



# Consumer Roadside Terms & Conditions

My NRMA and Roadside  
Assistance Packages

# Welcome to the NRMA

This brochure explains the terms and conditions of Your Membership, Your level of cover, the services we provide, and finally, Your rights and obligations as a Member of the NRMA. It's a good idea to keep this information handy. That way, You have all the information You need at hand whenever You call us for help.

## Subscription Packages

- My NRMA
- Everyday Care
- Complete Care
- Ultimate Care
- Classic Care
- Premium Care
- Premium Plus
- Traveller Care
- Free2go
- Basic Care

## Subscription Package Add-ons

- Tow Plus
- Windscreen Plus
- Pet Plus
- Key Plus
- Vehicle Plus

# Roadside Assistance

We provide Roadside Assistance for Vehicles nominated by Everyday Care, Complete Care, Ultimate Care Premium Plus, Premium Care, Classic Care, Free2go and Basic Care. For information about Free2go Membership, refer to [mynrma.com.au/free2go](http://mynrma.com.au/free2go).

## Areas we cover

We provide our Roadside Assistance services across NSW and ACT. Members travelling interstate or overseas can also receive roadside assistance services from the Australian Motoring Clubs and our affiliated motoring organisations. Other benefits provided as part of Your Available Subscription Package including My NRMA may be available Australia wide.

## Current fees

To find our current joining fees, Subscription Fees, On-Road Join and Go and service fees, head to [mynrma.com.au](http://mynrma.com.au) or visit your local NRMA office.

## Contacting us

To speak with someone about Your Membership, call **13 11 22** or visit Your local NRMA office. You can also visit [mynrma.com.au](http://mynrma.com.au) to view Your Membership information, update Your details and manage Your marketing subscriptions. If You need Roadside Assistance, call **13 11 22** from anywhere in Australia, 24/7.

- Complete Care, Ultimate Care, Traveller Care, Premium Care and Premium Plus Members call 1300 772 273 for Roadside Assistance, arranging benefits and all other enquiries.

# Contents





# Our subscription packages

## 1. My NRMA

My NRMA entitles You to all various rights and benefits (such as deals and discounts). My NRMA benefits, offers and participating partners will vary from time to time and are subject to change at the discretion of the NRMA. Each benefit and offer is subject to separate terms and conditions and You may also be subject to the participating partner's terms and conditions of sale or service.

My NRMA excludes Roadside Assistance, Towing Services and related services. If You have a My NRMA Subscription Package only and you break down and require Roadside Assistance, you will be required to pay an On-Road Join and Go fee to upgrade to Everyday Care, Complete Care or Ultimate Care (additional conditions apply for Complete Care and Ultimate Care).

Club Care is no longer available for purchase effective from 1 April 2018. Members that currently hold a Club Care Subscription Package will receive a renewal for My NRMA on their next renewal date or the anniversary of their next renewal date.

My NRMA benefits are also available to Members with a current Available Subscription Package. For more information on My NRMA, visit:

**[mynrma.com.au/welcome](http://mynrma.com.au/welcome)** For the current benefits and current terms and conditions for each, please go to: **[mynrma.com.au/membership/benefits](http://mynrma.com.au/membership/benefits)**

You will be required to validate Your Membership before You can redeem any benefits under My NRMA. To access My NRMA benefits You will be required to have a smartphone as some My NRMA benefits can only be redeemed using the My NRMA app (which is Android and iOS compatible).

The NRMA and our participating partners will not exchange or refund My NRMA benefits for anything else, including for cash or gift cards.

You are responsible for the use of the Member ID, vouchers or codes provided as part of the program in accordance with instructions and the Member Benefit terms and conditions below.

## **1.1 My NRMA: Member benefit Terms and Conditions**

Participation in the My NRMA Program – Under our My NRMA Program, we and our Program Partners have agreed to provide You with benefits that may include discounts, upgrades or other offers. Eligibility to participate is open only to individual persons and not open to corporate. Your participation is at our discretion, and we may accept or revoke Your eligibility without prior notice and for any reason, including if You:

- fail to comply with these terms and conditions or those displayed on a Member ID; or
- cease to be a Member of NRMA.

