



Road Service for business

A guide to your
fleet entitlements

raa.com.au



We're here to help

Call 13 11 11 to talk to our Road Service team

Road Service for Fleets is a vehicle based Road Service Product. To receive Road Service you must be present with the Nominated Vehicle when the RAA Service Provider arrives.

So we can help you, have the following information ready when you call.

- Your Nominated Vehicle's registration number and the best phone number to reach you on
- The make, model and colour of your Vehicle
- All your location details, including the street name, suburb or town, closest intersection, which side of the street you're on, and any distinguishing landmarks
- An explanation of what happened or appears to be the problem with your Vehicle

After calling us, stay with your Vehicle until help arrives. Leave your mobile switched on and make sure it's easy to hear.

If there are extraordinary circumstances or you're worried about your safety, please let us know when you call.

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 contact methods are subject to the reliability of the public telecommunications network.

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 7, please call 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 with you when you call RAA. If that isn't possible, please be ready to provide the name, business name, address and phone number of the mechanic, so that we can contact them.

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1. RAA Road Service Benefits

Here's everything you need to know about RAA Road Service for Fleets, including all the terms and conditions of your Benefits.

When we refer to 'you' or 'you're/your', we mean you the Product Holder. When we refer to 'us', 'our' or 'we', we mean RAA. When we refer to 'Benefits', we mean the services that you're entitled to with your Road Service Product.

When we refer to Road Service, we mean Road Service for Fleets.

When we refer to 'the' or 'your' Vehicle we mean the Nominated Vehicle. For more definitions, refer to the glossary on page 17.

The Benefits:

- only apply to Breakdowns that occur within Australia
- can only be provided within the locality of the Breakdown
- only apply if you're driving the Nominated Vehicle at the time of the Breakdown
- don't apply if you - against our advice or the advice of a qualified repairer - continue driving the Vehicle following a Breakdown

If limits to the Benefits aren't listed for different RAA Road Service Products, the same Benefit applies for all Products.

All RAA Road Service monetary Benefits, limits and charges include GST.

Road Service

Road Service is a Vehicle Breakdown service that provides assistance if your Vehicle and/or your Vehicle's Towed Unit has an unexpected mechanical or electrical fault or failure. Road Service does not cover an Insurable Event and is not a substitute for motor vehicle insurance.

Road Service for the Nominated Vehicle is available within Australia at any time – it doesn't matter who's driving.

Our main aim is to get your Vehicle moving after a Breakdown, but we can only undertake minor repairs that can – using parts and tools available within the service Vehicle – be completed safely and within a reasonable time, at the roadside.

Where this occurs, any repairs will be carried out for the limited purpose of making your Vehicle mobile and are not intended to be a complete or permanent fix.

Following any such repairs, you'll be responsible for any further repairs or maintenance that may be required to the Vehicle, or for any damage arising as a result of you failing to attend to those repairs.

The type of Road Services that are available may be influenced by the location and circumstances of the Breakdown.

You might need to pay for some services and Benefits if the Breakdown happens in a Non-Serviced Area. You may be eligible to get these costs reimbursed, but this will depend on your level of Road Service (see section 6.6).



1.1 Road Service Call-out limits

With Road Service for Fleets, you get unlimited Call-outs included in your Subscription Year.

Excessive Use

If you request Road Service an excessive number of times for a single recurring Vehicle fault that you've failed to rectify, or you Excessively Use Benefits for the same or multiple Vehicles, we may refuse or restrict your Benefits or charge an additional fee. We'll advise you of this at each subsequent Call-out.

Metro

If your Vehicle breaks down anywhere in the Metropolitan Patrol Serviced Area, an RAA Service Provider will attend without charge.

Country

If your Vehicle breaks down outside the Metropolitan Patrol Serviced Area, Road Service will be provided by the designated RAA Country Service Depot for that location.

Call-outs to areas outside of the Metropolitan Patrol Serviced Area are limited to Breakdown locations within the following distances from the designated RAA Country Service Depot, per Incident.

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip).

If your Vehicle needs Road Service outside of these distances, there'll be additional costs. We'll invoice you for these costs and they must be paid within 14 days. But don't worry - we'll give you all this information when you call us, so you can decide if you want to go ahead with the Call-out.

1.2 Wheel changing

If you have a suitable, roadworthy spare wheel, the RAA Service Provider will change the wheel for you during the Call-out.

This Benefit is limited to:

- Vehicles and/or Towed Units that weigh less than three tonnes fully loaded
- circumstances that don't need specialised equipment to safely provide a wheel change.

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

If the Vehicle isn't normally equipped with a spare wheel, you can use your Towing Benefits (see section 2) to tow your Vehicle to a place of repair.

Tyre repairs won't be undertaken at the roadside.

1.3 Battery replacement/jump-start

If the Vehicle doesn't start because of a flat battery, the RAA Service Provider will assess the battery during the Call-out, and provide a jump-start if appropriate.

