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Follow
these simple
steps.

For over 100 years, we've been happy to help our members with everything from flat tyres and empty petrol tanks to blown engines. In fact, we pride ourselves on getting your car going again 9 times out of 10, ensuring that your motoring experience continues to be a happy one.

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.**

If you are out of phone range, please refer to the Emergency Relay Form at the back of this booklet. If hearing impaired, see page 7.
- 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.
- 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 patrol arrives, please let us know immediately on 13 11 11.



How to call Roadside Assistance

For Roadside Assistance anywhere in Australia, call 13 11 11.

To register an Ultimate or Classic claim when more than 100kms from home, call 1800 999 036.

For all general enquiries call 13 17 03
8:00am - 8:30pm Monday - Friday
8:30am - 5:00pm Saturday.

Please note that 13 11 11 may not be reached when using certain phone-cards and we recommend you carry cash with you in case of emergency.

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).



Assistance Interstate

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

RAC Batteries

Getting a flat battery is a common occurrence for many drivers and can be a major inconvenience to your day. RAC offers a free battery delivery and installation service for RAC members, 24 hours a day, seven days a week in the metropolitan area and regional centres. We carry an extensive range of batteries that come with a 1, 2 or 3 year nationwide warranty. For more information, call RAC Batteries on 13 11 11.

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.

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

free2go members can choose to be covered by either Standard, Classic or Ultimate Roadside Assistance during their second and third year of membership.

Within this guidebook you will find important information on the entitlements and conditions applicable to your RAC *free2go* Roadside Assistance cover. Please note when calling for assistance you will be required to display your *free2go* card and current driver's licence or learner's permit to the Patrol. For more information, please visit free2go.rac.com.au

Ultimate Roadside Assistance

- ✓ Personal Roadside Assistance, which covers you no matter whose car you're driving.
- ✓ Our expert patrols are on call 24/7 to diagnose and solve your problem on the spot.
- ✓ Nationwide cover.
- ✓ 100km of free towing in the metropolitan area and regional centres.
- ✓ Also receive a second tow (if necessary) up to 100km in the metropolitan area and regional centres.
- ✓ Hire car provision for up to 3 days in the metropolitan area after a major breakdown.
- ✓ In the country*, a Roadside Country Service Provider will travel up to 200km round trip from their base for Roadside Assistance or Towing.
- ✓ Roadside Assistance cover for your caravan/trailer.
- ✓ We'll cover the cost of a vehicle locksmith to the value of \$165 (incl GST).
- ✓ We'll get you, your passengers and your vehicle back home or to your destination in the event of a major breakdown.
- ✓ RAC will arrange and pay for a taxi up to the value of \$55 (incl GST) in the event of a major breakdown.
- ✓ Up to 7 days hire car and accommodation benefits when you're away from home.
- ✓ Even if you're not with your vehicle, some Roadside Assistance benefits are still available for your nominated vehicle.
- ✓ RAC can supply, deliver and install a battery in the metro area and in regional centres.
- ✓ Over-the-phone accident advice.
- ✓ The longer you hold Ultimate Roadside Assistance, the more your annual benefit limits increase. You'll receive even greater value on accommodation, hire cars and more!

Please refer to the Terms and Conditions in the back of this booklet for full details of benefits.

* non-metro/regional centre

Stay happy no matter where you are or which car you are driving with Ultimate Roadside Assistance.

Get cover for any vehicle you choose to drive with Ultimate Roadside Assistance.

Your Ultimate Roadside Assistance will cover you in any vehicle you are driving, but it also allows you to nominate one vehicle to receive Roadside Assistance benefits even if you're not present. And from hiring a car to helping arrange a place to stay after a major breakdown, we'll make sure our members stay safe and happy throughout Australia. Let's say, you had a major breakdown on the way down to Esperance during a holiday with friends. No matter which of you actually owned the car, you can use up to \$770 worth of car hire and accommodation benefits in any combination in your first year of Ultimate cover. Get the car towed and repaired, without missing a beat on your holiday!

