

RAC Roadside Assistance Glovebox Guide

ROADSIDE ASSISTANCE
RAC members are happier



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This information is correct at time of printing. RAC reserves the right to vary its pricing, terms and conditions from time to time. Please see website or contact RAC for current details. Roadside Assistance Service is provided by RAC Motoring P/L MRB 723. 421 431.

Requiring Assistance

Keep this guide in your glovebox, and follow these simple steps when you need assistance:

- 1** Make sure you have your vehicle registration and membership number handy before you call.
- 2** Make a note of the exact location of the vehicle, and which way you are heading.
- 3** Also note the nearest cross-street and any significant landmarks.
- 4** **Call 13 11 11.**
Available 24 hours, 7 days a week anywhere in Australia. When more than 100km from home on Classic, Ultimate or Ultimate Plus cover please call 1800 999 036. Hearing impaired please refer to page 5.
- 5** If you know your vehicle needs a replacement battery, let us know when you call and RAC can arrange free delivery and installation of a new RAC Battery to get you back on the road even faster. Available in metropolitan areas only.
- 6** After calling for assistance, stay with your vehicle until we arrive. To protect your property, we can only help you when you or a representative is with the vehicle.
If you no longer require assistance before the RAC Patrol arrives, please let us know immediately on 13 11 11 (if you fail to notify us, you may incur excess travel charges).

TTY Numbers for the Hearing Impaired

For all general enquiries call (08) 9301 3113

For Roadside Assistance call (08) 9303 8470
(24 hours, 7 days)

SMS number only: 0434 182 877



For TTY (SMS), you'll need to include:

- Your membership number.
- The registration number of the vehicle requiring service.
- The exact location of the vehicle, and which way you are heading.
- The nearest cross-street and any significant landmarks.

After text messaging, stay with your vehicle until we arrive. To protect your property, we can only help you when you or a representative is with the vehicle.

If you no longer require assistance, please notify us immediately by text message (if you fail to notify us, you may incur excess travel charges).

How to call for Assistance Interstate

Calling 13 11 11 will give you 24-hour access to RAC affiliated motoring organisations throughout Australia. Roadside Assistance will be offered within the scope of benefits applicable to each affiliated motoring organisation.

RAC Battery Services

RAC offers a free battery delivery and installation service for RAC members, 24 hours a day, seven days a week in the metropolitan area. We carry an extensive range of batteries that come with a 1, 2 or 3 year nationwide warranty.

For more information, call
RAC Battery Services on 13 11 11.

Total Repair Management

RAC offers an exclusive Total Repair Management service for RAC Roadside Assistance members within metropolitan and fringe areas. In case of a serious breakdown, we will tow your car to your nearest RAC Auto Services centre for a free 30 minute diagnosis and estimate, getting you back on the road sooner.

RAC Youth Membership - *free2go*

free2go is an RAC youth membership program designed for 17, 18 and 19 year olds. The membership program entitles *free2go* members to complimentary Standard Roadside Assistance for the 1st year of membership and discounted Roadside Assistance for the 2nd and 3rd years of membership.

free2go members can choose to upgrade their Standard Roadside Assistance to Classic, Ultimate or Ultimate Plus (upgrade fees apply). When choosing Classic, Ultimate or Ultimate Plus Roadside Assistance cover please be aware that due to car hire companies' age restrictions, *free2go* members may be ineligible for the hire car benefit.

Within this booklet you will find important information on the entitlements and conditions applicable to your RAC *free2go* Roadside Assistance cover. Please note when requesting assistance you will be required to display your *free2go* card and current driver's licence or learner's permit to the RAC Patrol.

For more information,
please visit www.rac.com.au/free2go

Important Information

At the RAC your personal information is collected, stored and used in accordance with the Privacy Act. Your personal information may be passed on to other companies within the RAC Group for marketing and promotional purposes.

You may stop your personal information from being used for this purpose at any time by contacting us on 13 17 03.

The personal information you provide to us may also be provided by us to mailing houses for the process and dispatch of membership renewals and member magazine, plastic card distributors for the process and dispatch of RAC membership cards, RAC Roadside Assistance contractors for the purpose of providing Roadside Assistance, towing and battery replacement and any other products and services associated with RAC Roadside Assistance, other Australian automobile clubs to provide member assistance and transfer details if the member of the RAC wants to join or receive service from another club within Australia.

By taking out a membership with the RAC you agree to the RAC disclosing your personal information to these organisations and individuals associated with providing products and services for the RAC. Your failure to consent to this disclosure may mean that we can't provide you with products and services under an RAC membership. You have a right of access to your personal information.

Please contact us on 13 17 03 for further information about accessing your information. Or contact us via our website rac.com.au and click on Contact Us.

Please note:

By enrolling as an RAC member or renewing an RAC membership the member agrees to be bound by the Rules of The Royal Automobile Club of WA (Incorporated). A copy of the Rules of The Royal Automobile Club of WA (Incorporated) is available by writing to:

RAC Membership
GPO Box C140
PERTH WA 6839

Compare Your Level of Cover

	ULTIMATE PLUS	ULTIMATE
Emergency Roadside Benefits		
Coverage	Personal + Nominated Vehicle (member's regular Vehicle)	Personal + Nominated Vehicle (member's regular Vehicle)
Guaranteed Service Areas* - Metropolitan & Regional Centres		
Hours	24 hours a day, 7 days a week	24 hours a day, 7 days a week
Roadside	Australia wide Breakdown Service	Australia wide Breakdown Service
No. of Tows per incident	Two	Two
Towing	200km Tow from the point of Breakdown	100km Tow from the point of Breakdown
Taxi	Immediate Taxi service up to \$100 if the Vehicle is to be Towed (Guaranteed Service Areas)	Immediate Taxi service up to \$55 if the Vehicle is to be Towed (Guaranteed Service Areas)
Locksmith Service	Up to the value of \$200	Up to the value of \$165
Trailer/Caravan Towing	Yes - Included in Towing	Yes - Included in Towing
After Accident Assistance	Telephone Advice	Telephone Advice
Non Guaranteed Service Areas* - All Country Areas		
Roadside	A Country Service Provider will travel the most direct/feasible route from their base to your breakdown location and return, to a maximum entitlement of 300kms.	A Country Service Provider will travel the most direct/feasible route from their base to your breakdown location and return, to a maximum entitlement of 200kms.
Towing	A Country Service Provider will travel up to 300kms roundtrip from their base	A Country Service Provider will travel up to 200kms roundtrip from their base
Fuel Provision	Up to \$50 a year	No
Trailer/Caravan Towing	Included in Towing (both Metro & Country)	Included in Towing (both Metro & Country)
After Accident Advice	Telephone Advice	Telephone Advice
EXTENDED BENEFITS - Available following a Breakdown when the Vehicle cannot be repaired within 24hrs (all costs deducted from entitlements)		
Vehicle Recovery (when 100kms from Home)	RAC will transport the Vehicle to the original destination, Home or a registered repairer.	RAC will transport the Vehicle to the original destination, Home or a registered repairer.
Hire Car (within 100kms of Home-Metro/Regional Centres)	If the Vehicle cannot be repaired within 24 hrs (according to a registered repairer), then a hire car will be made available to the member for up to 3 days (\$150 daily)	If the Vehicle cannot be repaired within 24 hrs (according to a registered repairer), then a hire car will be made available to the member for up to 3 days (\$110 daily)
Passenger Transport benefit (when 100kms or more from home)	RAC will arrange transport where available for the member and up to 4 passengers, within the limits of annual entitlement	RAC will arrange transport where available for the member and up to 4 passengers, within the limits of annual entitlement
Accommodation & Hire Car (more than 100kms from Home)	Yes - Combined benefits of up to \$1260 in any combination (max \$180 daily per service)	Yes - Combined benefits of up to \$770 in any combination (max \$110 daily per service)
Total value of Extended Benefits per years the member has held a particular level of cover	Year 1	\$7,000
	Years 2 - 4	\$7,000
	Years 5 +	\$7,000
		\$1,500
		\$2,000
		\$3,000