### **Program benefits**

The benefits available under the My NRMA Program are listed on our website and advertising issued by us or by our Program Partners from time-to-time. We take reasonable care to ensure that information we publish in relation to the My NRMA Program is accurate but do not accept any liability relating to information provided by third parties. All descriptions of benefits we publish are based on information supplied by Program Partners.

All benefits are subject to availability and other terms and conditions which may be imposed by Program Partners. All offers are subject to availability and cannot be used in conjunction with any other offer. These may be communicated by us on behalf of the Program Partner in the media outlined above or by the Program Partner. Unless otherwise stated, no benefit may be used in conjunction with any other offer.

The benefits are available to Members only and cannot be sold, transferred, assigned or otherwise dealt with except with the consent of the NRMA and the relevant Program Partner.

To claim a benefit, You must communicate to the Program Partner that You are a Member and that You wish to obtain a benefit under the My NRMA Program as follows:



- if You contact the Program Partner by telephone, You must notify the Program Partner at the outset of the first telephone conversation that You are a Member requesting the benefits and provide Your NRMA Membership number or Member ID number as required by the Program Partner;
- in a face-to-face transaction, You must present Your Membership card or ID in the My NRMA app; or
- in a web-based or app-based transaction, You must enter Your NRMA Membership number or Member ID number or other method of identification required by the Program Partner.

You may be required to telephone in advance or make a booking prior to attending a Program Partner's business and claiming a benefit.

Please refer to the My NRMA website [mynrma.com.au/mynrma-terms](https://mynrma.com.au/mynrma-terms) for any such special conditions.

Please note that some partners will accept Your Membership number without Your Membership card.

### **Use of the Member ID**

The Member ID is issued by the NRMA and remains the property of the NRMA. The Member ID is not transferable under any circumstances. If there is a validity period on the Member ID, the Member ID may be used only during that validity period. In the event of loss, theft or unauthorised use of Your Member ID, it is Your responsibility to advise us as soon as possible. You are liable for all use of the Member ID until we are notified of the loss, theft or unauthorised use of the Member ID. The NRMA will not be liable for misuse of a lost or stolen Member ID or any unauthorised use of a Member ID.

### **Program Partners and Transactions**

Under the My NRMA Program, we arrange for Program Partners to offer certain benefits to Members. Program Partners are not the agents of the NRMA and have no authority, express or implied, to bind the NRMA or to make any representations, warranties or statements on our behalf.

We are not a party to any transactions entered into between a Member and a Program Partner and are not responsible for any such transactions, but we reserve the right to monitor complaints and disputes. We are not liable in any way for:

- any use of Your Member ID by another person;
- any failure by You to notify a Program Partner that You are seeking a benefit under the My NRMA Program when purchasing goods or services;
- a Program Partner not offering or making a benefit available for any reason;
- a failure by a Program Partner to comply with the terms of any transaction entered into with You; or
- the suspension and/or termination of the My NRMA Program.

**You must not:**

- abuse or misuse the My NRMA program, any benefits, facilities, services or arrangements accorded to You as a result of the My NRMA program;
- act in any way which is likely to be detrimental to the interests of the NRMA, its program partners or the My NRMA program;
- supply or attempt to supply any false or misleading information, or make any misrepresentation to us and/or any of our Program Partners;
- sell, assign, transfer or acquire, or offer to sell, assign, transfer or acquire any My NRMA program benefit; or
- act in any way which, in our reasonable opinion, breaches or is likely to breach these terms and conditions or is inconsistent with the intent of these terms and conditions.

**Suspension or Termination**

We may suspend or terminate Your eligibility to participate in the My NRMA Program and Your use of the Member ID without notice and for any reason, including if You:

- do not comply with these terms and conditions;
- do not comply with the conditions of any product or service offered by a Program Partner or for the My NRMA Program; or
- cease to be a Member of the NRMA. In such circumstances, we may cancel and/or refuse to honour any My NRMA Program benefits that have been redeemed by or provided to You.