Please note that even if a breakdown occurs outside the allowed Country Service Provide (CSP) boundary, we will still help arrange towing. However, you will be required to pay for the total distance travelled by the CSP from the boundary to the point of breakdown and back to the CSP boundary. If you want to travel in a direction other than towards the boundary, the distance will be charged at a competitive rate.

Classic Roadside Assistance

- ✓ Roadside Assistance for one vehicle of your choice, no matter who is driving.
- ✓ Our expert patrols are on call 24/7 to diagnose and solve your problem on the spot.
- ✓ Nationwide cover.
- ✓ 100km of free towing in the metropolitan area and regional centres.
- ✓ Also receive a second tow (if necessary) up to 100km in the metropolitan area and regional centres.
- ✓ In the country*, a Roadside Country Service Provider will travel up to 200km round trip from their base for Roadside Assistance or Towing.
- ✓ Roadside Assistance cover for your caravan/trailer.
- ✓ We'll cover the cost of a vehicle locksmith to the value of \$165 (incl GST).
- ✓ We'll get you, your passengers and your vehicle back home or to your destination in the event of a major breakdown.
- ✓ RAC will arrange and pay for a taxi up to the value of \$55 (incl GST) in the event of a major breakdown.
- ✓ Up to 5 days hire car and accommodation benefits when away from home.
- ✓ Over-the-phone accident advice.
- ✓ RAC can supply, deliver and install a battery in the metro area and in regional centres.
- ✓ The longer you hold Classic Roadside Assistance, the more your annual benefit limits increase. You'll receive even greater value on accommodation, hire cars and more!

Stay happy wherever you are. With Classic you're covered.

Classic Roadside Assistance can keep you moving no matter how far away from home you travel.

The best cover for many of our members is Classic Roadside Assistance. Classic covers any nominated vehicle of your choice, as well as entitling you to extended towing benefits that are not available from Standard Roadside Assistance. Not only that, you'll also be covered from everything from a locksmith service to the ability to recover your vehicle from anywhere in Australia. Let's say, you find yourself out in the country with a flat tyre and just as you've found the spare tyre, the boot accidentally slams shut with your keys in it. We can send out a patrol to help you with both predicaments, and can arrange accommodation and a hire car if another, more serious, breakdown occurs down the road!

Please note that even if a breakdown occurs outside the allowed Country Service Provider (CSP) boundary, we will still help arrange towing. However, you will be required to pay for the total distance travelled by the CSP from the boundary to the point of breakdown and back to the CSP boundary. If you want to travel in a direction other than towards the boundary, the distance will be charged at a competitive rate.

Standard Roadside Assistance

- ✓ Roadside Assistance for a vehicle of your choice, no matter who is driving.
- ✓ Our expert patrols are on call 24/7 to diagnose and solve your problem on the spot.
- ✓ Nationwide cover.
- ✓ 10km of free towing in the metropolitan area and regional centres.
- ✓ In the country*, a Roadside Country Service Provider will travel up to 80km round trip from their base for Roadside Assistance or Towing.
- ✓ RAC can supply, deliver and install a battery in the metro area and in regional centres.
- ✓ Over-the-phone accident advice.

Upgrading to Classic or Ultimate Roadside can offer all of these benefits plus much more, including extended towing up to 200km (including caravan and trailers) and even hire car and accommodation benefits if you get really stuck.

Please refer to the Terms and Conditions in the back of this booklet for full details of benefits.

* non-metro/regional centre

Stay happy when you're close to home.

Don't travel far? We can keep your mind at ease.

Standard Roadside Assistance is the minimum service for those who don't travel far from home. It will cover you for those small inconveniences, such as flat tyres, keys locked in car and even for short towing distances. It is not recommended for those who regularly travel more than 10km from home or tow a caravan or trailer. But for short trips, Standard Roadside Assistance offers a great solution.