* Guaranteed Service Areas - covers the following areas: Perth Metropolitan Area Scheme Boundary, and 10kms radius from the GPO of the following Regional Centres: Albany, Bunbury, Geraldton, Kalgoorlie and Mandurah. Non-Guaranteed Service Areas - covers the rest of the state of WA.

Please see Terms & Conditions in the back of this booklet for full details of benefits.

Compare Your Level of Cover

Emergency Roadside Benefits	
Coverage	
Guaranteed Service Areas* - Metropolitan & Regional Centres	
Hours	
Roadside	
No. of Tows per incident	
Towing	
Taxi (up to \$55)	
Locksmith Service	
Trailer/Caravan Towing	
After Accident Assistance	
Non Guaranteed Service Areas* - All Country Areas	
Roadside	
Towing	
Fuel provision (up to \$50 a year)	
Trailer/Caravan Towing	
After Accident Advice	
EXTENDED BENEFITS - Available following a Breakdown when the Vehicle cannot be repaired within 24hrs (all costs deducted from entitlements)	
Vehicle Recovery (when 100kms from Home)	
Hire Car (within 100kms of Home-Metro/Regional Centres)	
Passenger Transport benefit (when 100kms or more from home)	
Accommodation & Hire Car (more than 100kms from Home)	
Total value of Extended Benefits per years the member has held a particular level of cover	Year 1
	Years 2 - 4
	Years 5 +

* Guaranteed Service Areas - covers the following areas: Perth Metropolitan Area Scheme Boundary, and 10kms radius from the GPO of the following Regional Centres: Albany, Bunbury, Geraldton, Kalgoorlie and Mandurah. Non-Guaranteed Service Areas - covers the rest of the state of WA.

CLASSIC	STANDARD
Nominated Vehicle (member's regular Vehicle)	Nominated Vehicle (member's regular Vehicle)
24 hours a day, 7 days a week	24 hours a day, 7 days a week
Australia wide Breakdown Service	Australia wide Breakdown Service
Two	One
100km Tow from the point of Breakdown	10km Tow from the point of Breakdown
Immediate Taxi service if the Vehicle is to be Towed (Guaranteed Service Areas)	No
Up to the value of \$165	No
Yes - Included in Towing	No
Telephone Advice	Telephone Advice
A Country Service Provider will travel the most direct/feasible route from their base to your breakdown location and return, to a maximum entitlement of 200kms.	A Country Service Provider will travel the most direct/feasible route from their base to your breakdown location and return, to a maximum entitlement of 80kms.
A Country Service Provider will travel up to 200kms roundtrip from their base	A Country Service Provider will travel up to 80kms roundtrip from their base
No	No
Included in Towing (both Metro & Country)	No
Telephone Advice	Telephone Advice
RAC will transport the Vehicle to the original destination, Home or a registered repairer	No
No	No
RAC will arrange transport where available for the member and up to 4 passengers, within the limits of annual entitlement	No
Yes - Combined benefits of up to \$550 in any combination (max \$110 daily per service)	No
\$1,100	No
\$1,500	No
\$2,000	No

Please see Terms & Conditions in the back of this booklet for full details of benefits.

RAC ROADSIDE ASSISTANCE TERMS & CONDITIONS

Definitions:

In these Terms and Conditions unless the contrary intention appears:

1. **Accident** means an incident in which a Vehicle has been damaged in a collision or impact with another object, whether another Vehicle or not, or whether caused by a mechanical failure. This includes a series of incidents arising out of a single event.
2. **Breakdown** means a circumstance in which a Vehicle is incapable of being driven due to mechanical or other failure, the cause of which is not an Accident, theft, Fire, flood or malicious damage.
3. **Caravan** means a covered carriage or house on wheels and which does not exceed 2 tonnes gross weight, 5.5 metres in length and 2.6 metres in height and which is used for private or recreational purposes. *Excludes Caravans used for commercial purposes.
4. **Country Areas** means areas within Western Australia and outside the Metropolitan Area and Regional Centres.
5. **Country Service Provider**, means a provider of motor mechanical services or Towing Services in a Country Area appointed by RAC or by an affiliated motoring organisation to provide Roadside Assistance to Vehicles.
6. **Country Service Provider Boundary** means the perimeter of the geographical area that is serviced by a Country Service Provider.
7. **Excess Kilometres** means the distance for which a Vehicle receives Roadside Assistance which is in excess of the distance to which a Vehicle is entitled to free Roadside Assistance by virtue of the Roadside Assistance Package the Member holds.
8. **Extended Benefits** means those benefits (as detailed on pages 8-11 of this booklet) that apply to a Vehicle that has suffered a Major Breakdown and cannot be repaired within 24 hours.
9. **Fair Call Policy** means RAC's policy used to manage excessive use of Membership Services.
10. **Fire** means heat or flame, which damages the panels, mechanical or electrical parts of a Vehicle.
11. **Guaranteed Service Area** means the Metropolitan Area and Regional Centres where the provision of Roadside Assistance is available 24 hours 7 days a week.
12. **Home** means the permanent place of residence of the Member.
13. **Incident** means one or more Jobs that are all considered as being part of the original Breakdown.
14. **Job** means the assigning of a resource to an Incident. Multiple Jobs may occur on a single Incident as authorised by RAC.
15. **Major Breakdown** means a Breakdown where the Vehicle cannot be repaired within 24 hours, as determined by RAC or a Service Provider.
16. **Member** means a current RAC member.
17. **Membership Fee** means the fee applicable to Membership Services, paid annually.
18. **Membership Services** means the provision of products and/or services for the benefit of a Member.
19. **Membership Year** means the consecutive 12 month period from the commencement of the Membership Services.
20. **Metropolitan Area** means the Perth metropolitan area as specified by the scheme boundaries (local government areas as defined by the Landgate map).
21. **Motorcycle** means any Vehicle registered with the Department of Transport as a motorcycle.
22. **Nominated Vehicle** means that Vehicle specified by the Member as being the Vehicle covered by a Roadside Assistance Package.
23. **Non-Guaranteed Service Area** means the areas within the state of Western Australia other than a Guaranteed Service Area.
24. **RAC, We, Our, Us** means the Royal Automobile Club of Western Australia Inc., and includes its officers, employees, agents and contractors.
25. **RAC Agent** means a provider of motor mechanical services or Towing Services appointed by RAC, or by an affiliated motoring organisation, to provide Roadside Assistance to Members.
26. **RAC Patrol** means a mobile mechanical service operating on behalf of the RAC to provide Roadside Assistance.
27. **Recovery** means a Job that requires a resource to transport a Vehicle that has suffered a Major Breakdown more than 100kms from Home.
28. **Regional Centres** means those areas within a 10km radius of the GPO of the cities of Mandurah, Albany, Bunbury, Geraldton and Kalgoorlie.
29. **Roadside Assistance** means the range of services provided to a Member at a Breakdown by an RAC Patrol or an RAC Agent, including assistance provided to a Vehicle to restore the mobility of the Vehicle or to allow the Vehicle to be Towed to a place where an assessment can be carried out.
30. **Roadside Assistance Package** means Standard, Classic, Ultimate or Ultimate Plus Roadside Assistance providing differing levels of cover by RAC to Members, depending on the Membership Fees paid by the Member to RAC.
31. **Service Fee** means the fee applicable for the provision of Roadside Assistance to a Vehicle where a customer has not specified that Vehicle as the Nominated Vehicle for a Roadside Assistance Package.
32. **Service Area** means any area, which is covered within a Metropolitan Area, Regional Centre or within a Country Service Provider Boundary.
33. **Service Provider** means a provider of motor mechanical or Towing services other than an RAC Patrol, RAC Agent or a Country Service Provider.
34. **Special Towing Equipment** means any Towing apparatus that is not Standard Towing Equipment.
35. **Standard Towing Equipment** means any Towing apparatus that is the equivalent of a two-wheel drive truck fitted with a tilt tray, slide bed, hoist or cradle or a vehicle and trailer combination.
36. **Suitable Identification** means a current driver's licence or photo identification, as determined suitable by RAC.
37. **Trafficable Road** means any public or private road, which is designed for, and is in a suitable state to facilitate, the movements of a two-wheel drive motor vehicle. It includes the road-related areas immediately adjoining the Trafficable Road itself such as road shoulders, breakdown lanes, medians and parking places and includes any road which RAC has permission to use (specifically from the Trafficable Road's owner or by virtue of it being a public road) and which can be safely used by RAC.
38. **Tow, Towing, Towing Service** means the service provided pursuant to these Terms & Conditions to a Vehicle, Trailer or Caravan disabled by a Breakdown, and involving its removal from the point of Breakdown to another location using whatever Standard Towing Equipment or Special Towing Equipment is available and considered appropriate by RAC.