If necessary, and where available, we offer an extensive range of competitively priced RAA-branded automotive batteries for roadside purchase. If you'd like to purchase an RAA battery from the RAA Service Provider, (subject to availability) they'll install it for no extra charge.

With Road Service for Fleets, you'll get a \$20 discount on an RAA battery.



If the Vehicle's battery can't be easily and quickly replaced by an RAA Road Service Provider, following attendance and diagnosis, the Vehicle/driver will be directed to an approved workshop for battery fitting or repair. If the Vehicle is disabled, you can use your Towing Benefits (see section 2) to tow your Vehicle to an approved workshop.

Motorcycle batteries aren't available for roadside purchase. If your motorcycle needs a new battery, you can use your Towing Benefits (see section 2) to tow your motorbike to a designated RAA Battery Service Centre or to another place of repair.

1.4 Lockout/locksmith services

If you tell us there's a child locked in a Vehicle or caravan, and that it's an emergency situation or the child is distressed, we'll transfer the call to emergency services (000), and send an RAA Service Provider.

If you've locked your keys in your Vehicle or caravan, the RAA Service Provider will make a reasonable attempt to unlock your vehicle using available hand tools. If this isn't possible, we can arrange for a locksmith to attend your Vehicle or caravan. If a locksmith attendance is needed because your Vehicle or caravan is disabled, then we'll contribute an amount towards the cost of the locksmith services.

If, at your request, the RAA Service Provider is required to break into your Vehicle, you'll be responsible for any loss or damage to your Vehicle or property.

The maximum we'll contribute to locksmith services in each Subscription Year is:

- **Premium:** \$150
- **Plus:** \$75.

Or, instead of using the locksmith contribution (or if a locksmith is unavailable), you can use your Towing Benefits (see section 2).

The locksmith contribution isn't available for Vehicles or caravans that have been disabled because of an Accident or vandalism, or if the Vehicle or caravan has been stolen.

1.5 Caravans/trailers

If you're towing a caravan, trailer, horse float or something 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, as if it were a Vehicle Breakdown.

1.6 Motorcycles

If your motorcycle can't be ridden because of a mechanical or electrical fault, failure or puncture, an RAA Service Provider will attend and attempt to get your motorcycle going again.

If we're unable to fix the motorcycle at the roadside or you have a flat tyre, you can use your Towing Benefits (see section 2).

1.7 Fuel

Out of fuel

If your Vehicle has run out of fuel, the RAA Service Provider may provide, at your cost, sufficient fuel so that you can drive to the nearest fuel outlet.

If the RAA Service Provider can't supply fuel at the roadside, you can use your Towing Benefits (see section 2) to tow the Vehicle to a fuel outlet.



Incorrect fuel

If you've filled your Vehicle with incorrect fuel, you can use your Towing Benefits (see section 2) to tow the Vehicle to a place of safety or repair.

1.8 Electric Vehicles

If your Electric Vehicle runs out of charge, you can use your Towing Benefits (see section 2) to tow the Vehicle to your Home or to the nearest Accessible Charging Station.

If you're towed to an Accessible Charging Station, you'll need to provide your own charging cable and/or adaptor to charge your Vehicle. We can't supply charging cables or adaptors for Electric Vehicles, and any costs associated with charging the Vehicle will be at your own expense.

2. Towing

If we're unable to get your Vehicle moving again, we'll arrange for a Towing Provider to tow the Vehicle to a place of safety or repair. Towing is only provided for mechanical or electrical fault or failure.

The Towing Benefits don't cover the towing or recovery of bogged Vehicles and/or Towed Units. However, we may arrange towing or recovery of bogged Vehicles and/or Towed Units at an additional expense.

Towing Benefits are limited to the distances and other conditions that are listed below. We'll send you an invoice for any additional fees applicable to the Excess Kilometres, which must be paid within 14 days. These additional fees are set by the Towing Provider. We'll tell you prior to attendance if an additional fee will apply to the tow. If you don't want to go ahead with the tow, you can cancel without charge any time before the Towing Provider is dispatched.

2.1 Towing entitlements

Metro

Towing, in any direction from the Breakdown location up to the following distances, per Incident:

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

Country

Towing back to the designated RAA Country Service Depot, up to the following distances, per Incident:

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip).

Towing in any direction from the Breakdown location or from the attending RAA Country Service Depot, per incident:

- **Premium:** up to a distance of 50km or to a value of \$360, whichever is the lesser
- **Plus:** up to a distance of 20km or to a value of \$144, whichever is the lesser.

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



Towing Benefits are only available using Standard Towing Equipment, which is any towing equipment legally able to safely tow a Vehicle with a gross mass of up to 3 tonnes, maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metres.

2.2 Taxi

If your Vehicle is eligible for Towing Benefits, we can arrange a taxi service after the RAA Service Provider has attended to your Vehicle. The taxi may be taken from the location of the Breakdown or from the destination of the tow after it's been completed.

