

# *RACQ Ultimate Roadside Assistance*

*The ultimate in motoring protection*



**RACQ**

# Welcome to RACQ Ultimate

*RACQ Ultimate offers the ultimate security and peace of mind as our most comprehensive motoring assistance product. 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.*

RACQ Ultimate is available to RACQ members who have a current driver's licence and are residents of Queensland at the time of joining.

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

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

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

## Contents Page

<b>Summary Page</b>	4
Who's covered	
<b>Local Benefits</b>	6
24-Hour Road Service	
Towing	
Caravans and Trailers	
Special Towing	
Taxi	
Legal Representation	
Emergency Fuel	
Emergency Message Facility	
Guides	
Emergency Locksmith Assistance	
Rental Vehicle	
Accident and Theft Assistance	
Windscreen Chip or Crack Repair	
<b>Travel Benefits</b>	9
When you are 100km or more from home	
Options	
<b>Benefits Explained</b>	10
Accommodation Benefit	
Rental Vehicle Benefit	
Vehicle Recovery Benefit	
Alternative Passenger Transport Benefit	
Urgent Spare Parts	
Accident and Theft Assistance	
<b>Caravan &amp; Trailer Benefits</b>	12
Towing	
Special Towing	
Emergency Locksmith Assistance	
Accommodation	
Trailer Hire	
Caravan & Trailer Recovery	
Conditions & Limitations	
<b>Classic and Imported vehicles</b>	14
<b>Calling For Assistance</b>	15
<b>Conditions</b>	16

Where RACQ Insurance products are identified please refer to the disclosure statement on the back cover.

# Summary

RACQ Ultimate could save you up to \$7000 per annum in assistance benefits following a breakdown, accident or theft, at home or away.

## Who's covered?

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

A 72-hour waiting period from receipt of RACQ Ultimate payment and after change of address or nominated vehicle applies.

Local Benefits	
<b>24-Hour Road Service</b>	Included - up to 200km
<b>Towing after a breakdown</b>	<ul style="list-style-type: none"> <li>Up to 100km in any direction</li> <li>Up to 200km to the attending RACQ Contractor's premises</li> <li>Second free tow up to 10km in any direction</li> </ul>
<b>Special Towing after a breakdown</b>	RACQ arranges & pays (up to \$250 p.a.)
<b>Taxi after towing</b>	RACQ arranges & pays (up to \$150 p.a.) including second taxi per incident
<b>Legal Representation**</b>	RACQ arranges & pays (up to \$300 p.a.)
<b>Emergency Fuel</b>	RACQ arranges & pays (up to \$100 p.a.)
<b>Emergency Message Facility</b>	RACQ arranges
<b>Guides</b>	Two free issues per membership year
<b>Emergency Locksmith Assistance</b>	RACQ arranges & pays (up to \$300 p.a.)

Local Benefits cont.	
<b>Rental Vehicle after towing</b>	RACQ arranges & pays (for 3 days – up to \$330 p.a.)
<b>Accident &amp; Theft Assistance</b>	RACQ arranges & pays (Taxi or Rental Vehicle benefits apply, as above)
<b>Front Windscreen Chip or Crack Repair</b>	RACQ arranges & pays (1 chip or crack repair up to \$80 p.a. on nominated vehicle)
Travel Benefits when 100km or more from home and repairs are estimated by RACQ to take longer than 24 hrs	
<b>Accommodation</b>	RACQ arranges & pays (up to 12 nights)
<b>Rental Vehicle</b>	RACQ arranges & pays (up to 12 days)
<b>Alternative Passenger Transport</b>	RACQ arranges & pays (for driver and 5 passengers)
<b>Vehicle Recovery</b>	RACQ arranges & pays
<b>Urgent Spare Parts location</b>	RACQ arranges (member pays)
<b>Caravan &amp; trailer Assistance</b>	RACQ arranges & pays (Recovery, accommodation assistance & trailer hire benefits)
<b>Accident &amp; Theft Assistance</b>	RACQ arranges & pays (Rental Vehicle and Accommodation benefits apply)

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

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

\*\*Refer to Conditions for details on Legal Representation

# Local Benefits for everyday use

RACQ Ultimate extends to vehicle breakdowns and accidents (except where stated) anywhere in Australia. There is a 72-hour wait after receipt of RACQ Ultimate payment, changing address, or changing the nominated vehicle. Benefits are not available for any incidents that have occurred prior to joining RACQ Ultimate, or that have occurred during the waiting period.

## 24-Hour Roadside Assistance

Free Roadside Assistance is provided to your vehicle, from the nearest RACQ Contractor's premises to the point of your vehicle's breakdown, up to a maximum distance of 200km.

## Towing

Free towing up to 100km in any direction from the point of breakdown, or up to 200km to the attending RACQ Contractor's premises or intermediate location en-route. A second free tow of up to 10km in any direction is also available, where required.

Free towing is not available after an accident or theft of your vehicle. However, your RACQ Consultant can assist with these arrangements. *Refer to clause 10 in Conditions.*

## 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 100km in any direction from the point of breakdown, or up to 200km 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 \$250 per annum. For a full list of benefits please refer to the Caravan and Trailer Benefits section on page 12.

