: up to \$150 per night for up to five nights
- Plus: up to \$130 per night for up to three nights.

### **Pet recovery**

If you are eligible and choose to take the vehicle recovery benefit, we will arrange and pay for the recovery of your animal(s) back to your home or to your intended destination.

The maximum we will pay for pet recovery is:

- Premium: up to \$220 per incident
- Plus: no benefit.

This benefit applies to domestic pets only and does not cover animals used for commercial purposes.

## **Accidents or Stolen Vehicles**

These benefits apply if:

- the nominated vehicle has broken down more than 100km from home; and
- you are without the vehicle overnight after an accident (including windscreen damage), water damage, vandalism, fire or theft, irrespective of whether the vehicle is insured or not.

### **Accommodation**

Accommodation benefits apply for you and up to four passengers.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc. are not covered.

The maximum we will pay for accommodation is:

- Premium: up to \$150 per night for up to two nights
- Plus: up to \$130 for one night.

If your caravan has been involved in an accident and can't be occupied overnight, you are eligible for this accommodation benefit.

### **Hire car**

We'll pay the following hire car benefit:

- Premium: up to \$130 per day for a maximum of two days
- Plus: no benefit.

See hire car conditions (page 26).

## **Wheels/Tyres (Space Saver Spare/Run Flat Tyre)**

These benefits apply if:

- you are more than 100km from home; and
- the vehicle is immobilised due to a puncture; and
- the spare to be fitted is a standard manufacturer supplied space saver spare and
  - the punctured tyre can't be repaired on the same day locally or
  - the nearest puncture repair facility exceeds the distance to be travelled using the space saver spare as recommended by the manufacturer or
  - the vehicle is fitted with a Gel Repair Kit only and the tyre cannot be repaired using the Gel Repair Kit
  - the vehicle is fitted with a run flat tyre and the tyre cannot be repaired or replaced on the same day locally.

### **Accommodation**

Accommodation benefits apply for you and up to four passengers while the tyre is being repaired.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc. are not covered.

The maximum we will pay for accommodation is:

- Premium: up to \$150 per night for up to five nights
- Plus: up to \$130 per night for up to three nights.

### **Vehicle and passenger relocation**

We'll pay to get the vehicle to the nearest puncture repair facility.

Weight and dimension limitations apply (see vehicle movement conditions page 26).

Transport for you and up to four passengers will be provided by coach.

# Terms and Conditions

## Commercial Road Service

Commercial Road Service is available only to vehicles that are already covered at the time of breakdown in accordance with the conditions and benefits as provided within this Road Service entitlements guide.

- Only the designated contact person for the Commercial Road Service product may make a request on behalf of the business in regard to product changes and inquiries.
- The driver must be present upon arrival of the RAA service provider to receive Road Service.
- The RAA Commercial Road Service product must be financial at the time of requesting service.
- The disabled vehicle must be registered.
- Provision of assistance/services to vehicles, caravans and trailers is limited to breakdown locations accessible by an improved public road using a conventional 2-wheel drive vehicle.
- In instances where service is required in a location where the road is unsurfaced or a road which is not trafficable by a conventional 2-wheel drive vehicle, a cost may be incurred which you must pay at the time of service.
- Where you require immediate Road Service for a pre-existing mechanical or electrical breakdown and the vehicle is not covered by RAA Commercial Road Service, or the vehicle requires Road Service within 48 hours of joining, an additional service fee will be charged. Away from Home benefits will not apply for the first breakdown.
- Road Service benefits will become available 48 hours after the purchase of a Road Service product.
- Road Service is essentially aimed at getting a vehicle back on the road or to a garage for permanent repairs, although minor repairs may be carried out on the spot if they can be done safely and within a reasonable time using available hand tools.
- Parts offered during Road Service by the service provider may or may not be genuine parts. All parts meet or exceed manufacturer's specification and comply with relevant Australian Standards and regulatory requirements and are fit for purpose. Parts have been sourced from independent manufacturers and comply with manufacturer's specifications.
- Service is limited to serviced areas; service is not available in non-serviced areas.

