

# **RAC BusinessWise Roadside Assistance entitlements**



**BusinessWise**  
For the better

## Who is eligible for service?

To be eligible for Roadside Assistance the motorised registered Vehicle must be a Nominated Vehicle that is covered by your Roadside Assistance Cover.

## When do your benefits become available?

Roadside Assistance benefits (including Breakdown Towing and Extended Benefits) are subject to a 48 hour Waiting Period.

When joining in a Breakdown situation upon payment of the Join on Road and Fees, RAC will provide Roadside Assistance excluding Extended Benefits and Car Hire (post a Tow). Note that a 48 hour waiting period applies to your new level of cover when you upgrade your Roadside Assistance Cover.

## How Roadside Assistance can help?

In the event of a Breakdown where the Vehicle cannot be driven, RAC will assess and provide the appropriate service(s) detailed below within your cover limits.

The below services are provided 24 hours a day, seven days a week in the Metropolitan Area and in Regional Centres, and as soon as reasonably possible in Country Areas. RAC will provide you with an estimated timeframe to attend a Breakdown in Country Areas at the time of booking where possible.

Within the Metropolitan Area, there are no limits to the distance RAC will travel to provide Roadside Assistance. Outside this area, an RAC Contractor will provide service as soon as possible by travelling the most direct/feasible route from their base to your Breakdown location and return to the below maximum limits:

| Roadside Assistance Distance Limits |                                |                        |
|-------------------------------------|--------------------------------|------------------------|
| Cover                               | Metro Area<br>(incl. Mandurah) | Country Area           |
| <b>Assist</b>                       | Unlimited                      | Up to 80km round trip  |
| <b>Absolute</b>                     | Unlimited                      | Up to 200km round trip |

If an RAC Contractor is required to travel Excess Kilometres (beyond the above distance limits for your Roadside Assistance Cover), you will be invoiced an additional fee, which will be quoted when the Job is being dispatched.

## **Flat Battery**

In event of a flat battery, we will utilise our testing equipment to diagnose the battery condition. RAC will then either provide a jump-start or deliver and install a new RAC battery, at your cost. Battery availability may be limited in Country Areas.

## **Out of Fuel**

If your Vehicle is immobile due to lack of fuel, RAC will provide you with up to 5 litres of regular unleaded or diesel fuel, at your cost, to enable your Vehicle to be driven to a fuel outlet. In the event that fuel cannot be supplied (including LPG Vehicles) a Tow to the nearest fuel outlet will be supplied, within your Towing Limits, and any fuel purchased will be at your cost.

## **Wheel Change**

RAC will assist you to replace a flat or damaged tyre with a suitable roadworthy spare wheel provided by you. Where specialised anti-theft locking wheel nuts are fitted the customer must supply the tool to enable removal. If your Vehicle is equipped with manufacturer's gel sealant RAC will provide assistance utilising the supplied repair kit. Wheel changing is limited to Vehicles less than 4 tonnes (as loaded).

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 in accordance with your Towing Limits. Any special equipment or specialised Service Provider that may be required will be at your cost.

Roadside Assistance will not be provided if tyre impact damage has occurred as a result of an Accident and/or malicious damage due to the potential for mechanical damage to the Vehicle.

## **Lockout/Locksmith**

If RAC is unable to unlock your Vehicle or if the keys 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 provide one of the following services up to your Annual Entitlement Limit (subject to satisfactory proof of ownership shown):

- > Organise a locksmith to attend (see coverage limit on page 4), or
- > Tow the Vehicle within Towing Limits to a motor dealer or other location (see Towing Limits table)

### Locksmith service (limit one per year)

**Assist** At Customer's cost

**Absolute** Up to the value of \$165

Every attempt will be made to provide locksmith services as required, however they are dependent on availability. Attempting to gain entry to your Vehicle by any other means other than a key or keyless transponder can result in damage to your Vehicle. RAC and all RAC Contractors will not accept liability for any damage caused as a result of gaining entry or attempting to gain entry to your Vehicle.

### Minor Mechanical Repairs

RAC will provide limited mechanical repairs to mobilise your Vehicle utilising the spare parts and supplies within an RAC Patrol vehicle. The cost of all parts and supplies is payable by you at the time of the service.

RAC prides itself on providing quality products and services. To achieve this we only supply and fit compatible parts that meet or exceed regulatory requirements, Australian Standards and original manufacturer's specifications, this includes a combination of either genuine (OEM specific) or aftermarket (generic) parts depending on the application.