We'll make the following contribution to a taxi used following a tow:

- **Premium:** up to \$55 per Subscription Year
- **Plus:** nil.

2.3 Second tow

If the Vehicle can't be towed to your nominated repairer at the time of Breakdown, a second tow to that repairer may be arranged within 14 days of the first Road Service tow and/or Vehicle recovery for the Vehicle only.

The second tow will be available as follows:

- **Premium:** up to 20km per Incident
- **Plus:** arranged by RAA, but at your additional cost.

We'll send you an invoice for any additional fees applicable to the Second Tow, which must be paid within 14 days.

2.4 Caravans/trailers – where the Vehicle breaks down

If you're towing a caravan, trailer, horse float or something similar and your Vehicle breaks down, we may provide Towing Benefits for the Vehicle and the Towed Unit, as long as each unit is under three tonnes and doesn't need Special Towing Equipment. Towing Benefits are set out for each level below. Towing Benefits aren't available for bogged Towed Units.

Metro

Towing, in any direction from the Breakdown location, up to the following distances, per Incident:

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

Country

Towing back to the designated RAA Country Service Depot, up to the following distances, per Incident:

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip).

Towing in any direction from the Breakdown location or from the attending RAA Country Service Depot, per incident:



- **Premium:** up to a distance of 50km or to a value of \$360, whichever is the lesser
- **Plus:** up to a distance of 20km or to a value of \$144, whichever is the lesser.

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

2.5 Caravan/trailers – where the Towed Unit breaks down

If you're towing a caravan, trailer, horse float or something similar and it breaks down, we'll provide Towing Benefits for the Towed Unit (as long as it's under three tonnes and doesn't need Special Towing Equipment) as set out for each level below:

Metro

Towing, in any direction from the Breakdown location, up to the following distances, per Incident:

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

Country

Towing back to the designated RAA Country Service Depot, up to the following distances, per Incident:

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip).

Towing in any direction from the Breakdown location or from the attending RAA Country Service Depot, per Incident:

- **Premium:** up to a distance of 50km or to a value of \$360, whichever is the lesser
- **Plus:** up to a distance of 20km or to a value of \$144, whichever is the lesser.

2.6 Heavy or oversize Vehicles or Towed Unit and/or Special Towing Equipment

If the Vehicle, Towed Unit or recreational mobile home can't be towed using Standard Towing Equipment or weighs in excess of three tonnes, we'll attempt to arrange towing on your behalf.

With the exception of recreational mobile homes, this Benefit is limited to Vehicles weighing up to four tonnes.

We'll contribute to the cost of towing for such Vehicles as follows:

- **Premium:** up to \$300 per Subscription Year
- **Plus:** nil.

2.7 Non-Collision 'Accident' towing

Government regulations apply to towing after an Accident in the Metropolitan Serviced Area, whether it's the result of a Collision or non-Collision.

If your Vehicle needs non-Collision Accident towing, we can't directly provide Towing Benefits. Instead, we'll contribute up to \$100 per Incident towards towing costs, upon presentation of a receipt and the government 'Authority to Tow' form. This contribution is only available where the



towing cost isn't covered by a claim on any comprehensive vehicle insurance you hold in relation to the Vehicle.

3. 100km Away from Home Benefits

Away from Home Benefits apply if:

- you have a Breakdown or your Vehicle has been stolen more than 100km from Home;
- after receiving Road Service, the RAA Service Provider isn't immediately able to repair the Vehicle you're driving due to mechanical or electrical fault or failure.

Away from Home Benefits are only available to Australian Residents who have a fixed Australian residential address and don't apply once you've arrived Home.

Vehicles weighing over four tonnes (with the exception of recreational mobile homes) are not eligible for Away from Home Benefits.

Any extra costs for transport from an approved RAA Country Service Depot or repairer to a motel, Hire Car depot or other location aren't automatically covered, and won't be reimbursed by us unless they're approved by one of our Premium or Plus consultants before the journey starts.

If the Vehicle **can** be repaired within 48 hours by a qualified mechanic, **'Emergency' Benefits (section 3.1) may apply.**

If the Vehicle **can't** be repaired within 48 hours by a qualified mechanic, you can choose either:

- **'Stay and Repair' (section 3.2),**
- **'Travel On – Hire Car' (section 3.3),**
- **'Travel On – Air/Coach' (section 3.4), or**
- **'Vehicle and Passenger Recovery' (section 3.5) Benefits may apply.**

If you're without a car overnight because of an Accident or theft, **'Accident or Stolen Vehicle' (section 3.6) Benefits may apply.**

If the Vehicle can't be driven because of a puncture, **'Wheels/Tyres' (section 3.7) Benefits may apply.**

3.1 Emergency Benefit

You're entitled to the Benefits shown below if:

- Vehicle or caravan has broken down and can be repaired within 48 hours and you stay in the area of the Breakdown, or
- Vehicle's suitable roadworthy spare wheel (Vehicle only) has been fitted and punctured before you've been reasonably able to have the original tyre repaired, or
- Vehicle is filled with incorrect fuel, or
- keys have been lost, damaged, stolen or locked in the Vehicle or caravan.

