

Roadside Assistance Regulations

Entitlements & Conditions



Welcome to RACQ's Roadside Assistance benefits

This booklet explains how we can help when you have problems with your nominated vehicle. Please take a few minutes to familiarise yourself with your roadside assistance entitlements and conditions of RACQ Roadside.

When your vehicle won't go or stops due to mechanical or electrical problems, we will try to get it mobile again. If we can't, we'll have it towed (as set out in the following pages) to a repairer of your choice, from that point any repairs are at your discretion and cost.

An important point to note is that free RACQ roadside assistance does not cover you in the event of an accident and is not a substitute for motor vehicle insurance.

Nevertheless, members involved in accidents can contact RACQ and, as a courtesy, we will refer your request for assistance to the local RACQ towing contractor. This is done on the understanding that the member or their insurer will be responsible for the associated charges.

Our Consultants can also relay urgent messages for you, or arrange accommodation or alternative transport at your cost.

If you have Ultra Care or RACQ Ultimate, additional protection and financial benefits are provided to you no matter which eligible vehicle you are driving, as well as to any eligible driver of your nominated vehicle, in the event of a breakdown or accident. Please ask for details of Ultra Care and RACQ Ultimate at any RACQ store or phone 13 1905.

When your nominated vehicle does break down, don't worry, all you have to do is call us on 13 1111.

Wherever you travel in Australia our extensive network of RACQ staff and contractors in Queensland, and nationwide through reciprocal arrangements with our affiliated State Automobile Clubs/Associations, means help is just a phone call away.

So whenever you need assistance, on the road or at home, we're on call for you.

Drive carefully and enjoy your motoring.

Glenn Toms

General Manager - Operations



Service entitlements

Under RACQ Roadside membership, roadside assistance entitlements are provided to your nominated vehicle, regardless of who is driving. Membership must be current at the time service is requested.

RACQ Gold, Gold50 and *free2go* members (2nd year) and members with RACQ Ultra Care or RACQ Ultimate are entitled to services in any eligible vehicle they are driving. The member (cardholder) entitled to personal roadside assistance must be with the vehicle when breakdown service is provided. Production of the appropriate driver's licence will be required before service is provided.

Additional entitlements may be available to members who have purchased Plus Care, Ultra Care or RACQ Ultimate. Please see respective brochures for details.

Mechanical/Electrical Breakdown

Free attendance up to 40km from the nearest available RACQ Contractor's premises.

In the event of a flat battery, a "jump-start" may be provided, and when required a replacement battery can be made available at the driver's cost. Subject to availability.

Towing

If your vehicle cannot be made mobile, free towing is provided up to 10km in any direction from the breakdown site or, where applicable (outside Brisbane and Gold Coast metro area), up to 40km to return to the attending RACQ Contractor's premises or intermediate location en route.

Free towing is not available after an accident or theft of your vehicle.

Vehicles over 2.5 tonne gross weight may require specialist equipment. Any specialist equipment and/or additional labour may be at the drivers cost – unless covered by Plus Care, Ultra Care or RACQ Ultimate. See Plus Care, Ultra Care and RACQ Ultimate brochures for any benefits/entitlements.



Emergency Fuel

When your vehicle accidentally runs out of fuel, RACQ can deliver unleaded petrol or diesel up to 40km from the nearest available RACQ Contractor's premises.

The fuel is provided at the driver's cost unless the member has Plus Care, Ultra Care or RACQ Ultimate, in which case fuel will be supplied within their respective service entitlements.

Lockout

Free service, up to 40km from the nearest available RACQ Contractor's premises, to open your vehicle when the keys are locked in it. In the event of lost keys, or damaged locks, or when we are unable to open your vehicle, the services of a locksmith can be arranged at the driver's cost

Your vehicle is specifically designed by the manufacturer not to be broken into. Following your request to retrieve keys locked in a vehicle, RACQ will not take responsibility for any minor damage that may occur.

Wheel Changing

Free attendance up to 40km from the nearest available RACQ Contractor's premises to replace a faulty tyre/wheel with your vehicle's roadworthy spare, as defined by Queensland Government Legislation.