Subject to applicable laws, we will not be liable to You or any third party for any loss or damage whatsoever suffered by any person as a result of any such suspension, termination or cancellation.

## 2. Consumer Roadside Assistance Subscription Packages

	Everyday Care	Complete Care	Ultimate Care
<b>Vehicles covered</b>			
<b>Gross Vehicle Mass</b>	up to 3.5t	up to 3.5t	up to 3.5t
Length	up to 5.5m	up to 5.5m	up to 5.5m
Height	up to 2.6m	up to 2.6m	up to 2.6m
Width	up to 2.5m	up to 2.5m	up to 2.5m
<b>Trailer coverage</b>	—	✓	✓
<b>Gross Vehicle Mass</b>	—	up to 2t (trailer only)	up to 2t (trailer only)
Length	—	up to 12.5m	up to 12.5m
Height	—	up to 2.6m	up to 2.6m
Width	—	up to 2.5m	up to 2.5m
<b>Roadside assistance</b>			
<b>No. of callouts</b>	Unlimited	Unlimited	Unlimited
Flat battery (jump start or arrange replacement)	✓	✓	✓
Lockout	✓	✓	✓
Flat tyre (change tyre)	✓	✓	✓
Empty tank (emergency fuel)	✓	✓	✓
<b>Towing</b>			
Metropolitan areas	25km	50km	100km
Country areas	Back to attending Country Service Centre	50km or back to attending Country Service Centre	100km or back to attending Country Service Centre
Remote areas	Member pays	100km	100km

	Everyday Care	Complete Care	Ultimate Care
<b>Major mechanical breakdown entitlements</b>			
<b>Per subscription year (inc GST)</b>	—	Up to <b>\$3,000</b>	Up to <b>\$4,000</b>
Car rental	—	Up to <b>\$100</b> per day	Up to <b>\$120</b> per day
Car rental duration	—	Up to <b>7 days</b>	Up to <b>10 days</b>
Car rental relocation	—	Up to <b>\$200</b>	Up to <b>\$200</b>
Accommodation	—	Up to <b>\$1,000</b> (5 people)	Up to <b>\$1,000</b> (5 people)
Passenger transport	—	Up to <b>\$3,000</b>	Up to <b>\$4,000</b>
Vehicle transport	—	Up to <b>\$3,000</b>	Up to <b>\$3,000</b>
Validity	—	Member must be more than <b>100km</b> from home	No distance restriction
<b>Other benefits</b>			
Accident assistance	—	Up to <b>\$300</b> (5 people)	Up to <b>\$300</b> (5 people)
Locksmith service	—	Up to <b>\$100</b>	Up to <b>\$200</b>
Taxi benefit	—	Up to <b>\$50</b> (3 per sub year)	Up to <b>\$50</b> (3 per sub year)
Vehicle health check (6 point check)	—	✓	✓
Free motoring advice	✓	✓	✓
My NRMA benefits	✓	✓	✓
<b>Add-ons</b>			
Windscreen Plus	as Add-on	✓	✓
Key Plus	as Add-on	as Add-on	✓
Tow Plus	as Add-on	as Add-on	as Add-on
Pet Plus	as Add-on	as Add-on	as Add-on
Vehicle Plus	—	as Add-on	as Add-on

	Classic Care	Premium Care	Premium Plus
--	--------------	--------------	--------------

### Vehicles covered

<b>Gross Vehicle Mass</b>	up to 2.5t	up to 3.5t	up to 10t
Length	up to 5.5m	up to 5.5m	—
Height	up to 2.6m	up to 2.6m	—
Width	up to 2.5m	up to 2.5m	—

### Trailer coverage

	—	✓	✓
<b>Gross Vehicle Mass</b>	—	up to 2t (trailer only)	up to 10t
Length	—	up to 12.5m	—
Height	—	up to 2.6m	—
Width	—	up to 2.5m	—

### Roadside assistance

<b>No. of callouts</b>	Unlimited	Unlimited	Unlimited
Flat battery (jump start or arrange replacement)	✓	✓	✓
Lockout	✓	✓	✓
Flat tyre (change tyre)	✓	✓	✓
Empty tank (emergency fuel)	✓	✓	✓