Please note that even if a breakdown occurs outside the allowed Country Service Provider (CSP) boundary, we will still help arrange towing. However, you will be required to pay for the total distance travelled by the CSP from the boundary to the point of breakdown and back to the CSP boundary. If you want to travel in a direction other than towards the boundary, the distance will be charged at a competitive rate.

Compare Your Level of Cover

	ULTIMATE
Emergency Roadside Benefits	
Coverage	Personal + Nominated Vehicle (Member's regular Vehicle)
Guaranteed Service Areas* - Metropolitan & Regional Centres	
Hours	24 hours a day, 7 days a week
Roadside	Australia wide Breakdown Service
No. of Tows per incident	Two
Towing	100km Tow from the point of Breakdown
Taxi (up to \$55)	Immediate Taxi service if the Vehicle is to be Towed (Guaranteed Service Areas)
Locksmith Service	Up to the value of \$165
Trailer / Caravan Towing	Yes - Included in Towing
After Accident Assistance	Telephone Advice
Non Guaranteed Service Areas* - All Country Areas	
Roadside	A Country Service Provider will travel up to 200kms round trip from their base
Towing	A Country Service Provider will travel up to 200kms round trip from their base
Trailer/Caravan Towing	Included in Towing (both Metro & Country)
After Accident 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 chosen repairer.
Hire Car (within 100kms of home-Metro/Regional Centres)	If the Vehicle cannot be repaired within 24 hrs (according to an RAC Approved Repairer or any reputable repairer), then a hire car will be made available to the member for up to 3 days (\$110 daily)
Passenger Transport benefit	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 \$770 in any combination (max \$110 daily per service)
Total value of	
Extended Benefits per	
years of Membership	
Year 1	\$1,500
Years 2 - 4	\$2,000
Years 5 +	\$3,000

CLASSIC	STANDARD
Emergency Roadside Benefits	
Vehicle	Vehicle
Guaranteed Service Areas* - Metropolitan & Regional Centres	
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
Non Guaranteed Service Areas* - All Country Areas	
A Country Service Provider will travel up to 200kms round trip from their base	A Country Service Provider will travel up to 80kms round trip from their base
A Country Service Provider will travel up to 200kms round trip from their base	A Country Service Provider will travel up to 80kms round trip from their base
Included in Towing (both Metro & Country)	No
Telephone Advice	Telephone Advice
EXTENDED BENEFITS - Available following a Breakdown when the Vehicle cannot be repaired within 24hrs (all costs deducted from entitlements)	
RAC will transport the Vehicle to the original destination, Home or a chosen repairer	None
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

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



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 and RAC Insurance 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 with 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 web site 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

RAC ROADSIDE ASSISTANCE TERMS & CONDITIONS

DEFINITIONS

In these Terms and Conditions unless the contrary intention appears:

- i. **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.
- ii. **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.
- iii. **Country Areas** means areas within Western Australia and outside the designated Perth Metropolitan and Regional area.
- iv. **Country Service Provider** ("CSP"), **RAC Agent** means a business in a country area appointed by RACWA or by affiliated motoring organisations to provide Roadside Assistance to RACWA customers' Vehicles.
- v. **Country Service Provider Boundary** means the perimeter of the geographical area that is serviced by a Country Service Provider.
- vi. **Excess Kilometres** means the distance for which a Vehicle receives Towing/Roadside Assistance which is in excess of the distance to which a Vehicle is entitled to free Towing/Roadside Assistance by virtue of the Membership Package the Member holds.
- vii. **Extended Benefits** means those benefits that apply to a Vehicle that has suffered a major Breakdown and cannot be repaired within 24hrs.
- viii. **Fire** means heat or flame, which damages the panels, mechanical or electrical parts of a Vehicle.
- ix. **Guaranteed Service Area** means the Metropolitan and Regional Areas where provision of Service is available 24/7.
- x. **Home** means the permanent place of residence.
- xi. **Incident** means one or more jobs that are all considered being part of the original Breakdown.
- xii. **Job** means the assigning of a resource to an incident. Multiple jobs may occur on a single incident as authorised by RAC.
- xiii. **Member** means a current financial RAC Member.
- xiv. **Membership Fee** means the fee applicable to Membership, paid annually.
- xv. **Membership** means the provision of products for the benefit of a Member, which may include Roadside Packages.
- xvi. **Membership Year** means the current valid year of a Member's Membership Subscription.
- xvii. **Metropolitan Area** (Scheme Boundary) means those areas within the Perth metropolitan urban area. Perth metropolitan is as specified by the scheme boundaries (Local government areas as defined by the DOLA map).
- xviii. **Motorcycle** means any Vehicle registered with the Department of Planning & Infrastructure as a motorcycle.
- xix. **Motoring Assistance** means the range of services provided to a Member including but not limited to Roadside Assistance at the location of a Breakdown by an RAC Patrol, Tow or Battery

