

RACQ Ultra Care Roadside Assistance

Substantial benefits to keep you moving



RACQ

Welcome to RACQ Ultra Care

Ultra Care offers additional security and peace of mind with substantial benefits both locally and away from home. It provides you with additional protective benefits that are designed to safeguard you personally, and your nominated vehicle, against a wide range of motoring incidents.

Ultra Care is available only to financial members who have a Queensland driver licence and are permanent residents of Queensland at the time of joining.

No two drivers and no two motoring problems are ever the same. Ultra Care recognises this and, with over 100 years experience in dealing with members' calls for assistance, we have tailored Ultra Care to provide you with comprehensive personal protective motoring assistance.

Ultra Care is personal to you and provides extensive motoring protection, no matter which eligible vehicle you are driving; it also covers any eligible driver of your nominated vehicle.

With Ultra Care, simply call from anywhere in Australia and you will be put in direct communication with the RACQ Member Assistance Centre. An RACQ Consultant will endeavour to make all necessary arrangements on your behalf.

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Summary

Ultra Care could save you up to \$3300 per annum in assistance benefits following a breakdown, accident or theft, at home or away.

Who's covered?

You in any eligible vehicle and any driver of the nominated vehicle*.

A 72-hour waiting period from receipt of Ultra Care payment and after change of address or vehicle applies.

Please refer to the relevant sections of this booklet for full details.

**Refer to Conditions for eligibility of drivers and vehicles.*

Benefits are provided to the member or driver of the nominated vehicle who is a permanent resident of Australia.



Local Benefits	
24-Hour Roadside Assistance	Included – up to 120km
Towing After A Breakdown	up to 50km in any direction or up to 120km to the attending RACQ Contractor's premises.
Special Towing After A Breakdown	RACQ arranges & pays (up to \$165 per annum)
Taxi If Vehicle Is Towed	RACQ arranges & pays (up to \$55 per annum)
Legal Representation	RACQ assists & pays* (up to \$165 per annum)
Emergency Fuel	RACQ arranges & pays (up to \$60 per annum)
Emergency Message Facility	RACQ arranges
Guides	One issue per membership year
Emergency Locksmith Assistance	RACQ arranges & pays (up to \$165 per annum)
Rental Vehicle After Towing	RACQ arranges & pays (for 1 day – up to \$220 per annum)
Accident & Theft Assistance	RACQ arranges & pays (Taxi or Rental Vehicle benefits apply, as above)
Travel Benefits when 100km or more from home and repairs are estimated by RACQ to take longer than 24 hrs	
Accommodation	RACQ arranges & pays (up to 7 nights)
Rental Vehicle	RACQ arranges & pays (up to 7 days)
Alternative Passenger Transport	RACQ arranges & pays
Vehicle Recovery	RACQ arranges & pays
Urgent Spare Parts Location	RACQ arranges (member pays)
Caravan & Trailer Travel Assistance	RACQ arranges & pays (Accommodation & trailer hire benefits)
Accident & Theft Assistance	RACQ arranges & pays (Rental Vehicle and Accommodation benefits apply)

*Please refer to Conditions on page 23 for details on Legal Representation.

Local Benefits for everyday use

Ultra Care extends to vehicle breakdowns and accidents (except where stated) anywhere in Australia.

There is a 72-hour wait after receipt of Ultra Care payment, changing address, or changing the nominated vehicle. Benefits are not available for any incidents that have occurred prior to joining Ultra Care, or that have occurred during the waiting period.

24-Hour Roadside Assistance

Roadside Assistance is provided to your vehicle, free from the nearest RACQ Contractor's premises to the point of your vehicle's breakdown, up to a maximum distance of 120km.

Towing

Free towing up to 50km in any direction from the point of breakdown, or up to 120km to the attending RACQ Contractor's premises or intermediate location en-route. The entitlement is for one free tow per breakdown incident.

Free towing is not available after an accident or theft of your vehicle. However, your RACQ Consultant can assist with these arrangements. *Conditions apply, please refer to page 21 & page 22.*

Caravans and Trailers

If your vehicle suffers a mechanical breakdown while towing a caravan or trailer, we will provide free towing for the caravan or trailer under the same towing conditions and to the same destination as your vehicle, as outlined below.