39. **Trailer** means any domestic trailer, horse trailer, dog trailer or boat trailer that is attached to a Vehicle that does not exceed 2 tonnes gross weight, 5.5 metres in length, 2.5 metres in width and 2.6 metres in height and which is being used for private or recreational purposes. *Excludes trailers used for commercial purposes.
40. **Unregistered Vehicle** means a Vehicle that is not currently registered.
41. **Un-roadworthy Vehicle** means a Vehicle which has been issued with a defect notice, or which would not pass an RAC roadworthy Vehicle inspection check, or whose condition makes it unsafe to drive and which cannot be rendered safe to drive through the provision of temporary Roadside Assistance as determined by RAC.
42. **Un-constructed Surface** means an unsealed or un-constructed surface which is not trafficable by a two wheel drive vehicle.
43. **Vehicle** means any motorised registered vehicle which is used for and in connection with private use and does not exceed a maximum length of 5.5 metres and does not exceed a maximum weight of 4 tonnes. Note - Towing restrictions may apply to Vehicles over 2.5 tonnes.
44. **You, Your** means the Member or a person driving the Vehicle covered by a Roadside Assistance Package.

GENERAL CONDITIONS FOR RAC ROADSIDE ASSISTANCE

- A.1 **Financial Roadside Cover:** Membership Fees must have been paid to Us prior to the time of service. The Member's card or the Membership Services are not transferable to any other person.
- A.2 **Response Time:** Roadside Assistance will be provided as soon as possible, but response time is not guaranteed and may vary, depending on the location of the Vehicle and demand for services.
- A.3 **Identification:** The Member must be present with the Vehicle and must present his/her membership card and Suitable Identification to the RAC Patrol or RAC Agent on arrival, otherwise service may be refused or a Service Fee may be payable at the time of service.
- A.4 **Vehicle under Repair:** Roadside Assistance does not include maintenance repairs. Roadside Assistance is not provided to Vehicles already under repair or at a repair workshop. Roadside Assistance will not be provided to Un-roadworthy Vehicles or Unregistered Vehicles.
- A.5 **Non Guaranteed Service Areas:** Where service is unavailable, We will help in locating alternative assistance. The Member may be required to pay the Service Provider directly and apply to RAC for reimbursement of the allowance applicable to the level of cover of the Member's Roadside Assistance Package.
- A.6 **Un-constructed Surfaces and non Trafficable Roads:** Breakdowns which occur on Un-constructed Surfaces or non Trafficable Roads will be attended at the discretion of the RAC or RAC Agents, with any excess cost payable by the Member at the time of service.
- A.7 **Bogged Vehicles:** Vehicles bogged on an Un-constructed Surface or non Trafficable Road will be attended at the discretion of the RAC. The time spent in recovery of bogged Vehicles and/or equipment used in such a recovery is payable by the Member to the RAC or the RAC Agent at the time of service. The cost of travelling to the Vehicle is covered by the Roadside Assistance Package to the extent of the applicable distance limits. The Member is responsible for paying any excess cost at the time of service. Service does not extend to a Vehicle that has been damaged as the result of being bogged.
- A.8 **Tyres:** Where the Vehicle requires a spare tyre to be fitted, RAC will only fit a safe and suitable roadworthy tyre. If suitable tyres are not available, or where the surrounding conditions make it unsafe to fit a tyre at the Breakdown Location, the Vehicle will be Towed (within the Towing limits applicable to the Member's Roadside Assistance Package) to a tyre repair workshop or other location. Wheel changing is limited to Vehicles less than two and a half (2.5) tonnes as loaded. Any special equipment or specialised Service Provider that may be required will be at the Member's expense. Service does not extend to tyre repairs.
- A.9 **Temporary Repairs:** Where temporary repairs are undertaken, the Member is required to sign a release and indemnity, where it is considered necessary.
- A.10 **Parts and Supplies:** The cost of all parts used for repairs and any supplies such as fuel, lubricants, brake fluid, etc provided is payable by the Member at the time of service.
- A.11 **Excess Travelling Distance and Towing:** All Excess Kilometres travelled by the RAC Patrol or an RAC Agent must be paid in cash only by the Member to the RAC Patrol or the RAC Agent at the time of service.
- A.12 **Subsequent Country Repairs:** The cost of subsequent repairs undertaken by an RAC Agent at the RAC Agent's workshop is payable by the Member to the RAC Agent at the time of service. Where the RAC Agent is unable to effect repairs, additional Towing to another repairer and any further repairs are at the Member's cost.
- A.13 **Special Towing Equipment:** If any Special Towing Equipment is required an excess charge may be applied, payable by the Member at the time of service.
- A.14 **Caravans and Trailers:** Only minor repairs or adjustments are provided at the Breakdown (Classic, Ultimate or Ultimate Plus Roadside Assistance Packages only). Service to accessories including stoves, camping equipment and interior lights is excluded. Note: Extended Benefits do not apply to Caravans or Trailers.
- A.15 **Rallies, Races:** Roadside Assistance does not cover Vehicles which are in organised events such as rallies or racing.
- A.16 **Reimbursements:** If a Member is assisted by a Service Provider and is required to pay for the service, the Member may apply in writing with receipts to RAC within three months for reimbursement of the appropriate RAC allowance. Reimbursements are not made if the nearest RAC Agent was available or where the Member did not contact the RAC before utilising the Service Provider. Reimbursements will be paid at the applicable rates at time of breakdown.
- A.17 **Motorcycles:** Motorcycles can be covered under any of the Roadside Assistance Packages.
- A.18 **Benefits:** All RAC service monetary benefits, limits and associated charges include GST.
- A.19 **Australia wide:** Roadside Assistance benefits apply in Australia only.
- A.20 **Limits of Use of Services:** RAC's Fair Call Policy (detailed below) applies to Members with Roadside Assistance.
- A.21 **Disciplinary Action:** A Member is subject to the disciplinary procedures as set out in the Rules and By-Laws of the RAC and the provision of services to a Member may be withheld from the Member if disciplinary proceedings are brought against the Member. If the Member is guilty of conduct not acceptable to the RAC, unbecoming of a Member or prejudicial to the interests of the RAC or any of the RAC's related entities, the Member may be suspended or expelled from the RAC and the RAC shall not be required to provide services to that Member during the period of suspension or when the Member is expelled.

