

NATIONAL ROADSERVICE AUSTRALIA CARAVAN MEMBERSHIP TERMS & CONDITIONS



1. National Roadservice Australia SHALL NOT BE held responsible for and is NOT required to provide any free Service or related costs where any of the following occur:

- Where the vehicle towing the caravan is carrying more passengers or towing a greater weight than that for which it was designed as stated in the manufacturer's specifications or arising from or connection with the improper, unauthorised, reckless or negligent operation of the caravan or misuse of the caravan.
- Loss or damage directly or indirectly occasioned by or happening or in consequence of war, invasion, act of God, act of foreign enemies, hostilities whether war be declared or not, civil war, rebellion, insurrection, terrorism, military and usurped power, riot, or civil commotion or sabotage or any other events (whether falling into the same genus, species, class or category as the foregoing or not) beyond the control of the Customer or the person operating or having control of the caravan at the time of the Accident.
- Provision of Services outside Australia.
- Any person who is in charge of towing the caravan who does not hold a valid license issued by a relevant Government Department
- Where a membership application form and full payment of National Roadservice Australia membership fees has not been received from the Membership Holder or the Authorised Representative.
- Where it is deemed by the National Roadservice Australia Customer Service team that the membership holder usage of National Roadservice Australia membership is excessive due to lack of regular preventative maintenance; numerous call-outs due to owner/driver related error; or owner/driver failure to rectify recurring faults.
- Where the caravan is deemed inaccessible by the National Roadservice Australia contractor.
- Where breakdown occurs resulting from unauthorised repairs or from faulty workmanship.
- Where breakdowns are caused by the fitting of accessories to the caravan which are not genuine or are not from the original manufacturer or which are not approved by the manufacturer.

- Where breakdowns occur resulting from or connected with the caravan manufacturer's recall.
- Where the nominated caravan breaks down or is under repair at the time of taking out the membership and/or during the 48 hour waiting period.
- Where the nominated caravan is under repair on day of caravan registration expiry.
- Where National Roadservice Australia has not been contacted at the time the breakdown/lockout occurs or prior to any assistance being sought or arranged by the membership holder.
- Where National Roadservice Australia has already provided one tow or assistance call for a particular breakdown/incident.

2. Eligible Caravan

Only one registered caravan per membership can be nominated and eligible for National Roadservice Australia Membership.

3. Change of Membership Details

Changes to any of your Membership details must be forwarded in writing within 14 days of the change occurring. Failure to inform National Roadservice Australia of such changes may lead to your membership being suspended or cancelled.

4. Transfer of Nominated Caravan

National Roadservice Australia Caravan Membership can be transferred to another caravan up to a maximum of two times per annum. You must complete a Transfer of Nominated Vehicle/Caravan form and forward to National Roadservice Australia. A waiting period of 48 hours from receipt of the Transfer of Nominated Vehicle/Caravan form applies to benefits available on the new nominated caravan.

5. Repairs

This membership does not include general maintenance or mechanical repairs.

6. Toll charges

The cost of ferry crossings, road toll or parking charges are not payable by National Roadservice Australia but at the cost to the Membership holder.

7. National Roadservice Australia shall not be held responsible for any damage to or theft of objects and accessories which are left in or outside the caravan.

MEMBERSHIP BENEFIT	CARAVAN STANDARD	CARAVAN PLUS
24 hours, 7 days a week Australia-wide	✓	✓
Towing – Caravan Only – All Areas Breakdown related towing only. In the event that your caravan is immobilised or not safe to tow behind your vehicle, we will transport your caravan to the nearest repairer or to your home. This service is provided free up to the limits set out in the table on the right. Any additional towing and transport costs will be at your expense. Only one tow/assistance can be provided per incident.	Up to \$250	Up to \$500
Flat Tyre Assistance We will change your flat tyre on your caravan with your roadworthy spare or provide a tow in accordance with the membership benefits. Only one assistance/tow can be provided per incident, up to the limits set out in the table on the right. Any additional costs (i.e. replacement tyres, tubes and valves) are at your expense.	Up to \$75	Up to \$150
Locksmith Assistance We will provide locksmith assistance or contribute up to the limits set out in the table on the right towards the cost of a locksmith if you have lost your keys or locked your keys in your caravan. National Roadservice Australia must be contacted at the time of the lockout and prior to any assistance being sort.	Up to \$100	Up to \$160
Accommodation Assistance We will contribute up to the limits set out in the table on the right towards the cost of accommodation should your caravan breakdown more than 100km from your home.	Up to \$100	Up to \$200

*REIMBURSEMENT OF CARAVAN PLUS BENEFITS:

Payment of Breakdown Accommodation and Locksmith Assistance benefits is by reimbursement only. National Roadservice Australia must be contacted at the time the breakdown or lockout occurs and prior to any assistance being sort. Reimbursement is made once approved by National Roadservice Australia on receipt of the invoice/receipt from the service provider and a completed National Roadservice Australia Reimbursement Form. The National Roadservice Australia Reimbursement Form can be downloaded from www.nationalroadserviceaustralia.com.au/formsdownloads.html.