Accommodation

The maximum we'll contribute for accommodation, per Incident, is:

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



Hire Car

The maximum we'll contribute for Hire Car, per Incident, is:

- **Premium:** up to \$130 per day for up to two days
- **Plus:** nil.

Hire Car isn't available if your caravan has broken down.

3.2 Stay and Repair Benefit

If your Vehicle or caravan can't be repaired within 48 hours and you choose to stay in the area of the Breakdown location, you're entitled to the following:

Accommodation

The maximum we'll contribute for accommodation, per Incident, is:

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

Hire Car

The maximum we'll contribute for Hire Car, per Incident, is:

- **Premium:** up to \$130 per day for up to five days
- **Plus:** up to \$110 per day for up to three days.

3.3 Travel On – Hire Car Benefit

If your Vehicle can't be repaired within 48 hours and you choose to have your Vehicle repaired in the area of the Breakdown and continue your journey to your destination, or return Home, you're entitled to the following:

Hire Car

The maximum we'll contribute for Hire Car, per Incident, is:

- **Premium:** up to \$130 per day for up to seven days
- **Plus:** up to \$110 per day for up to five days.

3.4 Travel On – Air/Coach Benefit

If your Vehicle can't be repaired within 48 hours and you choose to have your Vehicle repaired in the area of the Breakdown and continue your journey to your destination, or return Home, you're entitled to the following:

Passenger transport

The maximum we'll contribute for transport of you and up to four passengers, per Incident, is:

- **Premium:** transport by air or coach - we don't have a cap on the coach fares but we'll limit air fares to \$800
- **Plus:** transport by air or coach - we don't have a cap on the coach fares but we'll limit air fares to \$400.

If needed, a similar return journey will be provided for one person to return to the repairer to collect the repaired Vehicle, within the above limits.



3.5 Vehicle and Passenger Recovery Benefit

If your Vehicle can't be repaired within 48 hours and you choose to continue your journey with your Vehicle and up to four passengers to your destination, or return Home, you're entitled to the following:

Vehicle Recovery

We'll arrange and cover the cost for the Vehicle to either be transported back to your Home or to the intended destination of your journey.

Caravan/Trailer recovery

If you're towing a caravan, trailer or similar, the maximum we'll contribute to the recovery of your Towed Unit, per Incident, is:

- **Premium:** up to \$500
- **Plus:** nil.

Passenger transport

The maximum we'll contribute for transport to you and up to four passengers, per Incident, is:

- **Premium:** transport by air or coach - we don't have a cap on the coach fares but we'll limit air fares to \$800
- **Plus:** transport by air or coach - we don't have a cap on the coach fares but we'll limit air fares to \$400.

If you choose to continue to your destination while the Vehicle is transported to your Home, we won't be able to contribute to transport, accommodation or other expenses incurred on the return journey.

Pet recovery

We'll arrange for the recovery of your domestic pet(s) back to your Home or to the intended destination of your journey.

The maximum we'll contribute to the costs of pet recovery, per Incident, is:

- **Premium:** up to \$220 per Incident
- **Plus:** nil.

This Benefit applies to domestic pets only and doesn't cover animals used for commercial purposes (including racing).

Accommodation

Accommodation Benefits apply once the transportation of the Vehicle has been organised and you're awaiting alternative transport to your Home or the destination of your journey.

The maximum we'll contribute for accommodation, per Incident, is:

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



3.6 Accidents or Stolen Vehicles Benefit

If you're 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, you're entitled to the following:

Accommodation

The maximum we'll contribute for accommodation, per Incident, 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're also eligible for this Accommodation Benefit.

Hire Car

The maximum we'll contribute for Hire Car, per Incident, is:

- **Premium:** up to \$130 per day for a maximum of two days
- **Plus:** nil.

3.7 Wheels/Tyres (Space Saver/run flat tyre) Benefit

You're eligible for the Wheels/Tyres Benefit if your Vehicle can't be driven because of a puncture; the spare to be fitted is a standard manufacturer supplied Space Saver; 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 as recommended by the manufacturer, or
- the Vehicle is only fitted with a gel repair kit and the tyre can't be repaired using the gel repair kit, or
- the Vehicle is fitted with a run flat tyre and the tyre can't be repaired or replaced on the same day locally.

Accommodation

Accommodation Benefits apply while your tyre is being repaired.

The maximum we'll contribute for accommodation, per Incident, 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, you and up to four passengers to the nearest puncture repair facility. Weight and dimension limitations apply (see Vehicle Recovery conditions under 3.10). Transport for you and up to four passengers will be provided by coach only.

3.8 Accommodation conditions

Accommodation Benefits cover you and up to four passengers. This Benefit will cover the cost of the room only. Food, drink, phone calls, damage, etc. aren't covered and, unless otherwise stated, temporary accommodation for livestock or pets following a Breakdown isn't covered.



