



Commercial Road Service

A guide to your
entitlements

Discover more:
raa.com.au

The RAA logo consists of three slanted parallel lines above the letters 'RAA' in a bold, sans-serif font.



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:

- Vehicle Registration Number
- Vehicle details – make, model and colour of the vehicle.
- Location details – street name, suburb or town, closest intersection, side of the street, 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 – www.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

If you qualify for any 'Away From Home' benefits as outlined on page 12, 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.

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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 callouts is:

- Premium: unlimited
- Plus: 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 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 Service Depot:

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

If your vehicle requires Road Service and/or towing in excess of the distances specified above, any additional cost must be paid by you at the time.

If you are travelling outside of Metropolitan Adelaide, please check the location of RAA Service Depots along your route by visiting raa.com.au

To discuss your level of Commercial Road Service cover please contact your nearest RAA shop or call us on 08 8202 4610.

Wheel changing

If you have a suitable, serviceable spare wheel, the RAA Service Provider will change the wheel for you.

This is limited to:

- Vehicles and/or towed units weighing less than 2 tonnes and
- Circumstances which do not require specialised equipment to safely provide a wheel change.

Tyre repairs are not undertaken at the roadside.

This applies to all levels of Road Service.

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.

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

Lockout/locksmiths 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

The subsidy contributes only to the call-out cost and does not include the cost of replacement parts or labour costs.

Alternatively, instead of using the locksmith subsidy, 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.

Out of fuel/LPG

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.

For any fuel other than unleaded, or 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.

Additional Premium and Plus benefits will not apply.

This applies to all levels of Road Service.

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. Towing or recovery of bogged vehicles and/or towed units may, however, be provided at your expense.

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

Excess kilometres must be paid by you at the time of the tow.

Metro

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

- Premium: 50 km.
- Plus: 20 km.

Country

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

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

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): 50 km (limited to \$320 per incident).
- Plus (including towed unit): 20 km (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 must be paid by you at the time of the tow.

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 p.a.
- Plus: no benefit.

Towing of caravans and trailers

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 as shown below according to your product towing distance entitlement.

- Premium: vehicles/towed units exceeding 2 tonnes and up to 4 tonnes, or over size are covered up to a maximum of \$300 per year. Recreational mobile homes exceeding 4 tonnes are covered up to a maximum of \$300 per year.
- Plus: no benefit.

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 4 tonnes.

Excess costs must be paid to the service provider by you at the time of the tow.

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.

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

Any additional costs not covered by RAA must be paid by you at the time of the tow.

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.

100 km away from home benefits

If the nominated Commercial vehicle breaks down more than 100 km 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 12) 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 the vehicle overnight due to an accident or theft, 'Accident and Stolen Vehicle' (page 18) benefits may apply; or**
 - **If the vehicle has become immobilised due to puncture, 'Wheel/Tyre' (page 19) benefits may apply.**

Emergency Benefits

These benefits apply if:

- The nominated vehicle has broken down more than 100 km from home, and
- We have provided Road Service but due to a mechanical or electrical failure we could not get the vehicle 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 your vehicle is still able to be driven.

If you are 100 km from home and the nominated vehicle is:

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

only Emergency Benefits and Locksmith Subsidy apply.

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

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 Terms and Conditions.

Stay and Repair

These benefits apply if:

- The nominated vehicle has broken down more than 100 km 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 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 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.

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.

This benefit provides the daily rental fee for a hire car only. You will need to meet the hiring requirements of the car rental firm as well as pay costs for fuel, excess distance and any additional costs, such as insurance, relocation fees etc.

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 100 km from your home address. You are not entitled to a hire car once you have arrived at your home.

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.

Vehicle and Passenger Recovery

These benefits apply if:

- The nominated vehicle has broken down more than 100 km 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 27)

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 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 animals(s) back to your home or to your intended destination.

The maximum we will pay for pet recovery is:

- Premium: up to \$220.
- 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 100 km 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 27)

Wheels/tyres (space saver spare)

These benefits apply if:

- you are more than 100 km from home, and
- the nominated 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.

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 27).

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, and in accordance with the conditions and benefits as provided within this Road Service 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.
- You 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 an additional service fee will be charged. Away from home benefits will not be available for the pre-existing 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.
- Service is limited to Serviced Areas; service is not available in Non-Serviced Areas.

- Child locked in car – if the caller advises that it is an emergency situation or the child is in distress, we will transfer the call for Ambulance and/or 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 Service Depot is not covered by RAA. This cost must be paid by the driver at the time of service.
- Road Service products may be cancelled at any time by providing either written or verbal notification to RAA. Cancellation of Road Service cannot be backdated.
- 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, Road Service 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 are 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.
- Premium and Plus benefits will become available 48 hours after you have purchased or upgraded a Road Service product.

