



# Road Service

A guide to your personal entitlements

Q RAA Road Service



# We're here to help

## To request Road Service call 13 11 11 or use the myRAA app

To receive Road Service you must be a Road Service Product Holder. You must also be driving the Vehicle at the time of the Breakdown, and be present when the RAA Service Provider arrives. **Do not** use the myRAA app in an urgent situation (child/animal locked in car, car blocking traffic, you feel unsafe) – call 13 11 11 to talk to our Road Service team. Road Service via the myRAA app is not available in some regional areas.

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

- Your RAA Member number and the best phone number to reach you on
- The registration number, 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](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 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 8, 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.

# Contents

<b>1. RAA Road Service Benefits</b>	<b>1</b>	3.8 Accommodation conditions	12
1.1 Road Service Call-out limits	1	3.9 Hire Car conditions	13
1.2 Wheel changing	2	3.10 Vehicle Recovery conditions	13
1.3 Battery replacement/jump-start	2	<b>4. RAA Premium and RAA Plus conditions</b>	<b>14</b>
1.4 Lockout/locksmith services	3	4.1 Annual Benefit limits	14
1.5 Caravans/trailers	3	<b>5. Exclusions</b>	<b>14</b>
1.6 Motorcycles	3	<b>6. General terms and conditions</b>	<b>15</b>
1.7 Fuel	4	6.1 Road Service Product	15
1.8 Electric Vehicles	4	6.2 Accessing your Benefits	15
1.9 Bicycles	4	6.3 Location	16
1.10 Mobility Scooters	5	6.4 Repairs	16
<b>2. Towing</b>	<b>5</b>	6.5 Accidents	16
2.1 Towing entitlements	6	6.6 Call-outs	16
2.2 Taxi	6	6.7 Reimbursement	17
2.3 Second tow	7	6.8 Cancellation	17
2.4 Caravans/trailers – where the Vehicle breaks down	7	6.9 Waiting periods	18
2.5 Caravan/trailers – where the Towed Unit breaks down	7	6.10 Road Service Product Fees	18
2.6 Heavy or oversize Vehicles or Towed Unit and/or Special Towing Equipment	8	6.11 Interstate/overseas service	18
2.7 Non-Collision ‘Accident’ towing	8	6.12 Personal information use and disclosure	19
<b>3. Away from Home Benefits</b>	<b>8</b>	<b>7. Membership of RAA</b>	<b>19</b>
3.1 Emergency Benefit	9	<b>8. Glossary</b>	<b>20</b>
3.2 Stay and Repair Benefit	9	<b>Road Service – summary of benefits</b>	<b>23</b>
3.3 Travel On – Hire Car Benefit	10	<b>We’re here to help</b>	<b>25</b>
3.4 Travel On – Air/Coach Benefit	10		
3.5 Vehicle and Passenger Recovery Benefit	10		
3.6 Accidents or Stolen Vehicles Benefit	11		
3.7 Wheels/Tyres (Space Saver/run flat tyre) Benefit	12		

# 1. RAA Road Service Benefits

Here's everything you need to know about RAA Road Service, 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 receive as the Product Holder. For more definitions, refer to the glossary on page 20.

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 Vehicle at the time of the Breakdown, (unless you're supervising a learner driver. In this case, the Benefits will apply as if you were driving the Vehicle)
- 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 you with assistance if your Vehicle and/or 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.

You must be the driver of the Vehicle at the time of the Breakdown, and you must also be present when the RAA Service Provider arrives.

Road Service is available within Australia at any time, no matter what Vehicle you're 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 6.7).

## 1.1 Road Service Call-out limits

- **Premium:** You get unlimited Call-outs included in your Product Year.
- **Plus:** You get unlimited Call-outs included in your Product Year.
- **Standard:** You get up to four Call-outs each Product Year. More than four Call-outs will incur an additional fee, which will need to be paid at the time of the Call-out. 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.

## Excessive Use

As a membership organisation, it is RAA's responsibility to ensure that all members benefit equally from our services. Part of this responsibility is to ensure that our services are not being used as an alternative to regular routine vehicle maintenance or requested for the same recurring issues that have not been rectified.