If your caravan or trailer suffers a breakdown it will be towed up to 50km in any direction from the point of breakdown, or up to 120km to return to the attending contractor's premises. In some cases, such as a broken axle, you may also apply for special towing benefits of up to \$165 per annum. *For a full list of benefits please refer to the Caravan and Trailer Benefits section on page 14, and the Caravan and Trailers section on page 21.*

Special Towing

We will arrange and pay up to \$165 per annum for the cost of special towing equipment and labour needed to recover your vehicle or caravan/trailer from difficult conditions – such as a badly bogged vehicle. This would not be a free entitlement under Roadside benefits.

Conditions apply, please refer to page 22.

Special towing benefits do not apply in the event of an accident, theft or impact damage.

Taxi

If your vehicle requires towing, where available we will arrange and pay up to \$55 per annum for a taxi to take you and your passengers to your destination. This benefit only applies after a breakdown, accident or theft.

Legal Representation

We will provide free motoring related legal advice and, where legal representation is required, we will contribute up to \$165 per annum. *Conditions apply, please refer to page 23.*

Emergency Fuel

RACQ will supply emergency fuel to the value of \$60 per annum when you accidentally run out. *Conditions apply, please refer to page 21.*

Emergency Message Facility

At any time following an incident, we will relay any urgent messages to save family and friends worrying – or business colleagues waiting. Whether you need to call your office or home, our Emergency Message Facility will save you the trouble – and the worry!

Guides

One issue per membership year at no cost.



Emergency Locksmith Assistance

If the keys to your vehicle are lost or damaged we will arrange to pay up to \$165 per annum for parts and labour required for a replacement ignition/door entry key. *Conditions apply, please refer to page 21.*

Rental Vehicle

If your vehicle needs towing, where available your RACQ Consultant will arrange and pay for a rental vehicle for 24-hours up to the value of \$100. The annual entitlement is \$220. Rental conditions apply. This benefit only applies after a breakdown, accident or theft. *Conditions apply, please refer to page 22.*

Accident and Theft Assistance

Your RACQ Consultant can also advise you on the necessary actions to take if your vehicle is involved in an accident or is stolen. RACQ membership or Ultra Care does not provide towing or roadside repairs, however many of these aspects may be covered by comprehensive motor vehicle insurance policies. Taxi and rental vehicle benefits will apply if your vehicle is stolen or involved in an accident. If your vehicle is insured with RACQ Insurance we will assist you with the speedy claims process.





Travel Benefits when you are 100km or more from home

Travel benefits apply in the event of a motoring incident occurring 100km or more from home. Assistance with Ultra Care extends to vehicle breakdowns and accidents where repairs are estimated by us to take more than 24-hours, and also when your vehicle is stolen and is missing for 24-hours.

Benefits are provided to the member or driver of the nominated vehicle who is a permanent resident of Queensland. The driver of the nominated vehicle will be required to show a current driver licence or proof of Australian residency at the time of claiming benefits.

All benefits provided will be at the discretion of the RACQ Consultant. All benefits are subject to local availability. Remote area restrictions may apply. *Conditions apply, please refer to the 'Eligibility And Access To Benefits' section on page 20.*

There is a 72-hour wait after receipt of Ultra Care payment, changing address or changing the nominated vehicle. Benefits are not available for any incidents that have occurred prior to joining Ultra Care, or that have occurred during the waiting period.

Ultra Care offers a range of travel benefits – you may choose one of the following options.

Option 1

You choose to wait at the repair location while your vehicle is repaired.

We will arrange and pay for a rental vehicle for up to 5 days, up to a maximum value of \$100 per day, and up to 5 nights accommodation up to a maximum value of \$110 per night, or up to 7 nights without a rental vehicle. *Conditions apply, please refer to page 22.*

or Option 2

You choose to continue your journey while your vehicle is repaired.

We will arrange and pay for a rental vehicle for up to 7 consecutive days, up to a maximum value of \$100 per day, while your vehicle is being repaired. *Conditions apply, please refer to page 22.*

or Option 3

You choose to travel on to your destination or return home while your vehicle is repaired in the town nearest the scene of the incident.

We will arrange and pay for economy class rail or coach transport for you and up to 4 passengers. We will also pay for the return fare for you, or your nominated driver, to collect the vehicle when it has been repaired. *Conditions apply, please refer to page 22.*

or Option 4

You choose to have your unrepaired vehicle recovered to your destination, home or chosen repairer.