- A.22 **Tow Trucks – Transport of Children 7 years and under:**
Up to 4 years of age: Under WA Road Traffic Code 2000 the RAC is unable to transport any children up to the age of four (4) in a tow truck as there are no anchor points installed in commercial vehicles that allow for the fitting of approved child restraints. Alternative transport will be required in all instances of children aged up to four (4).
Ages 4 to 7: In instances where a child is aged between four (4) and seven (7), and the member has a child booster seat available for placing in the tow truck, then it will be acceptable for the child to travel in the tow truck. If however, the member does not have a booster seat available we will be unable to transport the child and alternative transport will be required.

RAC 'STANDARD' ROADSIDE ASSISTANCE CONDITIONS (also applicable for *free2go* members*)

- B.1 **Lock Outs:** If a Member locks the Nominated Vehicle's keys in the Nominated Vehicle, RAC will attempt to unlock the Nominated Vehicle. If the Nominated Vehicle cannot be unlocked, RAC will either call a locksmith to attend the Nominated Vehicle at the Member's cost, arrange with a motor dealer to deliver a new key at the Member's cost, or Tow the Nominated Vehicle within Towing limits to a motor dealer or other location.
- B.2 **Fuel:** If the Nominated Vehicle is immobile due to lack of fuel, RAC will provide approximately 5 litres of unleaded or Diesel fuel, to enable the Nominated Vehicle to be driven to a fuel outlet. For any fuel other than unleaded or Diesel or where RAC is unable to supply petrol at the roadside, a Tow will be provided within Towing weight and distance limits.
- B.3 **Caravans and Trailers:** Roadside Assistance for Caravans or Trailers is not provided.

* **free2go Members:** in addition to the Standard Roadside Assistance benefits, *free2go* Members are eligible for Roadside Assistance on any Vehicle driven by them during the first year of membership.

RAC 'CLASSIC' ROADSIDE ASSISTANCE CONDITIONS

- C.1 **Application of Benefits:** Extended Benefits are not provided for Vehicle Breakdowns that have occurred 24 hours before a person takes out the Classic Roadside Assistance Package.
- C.2 **Value of Benefits:** Members with Classic Roadside Assistance may claim up to \$1,100 for 1st year of Membership Services, \$1,500 for 2nd to 4th year of Membership Services and \$2,000 for 5th year onwards in cumulative benefits in any one Membership Year. Annual benefits do not accumulate from year to year.
- C.3 **Distance Limits:** In Non-Guaranteed Service Areas an RAC Agent will travel up to 100km from their depot to provide Roadside Assistance and if Towing is required will Tow the Vehicle up to 100km back to the RAC Agent's depot.
- C.4 **Vehicle Recovery:** If the Member is more than 100kms from Home and the Nominated Vehicle cannot be repaired within 24hrs of the Breakdown, the Nominated Vehicle may be taken to a place where repairs can be carried out - provided the weight of the Nominated Vehicle is two (2) tonnes or less as loaded. Alternatively, the Nominated Vehicle may be transported either to the Member's destination or back to the Member's Home. The Recovery of Nominated Vehicles will be subject to the availability of suitable recovery vehicles and within the limits of your annual entitlements.

- C.5 **Locksmiths:** If a Member locks the Nominated Vehicle's keys in the Nominated Vehicle, RAC will attempt to unlock the Nominated Vehicle. If the Nominated Vehicle cannot be unlocked or if the keys to the Nominated Vehicle are lost, stolen or damaged or the driver's door, fuel cap or ignition lock is damaged preventing the Nominated Vehicle from being mobilised or secured, RAC will either call a locksmith to attend the Nominated Vehicle, arrange with a motor dealer to deliver a new key at the Member's cost, or Tow the Nominated Vehicle within Towing limits to a motor dealer or other location. RAC will contribute up to \$165 per year for parts and labour required for replacement of ignition or driver's door entry key or lock provided by an attending locksmith. RAC reserves the right to refuse to unlock the Vehicle where the Vehicle's owner is not present or has not provided their consent.
- C.6 **Passenger Transport:** In the event of a Major Breakdown, where You have chosen to have the Nominated Vehicle transported to Your Home, intended destination or to an alternative place of repair, RAC will arrange transport, where available, deemed suitable by the RAC, for the Member and up to 4 passengers, within the limits of Your annual entitlements. Passenger transportation cannot be utilised in conjunction with accommodation or car hire entitlements, except in circumstances where You are detained waiting for passenger transport and in which case accommodation benefits may apply. Transport of pets or livestock will be at members own expense.
- C.7 **Recovery/Accommodation/Car Hire Options:** When more than 100km from Home and the Nominated Vehicle cannot be repaired within 24 hours the Member has the following options available;
- If the Member chooses to wait at the repair location while the Nominated Vehicle is repaired, RAC will provide accommodation and arrange car hire, which can be used in any combination, but limited to \$550, with a daily limit of \$110 per service.
 - If the Member chooses to have the un-repaired Nominated Vehicle recovered to his/her Home, intended destination or an alternative place of repair, RAC will arrange and pay for bus or train transport for the Member and up to four (4) passengers.
 - If the Member chooses to travel on to his/her destination or Home while the Nominated Vehicle is repaired locally, RAC will arrange and pay for land transport for the Member and up to four (4) passengers, and RAC will also pay the return fare for Member or a nominated driver to collect the repaired Nominated Vehicle.
 - If the Member chooses to stay in their own Caravan rather than seek alternative accommodation, RAC will reimburse caravan park site fees up to \$100 per night for up to five (5) nights while the Nominated Vehicle is being repaired.
 - Vehicle transportation cannot be utilised in conjunction with accommodation or hire car entitlements, except in circumstances where You are detained waiting for passenger transport and in which case accommodation benefits may apply.
- C.8 **Accommodation:** The accommodation benefits provided include the cost of the room only, up to a maximum of \$110 per night, subject to local availability, regardless of the number of people involved or the rooms booked.
- C.9 **Hire Cars:** The provision of a hire car is dependent on one being available locally. The Member will also have to meet the hiring requirements of the car hire firm as well as pay the costs of fuel, excess distance and any additional costs like insurance. Hire car companies require rental to be charged to a credit card and the driver generally must be over 25 years of age and some conditions may apply to drivers over 70 years of age. The maximum benefit payable by RAC under Classic Roadside Assistance for a hire car is \$110 per day (daily hire rate only).