### Breakdown Towing

If we are unable to get your Vehicle going we will arrange for your Vehicle to be Towed to a place of safety or repair within the Towing Limits outlined:

#### Roadside Assistance Towing Limits

| Cover           | Metro Area (incl. Mandurah) from point of breakdown | Country Area round trip from Country Service Provider |
|-----------------|---|---|
| <b>Assist</b>   | 20km  | 80km  |
| <b>Absolute</b> | 50km  | 200km   |

The following maximum dimensions exist for Towing your Vehicle, Caravan or Trailer and its load on the tow truck tray:

| Length | Weight (as loaded) | Width | Height |
|--------|--------------------|-------|--------|
| 5.5m   | 4 tonnes*          | 2.5m  | 3.3m   |

Note: \*outside the Metropolitan Area towing availability maybe restricted over 2.5 tonnes

If you require Towing and your Vehicle, Caravan or Trailer and its load exceed the maximum dimensions above, RAC can arrange a towing service at its discretion. This will incur an additional fee and you will be quoted at the time of dispatch.

If your Caravan requires towing and cannot be towed behind the towing vehicle, then an excess may apply when it is greater than dimensions outlined above.

If your Vehicle, Caravan or Trailer requires additional kilometres to be travelled that exceed the above Towing Limits for your Roadside Assistance Cover, you will be invoiced an additional fee after the time of service.

If your Vehicle is low or modified and requires Special Towing Equipment to facilitate the Towing, you will be invoiced an additional fee at the time of service.

If you are an RAC BusinessWise Absolute customer, RAC will contribute \$200 towards excess Towing charges. This benefit will be provided up to your Annual Entitlement Limit.

Please note under that for legal reasons, RAC is unable to transport children under the age of 4 in a tow truck. Children aged between 4 - 7 years can travel in a tow truck if the customer supplies a booster seat. Further details are provided on page 17.

### **Forward Delivery of Goods**

As an RAC BusinessWise Absolute customer if your Vehicle cannot be mobilised and you require goods to be continued to a destination, RAC will case manage the co-ordination of business continuity of goods. This benefit will be provided up to your Annual Entitlement Limit.

### Taxi (post a Tow)

If your Vehicle has to be Towed by RAC following a Breakdown and the Tow truck is unable to accommodate you and your passengers to your destination, we will arrange and pay for one taxi to the maximum limits below up to your Annual Entitlement Limit:

| Cover           | Taxi service (limit per incident) |
|-----------------|-----------------------------------|
| <b>Assist</b>   | At Customer's cost                |
| <b>Absolute</b> | Up to the value of \$55           |

Every attempt will be made to provide taxi services as required, however they are dependent on the availability at the time of booking.

### Subsequent Tow for the Same Breakdown

When a Vehicle cannot be Towed to your nominated licensed repairer at the time of Breakdown as it is outside normal business hours, a second Tow will be provided within your Towing Limits. Note this benefit is not available for RAC BusinessWise Assist customers or vehicles already quoted or under repair at a repair workshop. Additional Towing fees will apply.

### Car hire (post a Tow)

If your Vehicle has to be Towed and cannot be repaired within 24 hours according to a licensed repairer, RAC will provide a hire car up to the below limits within your Annual Entitlement Limit:

| Cover           | Car hire (limit per incident) |
|-----------------|-------------------------------|
| <b>Assist</b>   | Not available                 |
| <b>Absolute</b> | 3 days (\$110 daily limit)    |

### If you are towing a Caravan or Trailer

If your Vehicle breaks down when towing a Caravan or Trailer and cannot be mobilised at point of breakdown, RAC will provide one Tow covering your Vehicle, and Caravan or Trailer (as applicable) within Towing Limits outlined in the Towing Limits table.

If your Caravan or Trailer is disabled when being towed by your Vehicle, Towing will be provided within Towing Limits as outlined in the Towing Limits table. Should Special Towing Equipment or additional time be required in

preparing for Towing, you must pay the RAC Contractor an additional fee at the time of service, which will be quoted when the Job is dispatched.

RAC does not cover your Caravan or Trailer for:

- > Extended Benefits described below;
- > Towing trailers with live stock or pets;
- > Relocation, agistment or temporary accommodation of livestock or pets; and
- > Towing from the Customer's Home.