Where the weight of the wheel and tyre assembly is beyond the safe lifting capacity of a single person, it will attract a service fee for additional assistance requirements. This fee is payable by the driver.

Bogged Vehicle

Free attendance up to 40km from the nearest available RACQ Contractor's premises to recover your vehicle, where it can be accessed, without leaving a constructed road/driveway. Size and weight limits may apply for free service.

Any specialist equipment required and/or additional labour will be at the driver's cost.

Piloting

Free service from an RACQ patrol to escort your vehicle if you are visiting, leaving or passing through Brisbane. Call 13 1111 at least one hour before you need this service.

RACQ Help Line Assistance

If your vehicle cannot be mobilised at the roadside or if it is involved in an accident, call 13 1905 and an RACQ Help Line consultant can arrange at your request, a tow, a taxi, a hire car or accommodation (all at your cost) and/or relay urgent messages to family, friends or colleagues.



Service conditions

Service Attendance

Road service attendance to the breakdown site will be provided free up to a distance of 40km from the nearest available RACQ Contractor's premises via constructed roads/driveways.

Eligible Vehicles

All registered motor vehicles are eligible for RACQ Roadside service except:

- Trucks, buses and other heavy vehicles over 4 tonne gross weight.
- Taxis, limousines and other private rental hire vehicles.
- Registered and unregistered tractors and farm equipment.

However, RACQ Fleet Care membership may apply to some of these categories. Motorcycles requiring roadside assistance may experience delays in some country areas depending on equipment available.

Non Serviced Area

If for any reason an RACQ Contractor in a country area is unable to respond to your call, or if you are in a locality where there is no RACQ Contractor, then call any nearby garage, pay their charges and apply to the Club for consideration of an ex-gratia payment.

Service Deposit

If roadside assistance is required on your nominated vehicle and membership cannot be verified, then service will be provided on payment of a service deposit by the driver. This deposit will be refunded when membership details are confirmed by you, the member.

Note: Except for any liability which arises where roadside assistance and/or towing are being provided in accordance with these Regulations, RACQ and RACQ Contractors accept no responsibility for damage to vehicles or property. In addition, no responsibility will be accepted for any loss of income or any loss or damage arising from the inability to provide services.

Your caravan or trailer entitlements

The following caravan or trailer entitlements are included in RACQ Roadside.

Plus Care, Ultra Care and RACQ Ultimate provide additional assistance in the event of a breakdown involving your caravan or trailer, whether driving locally or far from home. For full details, ask at any local RACQ store or phone 13 1905 anytime.

Mechanical/Electrical Breakdown

RACQ will provide free minor repairs and/or adjustments up to 40km from the nearest available RACQ Contractor's premises, as stated in your service entitlements.

Wheel Changing

Replacement of a faulty tyre/wheel with your serviceable/roadworthy spare as defined by Queensland Government legislation, free up to 40km from the nearest available RACQ Contractor's premises, as stated in your service entitlements.

Towing

If your vehicle requires towing under these Regulations we will also tow your caravan or trailer for free up to 10km in any direction from the breakdown site or up to 40km (outside Brisbane and Gold Coast only) to return to the attending RACQ Contractor's premises.

Your caravan/trailer's running gear must be in a serviceable condition for towing of a caravan/trailer to be undertaken.

Where the caravan or trailer requires specialist equipment, as in the case of a broken axle, broken tow bar/linkage, springs or seized/collapsed wheel bearings or where excess distance beyond the free entitlement applies, the additional cost must be borne by the driver.