contractor to restore the mobility of the Vehicle, or to allow it to be driven or removed to a place where complete and/or permanent repairs can be carried out.

- xx. **Non-Guaranteed Service Area** means the areas within the state of WA other than those identified as a Guaranteed Service Area.
- xxi. **RACWA, We, Our, Us** means the Royal Automobile Club of Western Australia Inc., trading as RACWA Motoring & Services Pty Ltd. ACN 009 292 228, and includes its officers, employees, agents and contractors.
- xxii. **Recovery** means a job that requires a resource to transport a Vehicle that has suffered a major Breakdown more than 100kms from home.
- xxiii. **Regional Centres** means the designated service area within 10km radius of the GPO of the cities of Mandurah, Albany, Bunbury, Geraldton and Kalgoorlie.
- xxiv. **Roadside Assistance** means the assistance provided to a Vehicle by a RAC Patrol to restore the mobility of the Vehicle at the location of the Breakdown.
- xxv. **Service Fee** means the fee applicable to the provision of Roadside Assistance to a Vehicle where the Client has not nominated the Vehicle for a Roadside Assistance Package.
- xxvi. **Serviced Area** means any area, which is covered within a Metropolitan area, Regional Centre or within a Country Service Provider Boundary.
- xxvii. **Special Towing Equipment** means any Towing apparatus that is not covered under the definition of Standard Towing equipment.
- xxviii. **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.
- xxix. **Suitable Identification** means a current drivers license or photo identification.
- xxx. **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 road itself such as road shoulders, breakdown lanes, medians and parking places. This covers any road which RACWA Motoring & Services has permission to use (specifically from its owner or by virtue of it being a public road) and which can be safely used by Us.
- xxxi. **Tow, Towing, Towing Service** means the service provided pursuant to these Terms & Conditions to a Vehicle or Trailer 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 Us.
- xxxii. **Trailer** means any two, three or four wheeled domestic trailer, caravan, horse, dog trailer or boat trailer that is attached to a nominated 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 or caravans used for commercial purposes.
- xxxiii. **Unregistered Vehicle** means a Vehicle that does not display a current registration sticker.

- xxxiv. **Un-roadworthy Vehicle** means a Vehicle which has been issued with a Defect Notice, or which would not pass an RACWA 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 Us.
- xxxv. **Non-constructed Roads** means an unsealed or non-constructed road which is not trafficable by a two wheel drive Vehicle.
- xxxvi. **Vehicle** means any motorised registered Vehicle nominated for an RACWA Roadside Assistance package, which is used for and in connection with private use and does not exceed a maximum 5.5 metres in length and does not exceed a maximum weight of 4 tonnes. Note - Towing restrictions may apply to Vehicles over 2.5 tonnes.
- xxxvii. **You, Your** means the Member, Member or a person driving the Vehicle which is covered by a RAC Roadside Assistance Package.