Roadside Assistance services are limited to minor repairs or adjustments.

## Extended Benefits

If you are more than 100km from Home and your Vehicle cannot be repaired within 24 hours as assessed by RAC, or a RAC Contractor you will be able to access Extended Benefits.

Extended Benefits are not available on the RAC BusinessWise Assist coverage level of Roadside Assistance, Caravans or Trailers.

As a customer you can choose one of the following options, up to your Annual Entitlement Limit:

### Option 1: Stay & Repair

You can choose to wait at the repair location while the Vehicle is repaired. RAC will cover your accommodation and/or car hire benefits up to the maximum combined value per Incident specified below, based on the maximum daily limits:

| Cover           | Maximum accom. cost per night | Maximum car hire cost per day | Max. combined cover of accom. &/or car hire limit (per incident) |
|-----------------|-------------------------------|-------------------------------|--|
| <b>Absolute</b> | \$110                         | \$110                         | \$660  |

### Option 2: Vehicle & Passenger Transport

You can choose to have your un-repaired Vehicle recovered to your Home, intended destination or an alternative place of repair. RAC will cover the cost for you and up to four passengers using the most economical and direct route to your destination, Home or alternative place of repair. Note: Air transport may be used at RAC's discretion.

If passenger transport is unavailable at the time, accommodation benefits may apply in the interim up to the maximum accommodation cost per night.

### **Option 3: Repair & Journey on**

You can choose to travel on to your destination or Home while the Vehicle is repaired. RAC will cover the cost for you and up to four passengers using the most economical and direct route to your destination or Home. RAC will also pay the return fare for the Customer or a nominated driver to collect the repaired Vehicle. Note: Air transport may be used at RAC's discretion.

### **Extended Benefits explained**

#### **Passenger Transport**

RAC will cover the cost for you and up to four passengers using the most economical and direct route to your destination or Home, up to your Annual Entitlement Limit. Transport of pets or livestock will be at the Customer's own expense. Note: Air transport may be used at the RAC's discretion.

#### **Vehicle Recovery**

RAC will transport the Vehicle to the Customer's destination, Home or licensed repairer. The Recovery of Vehicles will be subject to the availability of suitable recovery vehicles and within the limits of your Annual Entitlement Limit.

Vehicle transportation cannot be utilised in conjunction with accommodation or car hire entitlements.

In order to transport your Vehicle, you may be required to remove all external accessories.

Note: If RAC cannot arrange payment for the above extended benefits at the time of service, you will be eligible to claim Reimbursement by providing RAC with tax receipts within your Annual Entitlement Limit. Read more about Reimbursements on page 15.



## Annual Entitlement Limits

RAC BusinessWise Absolute customers are entitled to up to \$2000 annual entitlements per Contract year. Deducted from these totals are the following benefits:

- > Extended Benefits;
- > Forward delivery of goods;
- > Locksmith;
- > Car Hire (post a Tow);
- > Excess towing charges;
- > Taxi (post a Tow).

## Roadside Assistance benefits - outside WA

As a RAC BusinessWise Customer you have access to assistance throughout Australia through our affiliated motoring clubs. By calling the Australia wide 1300 558 456 you will be provided Roadside Assistance in that state. If arrangements can be made at the time we will organise for your Roadside Assistance benefits included in your level of cover to be utilised, alternatively you will be eligible to claim Reimbursement by providing RAC with tax receipts within your Annual Entitlement Limit.

## Definitions

These terms and conditions use the following definitions, 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 or by water damage, whether another Vehicle was involved or not, or whether caused by a mechanical failure. This includes a series of incidents arising out of a single event.
2. **Annual Entitlement Limit** means the total value of benefits available to a Customer within one Contract Year as specified on page 9. Annual benefits do not accumulate from one year to the next.
3. **Battery Service(s)** means a service provided to a Vehicle disabled by a Breakdown where RAC identifies and rectifies any fault in a Vehicle's battery and, if necessary, replaces it.