Free Service does not include:

- Provision of roadside assistance within a period of 24 hours from the time of your application to join RACQ, unless waived by payment of the Club's applicable service fee.
- Attendance and/or towing following damage of any type including fire or theft, which is, or could have been, covered by a motor vehicle insurance policy. Nor does this service include the removal of glass or towing associated with broken windscreens or windows. Should you ask for RACQ or an RACQ contractor to render such work it will be at your expense. You may then be able to make a claim on your insurance policy for recovery of that cost.
- Attendance by a patrol or tow truck when your vehicle is at or in an RACQ Contractor's premises, other motor garage or service station or any other place where repair facilities are available.
- Service and/or towing of unregistered vehicles or vehicles under repair or vehicles on a day registration permit.
- Responsibility for the supply of spare parts and/or tyres.
- Maintenance repairs or general mechanical repairs.
- Work on a vehicle in the event of lost keys, unserviceable or damaged steering locks.
- Transport of passengers beyond the safe carrying capacity of the road service towing vehicle, as per Queensland Transport guidelines. However, a taxi can be arranged at your expense. Members with Plus Care, Ultra Care or RACQ Ultimate may be able to claim taxi entitlements.



- Towing where the weight of the vehicle exceeds 2.5 tonne loaded or unloaded.
- Temporary repairs to steering, brakes or other related safety components. In such cases service will be extended to towing the vehicle to a place of repair within free distance limitations. Anything in excess of that distance will be charged to you.
- Any additional tow or service attendance in connection with the one breakdown. An additional tow will be provided to Gold/Gold50 members, within relevant entitlements. See Membership Levels & Benefits brochure for details.
- Boggie recovery not within reasonable reach of the road or driveway, or where special equipment and/or procedures are required.
- Wheel changing where the weight of the wheel and tyre assembly is beyond the safe lifting capacity of a single person.

Excessive Calls

When roadside assistance is requested on your membership policy more frequently than RACQ considers reasonable, you may be requested to ensure that the vehicle is placed in a sound mechanical and roadworthy condition and, until this has been done, any further requests for free service may be refused or service provided for a fee.

Membership and Other Fees

Membership and other fees paid to RACQ and its contractors are not refundable other than for consideration of a road service call reimbursement.

Reimbursements

Where payment is made for road service in excess of or in lieu of free entitlement under these Regulations and you feel extenuating circumstances exist, you may apply to RACQ for consideration of an ex-gratia payment. Your application should include all relevant details, accompanied by the original receipt covering payment, be signed by you and submitted within 90 days of the call for service. Address to: Road Service Manager, PO Box 4, Springwood, Qld, 4127.

Definitions

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.

Attending RACQ Contractor

The RACQ Contractor assigned to or undertaking the provision of roadside assistance to a nominated vehicle.

Attending RACQ Contractor's Premises

Normal place of business from where the RACQ Contractor operates its road service operations.

Breakdown

Your vehicle is immobilised due to mechanical or electrical fault, but does not include incidents such as accident, theft, impact damage, vandalism or any insurable incident, whether you intend to claim or not.

Constructed Road/Driveway

A government gazetted road or driveway which is accessible under all weather conditions by a two-wheel-drive vehicle.

Free

That no charge is levied at the point of delivery of the service.

Intermediate Location

A location along the most direct route from a breakdown site to the attending RACQ Contractor's premises.

Membership

A membership that has not expired at the time of requesting service and for which the annual subscription fee has been paid.

Nominated Vehicle

The eligible motor vehicle/cycle whose registration number appears on the RACQ's membership register.

RACQ

RACQ Operations Pty Ltd ABN 80 009 663 414.
Agent for: The Royal Automobile Club of Queensland
Limited ABN 72 009 660 575.
2649 Logan Road, Eight Mile Plains Q 4113.

RACQ Contractor

An RACQ Contracted Service Provider operating an independent business contracted by the RACQ to provide defined services to RACQ members and drivers of their nominated vehicles.

Reciprocal

The RACQ member will receive the entitlements that the interstate Automobile Club/Association would normally provide to their members. Entitlements will vary from state to state.

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.

Roadworthy

Roadworthy as defined by Queensland Government Legislation.

Running Gear

The caravan or trailer's axle and wheel assemblies, springs, draw bars and couplings.

Service/Services

Any one or more of the services outlined in these Regulations.

Specialist Equipment

Equipment not normally operated by or made available to an RACQ Contractor, or equipment normally operated by an RACQ Contractor where the use, or method of use, is not normally associated with the provision of the services.