3.9 Hire Car conditions

The Hire Car Benefit covers the base rental rate for a Hire Car together with other unavoidable costs, like 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 like fuel, insurance premium protection, tolls and voluntary extras won't be covered by us. You'll also need to meet the hiring requirements of the car rental firm. Although we'll reimburse you for the specified costs of the Hire Car, you'll enter into the contract with the Hire Car provider and will be liable for any cost, damage, Accident liability or claim in connection with your use of the Hire Car.

If a Hire Car isn't available locally you may, at your own expense, travel to the nearest location where a Hire Car is available.

The location where a Hire Car is available must be more than 100km from your Home address for the Hire Car Benefit to apply. You are not entitled to a Hire Car once you've arrived at your Home.

3.10 Vehicle Recovery conditions

- We engage third parties to provide the Vehicle Recovery Benefits.
- To access the Vehicle Recovery Benefits, you may be asked to complete a Vehicle Movement Schedule form before your Vehicle is transported, which authorises us to act as your agent in relation to the Vehicle Recovery.
- The Vehicle Movement Schedule will state any additional terms of any third party supplier, which may apply to the recovery of your Vehicle.
- Vehicle Recovery isn't applicable if the Vehicle has been repaired.
- Delays with Vehicle transportation may happen in some areas, and we have no liability to you if this is the case.
- To the extent permitted by law, we don't accept responsibility for any loss or damage to your Vehicle or goods within the Vehicle during the Vehicle Recovery or relocation. It's the Vehicle owner's responsibility to ensure that the Vehicle is adequately insured at all times.
- We won't pay for the freight costs for Vehicles and passengers on any sea crossing.
- Vehicle Recovery is limited to those that don't exceed any of the following physical dimensions:
 - 5.5 metres in length
 - 2.3 metres in width
 - 2 metres in height
 - 1.8 metres wheel span, or
 - 3 tonnes gross weight.

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

If we can arrange Vehicle Recovery outside these limits and you wish to proceed, you'll be required to pay any additional charges.

It's your responsibility to pay any additional charges that may apply before the Vehicle can be relocated.



4. RAA Premium and RAA Plus conditions

Premium and Plus Benefits apply in Australia only.

The terms and conditions of Premium and Plus Road Service provide unlimited Road Service Call-outs - but we may refuse or restrict your Benefits if the Call-out relates to a pre-existing fault or defect for which we've previously attended and you've failed to rectify, or you Excessively Use Benefits for the same or multiple Vehicles.

4.1 Annual Benefit limits

The cumulative value of Benefits is limited to:

- **Premium:**
 - \$3,500 in your first year of holding the Premium Road Service Product
 - \$5,500 in each continuous Subscription Year you hold the Premium Road Service Product thereafter
- **Plus:**
 - \$1,100 in your first year of holding the Plus Road Service Product
 - \$2,200 in each continuous Subscription Year you hold the Plus Road Service Product thereafter
- Any amount in excess of your annual limit is your responsibility. If the provision of a Benefit would or may cause you to exceed your annual limit, the RAA Service Provider will tell you at the time of your request. If you don't wish to proceed you can, at that time, cancel without incurring any additional fees.
- Any unused portion of your annual limit is forfeited at the end of the Subscription Year and doesn't carry over to subsequent years.

5. Exclusions

The following are excluded from the Benefits of all Road Service Products.

- Work (mechanical or otherwise) carried out on your Vehicle or Towed Unit when your Vehicle or Towed Unit is located at a commercial place of repair or RAA Country Service Depot.
- The cost of any labour (not performed at the roadside), spare parts or other costs associated with the Vehicle repair.
- Vehicles involved 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. However, Benefits are available when travelling to and from such events.
- Vehicles registered or licensed to operate as a taxi in South Australia.
- A subsequent Call-out for a fault that has previously been attended to by an RAA Service Provider and the fault hasn't been rectified.
- Service to and recovery of Vehicles and Towed Units on a road that isn't a Maintained Public Road.
- Where home mechanical repairs have been undertaken to the Vehicle prior to Breakdown.
- Any repairs associated with an Accident.
- Vehicles that are not registered.



- Towing Benefit for tyre trouble with an unroadworthy or missing spare wheel on a Vehicle or Towed Unit that's normally equipped with a spare wheel.
- Towing Benefit for Vehicles that have been dismantled.
- Towing Benefit where there's already been a tow in connection with that Breakdown (Plus Road Service), unless you're the holder of Premium Road Service Product. In this case you're entitled to a maximum of two tows for any one Breakdown within 14 days from the first Call-out.
- Towing from or to Restricted Areas.
- Towing from a repair facility.
- Road Service to unattended Vehicles.
- Road Service in Restricted Areas.
- Road Service to farm equipment, earth-moving equipment, forklifts, wheelchairs and golf carts.
- Vehicles that have been defected by the police and/or an authorised government officer are only entitled to Road Service and Towing Benefits where the Breakdown isn't related to the reason for the defect.
- Vehicles that have been driven against our advice or the advice of a qualified repairer.
- Away from Home Benefits aren't available for Vehicles on a day or temporary registration permit.
- Away from Home Benefits aren't available for Vehicles offered for sale by a licensed motor Vehicle dealer.
- Away from Home Benefits aren't available for Electric Vehicles that have run out of charge.