GENERAL CONDITIONS FOR RAC ROADSIDE

- A.1 **Financial Roadside Cover:** Roadside Assistance cover must be current at the time of service. The Membership card is 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 Member's Vehicle and demand for services.
- A.3 **Identification:** The Member must be present with the Vehicle and must present his/her Membership card and photographic identification to the RAC patrol or 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 and/or Towing is not provided to Vehicles already under repair or at a repair workshop. Roadside Assistance or Towing will not be provided to un-roadworthy or unregistered Vehicles.
- A.5 **Non Guaranteed Service Areas:** Where service is unavailable, we will help in locating assistance. The Member may be required to pay the service contractor directly and apply to RAC for reimbursement of the allowance applicable to the level of Roadside Assistance cover.
- A.6 **Un-constructed Roads:** Vehicle Breakdowns which occur on other than constructed roads, trafficable by normal two wheel drive Vehicles, will be attended at the discretion of the RAC or its agents with any excess cost payable by the Member at the time of service.
- A.7 **Bogged Vehicles:** The time spent in recovery of bogged Vehicles and/or equipment used in is payable by the Member to the RAC agent at the time of service. The cost of travelling to the Member's Vehicle within the applicable distance limits is covered by RAC. This service does not extend to a Vehicle that has been damaged as the result of being bogged.
- A.8 **Tyres:** Tyre repairs are not undertaken on the side of the road. RAC will only fit a safe and suitable roadworthy tyre. If suitable tyres are not available, the Vehicle will be Towed within Towing limits 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.

- 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, provided at the time of roadside assistance, is payable by the Member at the time of service.
- A.11 **Excess Travelling Distance and Towing:** All excess travelling distance and excess Towing distance by an RAC agent must be paid by the Member to the agent at the time of service.
- A.12 **Subsequent Country Repairs:** The cost of subsequent repairs by an RAC agent at the agent's workshop is payable by the Member to the agent at the time of service. Where the 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 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 provided at the roadside (Classic & Ultimate cover only). Service to accessories including stoves, camping equipment and interior lights is excluded.
- A.15 **Rallies, Races:** RAC Roadside or Towing service 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 who is not an RAC agent and is required to pay for the service, the Member may apply within three months for reimbursement of the appropriate RAC allowance. Reimbursements are not made if the nearest RAC agent was available. No reimbursement is made if the Member did not contact the RAC first.
- A.17 **Motorcycles:** Motorcycles can be covered under any of the Roadside Assistance products.
- A.18 **Benefits:** All RAC service monetary benefits, limits and associated charges include GST.
- A.19 **Roadside Assistance Eligibility:** A person must be a permanent resident of Western Australia and hold a WA drivers licence to be eligible to apply for RAC Roadside Assistance.

RAC "STANDARD" ROADSIDE ASSISTANCE CONDITIONS

- B.1 **Lock Outs:** If a Member locks the Vehicle's keys in the Vehicle, RAC will attempt to unlock the Vehicle. If the Vehicle cannot be unlocked, RAC will either call a locksmith to attend the Vehicle at the Member's cost, 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.
- B.2 **Fuel:** If the Member's Vehicle is immobile due to lack of fuel, RAC will provide, at the Member's cost, approximately 5 litres of unleaded fuel, to enable the Vehicle to be driven to a fuel outlet. For any fuel other than unleaded petrol 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.
- B.4 **Limits of Use of Services:** RAC's Fair Call Policy applies to Members with RAC Standard Roadside Assistance.