- C.10 **Breakdown of Vehicle with Caravan or Trailer:** Where the Nominated Vehicle is Towing a Caravan or Trailer and the Nominated Vehicle breaks down, the Member will receive a Tow of the Nominated Vehicle within Towing limits and conditions, together with a Tow of the Caravan or Trailer ('trailed unit') up to 100 kms in any direction round trip within the Guaranteed Service Area. If the disabled Nominated Vehicle requires further Recovery to the Member's Home or destination the trailed unit will not be eligible for further free Towing. Agistment or temporary accommodation fees do not apply to livestock or pets. Service to accessories including stoves, camping equipment and interior lights is excluded. Service is not available for Trailers or Caravans at the Member's Home address.
- C.11 **Disabled Caravan or Trailer:** In most cases, Classic Roadside Assistance will help Members with Towing a disabled Caravan or Trailer. However, there may be times when special equipment is required or additional time is spent at the Breakdown in preparing the disabled Caravan, Trailer or similar for Towing. In these circumstances, any additional costs for time and equipment are at the Member's expense. Extended Benefits are not available to Trailers or Caravans.
- C.12 **Taxi:** The RAC will arrange and pay for a taxi up to the value of \$55 (incl. GST) if:
- the Tow truck is unable to accommodate You and Your passengers;
 - the Member destination is not the same as the Towing destination;
 - You and Your passengers are travelling to the same destination as the Nominated Vehicle.
 - You and Your passengers are travelling to the same destination as the Nominated Vehicle but are physically unable to get in the Tow truck (eg disabled, elderly, or incapacitated).

RAC 'ULTIMATE' ROADSIDE ASSISTANCE CONDITIONS

- D.1 **Application of Benefits:** Extended Benefits are not provided for Vehicle Breakdowns that have occurred before a person takes out the Ultimate Roadside Assistance Package.
- D.2 **Value of Benefits:** Members with Ultimate Roadside Assistance may claim up to \$1,500 for 1st year of Membership Services, \$2,000 for 2nd to 4th year of Membership Services and \$3,000 for 5th year onwards in cumulative benefits in any one Membership Year. Annual benefits do not accumulate from year to year. Extended Benefits can only be claimed by the Member when the Member is in attendance.
- D.3 **Distance Limits:** In Country Areas an RAC Agent will travel up to 100km to provide service and if Towing is required will Tow the Vehicle up to 100km back to the RAC Agent's depot.
- D.4 **Vehicle Towing and Recovery:** If the Member is more than 100kms from Home and their Vehicle cannot be repaired within 24hrs of the Breakdown, the Vehicle may be taken to a place where repairs can be carried out provided the weight of the Vehicle is two (2) tonnes or less as loaded. Alternatively, the Vehicle may be transported either to the Member's destination or back to the Member's Home. The Recovery of Vehicles will be subject to the availability of suitable recovery Vehicles.
- D.5 **Locksmiths:** If a Member locks the Vehicle's keys in the Vehicle, RAC will attempt to unlock the Vehicle. If the Vehicle cannot be unlocked or, if the keys to the Vehicle are lost, stolen or damaged or, the driver's door, fuel cap or ignition lock is damaged preventing the Vehicle from being mobilised or secured, RAC will either call a locksmith to attend the Vehicle, arrange with a motor dealer to deliver a new key at the Member's cost, or Tow the Vehicle within Towing limits to a motor dealer or other location. RAC will contribute up to \$165 per year for parts and labour required for replacement of ignition or driver's door entry key or lock provided by an attending locksmith. RAC reserves the right to refuse to unlock the Vehicle where the Vehicle's owner is not present or has not provided its consent.
- D.6 **Passenger Transport:** In the event of a Major Breakdown, where You have chosen to have Your Vehicle transported to Your Home, intended destination or to an alternative place of repair, RAC will arrange transport, where available, deemed suitable by the RAC, for the Member and up to 4 passengers, within the limits of Your annual entitlements. Passenger transportation cannot be utilised in conjunction with accommodation or car hire entitlements, except in circumstances where You are detained waiting for passenger transport and in which case accommodation benefits may apply.
- D.7 **Recovery/Accommodation/Car Hire Options:** When more than 100km from Home and the Vehicle cannot be repaired within 24 hours the Member has the following options available;
- (a) If the Member chooses to wait at the repair location while the Vehicle is repaired, RAC will provide accommodation and arrange car hire, which can be used in any combination, but limited to \$770, with a daily limit of \$110 per service.
 - (b) If the Member chooses to have the un-repaired Vehicle recovered to his/her Home, intended destination or an alternative place of repair, RAC will arrange and pay for suitable Vehicle transport and land transport for the Member and up to four (4) passengers.
 - (c) If the Member chooses to travel on to his/her destination or Home while the Vehicle is repaired locally, RAC will arrange and pay for land transport for the Member and up to four (4) passengers, and RAC will also pay the return fare for Member or a nominated driver to collect the repaired Vehicle.
 - (d) If the Member chooses to stay in their own Caravan rather than seek alternative accommodation, RAC will reimburse the Member caravan park site fees up to \$100 per night for up to five (5) nights while their Vehicle is being repaired.
 - (e) Vehicle transportation cannot be utilised in conjunction with accommodation or hire car entitlements, except in circumstances where You are detained waiting for passenger transport and in which case accommodation benefits may apply.
- D.8 **Accommodation:** The accommodation benefits provided include the cost of the room only, up to a maximum of \$110 per night, subject to local availability, regardless of the number of people involved or the rooms booked.
- D.9 **Hire Car:** The provision of a hire car is dependent on one being available locally. The Member will also have to meet the hiring requirements of the car rental firm as well as pay the costs of fuel, excess distance and any additional costs like insurance. Hire companies require rental to be charged to a credit card and the driver generally must be over 25 years of age and some conditions may apply to drivers over 70 years of age. The maximum benefit payable under Ultimate Roadside Assistance for a hire car is \$110 per day (daily hire rate only).