- Child locked in car – if the caller advises us there is a child locked in a vehicle, and that it is an emergency situation or the child is in distress, we will transfer the call to request an ambulance and/or the fire department.
- RAA will not pay for the freight costs for vehicles and passengers on any sea crossing.
- RAA does not cover any after accident towing costs or any repairs – accident, mechanical, electrical or otherwise.
- Should a second call-out be required due to the vehicle being initially unattended, a fee will be charged.
- Excess kilometres travelled to provide Road Service by the designated RAA Country Service Depot is not covered by RAA (this cost will be invoiced).
- Road Service products may be cancelled at any time by providing either verbal or written notification to RAA. Cancellation of Road Service cannot be backdated and Road Service fees are not refundable.
- Non-collision accident towing contribution insurance coverage will be based on current RAA comprehensive insurance guidelines (regardless of whether you have insurance with another provider).
- When seeking reimbursement from RAA, any services paid by you (the product holder) will be calculated at the RAA contractor rate i.e. the rate we would have paid.

## RAA Premium and RAA Plus Conditions

RAA Premium and RAA Plus are an extension of RAA Road Service.

RAA reserves the right to refuse an application to upgrade at any time. Premium and Plus benefits apply in Australia only and is provided within the locality of the breakdown, entirely at the discretion of RAA.

- Premium and Plus must be taken out directly with RAA in South Australia or Broken Hill and cannot be taken out through an interstate motoring association or club.
- Breakdowns before joining or upgrading cannot be claimed and will not be paid.
- Away from Home benefits will become available 48 hours after you have purchased or upgraded a Road Service product.
- Away from Home benefits are not applicable once you have arrived home.
- The vehicle's gross weight must be less than four tonnes, other than recreational mobile homes which will receive up to \$300 per year for towing, and other related Premium and Plus benefits that apply to the breakdown incident as outlined within this Commercial Road Service Guide.
- If the vehicle breaks down in a non-serviced area you must telephone an RAA Premium or RAA Plus consultant as soon as possible to explain the situation.
- For Premium covered vehicles a limit of \$300 a year applies to special towing equipment up to four tonnes with the exception of recreational mobile homes.
- In a non-serviced area you may be required to pay for any services and/or benefits arranged. Receipted accounts for these services/benefits, with details of the breakdown, should be submitted to RAA Incident Management, 101 Richmond Road, Mile End SA 5031. Reimbursement for towing costs (Premium: maximum of 400km round trip, Plus: 200km round trip) in non-serviced areas is determined at RAA Country Service Depot payment rates as amended from time to time.
- Reimbursements for all other services and benefits will be calculated as per your applicable Road Service entitlements.
- The payment of any extra costs for transport from an approved Service Depot or repairer to a motel, hire car depot or other location is not automatic and must be approved by an RAA Premium or RAA Plus consultant before the journey is undertaken.
- Excess kilometres travelled to provide Road Service by the designated RAA Country Service Depot is not covered by RAA (this cost will be invoiced).
- RAA does not cover temporary accommodation for livestock or pets following a breakdown.

- If you are more than 100km from home and a suitable roadworthy spare wheel (vehicle only) has been fitted and punctured before you have been reasonably able to have the original tyre repaired, Premium benefits are limited to two nights emergency accommodation and two days hire car. Plus benefit is limited to one night emergency accommodation.
- Product holders seeking a reimbursement for benefits or services must apply within six months of the breakdown date.

## **Annual Benefit Limits**

The cumulative value of benefits exceeding the standard Road Service entitlements is limited to:

- Premium:
  - \$3,500 in your first year of holding RAA Premium
  - \$5,500 in each continuous year of Premium product holding thereafter.
- Plus:
  - \$1,100 in your first year of holding RAA Plus
  - \$2,200 in each continuous year of Plus product holding thereafter.
- Any expense incurred by RAA in rendering Premium or Plus benefits to you in excess of your annual limit is your personal responsibility.
- Any unused portion of your annual Premium or Plus benefits limit is forfeited and cannot be accumulated or carried over to subsequent years.

## **Service Exclusions**

- Work carried out when a vehicle/towed unit is located at a commercial place of repair or RAA Country Service Depot.
- RAA does not cover the cost of any part, labour or other costs associated with the vehicle repair.
- Vehicles participating in specifically convened organised events (such as rallies) involving road closures or official traffic controls are excluded from Road Service and Away From Home benefits. Benefits are available only when travelling to and from such events.
- Travelling costs from the designated RAA Country Service Depot for any distance beyond:
  - Premium: 200km
  - Plus: 100km.
- Call-out for a fault that has already been attended to by RAA and has not been rectified.