Therefore, RAA reserves the right to limit services or entitlements to members holding a Plus or Premium product, where, in the reasonable opinion of RAA, the member's use of service or entitlement is excessive or unreasonable.

Once a trend of excessive use has been identified, RAA will notify you that further Road Service will only be provided at an additional fee per Call-out (to be quoted at the time of the breakdown) for the remainder of the product year.

## 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)
- **Standard:** 40km (80km Round Trip).

If your Vehicle needs Road Service outside of these distances, there'll be additional costs and these will need to be paid at the time of the Call-out. 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 3 tonnes (GVM)
- circumstances that don't need specialised equipment to safely provide a wheel change.

If the Vehicle falls outside of 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.

If you buy an RAA battery, the following discounts apply:

- **Premium:** \$20 discount
- **Plus:** \$20 discount
- **Standard:** nil.

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.

We will only install RAA-branded batteries to your Vehicle.

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 Product Year is:

**Premium:** \$150

**Plus:** nil

**Standard:** nil.

If a locksmith is unavailable, you can use your Towing Benefits (see section 2) and the locksmith contribution for a subsequent call-out.

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 breaks down, an RAA Service Provider will attend to your Vehicle and aim to get it moving (see Section 1).

If your Electric Vehicle doesn't start (i.e. engage ready mode) because of a flat battery (low voltage system), the RAA Service Provider will assess the battery during the Call-out, and provide a jump-start if appropriate, or you can purchase a replacement 12-volt battery.

If your Electric Vehicle runs out of charge (high voltage traction battery system), you can use your Towing Benefits (see Section 2) for towing the Vehicle to your Home or to the nearest Accessible Charging Station.

If your Electric Vehicle is 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.

## 1.9 Bicycles

If your Bicycle can't be ridden because of a mechanical failure or puncture, an RAA Service Provider will attend and attempt to fix the Bicycle.

If the RAA Service Provider can't fix the Bicycle at the roadside, during the Call-out we can arrange for a taxi to take you and your Bicycle to a place of safety or repair at the time of providing Road Service. We'll contribute a maximum of \$55 per Product Year to the cost of a taxi following a Call-out for a Bicycle.

The taxi contribution for Bicycle Breakdown can only be used once per Call-out, and is separate from the Premium taxi Benefit after Vehicle Breakdown/towing (see section 2).

In Country Serviced Areas, transport of you and your Bicycle can be provided by the designated RAA Country Service Depot, up to the following distances back to that depot, per incident:

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip)
- **Standard:** 40km (80km Round Trip).

Transport of you and your Bicycle 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 \$438, whichever is the lesser
- **Plus:** up to a distance of 20km or to a value of \$175.20, whichever is the lesser
- **Standard:** up to a distance of 10km or to a value of \$87.60, whichever is the lesser.

If a child under the age of 18 is riding with you and their Bicycle suffers a mechanical failure or puncture, you may also use the Benefits for the child. It's your responsibility to make sure any necessary child safety restraints or seating is available for the child.

## 1.10 Mobility Scooters

If your Mobility Scooter breaks down, an RAA Service Provider will attend and attempt to get your scooter working again.

If the RAA Service Provider can't fix the Mobility Scooter at the roadside, and the Breakdown happens away from your Home, during the Call-out we can arrange for a taxi to take you and your Mobility Scooter to a place of safety or repair. For each Product Year, we'll contribute a maximum of:

- **Premium:** \$100
- **Plus:** \$75
- **Standard:** \$50.

The taxi contribution can only be used once per Call-out, and is separate from the Premium taxi Benefit after Vehicle Breakdown/towing (see section 2).

In Country Serviced Areas, transport of you and your Mobility Scooter can be provided by the designated RAA Country Service Depot, up to the following distances back to that depot, per incident:

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip)
- **Standard:** 40km (80km Round Trip).

Transport of you and your Mobility Scooter 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 \$438, whichever is the lesser
- **Plus:** up to a distance of 20km or to a value of \$175.20, whichever is the lesser
- **Standard:** up to a distance of 10km or to a value of \$87.60, whichever is the lesser.