Some helpful tips for RACQ members

Help After An Accident

Free RACQ road and towing services are not provided to a vehicle following damage of any type, including fire, theft or impact, which could have been covered by a motor vehicle insurance policy.

Should your vehicle need to be towed after an accident, ask for an RACQ authorised towing contractor. Better still, phone RACQ Help Line on 13 1905 or your nearest available RACQ Contractor, who will arrange for the dispatch of a tow truck.

An important point to note is that free RACQ roadside assistance does not cover you in the event of an accident and is not a substitute for motor vehicle insurance.

Nevertheless, members involved in accidents can contact RACQ and, as a courtesy, we will refer your request for assistance to the local RACQ towing contractor. This is done on the understanding that the member or their insurer will be responsible for the associated charges.

If you are involved in an accident and your car requires towing, you may have to pay the tow truck operator for the towing charges, however in most cases, you can recover that cost from your motor vehicle insurer. It is your responsibility to confirm your insurance coverage with your insurer.

RACQ Insurance Claim

If you're insured with RACQ Insurance and you need to make a claim or arrange an accident tow, our Tele-Claims centre is available 24 hours, seven days a week on 13 7202. Claim forms are also available from any RACQ store or RACQ Insurance Selected Repairer.

Broken Windscreens/Windows

If you break a windscreen, call your insurance company prior to effecting repairs. (RACQ roadside assistance does not include the removal of glass or towing associated with broken windscreens or windows). If you are insured with RACQ Insurance, contact Tele-Claims on 13 7202 for assistance.





And for even more motoring protection

As an RACQ Roadside member you can purchase, at an additional fee, one of our extra assistance products, Plus Care, Ultra Care or RACQ Ultimate.

Plus Care

By choosing Plus Care you will receive greater roadside assistance benefits and financial entitlements, up to \$1100 a year. Whether you're at home or away, the entitlements include:

- Free taxi fare(s) after towing: up to \$27p.a.
- Free fuel if you accidentally run out: up to \$30p.a.
- Free emergency locksmith assistance: up to \$110p.a.
- Additional free towing distances, and
- An extensive range of travel benefits including accommodation, vehicle recovery, car hire and alternative transport for you and your passengers.

Ultra Care

Ultra Care has all the advantages of Plus Care with even more benefits and financial entitlements, up to \$3300 a year. Service benefits are enhanced with the inclusion of accident and theft assistance. You will receive roadside assistance no matter which eligible vehicle you are driving, and any eligible driver of your nominated vehicle is also covered.

RACQ Ultimate

For the Ultimate in personal and roadside assistance, RACQ Ultimate has all the advantages of Ultra Care with even more benefits and financial entitlements, up to \$7000 a year. As with Ultra Care, benefits include accident and theft assistance. You will receive roadside assistance no matter which eligible vehicle you are driving, and any eligible driver of your nominated vehicle is also covered.

For full details of Plus Care, Ultra Care and RACQ Ultimate ask for the relevant brochure at any local RACQ store or phone 13 1905 anytime.

Associate Motoring Membership

Associate Motoring Membership is available to 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.

Safety

Due to the nature and location of some breakdowns, your vehicle may need to be towed to a safe location before a patrol can check it. It is important to listen and be guided by the patrolman or tow operator to ensure the safety of you and your passengers.



What to do when your car breaks down



1. First, look around, determine your location and gather your details.
2. Call RACQ Roadside Assistance on 13 1111.
3. Advise us of your:
 - Registration number or membership card number
 - Exact location details including nearest corner street
 - Contact number (eg mobile if you have one)
4. Wait with the vehicle or at an agreed pick-up point.

Please be aware if you are not available when the patrol arrives, the patrol will wait a short period only before proceeding to the next job.

RACQ Gold, Gold50, *free2go* (2nd year) members, or members with Ultra Care or RACQ Ultimate, must advise their membership card number when calling and produce their membership card or driver licence to receive service when not in the nominated vehicle.

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.



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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