- Service where an RAA Road Service product has been purchased within the preceding 48 hours without paying an additional service fee.
- Service to and recovery of vehicles, caravans and trailers on non-improved public roads or land not trafficable by a conventional 2-wheel drive vehicle.
- Towing of vehicles, caravans and trailers involved in an accident, fire, vandalism or theft.
- Towing or recovery of bogged vehicles.
- Service or towing of vehicles is not applicable if home repairs have been undertaken.
- Any repairs associated with an accident, mechanical or electrical failure or otherwise.
- Towing for tyre trouble with an unserviceable, or missing spare wheel on a vehicle or towed unit normally equipped with a spare wheel.
- Towing for Plus Road Service covered vehicles/towed units where the vehicle's physical dimensions exceeds 5.5 metres in length, 2.3 metres in width, 2 metres in height or wheel span of 1.8 metres and exceeds 3 tonnes. Premium Road Service product holders are covered to a maximum of \$300 per year.
- Towing of modified vehicles, towed units and some caravans/trailers that require special equipment for Plus holders (special equipment is any additional equipment required by the attending service provider). Premium Road Service product holders are covered to a maximum of \$300 a year.
- Towing of vehicles that have been dismantled.
- More than one tow in connection with any one breakdown (Plus Road Service).  
Premium – a maximum of two tows for any one breakdown within a 14 day period from first breakdown call (see entitlements).
- Towing costs within a Metropolitan Serviced Area for any distance beyond:
  - Premium: 50km
  - Plus: 20km.
- Towing from or to restricted locations.
- Towing from a repair facility.
- Service to unattended vehicles.
- Service for battery-related faults where the vehicle's battery cannot be easily and quickly replaced by an RAA Road Service Provider. The vehicle/driver will be directed to an approved workshop for battery fitment or repair.
- Wheel changing on vehicles/towed units exceeding three tonnes gross weight.
- Call-outs that are in conflict with RAA's Fair Use Policy. Excess call-outs will be charged at commercial rates.



- Vehicles which have been defected by the Police and/or an authorised Government Officer, are only entitled to RAA Road Service provided that the breakdown is not related to the reason for the defect.
- Towing is not available if the defect is the reason for the tow.
- Road Service or towing of unregistered vehicles/towed units.
- Vehicles that have been driven against our advice or the advice of a qualified repairer.
- If your emergency is that the nominated vehicle has been refilled with the incorrect fuel and you are more than 100km away from home, you will be entitled to your emergency benefit level (per page 13) only – no other Premium or Plus benefits will apply.

## **Road Service Fees**

- These are payable in advance with rates set and approved by the Board of Directors. Upon receipt of the applicable fees by RAA, the vehicle is recorded as an RAA Commercial Road Service holder.
- Where a Road Service renewal or other debt to RAA is overdue, access to Road Service and additional benefits may be denied pending payment of any outstanding Road Service or other fees.
- RAA Road Service fees are not refundable.

## **Fair Use Policy**

RAA Road Service is a vehicle breakdown service aimed at providing timely assistance in the event of an unexpected mechanical or electrical fault/failure of a vehicle and/or towed unit. It is intended to minimise the inconvenience of a vehicle breakdown through timely attendance, professional diagnosis and temporary repair wherever possible.

The service is not an alternative to regular routine maintenance of a vehicle and all product holders are required to maintain their vehicles in good working order and roadworthy condition.

RAA reserves the right to limit or refuse to provide services or entitlements to any product holder where, in the opinion of RAA, the product holder's use of service or entitlement is excessive, unreasonable or not reasonably required by the product holder in the circumstances.

The Terms and Conditions of RAA Plus and Premium Road Service provide unlimited Road Service call-outs, however this is qualified by reference to a limitation where service may be refused if service has been provided "on an excessive number of occasions in relation to a single recurring vehicle fault" the product holder has failed to rectify.

Without limiting the circumstances in which RAA may apply this policy, RAA will apply this policy if any use of services or entitlements by any product holder is considered by RAA to be fraudulent or adversely affecting the provision of services or entitlements to other product holders.

## **Interstate Service**

Holders of RAA Road Service have access to assistance throughout Australia through our affiliated motoring organisations. By calling the Australia wide 13 11 11 phone number you will be provided Standard level of Road Service in that state.

If you require Road Service interstate, affiliated motoring organisations are:

- NRMA in New South Wales and Australian Capital Territory
- RACV in Victoria
- RACQ in Queensland
- RAC in Western Australia
- RACT in Tasmania
- AANT in Northern Territory.