Road Service doesn't include assistance with lifting a person in or out of the Mobility Scooter.

Road Service in shopping centres and other buildings will only be provided in an area that's suitable and practicable for the RAA Service Provider (such as an outside entrance or undercover car park) to access both the Mobility Scooter and the service vehicle.

## 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. You must pay any additional fees applicable to the Excess Kilometres to the Towing Provider at the time of the tow. 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
- **Standard:** 10km.

### 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)
- **Standard:** 40km (80km 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 \$438, whichever is the lesser
- **Plus:** up to a distance of 20km or to a value of \$175.20, whichever is the lesser
- **Standard:** up to a distance of 10km or to a value of \$87.60, 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 up to 3 tonnes (GVM), 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 our 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 Product Year
- **Plus:** nil
- **Standard:** 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
- **Standard:** arranged by RAA, but at your additional cost.

You must pay any additional costs not covered by your Product Fee at the time of the tow directly to the Towing Provider.

## 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 3 tonnes (GVM) 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
- **Standard:** nil.

### 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)
- **Standard:** nil.

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 \$438, whichever is the lesser
- **Plus:** up to a distance of 20km or to a value of \$175.20, whichever is the lesser
- **Standard:** nil.

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 3 tonnes (GVM) 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
- **Standard:** 10km.

## 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)
- **Standard:** 40km (80km 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 \$438, whichever is the lesser
- **Plus:** up to a distance of 20km or to a value of \$175.20, whichever is the lesser
- **Standard:** up to a distance of 10km or to a value of \$87.60, 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 3 tonnes (GVM), 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 4 tonnes (GVM).

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

- **Premium:** up to \$300 per Product Year
- **Plus:** nil
- **Standard:** 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. Away from Home Benefits

Away from Home Benefits are only available to Premium and Plus Product Holders. The 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 4 tonnes (GVM) (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 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
- **Standard:** nil.

### 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
- **Standard:** 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
- **Standard:** nil.

## 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
- **Standard:** nil.

## 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
- **Standard:** nil.

## 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
- **Standard:** nil.

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 for your Vehicle to either be transported back to your Home or to the intended destination of your journey, up to the following limits:

- **Premium:** up to \$2,000 per Product Year
- **Plus:** up to \$750 per Product Year
- **Standard:** nil.

### **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 Product Year, is:

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

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
- **Plus:** nil
- **Standard:** 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
- **Standard:** nil.

## **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
- **Standard:** nil.

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
- **Standard:** nil.

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

You're eligible for the Wheels/Tyres Benefit if the Vehicle you're driving can't be driven because:

- the 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
- 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
- **Standard:** nil.

### **Hire Car**

Hire Car Benefits apply while your tyre is being repaired.

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
- **Standard:** nil.

### **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.

Pre-booked accommodation will not be refunded.

### 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 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 Vehicles 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 (GVM).

There are also limitations on the Vehicle Recovery 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 are extensions of Standard Road Service.

We reserve the right to refuse an application to upgrade to Premium or Plus at any time. Premium and Plus Benefits apply in Australia only.

- Premium and Plus Road Service Products 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.
- 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 exceeding Standard Road Service is limited to:

- **Premium:**
  - \$3,500 in your first year of holding the Premium Road Service Product
  - \$5,500 in each continuous Product 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 Product Year you hold the Plus Road Service Product thereafter
- Any amount in excess of your annual limit is your personal 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 Product 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 whose sole use is for commercial business, which includes but isn't limited to taxis and chauffeured Vehicles.
- 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, Towed Units, Bicycles and Mobility Scooters 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 (Standard and 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.
- Transportation of livestock when a Vehicle or Towed Unit is towed.
- Road Service to unattended Vehicles.
- Road Service in Restricted Areas.
- Road Service to farm equipment, earth-moving equipment, forklifts, wheelchairs and golf carts.
- Product Holders driving 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 by the Product Holder 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.
- Away from Home Benefits are only available to Australian Residents.