RAC "CLASSIC" ROADSIDE ASSISTANCE CONDITIONS

- C.1 **Application of Benefits:** Classic benefits apply in Australia only. Extended Benefits are not provided for Vehicle Breakdowns that have occurred before a person takes out Classic Roadside Assistance.
- C.2 **Value of Benefits:** Members with Classic may claim up to \$1,100 for 1st year of Membership, \$1,500 for 2nd to 4th year of Membership 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 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 agent's depot.
- C.4 **Vehicle 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 on 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.
- C.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 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** for labour required for replacement of ignition or driver's door entry key or lock provided by an attending locksmith.
- C.6 **Passenger Transport:** In a major Breakdown situation, 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.
- C.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 **\$550**, 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 transport (eg bus, train etc) 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 caravan park site fees up to **\$100 per night** for up to **five (5) nights** while their Vehicle is being repaired or recovered.
- 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 Roadside Classic for a hire car is **\$110 per day** (hire rate only).
- C.10 **Breakdown of Vehicle with Caravan, Trailer or Similar:** Where a Member's Vehicle is Towing a caravan or trailer and the Towing Vehicle breaks down, RAC Roadside Classic will Tow the Vehicle within Towing limits and conditions and Tow the 'trailed unit' up to 100 kms in any direction within the Guaranteed Service Area. If the disabled Vehicle requires further recovery to the Member's Home or destination the 'trailed unit' (caravan, trailer or similar) 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 at the Member's Home address.
- C.11 **Disabled Caravan, Trailer or Similar:** In most cases, RAC Roadside Classic 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 scene preparing the Vehicle 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.
- C.12 **Limits of Use of Services:** RAC's Fair Call Policy applies to Members with Classic cover.
- C.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, but the Tow truck is unable to provide a suitable child restraint;
 - 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).

RAC "ULTIMATE" ROADSIDE ASSISTANCE CONDITIONS

- D.1 **Application of Benefits:** Ultimate benefits apply in Australia only. Extended Benefits are not provided for Vehicle Breakdowns that have occurred before a person takes out Ultimate cover.
- D.2 **Value of Benefits:** RAC Members with Ultimate benefits may claim up to \$1,500 for 1st year of Membership, \$2,000 for 2nd to 4th year of Membership and \$3,000 for 5th year onwards in cumulative benefits in any one Membership year. Annual benefits do not accumulate from year to year. RAC Roadside Ultimate Extended Benefits can be claimed by the Member and when the Member is in attendance.
- D.3 **Distance Limits:** In country areas an agent will travel up to 100km to provide service and if Towing is required will Tow the Vehicle up to 100km back to the 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 on 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 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.
- D.6 **Passenger Transport:** In a major Breakdown situation, 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**.
- or
- If the Member chooses to have the un-repaired Vehicle recovered to his/her destination other than Home, RAC will arrange and pay for a hire car for up to **five (5) days**. No further benefits apply.
- or
- (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 or recovered.
- 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 by RAC Roadside Ultimate for a hire car is **\$110 per day** (rental rate only).
- D.10 **Hire Car (Mechanical Repairs):** If, following a Breakdown, the Member's Vehicle is Towed, 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 an **RAC Approved Repairer or another Vehicle repairer**, RAC will provide a hire car for up to **three (3) days, up to \$110 per day** (rental rate only).
- D.11 **Breakdown of Vehicle with Caravan, Trailer or Similar:** Where a Member's Vehicle is Towing a caravan or trailer and the Towing Vehicle breaks down, RAC Roadside Ultimate will Tow the Vehicle within Towing limits and conditions and Tow the 'trailed unit' up to **100 kms** in any direction within the Metropolitan Area and up to **100 kms** in Regional Areas 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' (caravan, trailer or similar) 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 at the Member's Home address.
- D.12 **Disabled Caravan, Trailer or Similar:** In most cases, RAC Roadside Ultimate 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 scene preparing the Vehicle 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.

- D.13 **Limits of Use of Services:** RAC's Fair Call Policy applies to Members with Ultimate cover.
- D.14 **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, but the Tow truck is unable to provide a suitable child restraint;
 - 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.15 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.

SAFETY POLICY

Please note the following Roadside Assistance Safety Policy of the RAC. The RAC recognises that the safety and health of staff, Members and the public is paramount when mobilising a Vehicle.