## **Hire Car Conditions**

The hire car benefit will cover the base rental rate together with other unavoidable costs such as administration fees, vehicle registration recovery fees, one way rental fees, age-related fees, premium location surcharges only (where applicable) and excess kilometres. Any additional costs such as fuel, insurance premium protection, tolls and voluntary extras will not be covered by RAA. You will also need to meet the hiring requirements of the car rental firm.

If a hire car is not available locally you may, at your own expense, travel to the nearest location. The location where a hire car is available must be more than 100km from your home address. You are not entitled to a hire car once you have arrived at your home.

## **Vehicle Movement Conditions**

- You may be asked to complete a Vehicle Movement Schedule form prior to a vehicle being transported under the vehicle recovery benefit.
- Delays with vehicle transportation may be experienced in some areas.
- RAA does not accept responsibility for any loss or damage to vehicles or goods therein during processes involved in vehicle relocation or recovery. It is the vehicle owner's responsibility to ensure that the vehicle is adequately insured at all times.

- The recovery of vehicles is limited to those that do not exceed any of the following physical dimensions:
  - 5.5 metres in length
  - 2.3 metres in width
  - 2 metres in height
  - 1.8 metres wheel span or
  - 3 tonnes gross weight.

There are also limitations on the recovery of the vehicles that are lowered, have body kits fitted, vintage vehicles or those which require special transport.

Where recovery of vehicles outside these limits is possible, there may be additional charges which will be invoiced and must be paid within 14 days.

## **Personal Information Use and Disclosure**

RAA abides by the Australian Privacy Principles (APPs) under the Privacy Act (Cth) 1988, and we will deal with personal information in accordance with our Privacy Policy.

### **Privacy of your personal information**

RAA collects and uses your personal information to process your Road Service application, provide and administer Road Service and offer other RAA products and services to you. If you do not provide us with this information, we may not be able to process your application, or give you the full range of Road Service benefits.

We may disclose your personal information to external service providers.

For any questions or to obtain a copy of our full Privacy Policy, please call us on 8202 4600, visit [raa.com.au](http://raa.com.au) or drop in to your local RAA Shop.

## **Refusal of Road Service**

Any circumstance or incident where your verbal or physical conduct puts at risk the health, safety or wellbeing of an RAA employee or contractor, or jeopardises their ability to safely carry out their responsibilities may result in the immediate suspension of access to RAA services. Such incidents will be formally investigated. During the process you will be provided with an opportunity to explain your actions.


















# Glossary

- **Accident** means an incident in which a vehicle has been damaged in a collision or impact whether involving another vehicle or otherwise, water crossing damage, water ingress, theft, malicious damage, fire or storm.
- **Away From Home Benefits** means those specific benefits, beyond Standard Road Service, available to holders of RAA Premium and RAA Plus when they are 100km or more away from home, where the vehicle they are driving cannot be repaired for a period of time.
- **Breakdown** means a circumstance in which a vehicle is incapable of being driven because of a mechanical or electrical failure or puncture, which is not caused by an accident, theft, fire or malicious damage.
- **Call-out** means a request for Road Service by a product holder.
- **Country Areas** means areas within South Australia, which have been defined by RAA as being outside the metropolitan Patrol Serviced Area.
- **Country Serviced Area** means any non-metropolitan area in Australia where you are able to obtain Road Service from RAA or affiliated motoring organisations.
- **Excess Kilometres** means the distance for which a product holders vehicle receives Road Service or towing services over and above the limit applicable to their level of cover.
- **Hire Car** means similar type of vehicle to your vehicle.
- **Home** means the usual garaged address of the nominated vehicle.
- **Impact** means where the vehicle makes contact with a foreign object.
- **Improved Public Road** means a road, the surface of which has been prepared, formed, metalled or gravelled as defined in the 'SA Road Traffic Act' and the Australian Road Rules.
- **Incident** means a single breakdown event or situation which gives rise to one or more RAA attendances.
- **Metropolitan Patrol Serviced Area** means the geographic area of Adelaide as defined by RAA.
- **Non-Serviced Area** is any area in Australia where you are unable to obtain Road Service from RAA or affiliated motoring organisations.
- **Plus Benefits** means the benefits over and above standard Road Service that holders of Plus Road Service are entitled to.
- **Premium Benefits** means the benefits over and above standard Road Service that holders of Premium Road Service are entitled to.

