

# NATIONAL ROADSERVICE AUSTRALIA 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 has been modified for racing, trials or rallying or any Accident or any claim for Service has arisen in respect of such races, trails, rallies or participation in such activities.
- Where the vehicle 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 vehicle or misuse of the vehicle.
- 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 vehicle at the time of the Accident.
- Provision of Services outside Australia.
- Any person who drives the vehicle 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 vehicle is deemed inaccessible by the National Roadservice Australia contractor.
- Where breakdowns occurs resulting from unauthorised repairs or from faulty workmanship.
- Where breakdowns are caused by the fitting of accessories to the vehicle 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 vehicle manufacturer's recall.
- Where the nominated vehicle 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 vehicle is under repair on day of vehicle 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 Vehicles**

Only one registered vehicle or motorcycle per membership can be nominated and eligible for National Roadservice Australia Membership. The following are ineligible for membership benefits:

- a) Trucks, buses, heavy vehicles, motorhomes or caravans
- b) Couriers, taxis, limousines rental or private hire vehicles
- c) Farm equipment or tractors

**3. Membership Waiting Period.**

A 48 hour waiting period applies on all benefits for new National Roadservice Australia Memberships not sold in conjunction with a Warranty. Roadside Assistance is available during this waiting period but at the cost to the Membership Holder. If you upgrade your National Roadservice Australia membership to Roadside Plus, a 48 hour waiting period applies to the additional benefits under the Roadside Plus Membership. The waiting period DOES NOT apply to renewals if renewed prior to the expiry of the previous membership.

**4. Emergency Membership.**

Emergency Membership is available at an additional cost with benefits available immediately with no waiting period applied. Roadside Plus Emergency Membership is not available.

**5. 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.

**6. Transfer of Nominated Vehicle**

Membership can be transferred to another vehicle up to a maximum of two times per annum. You must complete a Transfer of Nominated Vehicle form which is available at [www.nationalroadserviceaustralia.com](http://www.nationalroadserviceaustralia.com). A waiting period of 48 hours of receipt of the Transfer of Nominated Vehicle Form applies to benefits available on the new nominated vehicle.

**7. Lost or Replacement Membership Card.**

In the event you lose your membership card, contact National Roadservice Australia immediately for a replacement card. A fee of \$7.00 applies.

**8. Mechanical Repairs.**

This contract does not include general maintenance or mechanical repairs.

**9. 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.

**10. 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 vehicle.**

# NATIONAL ROADSERVICE AUSTRALIA MEMBERSHIP BENEFITS



| MEMBERSHIP BENEFIT  | ROADSIDE STANDARD | ROADSIDE PLUS |
|---|-------------------|---------------|
| 24 hours, 7 days a week Australia-wide  | ✓                 | ✓             |
| <b>Towing – Metro &amp; Major Country Centres</b><br>Breakdown related only. In the event that your vehicle is immobilised or not safe to drive, we will transport you and your vehicle to the nearest licensed mechanic or your home. Service is provided free up to the limits set out in table on the right. Only one tow/assistance can be provided per incident.   | Up to 20kms       | Up to 50kms   |
| <b>Towing – Other areas</b><br>Breakdown related only. In the event that your vehicle is immobilised or not safe to drive, we will transport you and your vehicle to the nearest licensed mechanic or your home. Service is provided free up to the limits set out in table on the right. Only one tow/assistance can be provided per incident.   | Up to 50kms       | Up to 75kms   |
| <b>Flat Battery Assistance</b><br>We will jump start your vehicle or assist you with getting a new battery (battery at additional cost to vehicle owner) or provide a tow in accordance with membership benefits. Only one assistance/tow can be provided per incident.   | ✓                 | ✓             |
| <b>Flat Tyre Assistance</b><br>We will change your flat tyre with your roadworthy spare or provide a tow in accordance with the membership benefits. Only one assistance/tow can be provided per incident.  | ✓                 | ✓             |
| <b>Emergency Fuel Assistance</b><br>We will supply 10 litres of regular petrol or diesel where possible (fuel at additional cost to vehicle owner) or provide a tow in accordance with membership benefits. Only one assistance/tow can be provided per incident.   | ✓                 | ✓             |
| <b>Motor Vehicle Hire Assistance</b><br>We will contribute up to \$65 per day for up to 3 days, towards the cost of hiring a motor vehicle if your vehicle suffers a breakdown more than 100km from your home that renders your vehicle unroadworthy for more than 48 hours. National Roadservice Australia must be contacted at the time of the breakdown occurs and prior to any assistance being sought.*                  | x                 | ✓             |
| <b>Breakdown Accommodation Assistance</b><br>We will contribute up to \$110 per night (room charge only) for up to 3 nights for accommodation, if your vehicle suffers a breakdown more than 100km from your home that renders your vehicle unroadworthy for more than 48 hours. National Roadservice Australia must be contacted at the time of the breakdown occurs and prior to any assistance being sought.*              | x                 | ✓             |
| <b>Locksmith Assistance</b><br>We will provide locksmith assistance or contribute up to \$150 pa towards to cost of a locksmith if you have locked your keys in your car. National Roadservice Australia must be contacted at the time of the lockout and prior to any assistance being sort. National Roadservice Australia must be contacted at the time of the breakdown occurs and prior to any assistance being sought.* | x                 | ✓             |

#### \*REIMBURSEMENT OF ROADSIDE PLUS BENEFITS:

Payment of Breakdown Accommodation, Motor Vehicle Hire 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](http://www.nationalroadserviceaustralia.com.au/formsdownloads.html)