### Towing

<b>Metropolitan areas</b>	20km	50km	50km
<b>Country areas</b>	Back to attending Country Service Centre	50km or back to attending Country Service Centre	50km or back to attending Country Service Centre
<b>Remote areas</b>	Member pays	100km	100km

	Classic Care	Premium Care	Premium Plus
<b>Major mechanical breakdown entitlements</b>			
<b>Per subscription year (inc GST)</b>	—	Up to <b>\$3,000</b>	Up to <b>\$3,000</b>
Car rental	—	Up to <b>\$100</b> per day	Up to <b>\$100</b> per day
Car rental duration	—	Up to <b>7 days</b>	Up to <b>7 days</b>
Car rental relocation	—	Up to <b>\$165</b>	Up to <b>\$165</b>
Accommodation	—	Up to <b>\$700</b> (5 people)	Up to <b>\$700</b> (5 people)
Passenger transport	—	Up to <b>\$3,000</b>	Up to <b>\$3,000</b>
Vehicle transport	—	Up to <b>\$3,000</b>	Up to <b>\$3,000</b>
Validity	—	Member must be more than <b>100km</b> from home	No distance restriction
<b>Other benefits</b>			
Accident assistance	—	Up to <b>\$300</b> (5 people)	Up to <b>\$300</b> (5 people)
Locksmith service	—	Up to <b>\$100</b>	Up to <b>\$100</b>
Taxi benefit	—	Up to <b>\$50</b> (3 per sub year)	Up to <b>\$50</b> (3 per sub year)
Vehicle health check (6 point check)	—	✓	✓
Free motoring advice	✓	✓	✓
My NRMA benefits	✓	✓	✓
<b>Add-ons</b>			
Windscreen Plus	as Add-on	as Add-on	as Add-on
Key Plus	as Add-on	as Add-on	as Add-on
Tow Plus	as Add-on	as Add-on	as Add-on
Pet Plus	as Add-on	✓	✓
Vehicle Plus	—	—	—

	Traveller Care	Basic Care
<b>Vehicles covered</b>		
<b>Gross Vehicle Mass</b>	–	up to 2.5t
Length	–	up to 5.5m
Height	–	up to 2.6m
Width	–	up to 2.5m
<b>Trailer coverage</b>	✓	–
Gross Vehicle Mass	up to 2t (trailer only)	–
Length	up to 12.5m	–
Height	up to 2.6m	–
Width	up to 2.5m	–
<b>Roadside assistance</b>		
No. of callouts	Unlimited	Unlimited
Flat battery (jump start or arrange replacement)	–	✓
Lockout	–	✓
Flat tyre (change tyre)	–	✓
Empty tank (emergency fuel)	–	✓
<b>Towing</b>		
Metropolitan areas	50km	8km
Country areas	50km or back to attending Country Service Centre	back to attending Country Service Centre
Remote areas	100km	Member pays

	Traveller Care	Basic Care
<b>Major mechanical breakdown entitlements</b>		
<b>Per subscription year (inc GST)</b>	Up to <b>\$3,000</b>	—
Car rental	Up to <b>\$100</b> per day	—
Car rental duration	Up to <b>7 days</b>	—
Car rental relocation	Up to <b>\$165</b>	—
Accommodation	Up to <b>\$700</b> (5 people)	—
Passenger transport	Up to <b>\$3,000</b>	—
Vehicle transport	Up to <b>\$3,000</b>	—
Validity	Member must be more than <b>100km</b> from home	—
<b>Other benefits</b>		
Accident assistance	✓	—
Locksmith service	—	—
Taxi benefit	—	—
Vehicle health check (6 point check)	—	—
Free motoring advice	✓	✓
My NRMA benefits	✓	✓
<b>Add-ons</b>		
Windscreen Plus	—	—
Key Plus	—	—
Tow Plus	—	—
Pet Plus	—	—
Vehicle Plus	—	—



## 3. Everyday Care

Everyday Care covers the roadside assistance essentials, and is designed for those who drive shorter distances.