6. General terms and conditions

6.1 Road Service Product

- Road Service for Fleets must be taken out directly with RAA in South Australia or Broken Hill, and can't be taken out through an interstate motoring association or club.
- If, in our reasonable opinion, the Vehicle hasn't been maintained in good working order and roadworthy condition, and you're using the Road Service Product as an alternative to regular routine maintenance of the Vehicle, RAA may refuse or restrict your Benefits, or charge a fee, which you'll be advised of at the time of each subsequent Call-out.

6.2 Accessing your Benefits

To access your Road Service Benefits:

- you must be driving a Nominated Vehicle
- a driver must be present when the RAA Service Provider arrives
- your RAA Road Service Product must be financial when you call for Road Service
- the disabled Vehicle must be registered
- you'll be asked to provide the correct Vehicle registration number at the time of asking for Road Service
- only one RAA Road Service Product may be used for each Incident.



Any circumstance or event where your verbal or physical conduct puts the health, safety or wellbeing of an RAA Service Provider or any other RAA employee or contractor at risk, or jeopardises their ability to safely carry out their responsibilities, may result in the immediate suspension of access to your Road Service Product. These events will be formally investigated. During the process, you'll be provided with an opportunity to explain your conduct.

6.3 Location

- Road Service is only available if the Breakdown location and the Vehicle and Towed Unit are accessible by a Maintained Public Road.
- If Road Service is needed in a location where the road isn't a Maintained Public Road, Road Service may not be available or an additional cost might apply. We'll invoice you for these costs and they must be paid within 14 days.
- If the RAA Service Provider needs to travel Excess Kilometres there'll be an additional cost. We'll invoice you for these costs and they must be paid within 14 days. The RAA Service Provider will tell you before attendance if an additional fee will apply to the Call-out. If you don't want to go ahead with the Call-out, you can cancel without charge any time before the Service Provider is dispatched.

6.4 Repairs

- The RAA Service Provider will provide Road Service with the objective of getting your Vehicle back on the road or to a garage for permanent repairs. The RAA Service Provider may carry out minor repairs on the roadside, but only if they can be done safely and within a reasonable time using available hand tools.
- Spare parts offered by the RAA Service Provider during Road Service may or may not be genuine parts. All spare parts meet or exceed manufacturer's specification and comply with relevant Australian Standards and regulatory requirements and are fit for purpose. Spare parts have been sourced from independent manufacturers and comply with manufacturer's specifications.
- The RAA Service Provider will attempt to diagnose the fault at the roadside. However, any findings are to be used as a guide to assist the mechanic or repairer in isolating a specific fault and are not intended to supersede an inspection, maintenance or advice provided by the repairer.

6.5 Accidents

- Unless specified, the Benefits aren't available following an Accident, including (without limitation), Towing Benefits, or roadside repairs arising from an Accident.

6.6 Reimbursement

- If you need to pay for Benefits ordinarily covered by your RAA Road Service Product (such as in a Restricted or Non-Serviced Area or interstate), you may apply for RAA to reimburse these costs (these are limited to applicable Road Service Benefits).
- If you've paid for services or Benefits we have deemed to be eligible for partial or full reimbursement, you've acted as an agent for RAA.
- We'll reimburse you at the same rate that would apply if RAA engaged one of its normal RAA Service Providers to provide those services.



- Product Holders seeking a reimbursement for services or Benefits must apply within ten months of the Breakdown date.
- Receipted accounts for these services or Benefits, with details of the Breakdown, can be posted, emailed or lodged online. Contact RAA Incident Management on 1800 888 522 for further details.

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.

6.7 Cancellation

- You can cancel your Road Service at any time by giving us written notification addressed to 101 Richmond Road, Mile End SA 5031, by calling us on 8202 4821 or by visiting an RAA Shop.
- We may cancel your Road Service with immediate effect at any time by notifying you in writing where in our reasonable opinion it's needed to protect the health, safety or wellbeing of an RAA Service Provider or any of our other employees or contractors. In this case, we'll refund any Subscription Fees that relate to the period after cancellation. If we cancel your Road Service Product under this clause, we may, at our discretion, cease to make the Road Service Product available to you.

6.8 Waiting periods

- If you've purchased an RAA Road Service Product and you're business does not hold an existing RAA Road Service Product and you need Road Service for a pre-existing Breakdown, or within 48 hours of purchasing your RAA Road Service Product:
 - a Service Fee will be charged, which you'll be told about when you request Road Service
 - Away from Home Benefits won't apply.
- You may nominate an additional Vehicle to your existing RAA Road Service Product at any time, but if that Vehicle requires Road Service for a pre-existing Breakdown, or within 48 hours of being added, Away from Home Benefits won't apply.
- When upgrading your Road Service Product, a 48-hour waiting period will apply before you can access additional Benefits.
- When upgrading your Road Service Product, additional Benefits won't apply for a pre-existing Breakdown.

