



## Road Service

A guide to your  
personal entitlements

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

**RAA**



# Calling for Road Service

## Phone 13 11 11

Road Service is available to RAA Road Service product holders only. To be eligible for Road Service you must be driving the vehicle at the time of the breakdown and 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:

- RAA member number
- Vehicle details: registration number, 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 [www.relayservice.gov.au](http://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**

### **Phone 1800 888 522**

If you qualify for any Away From Home benefits as outlined on page 14, 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>Calling for Road Service</b>	<b>3</b>
<b>RAA Road Service Entitlements</b>	<b>6</b>
Road Service	<b>6</b>
Towing	<b>10</b>
<b>100km Away From Home Benefits</b>	<b>13</b>
Emergency Benefits	<b>14</b>
Stay and Repair	<b>15</b>
Vehicle and Passenger Recovery	<b>17</b>
Accidents or Stolen Vehicles	<b>19</b>
Wheels/Tyres (Space Saver Spare/Run Flat Tyre)	<b>20</b>
<b>Terms and Conditions</b>	<b>21</b>
General Road Service	<b>21</b>
RAA Premium and RAA Plus Conditions	<b>23</b>
Service Exclusions	<b>24</b>
Road Service Fees	<b>27</b>
Fair Use Policy	<b>27</b>
Interstate/Overseas Service	<b>28</b>
Hire Car Conditions	<b>28</b>
Vehicle Movement Conditions	<b>29</b>
General Membership Terms and Conditions	<b>29</b>
Personal Information Use and Disclosure	<b>30</b>
Refusal of Road Service	<b>30</b>
<b>Glossary</b>	<b>31</b>
<b>Comparison Table</b>	<b>34</b>
<b>RAA Important Numbers</b>	<b>Back</b>

# RAA Road Service Entitlements

If you have RAA 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
- Apply only if the person holding the RAA Road Service product was driving the vehicle at the time of the breakdown
- If a learner driver is being supervised by a Road Service product holder and the vehicle breaks down, benefits will apply as if the product holder was driving the vehicle
- Are not available if the product holder, against our advice or the advice of a qualified repairer, has continued driving the vehicle following a breakdown.

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

## Road Service

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

You must be the driver of the vehicle at the time of the breakdown and must be present upon arrival of the RAA service provider to receive Road Service.

Service is available within Australia at any time irrespective of the vehicle you are driving.

Road Service will be provided for the purposes of mobilising your 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:

- Premium: unlimited
- Plus: unlimited
- Standard: up to four call-outs each policy year. Call-outs in excess of this will incur a fee.

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)
- Standard: 40km (80km 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.

To discuss your level of Road Service cover please contact your nearest RAA Shop or call us on 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 two tonnes
- circumstances which do not require specialised equipment to safely provide a wheel change.

Where the vehicle falls outside of our weight and dimension 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 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 Road Service product holders, with an extensive range of competitively priced automotive batteries available for roadside purchase.

Discounts that may be available to you on the purchase of an RAA branded battery are:

- Premium: \$20 discount
- Plus: \$20 discount
- Standard: no discount.

## **Lockout/locksmith services**

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

- Premium: Subsidy of \$150
- Plus: Subsidy of \$75
- Standard: Subsidy of \$50.

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 you are 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 for Standard, Plus and Premium cover, within the limitations of the Road Service product.

## **Motorcycles**

Road Service is available if your motorcycle cannot be ridden due to a mechanical or electrical fault/failure or puncture for Standard, Plus and Premium cover. 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.

This applies to all levels of Road Service. Away from Home benefits will not apply.

### **Incorrect fuel**

If you have filled your vehicle with incorrect fuel, towing benefits will apply (per page 10). If you are more than 100km away from home only emergency Away from Home benefits will apply (per page 14).

## **Bicycles**

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

If we are unable to repair the bicycle at the roadside, we will arrange for a taxi (up to \$55 a year) to transport you and your bicycle to a place of safety or repair at the time of providing Road Service.