Vehicles are not eligible if they are greater than: 3.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height. Trailers are not eligible.

### 3.1 Roadside Assistance

Your Nominated Vehicle is entitled to unlimited Callouts for Roadside Assistance in the event of a Breakdown.

### 3.2 Towing for Your Vehicle

#### **In Metropolitan Areas:**

If Your Vehicle breaks down, the first 25km of Towing in any direction from the point of Breakdown is free-of-charge.

#### **In serviced Country Areas:**

If Your Vehicle breaks down, You will be Towed free-of-charge to the town of the attending Country Service Centre or within the town of the attending Country Service Centre. If You want to have Your Vehicle Towed in any direction other than back to the town of the attending Country Service Centre, You must pay Commercial Rates for the full costs of Towing at the time of the Tow.

If You break down in a Remote Area Towing will be provided but You must pay Commercial Rates at the time of the tow, for the total distance travelled by the Country Service Centre operator, from the Boundary to retrieve Your Vehicle and from the point of Breakdown back to the Boundary.

Towing for trailers will be provided at Commercial Rates payable by You at the time of service.

## 4. Complete Care

Complete Care provides an all-round roadside assistance option and is designed for people who travel longer distances.

Vehicles are not eligible if they are greater than: 3.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height. Trailers are not eligible if they are greater than: 2 tonnes GVM; 12.5 metres in length; 2.5 metres in width and 2.6 metres in height.

All Complete Care entitlements and benefits must be arranged by calling us on 1300 772 273 from anywhere in Australia. To be eligible for reimbursement of costs incurred by You for an entitlement, You need to inform us for authorisation in advance and before any payment or arrangement is made.

### 4.1 Roadside Assistance

Your Nominated Vehicle and/or any Trailer attached is entitled to unlimited Callouts for Roadside Assistance in the event of a Breakdown.

### 4.2 Towing for Your Vehicle and Trailer

#### **In Metropolitan Areas:**

If Your Vehicle and/or Trailer breaks down, the first 50km of Towing in any direction from the point of Breakdown is free-of-charge.

#### **In serviced Country Areas:**

If Your Vehicle and/or Trailer breaks down, You can choose to be Towed free-of charge to the town of the attending Country Service Centre or for the first 50km in any direction from the point of Breakdown.

If You need Towing for Your Vehicle and/or Trailer in a Remote Area outside the Boundary of the nearest Country Service Centre, You will be eligible for up to 100km free Towing back to the Boundary of the attending Country Service Centre.

### 4.3 Major Mechanical Breakdown Entitlements

We will pay up to \$3,000. (incl. GST) in a Subscription Year of Major Mechanical Breakdown Entitlements if You are more than 100km from Home and Your Vehicle has a Major Mechanical Breakdown which cannot be fixed in less than 24 hours. These benefits apply to a Trailer where expressly stated.

**Car rental:**

We will pay up to \$100 (incl. GST) per day for the base rate of a car rental, up to a maximum of 7 days while Your Vehicle is being repaired or while You continue Your journey. We will also pay up to \$200 (incl. GST) towards the rental car relocation fee.

**Accommodation:**

We will pay up to \$1,000 (incl. GST) of the room rate only for the driver and up to four passengers while you wait for Your Vehicle or Trailer to be repaired at the Breakdown location. This does not include pre-booked accommodation or accommodation at Your intended destination.

**Passenger transport:**

We will pay for economy class flights, or rail or coach transport to Your Home or intended destination, for the driver and up to four passengers from the Breakdown location. We will also pay the cost of travel for one person to collect the Vehicle. We will also cover the cost of short distance Taxis to transport the driver and up to four passengers to locations where Major Mechanical Breakdown Entitlements have been arranged (e.g. Accommodation or car hire location).

**Vehicle transport:**

We will pay for road transport for the Vehicle and/or Trailer to the Member's Home, intended destination or to a mechanic of Your choice.