6.9 Road Service Subscription Fees

- These will need to be paid in advance, with rates set and approved by the Board of Directors. Once RAA has received the applicable fees, you'll be recorded as an RAA Road Service Product Holder. No pensioner or other concessions are applicable to Subscription Fees.
- Subscription Fees are payable using the following methods:
 - credit card by telephone
 - cash, credit card, EFTPOS at an RAA Shop
 - BPay (renewals only)
 - IVR (renewals only).



- If 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 our discretion, and upon payment of outstanding and overdue fees and other charges, you may have your Road Service reinstated.
- If your Road Service Product is cancelled or terminated, your Subscription Fees won't be refunded.

6.10 Interstate service

Holders of RAA Road Service have access to assistance throughout Australia through our affiliated motoring organisations. Simply call the Australia-wide 13 11 11 phone number and you'll be provided the equivalent of the affiliated motoring organisation's Standard Road Service Benefits in that state. If arrangements can be made at the time, we'll arrange for your Premium/Plus Benefits to be used, or, alternatively, you may be eligible to claim reimbursement within your entitlement limits by providing RAA with receipts (see section 6.6).

If you need Road Service interstate, the 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.

6.11 Personal information use and disclosure

We handle personal information in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and we'll deal with personal information in accordance with our Privacy Policy.

Privacy of your personal information

We collect and use your personal information to process your RAA Road Service application; provide and administer Road Service and offer other RAA (or RAA partner) products and services to you; manage our outgoing relationship with you; provide you with marketing and promotional communications in accordance with your above selections; and otherwise as necessary for our business purposes. If you don't 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 for the above purposes to third parties who provide services to RAA, and as otherwise required or permitted by law. We won't disclose your personal information to recipients located overseas without your consent, except where required or permitted to do so by law.



7. Glossary

- **Accessible Charging Station** is any Electric Vehicle Charging Station that can be accessed by the Towing Provider's Standard Towing Equipment, together with the Electric Vehicle.
- **Accident** means an incident in which a Vehicle has been damaged in a collision, whether involving another Vehicle or otherwise, water crossing damage, water ingress, theft, malicious damage, fire or storm.
- **Australian Resident** is any Australian citizen residing in Australia, or person residing in Australia on a visa other than a Working Holiday Visa in subclass 417 or subclass 462.
- **Away from Home Benefits** means those specific Benefits, available to holders of Road Service for Fleets when they're 100km or more away from Home, and the Vehicle they're driving can't be repaired for a period of time.
- **Benefit** has the meaning given in section 1 on page 1.
- **Breakdown** means a circumstance in which a Vehicle is incapable of being driven because of a mechanical or electrical failure or puncture, which isn't caused by an Accident, theft, fire or malicious damage.
- **Call-out** means a Product Holder's request for Road Service.
- **Collision** means an event where the Vehicle makes contact with another object.
- **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're able to obtain Road Service from RAA or affiliated motoring organisations.
- **Electric Vehicle** is a vehicle that uses one or more electric motors for propulsion and draws its current from storage batteries.
- **Excess Kilometres** means the distance for which a Nominated Vehicle receives Road Service or towing services over and above the limit applicable to their Product.
- **Excessive Use** means more than 6 like Call-outs or 12 total Call-outs in any 3 month period.
- **Hire Car** means a similar type of Vehicle to your Vehicle.
- **Home** means the usual garaged address of the Nominated Vehicle in Australia.
- **Incident** means a single Breakdown event or situation which gives rise to one or more RAA attendances.
- **Insurable Event** means any event or risk for which insurance coverage is offered to any Vehicle, caravan, motorcycle, or Towed Unit.
- **Maintained Public Road** means a road, the surface of which has been prepared, formed, metalled or gravelled as defined by RAA, and is trafficable by a conventional two-wheel drive Vehicle at the time of needing Road Service.
- **Metropolitan Patrol Serviced Area** means the geographic area of Adelaide as defined by RAA.
- **Nominated Vehicle** means a Vehicle specified on your RAA Road Service Product that's to be provided services.
- **Non-Serviced Area** is any area in Australia where you're unable to obtain Road Service from RAA or affiliated motoring organisations, such as outside of the Benefit distances from an RAA Country Service Depot, areas not accessible by a conventional two-wheel drive Vehicle at the time of needing Road Service, or if an RAA Service Provider isn't available at the location of the Breakdown.
- **Plus** means the Benefits that holders of a Plus Road Service Product are entitled to.
- **Premium** means the Benefits that holders of a Premium Road Service Product are entitled to.
- **Product** means any annual subscription for an RAA Road Service Product.