The taxi benefit can only be used once per incident and is separate from the RAA Premium taxi benefit after vehicle breakdown/towing.

In RAA Country Serviced Areas, where transport is provided by the designated RAA Country Service Depot, towing benefits will be as per your Road Service product distances.

If a child under the age of 18 is riding with a Road Service product holder and their bicycle suffers a mechanical failure or puncture, Road Service benefits will apply.

### **Mobility scooters**

Road Service is available if your mobility scooter breaks down. An RAA service provider will attend and attempt to mobilise the device.

If we are unable to get the device going, and the breakdown occurs away from your home, we will arrange for a taxi to transport you and your device to a place of safety or repair at the time of providing Road Service.

The maximum we will pay per year for the cost of mobility scooter related taxis is:

- Premium: up to \$100
- Plus: up to \$75
- Standard: up to \$50.

The taxi benefit can only be used once per breakdown incident.

In Country Serviced Areas, where transport of the device is provided by the designated RAA Country Service Depot, towing benefits will be as per your Road Service product distances.

Service does not include assistance in lifting a person in or out of the mobility scooter.

Service in shopping centres and other buildings will only be provided in an area suitable to RAA, such as an outside entrance or undercover car park, to which RAA has practicable access.

## **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 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: 50km
- Plus: 20km
- Standard: 10km.

## **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)
- Standard: 40km (80km 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)
- Standard: 10km (limited to \$64 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 a year
- Plus: no benefit
- Standard: 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
- Standard: arranged, but at your cost.

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

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

We will attempt to arrange towing on your behalf when the vehicle or caravan, trailer, horse float 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 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 towing equipment is:

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

**Standard:**

- no benefit.

**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 two 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 two 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.

**Standard:**

- Metro: in any direction up to 10km
- Country: up to 40km (80km 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 and the government 'Authority to Tow' form.

# 100km Away from Home Benefits

If you breakdown more than 100km from home, hold a Premium or Plus level product, 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 14) may apply**

If the vehicle CAN NOT be repaired within 48 hours by a qualified mechanic ▶ **'Stay and Repair' (page 15), or 'Vehicle and Passenger Recovery' (page 17) benefits may apply**

If you are without a car overnight due to an accident or theft  
▶ **'Accident or Stolen Vehicle' (page 19) benefits may apply; or**

If the vehicle has become immobilised due to puncture  
▶ **'Wheels/Tyres' (page 20) benefits may apply.**

## Emergency

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 your 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
- Standard: no benefit.

## **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
- Standard: no benefit.

See hire car conditions (page 28).

## **Stay and Repair**

These benefits apply if:

- you have 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 you mobile; and
- a qualified mechanic cannot repair the vehicle you are driving 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
- Standard: no benefit.

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: \$150 per night for up to five nights
- Plus: \$130 per night for up to three nights
- Standard: no benefit.

### **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.
- Standard: no benefit.

See hire car conditions (page 28).



## Vehicle and Passenger Recovery

These benefits apply if:

- you have 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 you mobile and
- a qualified mechanic cannot repair the vehicle you are driving 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
- Standard: 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 29).

### 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
- Standard: no benefit.

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
- Standard: no benefit.

**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
- Standard: 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 accident/theft occurred 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
- Standard: no benefit.

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
- Standard: no benefit.

See hire car conditions (page 28).

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

These benefits apply if:

- you are more than 100km from home and
- the vehicle you are driving 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 your 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
- Standard: no benefit.

### **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 on page 29).

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

# Terms and Conditions

## General Road Service

Road Service is available to holders of Road Service only. An RAA Road Service product holder is entitled to service for any vehicle they are driving at the time of breakdown in accordance with the conditions and benefits as provided within this Road Service entitlements guide.