4. **Breakdown** means a circumstance in which a Vehicle is incapable of being driven due to mechanical, electrical or other failure, the cause of which is not an Accident, theft, Fire Damage, flood, storm or malicious damage.
5. **Caravan** means any registered covered carriage or house on wheels which is used for and in connection with private use. If your Caravan requires towing and cannot be towed behind the towing vehicle, then an excess may apply when it is greater than 4 tonnes in weight (as loaded); 5.5 metres in length; 3.3 metres in height and 2.5 metres in width. Note that towing availability outside the Metropolitan Area may be restricted for any Caravan over 2.5 tonnes.
6. **Contract Year** means the annual term of a Customer's Roadside Assistance package.
7. **Country Area(s)** means areas within Western Australia but outside the Metropolitan Area.
8. **Country Boundary** means the perimeter of the geographical area that is serviced by a RAC Contractor.
9. **Excess Kilometres** means the distance an RAC Contractor travels to a Vehicle or the distance a Vehicle is Towed, in excess of the distance the Customer is entitled to receive pursuant to the Customer's Roadside Assistance Cover.
10. **Excess Kilometre Fees** means the fees payable for Excess Kilometres, which are calculated and quoted when the Job is being dispatched.
11. **Extended Benefits** means those benefits (as detailed on pages 7) that apply to a Vehicle that cannot be mobilised within 24 hours, as assessed by RAC or RAC Contractor. Annual benefits do not accumulate from year to year.
12. **Fair-Call Policy** means RAC's policy used to manage excessive use of Roadside Assistance as described on page 14 in General terms and conditions.
13. **Fee** means the annual fee for Roadside Assistance Cover.
14. **Fire Damage** means heat or flame, which damages the panels, tyres, mechanical or electrical parts of a Vehicle.

15. **Home** means the permanent place of business of the customer as recorded in our data base or, if a P.O Box is recorded, as stated on the ABN business registration.
16. **Incident** means one or more Jobs that are all considered as being part of the original Breakdown.
17. **Job** means the assigning of a resource to an Incident. Multiple Jobs may occur on a single Incident as authorised by RAC.
18. **Join on Road Fee** means the fee for the immediate provision of Roadside Assistance to a Vehicle where a customer is in a Breakdown situation and does not have current Roadside Assistance Cover for the Vehicle requiring assistance. The fee will be quoted at the time of joining.
19. **Metropolitan Area** means the Perth metropolitan area as detailed by the WA Planning Commission Metropolitan Region Scheme map, as well as Mandurah.
20. **Motorcycle** means any Vehicle registered for on road use with the Department of Transport as a motorcycle.
21. **Nominated Vehicle** means the Vehicle specified by the Customer as being the Vehicle covered by that Customer's Roadside Assistance Cover in at the time of Breakdown.
22. **RAC, We, Our, Us** means the Royal Automobile Club of Western Australia Inc., its Related Bodies Corporate, and its and their officers, employees and contractors.
23. **RAC Contractor** means an independent provider of motor mechanical services, Battery Services or Towing Services appointed by RAC, or by an affiliated motoring organisation, to provide Roadside Assistance to Customers.
24. **RAC Patrol** means a mobile mechanical service operating on behalf of or by the RAC to provide Roadside Assistance.
25. **Recovery** means a Job that requires a resource to transport a Vehicle that has suffered a Breakdown more than 100kms from Home that cannot be repaired within 24 hours as assessed by RAC or RAC Contractor.

26. **Regional Centres** means those areas within a 10km radius of the GPO of the cities of, Albany, Bunbury, Busselton, Geraldton, and Kalgoorlie.
27. **Roadside Assistance** means the range of services provided to a Customer at a Breakdown on a Trafficable Road by an RAC Patrol or an RAC Contractor, 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, or the provision of a Battery Service. Customers are entitled to 30 minutes labour at Breakdown.
28. **Roadside Assistance Cover** means Assist or Absolute Roadside Assistance providing differing levels of cover by RAC to Customers, depending on the Fee paid by the Customer to RAC.
29. **Service Provider** means a provider of motor mechanical, battery services or towing services other than an RAC Patrol or RAC Contractor.
30. **Special Towing Equipment** means any Towing apparatus that is not Standard Towing Equipment.
31. **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
32. **Tow, Towed, Towing, Towing Service** means the service provided 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.
33. **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 without restriction. 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.