- D.10 **Hire Car (Mechanical Repairs):** If, following a Breakdown, after the Member's Vehicle is Towed, it requires a major mechanical repair that would cause the Vehicle to be off the road for more than (24) hours and is under repair at a registered motor repairer, RAC will provide a hire car for up to three (3) days, up to \$110 per day (daily hire rate only).
- D.11 **Breakdown of Vehicle with Caravan or Trailer:** Where a Member's Vehicle is Towing a Caravan or Trailer and the Vehicle breaks down, the Member will receive a Tow of the Vehicle within Towing limits and conditions, together with a Tow of the Caravan or Trailer (the 'trailed unit') up to 100 kms in any direction within the Metropolitan Area and up to 100 kms in Regional Centres and Country Areas back to the town of the attending Country Service Provider. If the disabled Vehicle requires further Recovery to the Member's Home or destination the trailed unit will not be eligible for further free Towing. Agistment or temporary accommodation fees do not apply to livestock or pets. Service to accessories including stoves, camping equipment and interior lights is excluded. Service is not available for Trailers or Caravans at the Member's Home address.
- D.12 **Disabled Caravan, Trailer or Similar:** In most cases, RAC will help Members with Towing a disabled Caravan or Trailer. However, there may be times when special equipment or a trailer is required or when additional time is spent at the Breakdown preparing the Vehicle (or disabled Caravan, Trailer or similar) for Towing. In these circumstances, any additional costs for time and equipment are at the Member's cost. Extended Benefits are not available to Trailers or Caravans.
- D.13 **Taxi:** The RAC will arrange and pay for a taxi up to the value of \$55 (incl. GST) if:
- the Tow truck is unable to accommodate You and Your passengers;
 - the Member destination is not the same as the Towing destination;
 - You and Your passengers are travelling to the same destination as the Vehicle;
 - You and Your passengers are travelling to the same destination as the Vehicle but are physically unable to get in the Tow truck (eg disabled, elderly, or incapacitated).
- D.14 The Nominated Vehicle can only receive Extended Benefits if the Member is in attendance at the time of the Breakdown and can provide Suitable Identification.

RAC 'ULTIMATE PLUS' ROADSIDE ASSISTANCE CONDITIONS

- E.1 **Application of Benefits:** Extended Benefits are not provided for Vehicle Breakdowns that have occurred before a person takes out the Ultimate Plus Roadside Assistance Package.
- E.2 **Value of Benefits:** Members with Ultimate Plus Roadside Assistance may claim up to \$7,000 per Membership Year. Annual benefits do not accumulate from year to year. Extended Benefits can only be claimed by the Member when the Member is in attendance.
- E.3 **Distance Limits:** In Country Areas an RAC Agent will travel up to 150km to provide service and if Towing is required will Tow the Vehicle up to 150km back to the RAC Agent's depot.
- E.4 **Vehicle Towing and Recovery:** If the Member is more than 100kms from Home and their Vehicle cannot be repaired within 24hrs of the Breakdown, the Vehicle may be taken to a place where repairs can be carried out provided the weight of the Vehicle is two (2) tonnes or less as loaded. Alternatively, the Vehicle may be transported either to the Member's destination or back to the Member's Home. The Recovery of Vehicles will be subject to the availability of suitable recovery Vehicles.

- E.5 **Locksmiths:** If a Member locks the Vehicle's keys in the Vehicle, RAC will attempt to unlock the Vehicle. If the Vehicle cannot be unlocked or, if the keys to the Vehicle are lost, stolen or damaged or, the driver's door, fuel cap or ignition lock is damaged preventing the Vehicle from being mobilised or secured, RAC will either call a locksmith to attend the Vehicle, arrange with a motor dealer to deliver a new key at the Member's cost, or Tow the Vehicle within Towing limits to a motor dealer or other location. RAC will contribute up to \$200 per year for parts and labour required for replacement of ignition or driver's door entry key or lock provided by an attending locksmith. RAC reserves the right to refuse to unlock the Vehicle where the Vehicle's owner is not present or has not provided its consent.
- E.6 **Passenger Transport:** In the event of a Major Breakdown, where You have chosen to have Your Vehicle transported to Your Home, intended destination or to an alternative place of repair, RAC will arrange transport, where available, deemed suitable by the RAC, for the Member and up to 4 passengers, within the limits of Your annual entitlements. Passenger transportation cannot be utilised in conjunction with accommodation or car hire entitlements, except in circumstances where You are detained waiting for passenger transport and in which case accommodation benefits may apply.
- E.7 **Recovery/Accommodation/Car Hire Options:** When more than 100km from Home and the Vehicle cannot be repaired within 24 hours the Member has the following options available;
- (a) If the Member chooses to wait at the repair location while the Vehicle is repaired, RAC will provide accommodation and arrange car hire, which can be used in any combination, but limited to \$1260, with a daily limit of \$180 per service.
 - (b) If the Member chooses to have the un-repaired Vehicle recovered to his/her Home, intended destination or an alternative place of repair, RAC will arrange and pay for suitable Vehicle transport and land transport for the Member and up to four (4) passengers.
 - (c) If the Member chooses to travel on to his/her destination or Home while the Vehicle is repaired locally, RAC will arrange and pay for land transport for the Member and up to four (4) passengers, and RAC will also pay the return fare for Member or a nominated driver to collect the repaired Vehicle.
 - (d) If the Member chooses to stay in their own Caravan rather than seek alternative accommodation, RAC will reimburse the Member caravan park site fees up to \$100 per night for up to five (5) nights while their Vehicle is being repaired.
 - (e) Vehicle transportation cannot be utilised in conjunction with accommodation or hire car entitlements, except in circumstances where You are detained waiting for passenger transport and in which case accommodation benefits may apply.
- E.8 **Accommodation:** The accommodation benefits provided include the cost of the room only, up to a maximum of \$180 per night, subject to local availability, regardless of the number of people involved or the rooms booked.
- E.9 **Hire Car:** The provision of a hire car is dependent on one being available locally. The Member will also have to meet the hiring requirements of the car rental firm as well as pay the costs of fuel, excess distance and any additional costs like insurance. Hire companies require rental to be charged to a credit card and the driver generally must be over 25 years of age and some conditions may apply to drivers over 70 years of age. The maximum benefit payable under Ultimate Plus Roadside Assistance for a hire car is \$150 per day (daily hire rate only).