- **Product Holder** means a financial subscriber of RAA Road Service.
- **RAA** means the Royal Automobile Association of South Australia Inc., ABN: 90 020 001 807, including its officers, employees, agents and contractors.
- **RAA Country Service Depot** means an independent service provider, contracted by RAA to deliver Road Service in regional locations as defined by RAA.
- **RAA Service Provider** means an RAA employee or contracted Road Service provider.
- **Restricted Area** any areas not accessible to the general public without a permit or special permission.
- **Road Service** means the assistance provided to a product holder's vehicle by an RAA service provider to attempt to mobilise the vehicle at the breakdown location.
- **Round Trip** means the journey both out to and back from a location.
- **Serviced Area** is any area in Australia where you are able to obtain Road Service from RAA or affiliated motoring organisations.
- **Space Saver** is a spare tyre that is designed for temporary use to get you to a place of repair but not to be driven on for long distances.
- **Special/Heavy Towing Equipment** is any additional equipment required by the attending service provider. This is in addition to normal hand tools, car trailer or tow truck required for the provision of Road Service or towing the disabled vehicle.
- **Standard Towing Equipment** means any towing equipment legally able to be used to safely tow a vehicle with a gross mass of up to 3 tonnes, maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metres.
- **Towed Unit** means any two, three or four wheeled domestic trailer, caravan, or boat trailer, and the like that is attached to the vehicle.
- **Unregistered Vehicle** means a vehicle that is not currently registered with the Department of Planning, Transport and Infrastructure in SA or the relevant government department in their home state.
- **Vehicle** means any motorised registered automobile or motorcycle eligible for motoring assistance.
- **We, Us, Our** means the Royal Automobile Association of South Australia Inc., ABN: 90 020 001 807, including its officers, employees, agents and contractors.
- **You, Your** means the driver of the nominated vehicle or the product holder/designated contact person, where applicable.

## Summary of benefits



### Everyday

	24/7 Road Service, Australia wide
	Service entitlement from designated country depot to breakdown
	Towing – metro
	Towing – country*
	Heavy or oversize vehicles and/or special towing equipment
	Flat or faulty battery service
	Battery discount
	Emergency fuel service**
	Lockout
	Locksmith subsidy
	Flat tyre
	Taxi
	Second tow
	Caravans and trailers
	Bicycle road service
	Mobility scooter road service
	Interstate reciprocal service

### Everywhere – when over 100km from home

	Accommodation after breakdown
	Hire car after breakdown
	Vehicle recovery
	Passenger transport after vehicle recovery
	Pet transport after vehicle recovery
	Towed unit recovery
	Accommodation after an accident or stolen vehicle
	Hire car after an accident or stolen vehicle

### Caravan Cover – when over 100km from home

	Accommodation after breakdown
	Accommodation after an accident or stolen vehicle
	Heavy or oversize vehicles and/or special towing equipment

## Levels of cover

Premium	Plus
Unlimited call-outs	Unlimited call-outs
Up to 200km	Up to 100km
Up to 50km	Up to 20km
Up to 200km	Up to 100km
Up to \$300 a year	
✓	✓
\$20	\$20
✓	✓
✓	✓
Up to \$150 a year	Up to \$75 a year
✓	✓
Up to \$55 a year	
Up to 20km	
✓	✓
✓	✓
✓	✓
✓	✓
Up to 5 nights	Up to 3 nights
Up to 7 days	Up to 5 days
✓	✓
Air up to \$800 or by coach	Air up to \$400 or by coach
Up to \$220 per incident	
Up to \$500 per incident	
Up to 2 nights	1 night
Up to 2 days	
Up to 5 nights	Up to 3 nights
Up to 2 nights	1 night
Up to \$300 a year	

## Important Numbers

### Road Service

24 Hour Road Service **13 11 11**

---

### Battery Service

24 Hour Battery Service **13 11 11**

RAA offer a free battery delivery and installation service for RAA Road Service product holders, with an extensive range of competitively priced automotive batteries available for roadside purchase.

---

### Premium and Plus

Away from Home benefits **1800 888 522**

To establish your eligibility for Away from Home benefits, ensure the mechanic who diagnosed the problem is available when you call, or provide the mechanic's details.

---

### Website

[raa.com.au](http://raa.com.au)

---

### Enquiries

Call 8202 4821 or email [commercialroadservice@raa.com.au](mailto:commercialroadservice@raa.com.au)