**4.4 Accident assistance**

If You are more than 100km from Home and Your Vehicle is involved in an Accident and cannot be driven and cannot be fixed within 24 hours, we will pay up to \$300 (incl. GST) towards the room rate if accommodation is required for the driver and up to four passengers while the Vehicle is repaired. This does not include pre-booked accommodation or accommodation at Your intended destination.

#### **4.5 Locksmith service**

In the event that the NRMA is unable to unlock Your Vehicle, on Your request the NRMA will arrange a professional locksmith for You. The NRMA will pay a maximum of \$100 (incl. GST) in a Subscription Year for the cost of that locksmith. The NRMA will not contribute towards locksmith costs if You make Your own arrangements for a locksmith to attend Your Vehicle or a locksmith was dispatched to You in error or under false or misleading circumstances. The provision of a locksmith to attend Your Vehicle may not be possible in some areas. The NRMA does not guarantee that the locksmith dispatched to attend Your Vehicle will be able to assist You, gain access to Your Vehicle or mobilise Your Vehicle. Repairs or replacement of key and/or ignition barrels for Your Vehicle will be at Your own expense.

#### **4.6 Taxi benefit**

If Your Vehicle is eligible for Towing, at Your request, we may arrange for a Taxi to transport You and Your passengers in order to continue Your journey while Your Vehicle is being towed.

The NRMA will contribute a maximum of \$50 (incl. GST) per Taxi trip, limited to three Taxi trips per Subscription Year. Taxi benefit can only be used at the time of Breakdown. You will not be reimbursed for any Taxi costs incurred which are not authorised or arranged by us.

We will attempt to transport by Taxi all passengers that were travelling in the Vehicle, provided each person can be safely and legally transported in a Taxi. Please tell us at the time of making a Callout if You have any special needs or requirements which may affect Your ability to be transported in a Taxi. Although we make every effort to arrange a Taxi, providing this service will depend on the availability of Taxis. Taxi benefit is only available in the Subscription Year and may not be carried over to following Subscription Years.

#### **4.7 Roadside Assistance for Trailers**

##### **Trailers covered**

We provide Roadside Assistance for Trailers that are being towed by a Vehicle on a Complete Care Subscription Package.

### **Roadside Assistance for Trailers**

Roadside Assistance for Trailers is limited to minor or temporary repairs to mobilise the disabled Trailer. We may also assist with tyre changing, provided a roadworthy spare tyre is available and You have the correct equipment. Other services, including service to accessories such as stoves, camping equipment and interior lights is excluded.

### **Towing for Trailers**

Trailers that are eligible for Towing have the same Towing benefits as the Nominated Vehicle towing the Trailer at the time of Breakdown. If Your Vehicle and Trailer need a Tow in excess of the distance allowed under Complete Care, You must pay for such excess, for both the Vehicle and the Trailer, at Membership Rates. We may help arrange towing for an Unregistered or Unroadworthy Trailer but You must pay the tow cost (at Commercial Rates) at the time of service.

## **4.8 Windscreen Plus**

You are entitled to Windscreen Plus cover. Please refer to section 13 for Windscreen Plus terms and conditions.

## 5. Ultimate Care

Ultimate Care is ideal for those wanting total peace of mind or who travel a long way from home or want more comprehensive cover while at home.

Vehicles are not eligible if they are greater than: 3.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height. Trailers are not eligible if they are greater than: 2 tonnes GVM; 12.5 metres in length; 2.5 metres in width and 2.6 metres in height.

All Ultimate Care entitlements and benefits must be arranged by calling us on 1300 772 273 from anywhere in Australia. To be eligible for reimbursement of costs incurred by You for an entitlement, You need to inform us for authorisation in advance and before any payment or arrangement is made.

### 5.1 Roadside Assistance

Your Nominated Vehicle and/or any Trailer attached is entitled to unlimited Callouts for Roadside Assistance in the event of a Breakdown.

### 5.2 Towing for Your Vehicle and Trailer

#### **In Metropolitan Areas:**

If Your Vehicle and/or Trailer breaks down, the first 100km of Towing in any direction from the point of Breakdown is free-of-charge.

#### **In serviced Country Areas:**

If Your Vehicle and/or Trailer breaks down, You can choose to be Towed free-of charge to the town of the attending Country Service Centre or for the first 100km in any direction from the point of Breakdown.