- RAA Road Service is personal and therefore service does not cover any person other than the product holder. It cannot be transferred to or be used by anyone other than the named financial person.
- You (the product holder) must be the driver of the vehicle at the time of the breakdown and must be present upon arrival of the RAA service provider to receive Road Service.
- Your RAA Road Service product must be financial at the time of requesting service.
- The disabled vehicle must be registered.
- You must present your RAA membership card to the RAA service provider upon arrival. If you are unable to produce your current RAA membership card at the time of service you may be asked for photo identification or charged at the normal rate by the RAA service provider.
- 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 you do not hold an RAA Road Service product, or you require 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 you have purchased 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, the product holder will be charged a fee.
- Unused call-outs expire. They do not carry over to the next product year and cannot be transferred to another person.
- Excess kilometres travelled to provide Road Service by the designated RAA Country Service Depot is not covered by RAA. (This cost must be paid by the driver at the time of service).
- You may cancel your Road Service at any time by providing either verbal or written notification to RAA, provided your identity can be positively verified. 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 is an extension of RAA Road Service.

RAA reserves the right to refuse an application to upgrade to RAA Premium or RAA Plus 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.

- Away from Home benefits are not available if there is no fixed Australian residential address recorded.
- 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 Personal 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 product holders a limit of \$300 per 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 RAA Country 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 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 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.



- Vehicles whose sole use is for commercial business, including but not limited to taxis and chauffeured vehicles.
- Travelling costs from the designated RAA Country Service Depot for any distance beyond:
  - Premium: 200km
  - Plus: 100km
  - Standard: 40km.
- Call-out for a fault that has already been attended to by RAA and has not been rectified.
- Service for anyone who has purchased an RAA Road Service product within the preceding 48 hours without paying an additional service fee.
- Service to and recovery of vehicles, caravans, trailer, bicycles and mobility scooters 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 of vehicles/towed units for Standard and Plus Road Service product holders 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 two 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 Standard and 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 year.
- Towing of vehicles that have been dismantled.
- More than one tow in connection with any one breakdown (Standard and 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 Patrol Service Area for any distance beyond:

- Premium: 50km
- Plus: 20km
- Standard: 10km.
- Towing from or to restricted locations.
- Towing from a repair facility.
- Service to unattended vehicles.
- Service to farm equipment, earth-moving equipment, forklifts, wheelchairs and golf carts.
- 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 2 tonnes gross weight.
- Call-outs in excess of four per policy year with the exception of Plus and Premium personal product holders who are entitled to unlimited call-outs (within the fair use policy). Excess call-outs will be charged at commercial rates.
- Product holders driving 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 on by the product holder against our advice or the advice of a qualified repairer.
- If your emergency is that you (the product holder) have refilled the vehicle you are driving with the incorrect fuel and are more than 100km away from home, you will be entitled to your emergency benefit level (per page 14) only. No other Premium or Plus Benefits will apply. For Standard Road Service holders or locations not more than 100 km away from home, no benefit other than Road Service or towing 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, you are recorded as an RAA Road Service holder. No pensioner or other concessions are applicable to Road Service fees.
- 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.
- At the discretion of RAA, and upon payment of outstanding and overdue fees and other charges, a person may have their Road Service reinstated.
- RAA Road Service fees are not refundable.

## Fair Use Policy

RAA Road Service is a vehicle breakdown service aimed at providing you with 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 attendance, professional diagnosis and temporary repair wherever possible.

The service is not an alternative to regular routine maintenance of a vehicle and all members are required to maintain their vehicle 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/Overseas 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 arrangements can be made at the time and you hold RAA Plus or RAA Premium cover, we will arrange for your Plus/Premium benefits to be used, alternatively you may be eligible to claim reimbursement, within your entitlement limits, by providing RAA with receipts. Reimbursements must be applied for within six months of the breakdown date.

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.

In a large number of countries, RAA Road Service will be recognised by an affiliated motoring organisation. Visit [raa.com.au](http://raa.com.au) for details of our international affiliates.

## 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
  - 2 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, you may be required to pay any additional charges.

- It is the driver's responsibility to pay all outstanding costs before the vehicle can be relocated.