We will arrange and pay for a car carrier and for economy class rail or coach transport for you and up to 4 passengers. The cost for a caravan/trailer or additional passengers must be paid by the driver. In the event of an accident the vehicle will need to be repaired to a roadworthy condition before we recover it. *Conditions apply, please refer to page 23.*



Benefits Explained

Accommodation Benefit

While your vehicle is under repair, accommodation will be provided for you and your passengers up to 7 nights, or up to 5 nights in conjunction with a rental vehicle. *Conditions apply, please refer to page 22. (see option 1)*



Where you decide to travel by rail or coach and need to wait for the next available service, accommodation up to 5 nights will be provided. *(see options 3 & 4)*

Rental Vehicle Benefit

If you decide to have your vehicle repaired locally, a rental vehicle will be provided for up to 7 consecutive days to allow you to continue your journey and return to pick up your repaired vehicle. If you decide to stay and wait for repairs to be completed, up to 5 days car rental will be given in conjunction with the accommodation benefit.

Where a rental vehicle is not available, or not required, your consultant will attempt to make alternative transport arrangements. *Conditions apply, please refer to page 22. (see options 1 & 2)*

Alternative Passenger Transport Benefit

If you decide to have your vehicle recovered rather than repaired your RACQ Consultant will arrange and pay for alternative economy class transport by rail or coach, for you and up to 4 passengers, either to your home or intended destination. *Conditions apply, please refer to page 22.*

(see options 3 & 4)

Vehicle Recovery Benefit

If you decide to have your vehicle recovered rather than repaired, your RACQ Consultant will make all the necessary arrangements and pay for your vehicle to be transported by car carrier to your home, destination or alternative location of your choice where the vehicle can be repaired. Accident damaged vehicles will need to be repaired prior to recovery.

Vehicle Recovery refers to the subsequent transport of your vehicle, normally by car carrier. Vehicle Recovery is provided only after the vehicle has been towed from the point of breakdown to a place of repair for assessment. Caravans/trailers are not covered by this benefit.

When you have your vehicle recovered, we will also arrange and pay for alternative economy class transport by rail or coach, for you and up to 4 passengers. *Conditions apply, please refer to page 23.*
(see option 4)

Urgent Spare Parts

If you decide to have your vehicle repaired rather than recovered, and the repairer is experiencing difficulty in locating and/or obtaining the necessary spare parts, we will endeavour to assist in locating and transporting the parts to the repairer. These benefits do not apply to accident damage. *Conditions apply, please refer to page 23.*
(see options 1, 2 & 3)



Accident and Theft Assistance

Rental vehicle, accommodation and recovery benefits extend to accidents and theft assistance if your vehicle is stolen for more than 24-hours. Accident damaged vehicles will need to be repaired to a roadworthy condition before recovery benefits can apply.
(see options 1, 2, 3 & 4)

Caravan & Trailer Benefits

Ultra Care also provides additional assistance in the event of a breakdown involving your caravan or trailer, whether driving locally or far from home.

Towing

If your caravan or trailer suffers a breakdown, it will be towed up to 50km in any direction from the point of breakdown, or up to 120km to the attending Contractor's premises.

In the event that your caravan or trailer is still mobile, you may wish to have it transported to another location en-route to the Contractor's premises, such as a nearby tourist park.

If your vehicle suffers a mechanical breakdown while towing a caravan or trailer, we will provide free towing for the caravan or trailer under the same towing conditions and to the same destination as the vehicle – up to 50km in any direction from the point of breakdown, or up to 120km to the attending Contractor's premises.

Special Towing

RACQ will arrange and pay up to \$165 per annum for the cost of special towing equipment and labour following a breakdown. Special towing equipment, such as a winch, may be required in the event of a broken axle or to retrieve your caravan or trailer from bogged conditions.



Emergency Locksmith Assistance

If your keys are damaged or lost, we will arrange to pay up to \$165 per annum for labour and/or parts required to gain entry to your caravan or for a replacement door entry key.