- E.10 **Hire Car (Mechanical Repairs):** If, following a Breakdown, after the Member's Vehicle is Towed, it requires a major mechanical repair that would cause the Vehicle to be off the road for more than (24) hours and is under repair at a registered motor repairer, RAC will provide a hire car for up to three (3) days, up to \$150 per day (daily hire rate only).
- E.11 **Breakdown of Vehicle with Caravan or Trailer:** Where a Member's Vehicle is Towing a Caravan or Trailer and the Vehicle breaks down, the Member will receive a Tow of the Vehicle within Towing limits and conditions, together with a Tow of the Caravan or Trailer (the 'trailed unit') up to 200 kms in any direction within the Metropolitan Area and up to 300 kms in Regional Centres and Country Areas back to the town of the attending Country Service Provider.
If the disabled Vehicle requires further Recovery to the Member's Home or destination the trailed unit will not be eligible for further free Towing. Agistment or temporary accommodation fees do not apply to livestock or pets. Service to accessories including stoves, camping equipment and interior lights is excluded. Service is not available for Trailers or Caravans at the Member's Home address.
- E.12 **Disabled Caravan, Trailer or Similar:** In most cases, RAC will help Members with Towing a disabled Caravan or Trailer. However, there may be times when special equipment or a trailer is required or when additional time is spent at the Breakdown preparing the Vehicle (or disabled Caravan, Trailer or similar) for Towing. In these circumstances, any additional costs for time and equipment are at the Member's cost. Extended Benefits are not available to Trailers or Caravans.
- E.13 **Taxi:** The RAC will arrange and pay for a taxi up to the value of \$100 (incl. GST) if:
- the Tow truck is unable to accommodate You and Your passengers;
 - the Member destination is not the same as the Towing destination;
 - You and Your passengers are travelling to the same destination as the Vehicle;
 - You and Your passengers are travelling to the same destination as the Vehicle but are physically unable to get in the Tow truck (eg disabled, elderly, or incapacitated).
- E.14 The Nominated Vehicle can only receive Extended Benefits if the Member is in attendance at the time of the Breakdown and can provide Suitable Identification.
- E.15 **Fuel Provision:** If the Nominated Vehicle is immobile due to lack of fuel, RAC will provide, up to \$50 per Membership Year, approximately 5 litres of unleaded or diesel fuel, to enable the Nominated Vehicle to be driven to a fuel outlet. For any fuel other than unleaded or diesel or where RAC is unable to supply petrol at the roadside, a Tow will be provided within Towing weight and distance limits.
- E.16 **Unlimited Callouts:** Excessive use of RAC Roadside Assistance is managed through Fair-Call. The Fair-Call does not apply to Ultimate Plus Roadside Assistance. There is no limit on the number of call outs in a Membership Year.

SAFETY POLICY

Please note the following Roadside Assistance Safety Policy of the RAC. The RAC recognises that the safety and health of the RAC, Members and the public is paramount when mobilising a Vehicle. Where RAC suspects that the driver of a Vehicle is unfit or incapable of driving that Vehicle in a safe manner by reason of being under the influence of drugs, alcohol, or any other factor, the RAC may decide, at its sole discretion, to;

- leave the Vehicle immobile, or
- mobilise the Vehicle (where that Vehicle is capable of being mobilised).

Where the decision is made to mobilise the Vehicle (and thus avoid any immediate safety and health risk) the incident will be reported by the RAC to the police.

FAIR-CALL POLICY

Excessive use of RAC Roadside Assistance is managed through Fair-Call. The Fair-Call policy is a case management approach to reduce excessive use of the RAC Roadside Assistance service. The case management approach allows the RAC to manage Members who make excessive calls per Vehicle per Membership Year. If a Member fails to abide by the Fair Call Policy, RAC may notify the Member that continued use of the RAC Roadside Assistance services may lead to the Member being charged a Service Fee for further services.

NO REFUND POLICY

The RAC has a no refund policy on joining fees and annual Membership Fees. Pro-rata refunds are not available. However, if You wish to cancel Your Membership Services because You are moving interstate, You will be able to transfer Your Membership Services to the local motoring club. Just contact the club when You arrive.

ELSEWHERE IN AUSTRALIA

If Your Vehicle is disabled in the capital city of another State or Territory, free Roadside Assistance may only be provided up to the limit of that State's or Territory's standard membership. Any additional services, including Towing of any Caravan, Trailer or similar being towed by the disabled Vehicle at the time of the Breakdown will need to be paid for by You to the Service Provider. Receipts will be required to enable the RAC to process any refund claims for the additional services or Towing expenses.

SERVICE AREAS IN REMOTE COUNTRY AREAS

Western Australia is the largest state in Australia. We advise You to take appropriate precautions when travelling in remote, regional, rural and Country Areas. In remote Country Areas, delays may occur, subject to local conditions. A list of Country Service Providers is provided at the back of this booklet.

Roadside Assistance provides You peace of mind for:

- (a) Travel by a Service Provider on a sealed road trafficable by a two wheel drive vehicle from the nearest RAC Agent or Service Provider's registered business address to the Breakdown within the service limits, with one trip per Breakdown.
- (b) Labour at the Breakdown for up to 30 minutes duration. Please note that You are under no obligation to have any workshop repairs carried out by the RAC Agent or Service Provider. There is no guarantee that repairs will be immediate, or the necessary parts will be in stock at the RAC Agent's or Service Provider's registered business address.
- (c) Towing assistance in Country Areas cannot always be guaranteed as it is subject to local conditions, including the availability of Towing equipment.
- (d) Travel on any Un-constructed Surface or non Trafficable Roads to provide Roadside Assistance will incur excess fees payable by You at the time of the Breakdown. (The provision of services in this situation is at the sole discretion of RAC).

ROADSIDE ASSISTANCE SERVICE FEE

A Service Fee may be charged for any Vehicle that has suffered a Breakdown where the Vehicle has not been nominated by a Member or on a non-financial membership. Non-members that join RAC and who require Roadside Assistance for a Breakdown may also be charged a Service Fee (joining RAC while in a Breakdown will incur a joining fee in addition to the Membership Fee).

DIRECT DEBIT REQUEST SERVICES AGREEMENT ('DDRSA')






RAC Motoring Pty Ltd ('us' or 'we') as the Debit User will initiate direct debit payment in accordance with your instructions and the terms of this DDRSA. This DDRSA applies whether you have given instructions to us in writing, by email, over the phone or in person. If you do not accept these conditions, or you wish to cancel or amend your direct debit arrangements, or defer a debit payment, you must notify us at least six (6) business days prior to your debit day by writing to us at GPO Box C140, Perth WA 6839 or calling us on 13 17 03.

1. The details of your direct debit arrangements including a schedule of when payments will be drawn will be provided to you in writing.
2. We will give you not less than 14 days written notice if we propose to vary the details of your direct debit arrangements.
3. We charge a 6% administration fee for quarterly payments made by direct debit. Please note your financial institution may also charge for services relating to your direct debit arrangements.
4. If you cancel your direct debit arrangements with us you must arrange with us a suitable alternative payment method.

5. We reserve the right to cancel this DDRSA should one or more of your debit payments be returned or dishonoured. You shall be responsible for any fees associated with dishonoured payments.
6. If your debit payment is returned or dishonoured by your financial institution, we reserve the right to redraw after 10 business days.
7. A debit payment that is cancelled prior to RAC membership becoming due for renewal, that has one or more quarterly instalments either unpaid or scheduled, will require immediate payment in full to renew RAC membership.
8. Cancelling RAC membership that is not in renewal and has a quarterly debit payment will require payment in full for any unpaid debit payments.
9. A credit that is applied to an RAC membership balance at any time during a membership year will not affect amounts still payable on a quarterly direct debit. Once an RAC membership is due for renewal, the credit will be deducted from the forthcoming year's subscription fees and your debit payment schedule will be amended accordingly.
10. If a debit payment is returned or dishonoured and you require roadside assistance, you may be required to pay the missed payment before service is rendered.
11. If a debit payment falls due on any day which is not a business day, the payment may be taken on the last business day prior to the due day or will be made on the next business day. If you are unsure when the debit will be processed to your account you should ask your financial institution.
12. Any queries concerning disputed debit payments must be directed to us in the first instance by contacting us on 13 17 03 or at any RAC Member Service Centre. If we cannot resolve a query or dispute between us, you may refer your query or dispute to our bank Westpac who may ask you to provide information in connection with your query or dispute.
13. Direct debiting is not available on the full range of accounts at all financial institutions. If in doubt, you should check with your financial institution before requesting direct debit from us.
14. You are advised to check your account details against a recent statement before completing a direct debit request.
15. It is your responsibility to have sufficient cleared funds available in the account to be debited to enable debit payments to be made.
16. Except to the extent that disclosure is necessary in order to process debit payments, investigate and resolve disputed transactions or is otherwise required by law, we will keep details of your account and debit payments confidential.