## General Membership Terms and Conditions

- a) All RAA members are bound by the Constitution of Royal Automobile Association of South Australia Incorporated, as amended from time to time, and by any specific terms and conditions imposed under the Constitution of RAA.

Copies of the Constitution of RAA can be obtained by writing to:

Corporate Secretariat  
101 Richmond Rd  
MILE END SA 5031

- b) I authorise any officer of RAA to execute any document on my behalf necessary or desirable to facilitate me becoming a member of RAA.
- c) I acknowledge that if I cease to be a member of RAA, RAA may terminate this Agreement.

- d) If I cease to hold a relevant RAA product that qualifies me to remain a member of RAA and otherwise do not qualify to be a member of RAA, pursuant to the Constitution of RAA or the regulations made under that Constitution, I irrevocably agree to immediately resign as a member of RAA and acknowledge that I cease to be entitled to any rights and privileges associated with that membership.
- e) In the event of the circumstances set out in paragraph (d) above, and in order to secure RAA's rights under paragraph (d), in consideration for RAA admitting me as a member, I irrevocably authorise any officer of RAA to execute on my behalf any document necessary or desirable to effect my resignation as a member of RAA, including giving a notice of resignation under clause 6.2 of the Constitution of RAA.

## **Personal Information Use and Disclosure**

RAA abides by the Australian Privacy Principles (APPs) under the *Privacy Act 1988 (Cth)*, 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 RAA membership and 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 membership and/or 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 under that membership. 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.
- **Bicycle** means a push bike or bicycle that can be powered by electricity as well as propelled by pedals.
- **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 product holder's permanent place of residence.
- **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.
- **Mobility Scooter** means an unregistered, electrically powered mobility aid configured like a motor scooter, typically designed for people with restricted mobility. Electric and non-electric wheelchairs are not included in this definition.

- **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 2 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 you the product holder.

## Summary of benefits

Everyday		Premium
 24/7 Road Service, Australia-wide		Unlimited call-outs
 Service entitlement from designated country depot to breakdown		Up to 200km
 Towing – metro		Up to 50km
 Towing – country+		Up to 200km
 Heavy or oversize vehicles and/or special towing equipment		Up to \$300 a year
 Flat or faulty battery service		✓
 Battery discount		\$20
 Emergency fuel service**		✓
 Lockout		✓
 Locksmith subsidy		Up to \$150 a year
 Flat tyre		✓
 Taxi		Up to \$55 a year
 Second tow		Up to 20km
 Caravans and trailers		✓
 Bicycle Road Service		✓
 Mobility Scooter Road Service		✓
 Interstate and international reciprocal service		✓
Everywhere – when over 100km from home		
 Accommodation after breakdown		Up to 5 nights
 Hire car after breakdown		Up to 7 days
 Vehicle recovery		✓
 Passenger transport after vehicle recovery		Air up to \$800 or by coach
 Pet transport after vehicle recovery		Up to \$220 per incident
 Towed unit recovery		Up to \$500 per incident
 Accommodation after an accident or stolen vehicle		Up to 2 nights
 Hire car after an accident or stolen vehicle		Up to 2 days
Caravan Cover – when over 100km from home		
 Accommodation after breakdown		Up to 5 nights
 Accommodation after an accident or stolen vehicle		Up to 2 nights
 Heavy or oversize vehicles and/or special towing equipment		Up to \$300 a year

## Levels of cover

	Plus	Standard
	Unlimited call-outs	4 call-outs a year
	Up to 100km	Up to 40km
	Up to 20km	Up to 10km
	Up to 100km	Up to 40km
	✓	✓
	\$20	
	✓	✓
	✓	✓
	Up to \$75 a year	Up to \$50 a year
	✓	✓
	✓	✓
	✓	✓
	✓	✓
	✓	✓
	Up to 3 nights	
	Up to 5 days	
	✓	
	Air up to \$400 or by coach	
	1 night	
	Up to 3 nights	
	1 night	

## 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)

---

### General Enquiries

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

---

[raa.com.au](http://raa.com.au) > **8202 4610**

---