## 6. General terms and conditions

### 6.1 Road Service Product

- 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 (the Product Holder) must be the driver of the Vehicle at the time of the Breakdown, and you 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 adequate identification information 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, which you'll need to pay at the time of service.
- If the RAA Service Provider needs to travel Excess Kilometres, the additional cost must be covered by you at the time of Road Service. 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 Call-outs

- If an RAA Service Provider attends a Call-out to provide Road Service and the Vehicle is unattended, this will count as a Call-out.
- If a second Call-out is needed after the Vehicle was initially unattended, the Product Holder will be charged a set fee, which we'll tell you about when you request the Road Service.

- If a Product Holder doesn't use the available Call-outs or contributions within the Product Year, the Call-outs will expire. They don't carry over to the next Product Year.
- Call-outs cannot be transferred to another person.

## 6.7 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.

## 6.8 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 4610 or by visiting an RAA Shop.
- If you choose to cancel your Road Service Product, and:
  - you have paid the annual Product Fees in full, you will not be entitled to receive a refund; or
  - you have elected to pay the annual Product Fees in instalments via monthly direct debits, you will be required to pay all outstanding monthly amounts owed for the remainder of the term, except in limited circumstances at our reasonable discretion, including but not limited to:
- if you are no longer medically or physically able to drive a vehicle;
- if you become seriously injured or deceased; or
- if you move interstate
- Road Service benefits will continue to be available until the Product is cancelled.
- 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 Product Fees that relate to the period after cancellation, or cancel any direct debit on and from the date of 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.
- If you choose to cancel your Road Service Product, you must also pay the balance of any fees owing prior to cancellation.
- If you wish to cancel your Road Service because you are moving interstate, you will be able to transfer your Road Service to the local affiliated motoring association in that state. Please contact the local club when you arrive.

## 6.9 Waiting periods

- If you've purchased an 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.
- 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.

## 6.10 Road Service Product Fees

- These will be rates set and approved by the Board of Directors. Once RAA has received the applicable fees (either the total annual payment, or first monthly payment of the 12-month term), you'll be recorded as an RAA Road Service Product Holder. No pensioner or other concessions are applicable to Product Fees.
- Product Fees are payable using the following methods:
  - credit card by telephone
  - cash, credit card, EFTPOS at an RAA Shop
  - credit card on the RAA website
  - direct debit instalments (either annually or via 12 monthly payments) with a credit card or nominated bank account (subject to direct debit terms and conditions)
  - 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.
- Once you have purchased the Road Service product, you will be required to pay the entire Product Fee for the Product Year in accordance with your chosen payment method (see sections 6.8 and 6.10).

## 6.11 Interstate/overseas 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 you hold a Premium or Plus Road Service Product and we can make arrangements at the time, we'll organise for your relevant Benefits to be used, or, alternatively, you may be eligible to claim reimbursement within your entitlement limits by providing RAA with receipts (see section 6.7).

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.

In a large number of countries, RAA Road Service may also be recognised by an affiliated motoring organisation. Visit [raa.com.au](http://raa.com.au) for details of our international affiliates. We can't warrant or guarantee that equivalent Benefits will be available by our international affiliates.

## 6.12 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 membership and Road Service application; provide and administer Road Service and offer other RAA (or RAA partner) products and services to you; manage our ongoing 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 membership and/or 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. Membership of RAA

When you purchase a Road Service Product, you agree to become a member of RAA. Your rights, obligations and entitlements as an RAA Member are set out in the Constitution and any regulations made under the Constitution.

A copy of the Constitution of RAA is available on the RAA website or in hard copy by written request to:

Corporate Secretary  
101 Richmond Rd  
MILE END SA 5031  
[companysecretary@raa.com.au](mailto:companysecretary@raa.com.au)

## 8. 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, beyond Standard Road Service, available to holders of RAA Premium and RAA Plus 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.
- **Bicycle** means a pushbike or Bicycle that can be powered by electricity as well as propelled by pedals.
- **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 Product Holder's Vehicle receives Road Service or towing services over and above the limit applicable to their Product.
- **GVM** means Gross Vehicle Mass.
- **Hire Car** means a similar type of Vehicle to your Vehicle.
- **Home** means the Product Holder's permanent place of residence 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, Bicycle, caravan, motorcycle, Mobility Scooter 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.
- **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'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 over and above Standard Road Service that holders of Plus Road Service are entitled to.