Accommodation

While your caravan or trailer is under repair following a breakdown, accident or theft 100km or more from home, accommodation will be provided for you and up to 4 passengers for up to 7 nights (up to \$110 per night). *Conditions apply, please refer to page 22.*

Trailer Hire

If your trailer requires major repairs following a motoring breakdown, accident or theft 100km or more from home, where available your RACQ Consultant will arrange and pay for a rental trailer for 24-hours up to the value of \$165 per annum. *Rental conditions apply, please refer to page 22.*

Conditions

RACQ's ability to provide assistance is governed by the resources available in the area of the incident. The RACQ Consultant will make every endeavour to assist. In some cases, the driver may need to pay for the service cost and apply to RACQ for reimbursement up to the limit of the benefit. Transport of pets or livestock is the responsibility of the member/driver.

Your application should include all relevant details, accompanied by the original receipt covering payment and signed by you and submitted within 90 days of the call for service. Address to: Road Service Manager, PO Box 4, Springwood Qld 4127.

Towing, special towing and locksmith benefits do not apply in the event of an accident, theft or impact damage. However, an RACQ Consultant will endeavour to make all necessary arrangements on your behalf.

Classic & Imported Vehicles

Pre 1945 vehicles

Ultra Care is available for veteran, vintage and classic cars manufactured prior to 1945.

Normal Ultra Care entitlements up to \$3300 per annum apply, subject to the usual conditions. The only specific exceptions applying to pre 1945 vehicles are as follows:

- Cannot be nominated vehicle under Ultra Care membership
- Vehicle recovery benefits are limited to \$1 100 per annum
- The registered owner must be with the vehicle when calling for service
- The vehicle must be roadworthy
- RACQ will not locate and transport urgent spare parts, however your RACQ Consultant will put you in contact with a parts supplier.

Imported Second Hand Vehicles

Ultra Care is available to members driving vehicles which have been imported as a second hand vehicle.

Entitlements up to \$3300 per annum apply, subject to the usual conditions. The only specific exceptions applying to second hand imported vehicles are:

- Vehicle recovery benefits are limited to \$1 100 per annum
- RACQ will not locate and transport urgent spare parts, however your RACQ Consultant will put you in contact with a parts supplier.



Calling For Roadside Assistance

For assistance, call 13 1111 anytime. Please have the following information available, to help us to provide you with efficient service:

1. Your Membership Card number or your vehicle registration details.
2. If you are driving a vehicle other than the vehicle nominated on your Ultra Care membership, the make, registration number, model, colour and year of vehicle you are driving.
3. The nature of the problem.
4. The exact location of the breakdown.

Your RACQ Consultant will endeavour to make any necessary arrangements for you, as detailed in this brochure.



Associate Motoring Membership

Associate Motoring Membership is available to private members who own a vehicle that is covered by a manufacturer's roadside assistance warranty. Associate Motoring Membership provides access to RACQ office services only, however years of service will continue to be accredited. Roadside Assistance is not included as your vehicle manufacturer provides this. If you choose to have Plus Care, Ultra Care or RACQ Ultimate, you will be provided with further RACQ benefits. It is your responsibility to contact us once your manufacturer's assistance program expires to upgrade to full motoring membership and ensure you continue to receive roadside assistance.

Ultra Care Conditions

These conditions are published as an extension of the RACQ Roadside Assistance Regulations and pre-suppose the application of those regulations in all circumstances. All words or phrases, unless inconsistent with the context, have the same meaning as those words in the By-Laws of the RACQ.

1. Definitions

The following definitions apply to the operation of Ultra Care.

Accident means – Damage of any type which is, or could have been, covered by a motor vehicle insurance policy, including but not limited to: impact, theft, malicious damage, fire and storm.

Caravan means – A two, four, or six wheeled registered caravan, pop-top, or camper trailer towed behind your vehicle excluding caravans listed under condition 5, Eligibility and Access to Benefits.

Home means – Your principal place of residence. It is your responsibility to inform us of your correct address. Proof of this will be required at the time of obtaining benefits. If you reside at a location for four (4) weeks or more, this may be classified as your permanent place of residence.

Incident means – Mechanical breakdown, accident, theft or vandalism to your vehicle.

Member means – A person who has a current financial Roadside membership and current subscription to Ultra Care.

RACQ Consultant means – An RACQ Member Assistance Centre staff person empowered to authorise and arrange the provision of your Ultra Care benefits.

RACQ Roadside means – The membership of the RACQ, its features and benefits, conditions and entitlements as detailed in the Club Services booklet and Roadside Assistance Regulations booklet.