- **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 Road Service Product** means a subscription for RAA Premium or Plus Road Service Benefits.
- **RAA Service Provider** means an RAA employee or contracted Road Service Provider.
- **Restricted Area** means any areas that aren't accessible to the general public without a permit or special permission, or any areas not accessible by a conventional two-wheel drive Vehicle at the time of needing Road Service.
- **Road Service** means the assistance provided by an RAA Service Provider in an attempt to mobilise a Product Holder's Nominated Vehicle at the Breakdown location.
- **Round Trip** means the journey both out to and back from a location.
- **Service Centre** means any business premises of an independent service provider, contracted by RAA to service your Vehicle.
- **Service Fee** is an additional fee payable by a person or entity that does not hold a Road Service Product and needs Road Service immediately for a pre-existing Breakdown, or within 48 hours of purchasing an RAA Road Service Product. This is a set fee approved by the Board of Directors.
- **Space Saver** is a spare tyre that's designed for temporary use to get you to a place of repair, but not designed to be driven on for long distances.
- **Special Towing Equipment** is any additional equipment needed by the attending Service Provider. This is in addition to normal hand tools, car trailer or tow truck required for the provision of Road Service or towing the disabled Vehicle.
- **Standard Towing Equipment** means any towing equipment legally able to be used to safely tow a Vehicle with a gross mass of up to 3 tonnes, maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metres.
- **Stay and Repair Benefit** means those specific Benefits available to Premium and Plus Product Holders under section 3.2.
- **Subscription Fee** is the annual fee payable for a RAA Road Service Product. This is a set fee approved by the Board of Directors.
- **Subscription Year** is your annual period of Road Service Product.
- **Towing Benefit** means the Benefits available to Product Holders under section 2.
- **Towed Unit** means any two, three or four wheeled domestic trailer, caravan, or boat trailer, and anything similar that's attached to the Vehicle.
- **Towing Provider** means a contracted provider of towing services.
- **Travel On – Air/Coach Benefit** means those specific Benefits available to Premium and Plus Product Holders under section 3.4.
- **Travel On – Hire Car Benefit** means those specific Benefits available to Premium and Plus Product Holders under section 3.3.
- **Vehicle** means any motorised registered automobile or motorcycle requiring motoring assistance.
- **Vehicle and Passenger Recovery Benefit** means those specific Benefits available to Premium and Plus Product Holders under section 3.5.
- **we, us, our** means the Royal Automobile Association of South Australia Inc., ABN: 90 020 001 807, including its officers, employees, agents and contractors.
- **Wheels/Tyres Benefit** means those specific Benefits available to Premium and Plus Product Holders under section 3.7.
- **you, your** means you – the Product Holder.



Road Service – summary of benefits

Everyday	Plus	Premium
24/7 Road Service, Australia-wide	Unlimited call-outs*	Unlimited call-outs#
Attendance: country – entitlement from designated country depot to breakdown	Up to 100km	Up to 200km
Towing: metro	Up to 20km	Up to 50km
Towing: country – back to designated country depot	Up to 100km	Up to 200km
Towing: country – in any direction from either breakdown or designated country depot*	Up to 20km or \$144	Up to 50km or \$360
Heavy or oversize vehicles and/or special towing equipment (including caravans/towed units)		Up to \$300 a year
Flat or faulty battery service	✓	✓
Battery Discount	\$20 discount	\$20 discount
Emergency Fuel Service++	✓	✓
Lockout	✓	✓
Locksmith subsidy	Up to \$75 a year	Up to \$150 a year
Flat tyre	✓	✓
Taxi		Up to \$55 a year
Second tow to nominated repairer		Up to 20km
Caravans and trailers	✓	✓
Interstate reciprocal service	✓	✓
Everywhere – when over 100km from home		
Accommodation after breakdown	Up to 3 nights	Up to 5 nights
Hire car after breakdown	Up to 5 days	Up to 7 days
Vehicle recovery	✓	✓
Passenger transport after vehicle recovery	Air up to \$400 or by coach	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	1 night	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 3 nights	Up to 5 nights
Accommodation after an accident or stolen caravan	1 night	Up to 2 nights
Annual Benefit limits		
1st year	\$1,100 a year	\$3,500 a year
2nd and subsequent years	\$2,200 a year	\$5,500 a year

*Towing: country – in any direction from either breakdown or designated country depot is the lesser of the distance or value stated.

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

#Subject to excessive use.

Annual benefit limits is the total value of entitlements. Any unused portion or your annual benefit limit cannot be carried over to subsequent years. Conditions, distance and monetary limits may apply. Please read Road Service entitlements guide.



We're here to help

24/7 Road Service

13 11 11

24/7 Battery Service

13 11 11

We have a free battery delivery and installation service for 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

So that we can establish your eligibility for any Away from Home Benefits, please make sure that the mechanic who diagnosed the problem is available when you call, or provide the mechanic's details.

General enquiries

Call us on 8202 4821 or email
roadservicebusiness@raa.com.au

raa.com.au

Effective 8 November 2021.