34. **Trailer** means any registered domestic trailer, horse trailer, dog trailer or boat trailer that is attached to a Vehicle. If your Trailer requires towing and cannot be towed behind the towing vehicle, then an excess may apply when it is greater than 4 tonnes in weight (as loaded); 5.5 metres in length; 3.3 metres in height and 2.5 metres in width. Note that towing availability outside the Metropolitan Area may be restricted for any Trailer over 2.5 tonnes.
35. **Unregistered Vehicle** means a Vehicle that is not currently registered.
36. **Un-roadworthy Vehicle** means a Vehicle which has been issued with a defect notice, or which would not pass a vehicle condition appraisal for roadworthiness, 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.
37. **Unsealed Road** means a road surface without bitumen or tar.
38. **Vehicle** means any motorised registered vehicle that does not exceed 4 tonnes gross weight; 5.5 metres in length; 3.3 metres in height and 2.5 metres in width. Note outside the Metropolitan Area, towing availability may be restricted over 2.5 tonnes.
39. **Waiting Period** means the 48 hour period a Customer must wait for Roadside Assistance to be provided in accordance with the applicable Roadside Assistance Cover and not incur the Join on Road Fee. The 48 hour period commences immediately after the Customer has paid the Fee to RAC.
40. **You, Your or Customer** means the Customer or a person driving the Vehicle covered by a Roadside Assistance Cover.

## General terms and conditions

1. **Australia wide:** Roadside Assistance benefits apply in Australia only.
2. **Benefits:** All RAC service monetary benefits, limits and associated charges include GST.
3. **Bogged Vehicles:** Vehicles bogged on an Unsealed Road 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 You at the time of service. RAC will advise You of the applicable Excess Charges that must be paid to continue the service. Roadside Assistance does not extend to a Vehicle that has been damaged as the result of being bogged.
4. **Car Hire:** The Customer will have to meet the hiring requirements of the car hire company as well as pay the costs of fuel, excess distance and any additional costs i.e. 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.
5. **Excess Travelling Distance and Towing:** The Customer must pay all Excess Kilometre Fees.
6. **Fair-Call Policy:** This policy manages the excessive use of RAC Roadside Assistance. The Fair-Call policy is a case management approach to reduce excessive use of the RAC Roadside Assistance service. This approach allows the RAC to manage Customers who make excessive calls per Contract Year. If a Customer fails to abide by the Fair-Call Policy, RAC will notify the Customer that further Roadside Assistance services will be provided at an additional cost of \$55 per callout for the remainder of the Contract Year.
7. **General Limitations:** RAC will not be liable for any failure or delay in providing Roadside Assistance, where the failure or delay arises directly or indirectly out of causes beyond RAC's reasonable control including where the Roadside Assistance is not reasonably available.

8. **Limitation of liability:** To the maximum extent permitted by law and subject always to the Australian Consumer Law, RAC limits its liability for loss or damage you suffer or incur in the performance of Roadside Assistance, at its election, to the re-performance of the Roadside Assistance and/or re-supply of the parts or the cost of having the Roadside Assistance re-performed and/or the parts re-supplied by a third party and excludes any liability to any person for any indirect, special or consequential loss or damage arising in connection with Roadside Assistance, whether in contract, tort (including negligence), statute or otherwise.
9. **Minor Mechanical Repairs:** Roadside Assistance is provided to mobilise a Vehicle. It is not a substitute for regular maintenance or permanent repairs.
10. **Modified or low Vehicles:** If your Vehicle is low or modified and requires Special Towing Equipment to facilitate the Towing, you will be invoiced for the additional fees incurred at time of service
11. **Rallies, Races:** Roadside Assistance is generally not provided for events such as rallies and races. Roadside Assistance is only provided to Vehicles involved in an organised club event where the event is on a Trafficable Road and the usual road rules apply.
12. **Reimbursements:** If a Customer is assisted by a Service Provider or supplier of annual entitlement benefits and is required to pay for the service, the Customer may apply in writing with tax receipts to RAC within three months for reimbursement of the appropriate RAC allowance. Reimbursements are not made if the nearest RAC Contractor was available or where the Customer did not contact the RAC before utilising the Service Provider. Reimbursements will be paid at the applicable rates at time of Breakdown.