- Premium and Plus Away From Home benefits are not applicable once you have arrived home.
- The vehicle's gross weight must be less than 4 tonnes, other than recreational mobile homes which will receive up to \$300 per annum 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 per annum applies to special towing equipment up to 4 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 Assistance Services, 101 Richmond Road, Mile End SA 5031. Reimbursement for towing costs (Premium: maximum of 400 km round trip, Plus: 200 km round trip) in Non-Serviced Areas is determined at RAA 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 Service Depot is not covered by RAA. This cost must be paid by the driver at the time of service.
- RAA does not cover temporary accommodation for livestock or pets following a breakdown.
- If you are more than 100 km 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 6 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: 200 km
 - Plus: 100 km

- 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 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 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. Premium Road Service product holders are covered to a maximum of \$300 per annum.
- 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 per annum.
- 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: 50 km
 - Plus: 20 km

- Towing from or to restricted locations.
- Towing from a repair facility.
- Service to unattended vehicles.
- Wheel changing on vehicles/towed unit exceeding 2 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 100 km away from home, you will be entitled to your Emergency Benefit level (per page 12) 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.
- The establishment fee is only charged once, provided your Commercial Road Service does not lapse.
- Where a Road Service subscription or other debt to RAA is overdue, access to Road Service and additional benefits may be denied pending payment of any outstanding subscription or other fees.
- The holder of any Road Service product whose subscription is overdue for more than three (3) months will not be entitled to access any benefits and entitlements of Road Service.
- At the discretion of RAA, and upon payment of outstanding and overdue subscription fees and other charges, Commercial Road Service may be reinstated.

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

When requesting assistance interstate you will receive the same entitlements as a member of that organisation.

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

Holders of RAA Road Service have access to assistance throughout Australia through affiliated motoring organisations. Service may be provided only up to the limit of that organisation's standard Road Service entitlements. You may be required to pay for additional services, including excess kilometre towing for vehicle and/or towed unit. You will need to submit receipts to enable RAA to process a possible refund subject to the limits outlined within this Road Service Guide.

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 100 km 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 record your agreement to specific Vehicle Movement Conditions 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.
- It is the driver's responsibility to pay all outstanding costs before the vehicle can be relocated.

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 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 well-being 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 with an object, 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 100 km 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.
- **Incident** means a single breakdown event or situation which gives rise to one or more RAA attendances.
- **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.
- **Product holder** means a financial subscriber of RAA Road Service.

- **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.
- **RAA** means the Royal Automobile Association of South Australia Inc., ABN: 90 020 001 807, including its officers, employees, agents and contractors.
- **RAA Service Provider** means an RAA employee or contracted Road Service provider.
- **RAA Service Depot** means an independent service provider, contracted by RAA to deliver Road Service in regional locations as defined by RAA.
- **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.
- **Road Service Subscription** means the subscription amount payable for a given level of Road Service.
- **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** Special 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 2 tonnes, maximum height of 2 meters, maximum length of 5.5 meters, maximum width of 2.3 meters and/or wheel span of 1.8 meters.
- **Towed Unit** means any two, three or four wheeled domestic trailer, caravan, or boat trailer, and the like that is attached to the vehicle.
- **TTY** means 'TeleTYpewriter' which is a device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type text messages.
- **Unregistered Vehicle** means a vehicle that is not currently registered with the Department for Transport, Energy 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.

Comparison Table

Benefits
Everyday
24 hour road service – Australia wide
Service entitlement from designated country depots to breakdown
Taxi
Towing – Metro
– Country ⁺
Second tow
Towing equipment – heavy/oversized/special
Battery discount
Lockout/locksmith Service
Flat tyres
Flat or faulty battery service
Emergency fuel service ⁺⁺
Everywhere – When over 100km from home
Emergency accommodation
Accommodation after breakdown [*]
Emergency hire car
Hire car after breakdown ^{**}
Hire car only (no other benefits)
Passenger transport after vehicle recovery
Pet transport after vehicle recovery
Vehicle recovery
Towed unit recovery
Caravan Cover
Emergency accommodation
Accommodation after breakdown ^{**}
Towing equipment – heavy/oversized/special

⁺ Country towing is to the designated Country Service Depot

⁺⁺ Sufficient fuel may be provided, at your cost, to enable you to drive to the nearest fuel outlet

^{*} Emergency accommodation is included in the stated benefit

^{**} Emergency hire car is included in the stated benefit

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

Conditions, distance and monetary limits may apply.
Please read Commercial Road Service entitlements guide.

Notes

Important Numbers

Road Service

24 Hour Road Service **13 11 11**

24 Hour Battery Service **13 11 11**

Website

raa.com.au

General Enquiries

Call 8202 4600 between 8:00 am and 6:00 pm Monday to Friday and from 9:00 am to 12:00 pm on Saturdays.

raa.com.au > **8202 4610**



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