Where the driver is suspected of being unfit to, and incapable of, driving that Vehicle in a safe manner due to the appearance of being under the influence of drugs, alcohol, or other factors, a decision will be made whether 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.

NO REFUND POLICY

The RAC has a no refund policy on joining fees and annual Membership subscriptions. Pro-rata refunds are not available. However, if You wish to cancel Your Membership because You are moving interstate, You will be able to transfer Your Membership 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 Towing may only be provided up to the limit of that State's or Territory's Standard Membership. Any additional Towing including any caravan, Trailer or the like being Towed by the disabled Vehicle at the time of the Breakdown will need to be paid for by You, to the Towing contractor. Receipts will be required to enable the RAC to process any refund claims on the policy of the additional Towing expenses.

SERVICE AREAS IN REMOTE COUNTRY AREAS

WA is the largest state in Australia so 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 RAC Country Roadside Assistance Service Providers is provided at the back of this booklet.

RAC 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 Roadside Assistance Service Provider's registered business address to the Breakdown location within the service limits, with one trip per Breakdown.

- b) Labour at the scene of the Breakdown for up to 30 mins duration.

Please note that You are under no obligation to have any workshop repairs carried out by our Roadside Assistance Service Provider. There is no guarantee that repairs will be immediate, or the necessary parts will be in stock at the Roadside Assistance Service Provider's registered business address.

Towing assistance in country areas cannot always be guaranteed as it is subject to local conditions, including the availability of Towing equipment.

Travel on unsealed roads to provide Roadside Assistance and/or Towing will incur excess fees payable by You at the time of the Breakdown.

ROADSIDE ASSISTANCE SERVICE FEE

A service fee may be charged for any vehicle that is in a breakdown situation where the vehicle is not noted on an RAC membership. Non-members that are joining who require Roadside Assistance for a vehicle in a breakdown situation may also be charged a service fee (joining while in a breakdown situation will incur a joining fee).

RAC Roadside Assistance Service Providers Facility

INDEX



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



Augusta Shephards Augusta Autostop



Badgingarra Badgingarra Motors



Beverley RJ Jas All Automotive Repairs



Boddington Greg Day Motors



Boxwood Hill Boxwood Hill Roadhouse



Boyup Brook Boyup Brook Tyre Service



Bremer Bay Bremer Bay Service Centre



BridgeTown BridgeTown Tyre Service



BridgeTown Stockman Holden - Kordics



Brookton Coote Motors



Broome Broome Towing & Salvage



Broome Broome Toyota



Bunbury All Track Automotive



A/T

Bunbury Bunbury Towing

A/T

Busselton Bunbury Towing



Busselton Passmore Automotive



Byford Mobichanics



Carnarvon Carnarvon Auto Servicing & Towing



Collie Collie Autotech



Coolgardie BP Coolgardie



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




























Derby BP Colac






























Dongara Midwest Tilt Tray & Hiab



A/T

 **Eneabba** Shell Roadhouse
 A/T **Esperance** AM Wreckers
 **Esperance** Esperance 4x4 Centre
 A/T **Eucla** Eucla Towing & Repairs
 **Exmouth** AML Maintenance
 **Geraldton**
 **Goomalling** RB Motors Pty Ltd
 **Halls Creek** Baz Industries Pty Ltd
 **Harvey** Stockman Holden
 **Hyden** KJ Motor Service
 **Jerramungup** BH Atkin & CO
 A/T **Jerramungup** S & A Martin Smash Repairs
 **Jurien Bay** BP Jurien Bay
 **Kalbarri** Kalbarri Auto Centre
 **Kalgoorlie** Inland City Motors
 **Kambalda** Galcom Mechanical
 **Karragullen** Tomeo's Service Station
 **Karratha** North West Mech. & Fleet
 A/T **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.
 A/T **Margaret River** Margaret River Tilt Tray Service
 A/T **Meekatharra** Yulella Mechanical Repairs
 A/T **Merredin** Panel & Paint Merredin
 **Moora** Gerry Jorrisen Auto Repairs
 **Mt Barker** F&F Autos