RACQ Contractor means – Businesses appointed by the RACQ or an affiliated Australian State Automobile Club or Association to carry out road service for members' nominated vehicles.

Recovery means – The transport of your vehicle to another location using a conventional car carrier.

Remote Area means – Any area where road service is not available from a contractor affiliated to an Australian State Automobile Club or Association.

Roadside Assistance means – Assistance to the member or driver when the nominated vehicle is unable to continue under its own power, due to mechanical and/or electrical failure. This service is limited to performing temporary repairs in order to make the vehicle operable at the side of the road, if possible, or failing this towing it to your nominated place of repair in accordance with your entitlements.

Serviced Area means – Any area covered by RACQ or an affiliated Australian State Automobile Club or Association, RACQ contractor, or contractor network which provides free or commercial breakdown service.

Trailer means – A two, four, or six wheeled boat trailer, horse or dog trailer or any other type of trailer towed behind your vehicle excluding trailers listed under condition 5, Eligibility and Access to Benefits.

Vehicle means – Your vehicle or motorcycle nominated for Ultra Care and Roadside and any vehicle or motorcycle driven by you which is not excluded under condition 5.

You or Your means – The financial member of Roadside who is a subscriber to Ultra Care, and/or the driver of your nominated vehicle or motorcycle and any vehicle or motorcycle driven by you which is not excluded under condition 5, Eligibility and Access to Benefits.

2. Service Provision

Our ability to provide assistance is governed by the resources available in the area of incident and the location and accessibility of your vehicle. Even so, your RACQ Consultant will make every endeavour to assist.

3. Maximum Benefits

The value of the benefits provided to you under any option or combination thereof shall not exceed \$3300 for any one incident or a combination of incidents occurring in any one Ultra Care financial year.

Ultra Care maximum annual benefits of \$3300 are doubled for Gold and Gold50 members, taking them to \$6600 per annum. Stated limits per individual incident are not doubled. Loyalty level benefits and double value benefits are limited to one nominated vehicle per membership.

In all cases Ultra Care benefits only apply to:

- You driving any eligible vehicle and up to 4 passengers travelling with you in that vehicle at the time of the incident, or
- The driver of your nominated vehicle and up to 4 passengers travelling in your nominated vehicle at the time of the incident.

In all cases benefits of Ultra Care will only be provided to a driver of your motor vehicle if you and the driver are permanent residents of Australia. In some cases the driver may need to pay for the service cost and claim for reimbursement up to the limit of the benefit.

4. Waiting Period

Ultra Care benefits do not apply to any incident occurring within 72-hours of receipt of Ultra Care payment or changing your nominated vehicle or home address.

It is the member's responsibility to inform RACQ promptly of any change in membership details (including residential address, vehicle registration and other relevant particulars).

5. Eligibility And Access To Benefits

The Ultra Care product and its benefits are available to Roadside members only within Australia, on the condition that the nominated vehicle membership is current. RACQ Lifestyle members are not eligible for Ultra Care benefits.

Travel benefits are only available provided that the vehicle or caravan/trailer is located 100km or more from your principal place of residence and cannot be repaired within 24-hours as assessed by the RACQ and the RACQ contractor or qualified repairer or by any affiliated Australian State Automobile Club or Association.

Vehicles must be at a place of repair before travel benefits can be arranged.

In the event of theft the vehicle must be reported stolen to the police and must be missing for a period greater than 24-hours.

5.1 Vehicles

Ultra Care is available to all vehicles that are eligible for Roadside membership with the following exceptions:

- Specialised vehicles (i.e. trucks, buses and other heavy duty vehicles) over 4 tonnes gross weight.
- Taxi or Private Vehicle Hire (PVH) vehicles or Limousines (L).
- Rental Vehicles.
- Vehicles being offered for sale by a licensed motor vehicle dealer.
- Unregistered vehicles or vehicles on a day registration permit.
- Registered and unregistered tractors and farm equipment.
- Vans, utilities and motorcycles used for courier purposes.
- Vehicles being used or tested in preparation for racing, trial, speed or hill climbing test, or being used on a race track for any purpose.
- Others as determined from time to time, details available from RACQ.

Benefits are not available in respect of any incident claimable under Ultra Care which occurred prior to the date of joining or within the waiting period.