13. **Remaining with the Vehicle:** You must be present with the Vehicle or at a pre-determined meeting point when an RAC Contractor or RAC Patrol arrives. Incorrect or incomplete information about your location may result in delay. If you are not available when the RAC Contractor or RAC Patrol arrives, they will only wait a short period before proceeding to the next job. Future call outs for the same Breakdown will be considered an additional separate call out and additional charges may apply. RAC accepts no responsibility or liability for damage, loss or theft to your Vehicle or its contents if you leave the Vehicle unattended at any time.
14. **Response Time:** Roadside Assistance will be provided as soon as practicable, but response time is not guaranteed and may vary, depending on the location of the Vehicle and demand for Roadside Assistance.
15. **Special Towing Equipment:** If any Special Towing Equipment is required an excess charge may be applied.
16. **Statutory Warranties:** Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
17. **Subsequent Country Repairs:** The cost of subsequent repairs undertaken by an RAC Contractor or Service Provider at the relevant provider's workshop is payable by you to the RAC Contractor or Service Provider at the time of service. If the RAC Contractor or Service Provider is unable to effect repairs, you must pay the cost of towing the Vehicle to another repairer and the cost of any further repairs. You are under no obligation to have any workshop repairs carried out by the RAC Contractor. There is no guarantee that repairs will be immediate, or the necessary parts will be in stock at the RAC Contractor's registered business address.



18. **Tow Trucks - Transport of Children 7 years and under:**
- > Under 4 years of age: For legal reasons, the RAC is unable to transport any children under the age of 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 4, which may be covered depending on your level of Roadside Assistance Cover.
  - > Ages 4 to 7: In instances where a child is aged between 4 and 7, and the customer 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 customer does not have a booster seat available we will be unable to transport the child and alternative transport will be required, which may be covered depending on your level of Roadside Assistance Cover.
19. **Unsealed Roads and non-Trafficable Roads:** Breakdowns which occur on Unsealed Roads or non-Trafficable Roads will be attended at the discretion of the RAC or RAC Contractor, with any excess cost invoiced to the Customer.
20. **Vehicle under Repair:** Roadside Assistance does not include maintenance repairs. Roadside Assistance is not provided to Vehicles already quoted or under repair or at a repair workshop. Roadside Assistance will not be provided to Un-roadworthy Vehicles or Unregistered Vehicles.
21. **Non-payment of fees by Customer:** If the Customer does not pay the Fee, an Excess Kilometre Fee or any other additional fee invoiced in connection with the Roadside Assistance Cover (within the payment period of the invoice), RAC may suspend all future Roadside Assistance to the Customer until such time as the outstanding fee is paid.

## Privacy Statement

The RAC will collect, store and disclose your personal information in accordance with the Privacy Act 1988 (Cth) and the RAC Group Privacy Policy available at [rac.com.au/privacy](http://rac.com.au/privacy). As a Customer of RAC you confirm you have read and accept the terms of the RAC Group Privacy Policy. If you wish to access your business information held by RAC or have any privacy related questions please contact us on 1800 674 778 or email us your query via the 'Contact Us' section on our website, [rac.com.au](http://rac.com.au)

## Refund Policy

The RAC has a no refund policy on Fees and Join on Road Fees. Pro-rata refunds are not available. Customers may contact the RAC to nominate an alternative Vehicle for the remainder of the Contract 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, Customers 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 avoid any immediate safety and health risk) the incident may be reported by the RAC to the police. Roadside Assistance will not be provided when in the reasonable opinion of RAC it is deemed unsafe for an RAC Patrol or RAC Contractor to attempt, or continue attempting, to mobilise a Vehicle at a Breakdown.





**Contact  
Us**

General enquiries **13 17 03**

 **facebook.com/RACWA**

 **@racwa**

 **rac.com.au**

For deaf, hearing or speech impaired members:  
General enquiries **relayservice.gov.au**

## **Metropolitan Member Service Centres**

|                   |  |
|-------------------|--|
| <b>Carousel</b>   | Shop 1098, Westfield Carousel<br>Shopping Centre, Albany Highway |
| <b>Mandurah</b>   | Shop SPO37, Halls Head Central<br>14 Guava Way, Halls Head       |
| <b>Morley</b>     | Shop 1, Morley Market<br>Shopping Centre, Bishop Street          |
| <b>West Perth</b> | 832 Wellington Street  |

## **Regional Member Service Centres**

|                   |  |
|-------------------|--|
| <b>Albany</b>     | 110 Albany Highway                               |
| <b>Bunbury</b>    | Shop 32, Stirling Centre<br>22-28 Stephen Street |
| <b>Geraldton</b>  | Shop 8 Stirlings Central,<br>54 Sanford Street   |
| <b>Kalgoorlie</b> | 51-53 Hannan Street                              |

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. Our Roadside Assistance Service is provided by RAC Motoring P/L MRB 723.



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