- **Premium** means the Benefits over and above Standard Road Service that holders of Premium Road Service are entitled to.
- **Product** means any annual subscription for an RAA Road Service Product.
- **Product Fee** is the annual fee payable for a RAA Road Service Product. This is a set fee approved by the Board of Directors.
- **Product Holder** means a financial subscriber of RAA Road Service.
- **Product Year** is your annual period of Road Service Product.
- **RAA** means Royal Automobile Association of South Australia Limited ACN 677 371 274, ABN 90 020 001 807.
- **RAA Country Service Depot** means an independent service provider, contracted by RAA to deliver Road Service in regional locations as defined by RAA.
- **RAA Member** is anyone who holds one or more of RAA Road Service or RAA Insurance, excluding RAA Travel Insurance.
- **RAA Road Service Product** means a subscription for RAA Premium, Plus or Standard 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 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 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 Road Service** means any Benefits of the RAA Road Service Products that holders of the Standard Product are entitled to.
- **Standard Towing Equipment** means any towing equipment legally able to be used to safely tow a Vehicle (up to 3 tonnes GVM), 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.
- **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 eligible for 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 Limited ACN 677 371 274, 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

24/7 Road Service, Australia-wide

Attendance: country – from designated country depot to breakdown

Towing: metro

Towing: country – back to designated country depot

Towing: country – in any direction from either breakdown or designated country depot\*

Heavy or oversize vehicles and/or special towing equipment (including caravans/towed units)

Flat or faulty battery service

Battery discount

Emergency fuel service\*\*

Lockout

Locksmith subsidy

Flat tyre

Taxi

Second tow to nominated repairer

Caravans and trailers

Bicycle road service

Mobility scooter road service

Interstate and international reciprocal service

## Everywhere – when over 100km from home

Accommodation after breakdown

Hire car after breakdown

Vehicle recovery

Passenger transport after vehicle recovery

Pet transport after vehicle recovery

Towed unit recovery

Accommodation after an accident or stolen vehicle

Hire car after an accident or stolen vehicle

## Caravan cover – when over 100km from home

Accommodation after breakdown

Accommodation after an accident or stolen caravan

## Annual Benefit limits

1st year

2nd and subsequent years

\*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' as described in Section 1.1 of the RAA Road Service Personal Entitlements Guide.

Premium		Plus	Standard
	Unlimited call-outs*	Unlimited call-outs*	4 call-outs a year
	Up to 200km	Up to 100km	Up to 40km
	Up to 50km	Up to 20km	Up to 10km
	Up to 200km	Up to 100km	Up to 40km
	Up to 50km or \$438	Up to 20km or \$175.20	Up to 10km or \$87.60
	Up to \$300 a year		
	✓	✓	✓
	\$20	\$20	
	✓	✓	✓
	✓	✓	✓
	Up to \$150 a year		
	✓	✓	✓
	Up to \$55 a year		
	Up to 20km		
	✓	✓	✓
	✓	✓	✓
	✓	✓	✓
	✓	✓	✓
	Up to 5 nights	Up to 3 nights	
	Up to 7 days	Up to 5 days	
	Up to \$2,000 a year	Up to \$750 a year	
	Air up to \$800 or by coach	Air up to \$400 or by coach	
	Up to \$220 per incident		
	Up to \$500 per Product Year		
	Up to 2 nights	1 night	
	Up to 2 days		
	Up to 5 nights	Up to 3 nights	
	Up to 2 nights	1 night	
	\$3,500 a year	\$1,100 a year	
	\$5,500 a year	\$2,200 a year	

Annual benefit limit is the total value of entitlements in excess of the Standard Product level. Any unused portion of your annual benefit limit cannot be carried over to subsequent years. Conditions, distance and monetary limits may apply. Please read Road Service entitlement 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 4610** between 8am and 6pm weekdays, and from 9am to 12pm on Saturdays.

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

Effective 1 July 2025