## Special Towing

We will arrange and pay up to \$250 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. *Refer to clause 11 in Conditions.*

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 \$150 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 provide free motoring related legal advice as part of your membership entitlements. Where legal representation is required in association with the use and ownership of a motor vehicle, we will contribute up to \$300 per annum. *For more information, refer to clause 22 in Conditions.*

## Emergency Fuel

RACQ will provide sufficient fuel to enable a vehicle that has accidentally run out of fuel to be driven to the nearest service station up to \$100 per annum.

## 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

Two free guides are available to RACQ Ultimate members per subscription year. These can be obtained from your local RACQ store.



## **Emergency Locksmith Assistance**

If the keys to your vehicle are lost or damaged we will arrange to pay up to \$300 per annum for parts and labour required for a replacement ignition/door entry key. Refer to clause 8 in Conditions.

## **Rental Vehicle**

If your vehicle needs towing, where available your RACQ Consultant will arrange and pay for a rental vehicle for up to 3 days, up to the value of \$110 per day.

The annual entitlement is \$330. Rental conditions apply. This benefit only applies after a breakdown, accident or theft and is available only for the length of time it takes to repair your vehicle (up to 3 days). Refer to clause 14 in Conditions.

## **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 Ultimate does not provide towing or roadside repairs after an accident, 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 claims process.

## **Windscreen Chip or Crack Repair**

If you receive a chip or crack in your front windscreen you will receive a free windscreen chip or crack repair up to the value of \$80 per annum to repair the damage. The service will be arranged by your RACQ Consultant. This benefit applies to your nominated vehicle only and cannot be used for windscreen replacements. Refer to clause 15 in Conditions.

# 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 RACQ Ultimate 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.

The driver of the nominated vehicle will be required to show a current driver's 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. Please read the Conditions that are explained further in the back of this booklet.

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

RACQ Ultimate 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 6 days, up to a maximum value of \$110 per day, and up to 6 nights accommodation up to a maximum value of \$200 per night, or up to 12 nights without a vehicle. Refer to clauses 13 and 14 in Conditions.

### **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 12 consecutive days, up to a maximum value of \$110 per day, while your vehicle is being repaired. Refer to clause 14 in Conditions.

### **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 5 passengers. We will also pay for the return fare for you, or your nominated driver, to collect the vehicle when it has been repaired. *Refer to clause 17 in Conditions.*

### **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 5 passengers if you are towing a caravan or trailer at the time, we will also pay for it to be recovered with the vehicle. The cost for additional passengers must be paid by the driver. In the event of an accident the vehicle and/or caravan and trailer will need to be repaired to a roadworthy condition before we recover it. *Refer to clause 18 in Conditions.*

## **Benefits Explained**

### **Accommodation Benefit**

While your vehicle is under repair, accommodation will be provided for you and up to 5 passengers up to 12 nights, or up to 6 nights in conjunction with a rental vehicle. *Refer to clause 13 in Conditions. (see option 1)*

Where you decide to travel by rail or coach and need to wait for the next available service, accommodation up to 6 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 12 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 6 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. *Refer to clause 14 in Conditions. (see options 1 & 2)*

### **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. If you are towing a caravan at the time, this will also be recovered. 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 included in 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 5 passengers. *Refer to clause 18 in Conditions. (see option 4)*

### **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 5 passengers, either to your home or intended destination. *Refer to clause 17 in Conditions. (see options 3 & 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. This benefit does not apply to accident damage. *Refer to clause 19 in Conditions. (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

RACQ Ultimate 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 100km in any direction from the point of breakdown, or up to 200km 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 100km in any direction from the point of breakdown, or up to 200km to the attending Contractor's premises.

## Special Towing

RACQ will arrange and pay up to \$250 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 \$300 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 5 passengers for up to 12 nights (up to \$200 per night). *Conditions apply.*

## 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 up to 48 hrs up to the value of \$330 per annum. *Rental conditions apply. Refer to clause 16 in Conditions.*

## Caravan & Trailer Recovery

If your caravan or trailer needs to be recovered rather than repaired, your RACQ Consultant will make all the necessary arrangements and pay for your caravan or trailer to be transported to your home, destination or alternative location of your choice. For full details see the *Vehicle Recovery* section on page 11. This service may be limited depending on the transport options available within the area. This service is also not available for caravans or trailers that exceed 5.5 metres in length (including the drawbar). *Refer to clause 18 in Conditions.*

## 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. 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.

## Limitations

Depending on the dimensions of your caravan or trailer, there are some restrictions on the service that we are able to provide. Please contact us on 131905, 24 hours, to check what services are available for your particular caravan or trailer.

As a guide, we are unable to provide free towing to caravans / trailers that are over 7m long (including draw bar), 2.3m wide and over 4 tonnes. In addition, we are unable to provide any services for fifth wheel trailers, due to the specialised equipment required. *Refer to clause 5.2 in Conditions.*

# Classic & Imported Vehicles

## Pre 1945 vehicles

RACQ Ultimate is available for veteran, vintage and classic cars manufactured prior to 1945.