5.2 Caravans and Trailers

The Ultra Care benefits set out in this brochure will apply to any registered caravan or trailer you are towing, with the following exceptions:

- Caravans used as a permanent residential premises. A caravan that has been situated at one location for more than four (4) weeks may be deemed as being a permanent place of residence.
- Caravans or trailers exceeding 4 tonnes gross weight
- Caravans or trailers exceeding 23 feet in length including drawbar
- Unregistered caravans or trailers or those on a day registration permit
- Caravans or trailers which use a fifth-wheel (semi-trailer) hitch.
- Motorised Homes

In some areas where contractors are not able to offer assistance on a caravan, the driver may need to pay for the service cost and claim reimbursement up to the limit of the benefit.

Ultra Care is not motor vehicle insurance cover. We recommend motorists always have adequate motor vehicle insurance cover in addition to Ultra Care.

6. Roadside Assistance

Roadside Assistance is provided to your vehicle, free from the nearest RACQ Contractor's premises to the point of breakdown, up to a maximum distance of 120km.

7. Emergency Fuel Delivery

If your vehicle accidentally runs out of fuel, we will provide free petrol or diesel up to the maximum annual entitlement of \$60. Fuel entitlements will be delivered only in increments sufficient to allow your vehicle to be driven to the nearest petrol station. The annual entitlement will not be delivered in a single instance. This benefit does not apply if the vehicle is at a service station.

In circumstances beyond our control (e.g. a fuel strike), Ultra Care may be unable to provide this benefit.

8. Emergency Locksmith Assistance

Where possible, your RACQ Consultant will organise and we will pay up to a maximum annual entitlement of \$165 for a locksmith to provide one ignition key or door entry key to mobilise the vehicle.

Where the vehicle is immobilised by an anti-theft device, assistance will be provided for the purpose of removing the device only. The cost of replacement parts, ignition barrels, door locks or keys is not covered.

In the case of a lockout of your caravan, this benefit will cover the cost of a locksmith gaining entry to your caravan, or providing a new door entry key, up to the value of \$165 per annum.

9. Taxi

If your vehicle needs to be towed following an incident, your RACQ Consultant will arrange and we will pay for a taxi to transport you and your passengers to your destination. Taxi services will generally be available only in metropolitan areas or country regional centres.

Every attempt will be made to make taxi arrangements as required, however in some cases taxi services may not be available. The maximum annual entitlement is \$55.

10. Towing

Ultra Care does not include any expenses incurred in the towing of vehicles including caravans and trailers beyond the specified distance limitations. Free towing does not apply in the event of an accident or the theft of your vehicle or caravan/trailer.

In the event that your vehicle breaks down on a road or driveway which is inaccessible under all weather conditions by a two-wheel-drive vehicle you may be required to contribute to towing costs.

In the event that your vehicle breaks down interstate, you may only receive Roadside level free towing. In this case, you may be required to pay the extra towing up front and seek reimbursement up to your entitled Ultra Care towing limits from RACQ when you return to Queensland with the original receipts.

11. Special Towing

Where towing services cannot be provided due to the inaccessibility of your vehicle or the need for special equipment which exceeds the free entitlement in Roadside, Ultra Care will pay a maximum annual entitlement of \$165 for these additional services.

This benefit does not apply in the event of an accident or theft of your vehicle or caravan/trailer, or for vehicles over 4 tonnes gross weight.

12. Remote Areas

In remote areas where road service is not available from RACQ, an RACQ contractor or any affiliated Australian State Automobile Club or Association, such towing or service charges up to 120km maximum will be reimbursed at current RACQ rates on production of receipts. This benefit does not apply in the event of an accident or theft of your vehicle.

Benefits are limited to those services available in the local area.

13. Accommodation

An allowance of up to \$110 per night applies to accommodation costs (room only – meals and telephone expenses are not covered). This is for accommodation relevant to the number of passengers. i.e. singles will receive standard double rooms, couples will receive standard double rooms. You are not able to upgrade your accommodation to reach the \$110 limit. This allowance will not apply to payment for pre-booked accommodation.

In the event of both the vehicle and caravan being involved in a breakdown, being stolen or involved in an accident, Ultra Care Membership will provide you with a maximum of 7 nights accommodation or 5 nights with Option 1.