A/T **Mt Magnet** Beeline Services
 **Mukinbudin** Geraghty's Engineering
 **Mullewa** Crudeli's Auto Repairs
 **Narrogin** Narrogin Auto Electrics
 **Newman** Pilbara 4WD & Mine Service
 **Norseman** Highway Tilt Tray Towing Services
 **Norseman** Wilson Deisel
 **Northam** Avon Service Specialists
 A/T **Northam** Northam Towing Service
 **Ongerup** Ongerup Tyre Service
 **Onslow** Onslow Mechanical
 **Paraburdoo** Pilbara Mechanical Services
 A/T **Paynes Find** Paynes Find Roadhouse
 **Pemberton** Pemberton Garage & Service Station
 **Perenjori** Perenjori Motor Torque
 **Pingelly** Machinery Centre
 **Pinjarra** Gunns Auto Repairs & Tyres
 **Port Hedland** Pilbara Automotive & Marine Services
 **Quairading** Dynamo Auto Electrics
 **Ravensthorpe** Ravensthorpe Mechanical
 **Southern Cross** Southern Cross Motor Mart
 **Tom Price** Tom Price Mechanical Repairs
 **Toodyay** Toodyay Auto Centre
 **Wagin** Dean Pollard
 A/T **Walpole** Walpole Towing & Recovery
 **Waroona** Riggs Auto Centre
 **Wickepin** Wickepin Motors
 **Wongan Hills** RB Motors Pty Ltd
 **Wyalkatchem** Wyalkatchem Mechanical Services
 **Wyndham** Branko Auto Repairs
 **Yealering** RE Coxon & Co
York Smiths Shell Service Station

Emergency Relay Forms

When you're in the middle of nowhere, the last thing you need is to be stuck without a phone. These handy Emergency Relay Forms allow you to get access to RAC Roadside Assistance, even in areas where telephone service is not available. Simply complete the form and hand it to a passing motorist to be dropped off at the nearest Country Service Provider or road house.



ROADSIDE ASSISTANCE
RAC members are happier

13 11 11

Emergency Road Service Message Form

Tear along dotted line. Please print all details.

In remote areas where telephone service is not available, please complete this form and hand to a passing motorist to be dropped off at the nearest Country Service Provider or road house.

Exact location of vehicle			
Members/Drivers			
Name	Membership No	Do you have CLASSIC or ULTIMATE membership	YES/NO
Address		No. of Passengers	
Make of Vehicle	Model	Reg. No.	Transmission (Manual/Auto)
Town Travelling Towards		Are you towing	YES/NO
Nature of Trouble (If Known)			
Time Message Sent	a.m/p.m	Date	
Signature			

Notify 13 11 11 at earliest opportunity if fault corrected. Lack of detail may prevent you from receiving service.
NOTE: Payments for excess kilometers may be required.



ROADSIDE ASSISTANCE
RAC members are happier

13 11 11

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Tear along dotted line. Please print all details.

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Address		No. of Passengers	
Make of Vehicle	Model	Reg. No.	Transmission (Manual/Auto)
Town Travelling Towards		Are you towing	YES/NO
Nature of Trouble (If Known)			
Time Message Sent	a.m/p.m	Date	
Signature			

Notify 13 11 11 at earliest opportunity if fault corrected. Lack of detail may prevent you from receiving service.

NOTE: Payments for excess kilometers may be required.

Metropolitan Branches

- Booragoon:** Shop 312, Garden City Shopping Centre, Riseley Street
- 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
- Whitfords:** Shop 15, Westfield Whitford City Shopping Centre, Corner Marmion & Whitfords Avenue

Regional Branches

- Albany:** 110 Albany Highway
- Bunbury:** Shop 20a, Bunbury Forum Shopping Centre, Sandridge Road
- 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
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