Normal RACQ Ultimate entitlements up to \$7000 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 RACQ Ultimate 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

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

Entitlements up to \$7000 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 and
- 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 1800 680 062 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 Ultimate 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.

# RACQ Ultimate 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 RACQ Ultimate

**Accident:** 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:** 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:** 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 claiming benefits. If you reside at a location for four (4) weeks or more, this may be classified as your permanent place of residence.

**Incident:** Mechanical breakdown, accident, theft or vandalism to your vehicle.

**Member:** A person who has a current financial RACQ Roadside membership and current subscription to RACQ Ultimate.

**RACQ Consultant:** An RACQ Member Assistance Centre staff person empowered to authorise and arrange the provision of your RACQ Ultimate benefits.

**RACQ Roadside:** The membership of the RACQ, its features and benefits, conditions and entitlements as detailed in the Club Services booklet and Road Side Assistance Regulations booklet.

**RACQ Contractor:** Businesses appointed by the RACQ or an affiliated Australian State Automobile Club or Association to carry out roadside assistance for members' nominated vehicles.

**Recovery:** The transport of your vehicle to another location using a conventional car carrier.

**Remote Area:** Any area where roadside assistance is not available from a contractor affiliated to an Australian State Automobile Club or Association.

**Roadside Assistance:** 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:** 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:** 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:** Your vehicle or motorcycle nominated for RACQ Ultimate and RACQ Roadside and any vehicle or motorcycle driven by you which is not excluded under condition 5.

**You or Your:** The financial member of RACQ Roadside who is a subscriber to RACQ Ultimate, 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, 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 \$7000 for any one incident or a combination of incidents occurring in any one RACQ Ultimate financial year.

In all cases RACQ Ultimate benefits only apply to:

- You driving any eligible vehicle and up to 5 passengers travelling with you in that vehicle at the time of the incident, or
- The driver of your nominated vehicle and up to 5 passengers travelling in your nominated vehicle at the time of the incident. In all cases benefits of RACQ Ultimate will only be provided to a driver of your motor vehicle if you and the driver are 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

RACQ Ultimate benefits do not apply to any incident occurring within 72-hours of receipt of RACQ Ultimate 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 RACQ Ultimate product and its benefits are available to RACQ Roadside members only within Australia, on the condition that the nominated vehicle membership is current. RACQ Lifestyle members are not eligible for RACQ Ultimate 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

RACQ Ultimate is available to all vehicles that are eligible for RACQ 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 RACQ Ultimate which occurred prior to the date of joining or within the waiting period.

### 5.2 Caravans and Trailers

The RACQ Ultimate 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.

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

## 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 200km.

## 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 \$100, however we will only provide enough free fuel to get your vehicle to the nearest available service station. This benefit does not apply if the vehicle is at a service station.

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

## Contact Us

For further information, please see your local RACQ store, visit our website at [racq.com](http://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](http://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

2649 Logan Road, Eight Mile Plains, Qld 4113

## 8. Emergency Locksmith Assistance

Where possible, your RACQ Consultant will organise and we will pay up to a maximum annual entitlement of \$300 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 \$300 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 \$150.

## 10. Towing

RACQ Ultimate 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 RACQ Ultimate 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 RACQ Roadside, RACQ Ultimate will pay a maximum annual entitlement of \$250 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 roadside assistance is not available from RACQ, an RACQ contractor or any affiliated Australian State Automobile Club or Association, such towing or service charges up to 200km 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 \$200 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 \$200 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, RACQ Ultimate Membership will provide you with a maximum of 12 nights accommodation or 6 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. RACQ Ultimate will pay the daily hire rate, stamp duty and GST up to \$110 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, one-way drop off fees 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 3-days after towing (less than 100km from home) the annual entitlement is up to \$330.

## 15. Windscreen Chip or Crack Repair

An allowance of up to \$80 per repair, per annum applies to windscreen chip or crack repairs undertaken on the nominated vehicle. This service will be arranged by the RACQ Consultant and there may be a waiting period involved depending on availability of services within the region. In areas where a qualified auto glass repairer cannot be located, the member may be required to travel to another location to have the repair completed. In the instance where the chip or crack necessitates a full windscreen replacement, this will be at the member's expense and the Ultimate benefit will not apply. This benefit is not transferable to any windscreen replacement.

## 16. 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. RACQ Ultimate will pay the daily hire rate, stamp duty and GST up to 48 hours up to \$330 per annum. 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.

## 17. 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 RACQ Ultimate.

## 18. Recovery

Excludes recovery of vehicles, caravans and trailers exceeding 5.5 metres in length, 2.3 metres in width, 2 metres in height and 3 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.

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

## 19. 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.

## 20. Refunds

No refund of RACQ Ultimate subscriptions will be made.

## 21. 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.

## 22. 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 \$300 per annum. It is the member's responsibility to contact and consult their legal representative.

## 23. General

The RACQ reserves the right to decline any RACQ Ultimate 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 RACQ Ultimate benefits, you and the driver of your nominated vehicle will be required to produce a current driver's licence or proof of Australia residency showing the holder's current place of residence.

RACQ Ultimate 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).