14. Rental Vehicle

This benefit is limited to the availability of a suitable vehicle in the local area and is subject to any conditions or restrictions (such as age limitation) imposed by the rental company. Ultra Care will pay the daily hire rate, stamp duty and GST up to \$100 per day. You are responsible for all the running and incidental costs, including any insurance excess that may apply in the event of a claim, and any deposit required by the rental vehicle company. In most cases deposits may require a credit card.

In the event that a rental vehicle is not available, your RACQ Consultant will endeavour to make alternative arrangements.

When a rental vehicle is provided for a period of 24-hours after towing (less than 100km from home) the annual entitlement is up to \$220.

15. Rental Trailer

This benefit is limited to the availability of a suitable trailer in the local area and is subject to any conditions or restrictions (such as age limitation) imposed by the rental company. Ultra Care will pay the daily hire rate, stamp duty and GST up to a value of \$165pa for 24-hours. You are responsible for incidental costs including any insurance excess that may apply in the event of a claim, and any deposit required by the rental company. In most cases a deposit may be required by credit card.

16. Alternative Transport

If you choose to continue to your travel destination while your vehicle is recovered to your home location, no transport, accommodation or any other expense incurred on the return journey home will be met by Ultra Care.

17. Recovery

Excludes recovery of vehicles exceeding 5.5 metres in length, 2.3 metres in width, 2 metres in height and 2.5 tonnes in gross weight. (Normal transport industry limitations also apply.)

Recovery is conditional on the availability of a suitable car carrier operating within normal industry standards. In some remote areas recovery may not be possible.

Recovery does not apply to mobile or disabled caravans, boat trailers and all other types of trailers.

You are responsible to pay for all costs associated with any sea crossings or vehicle storage.

18. Spare Parts Location and Transportation

If you decide to have your vehicle repaired rather than recovered, and the repairer requires spare parts which are not available locally, your RACQ Consultant will endeavour to locate the appropriate spare parts, and if we can get them to the repairer faster than if the repairer ordered the parts, we will arrange and pay for transportation costs. Any parts, labour or other costs associated with the repair of the vehicle are at your expense. This benefit does not apply in the event of an accident or theft of the vehicle.

19. Refunds

No refund of Ultra Care subscriptions will be made.

20. Pets

Although most public transport companies and many accommodation properties will not permit pets, every attempt will be made to assist you in accommodating and transporting your pet. All costs are payable by you.

21. Legal Representation

This benefit is limited to legal representation associated with the use and ownership of a motor vehicle. Entitlement to this benefit is at the discretion of an RACQ Consultant. Where the requirements for legal representation are met we will contribute up to \$165 per annum. It is the member's responsibility to contact and consult their legal representative.

22. General

The RACQ reserves the right to decline any Ultra Care application or renewal at any time.

The decisions regarding transportation, recovery and accommodation are at the discretion of your RACQ Consultant.

The RACQ accepts no responsibility for damage to vehicles and property whilst in the care of RACQ, its agents and contractors.

No responsibility or liability is accepted for any loss of income or any other expenses or damage that may be incurred through the inability to provide the services listed in this booklet.

Insurance coverage cost and risk are entirely your responsibility in all circumstances and you agree to indemnify the RACQ, any affiliated Australian State Automobile Club or Association, RACQ contractor or repairer, against any loss, damage or claims.

Extra costs for transport from an RACQ contractor or affiliated Australian State Automobile Club or Association depot, or repairer to motel premises, rental vehicle depot or other locations will be your responsibility.

Prior to the provision of Ultra Care benefits, you and the driver of your nominated vehicle will be required to produce a current Australian driver licence or proof of Australian residency showing the holder's current place of residence.

Ultra Care benefits will not be provided to any person driving a vehicle which is not roadworthy and fully registered, at the time of the incident giving rise to a claim for benefits (day permits are not acceptable).

Contact Us

For further information, please see your local RACQ store, visit our website at racq.com, or call us 24 hours every day on 13 1905.

Insurance products are issued by RACQ Insurance Limited. Conditions may apply. Always read the PDS, available from RACQ before selecting a policy.

 **Motoring**

 **Insurance**

 **Travel**

 **Finance**

RACQ

**in store | racq.com | 13 1905
24 hours every day**

RACQ Operations Pty Ltd ABN 80 009 663 414

as agent for The Royal Automobile Club of Queensland Limited ABN 72 009 660 575,
RACQ Insurance Limited ABN 50 009 704 152

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