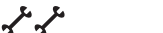
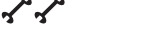




RAC Roadside Assistance Service Providers Facility





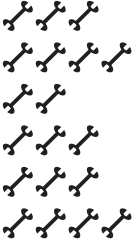
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	24 hour Roadside Assistance. Access to well equipped workshop* with an extensive range of parts. Qualified service person in RAC uniform, RAC identified service Vehicle. Tow facilities (subject to local conditions).
	Roadside Assistance. Access to well equipped workshop.* Qualified service person in RAC uniform, RAC identified service Vehicle. Tow facilities (subject to local conditions).
	Roadside Assistance. Qualified service person. Access to well equipped workshop,* RAC identified service Vehicle. Tow facilities (subject to local conditions).
	Roadside Assistance. Qualified service person. Tow facilities (subject to local conditions).
	Roadside Assistance. Qualified service person. NO Tow facilities.
A/T	Basic Roadside Assistance. Tow facilities (subject to local conditions).
A	Basic Roadside Assistance. NO Tow facilities.



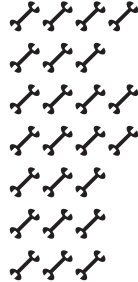













*Please note that as a general rule access to workshop repairs will only be available during business hours. Service Providers and their details correct at time of print.

Roadside Assistance Service Providers

	Albany Theyer Automotive
	Albany Westerberg Panel Beaters
	Augusta Shephards Augusta Autostop
	Badgingarra Badgingarra Motors
	Beverley RJ Jas All Automotive Repairs
	Boddington Greg Day Motors
	Boyup Brook Boyup Brook Tyre Service
	Bridgetown Bridgetown Tyre Service
	Bridgetown Bridgedale Towing Services
	Bridgetown Stockman Holden - Kordics
	Brookton Coote Motors
	Broome Broome Towing & Salvage
	Bruce Rock BK Tyre & Diesel
	Bunbury All Track Automotive
	Bunbury Bunbury Towing
	Busselton Bunbury Towing
	Busselton Passmore Automotive
	Byford Mobichanics
	Carnarvon Carnarvon Auto Servicing & Towing
	Collie Central Garage
	Coolgardie OKA Kalgoorlie
	Coorow WH&AR O'Callaghan
	Corrigin Corrigin Tyre Service
	Cunderdin Country Ford
	Dalwallinu Dalwallinu Tyre Service
	Dardanup Dardanup Garage
	Darkan Putland Motors
	Denham Shark Bay Mechanical & Towing
	Denmark Talisman Motors
	Dongara Oakway Holdings P/L
	Donnybrook BAS Mechanical Repairs
	Eneabba Shell Roadhouse

A/T

 A/T

 A/T

 A/T

 A/T


Esperance AM Wreckers
Esperance Esperance Auto Parts
Eucla Eucla Towing & Repairs
Exmouth AML Maintenance
Geraldton Axis Auto's
Geraldton Bonehams Towing
Geraldton Geraldton Auto Electrics
Geraldton Ronald Baker
Geraldton Whyatt's Automotive
Gingin Central Tilt Tray Services
Gnowangerup Gnowangerup Smash Repairs
Goomalling RB Motors Pty Ltd
Halls Creek Baz Industries Pty Ltd
Harvey A & D Hallow
Hyden KJ Motor Service
Jerramungup BH Atkin & CO
Jerramungup S & A Martin Smash Repairs
Jurien Bay BP Jurien Bay
Kalbarri Kalbarri Auto Centre
Kalgoorlie Highway Tilt Towing
Kambalda Galcom Mechanical
Karragullen Tomeo's Service Station
Karratha Sargent North West Mechanical
Katanning Premier Smash Repairs
Katanning Katanning Stock & Trading
Kojonup Harris Garage & Exhaust Centre
Kondinin A & M Nelson
Kununurra Top End Tilt Tray Hire
Lake Grace Malouf Ford
Lancelin White Sands Mechanical
Manjimup Hamlin's Garage
Margaret River Margaret River World of Tyres & Mech.
Margaret River Margaret River Tilt Tray Service
Merredin Panel & Paint Merredin



 A/T

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Moora Gerry Jorrisen Auto Repairs
Mt Barker F&F Autos
Mt Magnet Beeline Services
Mukinbudin Geraghty's Engineering
Mullewa Crudeli's Auto Repairs
Narrogin Narrogin Auto Electrics
Newman Newman Fleet Services
Norseman Highway Tilt Tray Towing Services
Norseman Wilson Diesel
Northam Northam Car Care
Northam Northam Towing Service
Ongerup Ongerup Tyre Service
Onslow Onslow Mechanical
Paraburdoo Pilbara Mechanical Services
Pemberton Pemberton Garage & Service Station
Perenjori Perenjori Motor Torque
Pinjarra Pinjarra Fuel & Service Centre
Ravensthorpe Ravensthorpe Mechanical
Southern Cross Southern Cross Motor Mart
Tom Price Tom Price Mechanical Repairs
Toodyay Toodyay Auto Centre
Wagin Wagin Mechanical Repairs
Walpole Walpole Towing & Recovery
Waroona Riggs Auto Centre
Wickepin Wickepin Motors
Wongan Hills RB Motors Pty Ltd
Wyalkatchem Wyalkatchem Mechanical Services
Yealering RE Coxon & Co
York Smiths Shell Service Station

Metropolitan Member Service Centres

- Carousel:** Shop 1098, Westfield Carousel Shopping Centre, Albany Highway
- Mandurah:** Shop 112, Centro Mandurah Shopping Centre, Pinjarra Road
- Morley:** Shop 1, Morley Market Shopping Centre, Bishop Street
- West Perth:** 832 Wellington Street

Regional Member Service Centres

- Albany:** 110 Albany Highway
- Bunbury:** 1/33 Carey Street
- Geraldton:** Shop 29, Centro Northgate Shopping Centre, Chapman Road
- Kalgoorlie:** 51-53 Hannan Street

Contact us

General Enquiries 13 17 03
Roadside Assistance 13 11 11
www.rac.com.au

TTY (numbers for the hearing impaired)

All general enquiries 9301 3113
Roadside Assistance 9303 8470 (24 hours, 7 days)
Roadside Assistance SMS number 0434 182 877



ROADSIDE ASSISTANCE
RAC members are happier