If You need Towing for Your Vehicle and/or Trailer in a Remote Area outside the Boundary of the nearest Country Service Centre, You will be eligible for up to 100km free Towing back to the Boundary of the attending Country Service Centre

### 5.3 Major Mechanical Breakdown Entitlements

We will pay up to \$4,000 (incl. GST) in a Subscription Year of Major Mechanical Breakdown Entitlements if Your Vehicle has a Major Mechanical Breakdown which cannot be fixed in less than 24 hours. These benefits apply to a Trailer where expressly stated.

**Car rental:**

We will pay up to \$120 (incl. GST) per day for the base rate of a car rental, up to a maximum of 10 days while Your Vehicle is being repaired or while You continue Your journey. We will also pay up to \$200 (incl. GST) towards the rental car relocation fee.

**Accommodation:**

We will pay up to \$1,000 (incl. GST) of the room rate for the driver and up to four passengers while you wait for Your Vehicle or Trailer to be repaired at the Breakdown location. This does not include pre-booked accommodation or accommodation at Your intended destination.

**Passenger transport:**

We will pay for economy class flights, rail or coach transport to Your Home or intended destination, for the driver and up to four passengers from the Breakdown location. We will also pay the cost of travel for one person to collect the Vehicle. We will also cover the cost of short distance Taxis to transport the driver and up to four passengers to locations where Major Mechanical Breakdown Entitlements have been arranged (e.g. accommodation or car hire location).

**Vehicle transport:**

We will pay for road transport for the Vehicle and/or Trailer to the Member's Home, intended destination or to a mechanic of Your choice.

We will pay up to \$3,000 (incl. GST) for road transport for the Vehicle and/or Trailer to the Member's Home, intended destination or to a mechanic of Your choice.

**5.4 Accident assistance**

If You are more than 100km from Home and Your Vehicle is involved in an Accident and cannot be driven and cannot be fixed within 24 hours, we will pay up to \$300 (incl. GST) towards the room rate if accommodation is required for the driver and up to four passengers while the Vehicle is repaired. This does not include pre-booked accommodation or accommodation at Your intended destination.

## 5.5 Locksmith service

In the event that the NRMA is unable to unlock Your Vehicle, on Your request the NRMA will arrange a professional locksmith for You. The NRMA will pay a maximum of \$200 (incl. GST) in a Subscription Year for the cost of that locksmith. The NRMA will not contribute towards locksmith costs if You make Your own arrangements for a locksmith to attend Your Vehicle or a locksmith was dispatched to You in error or under false or misleading circumstances. The provision of a locksmith to attend Your Vehicle may not be possible in some areas. The NRMA does not guarantee that the locksmith dispatched to attend Your Vehicle will be able to assist You, gain access to Your Vehicle or mobilise Your Vehicle. Repairs or replacement of key and/or ignition barrels for Your Vehicle will be at Your own expense.

## 5.6 Taxi benefit

If Your Vehicle is eligible for Towing, at Your request, we may arrange for a Taxi to transport You and Your passengers in order to continue Your journey while Your Vehicle is being towed.

The NRMA will contribute a maximum of \$50 (incl. GST) per Taxi trip, limited to three Taxi trips per Subscription Year. Taxi benefit can only be used at the time of Breakdown. You will not be reimbursed for any Taxi costs incurred which are not authorised or arranged by us.

We will attempt to transport by Taxi all passengers that were travelling in the Vehicle, provided each person can be safely and legally transported in a Taxi. Please tell us at the time of making a Callout if You have any special needs or requirements which may affect Your ability to be transported in a Taxi. Although we make every effort to arrange a Taxi, providing this service will depend on the availability of Taxis. Taxi benefit is only available in the Subscription Year and may not be carried over to following Subscription Years.

## 5.7 Roadside Assistance for Trailers

### Trailers covered

We provide Roadside Assistance for Trailers that are being towed by a Vehicle on an Ultimate Care Subscription Package.



## **Roadside Assistance for Trailers**

Roadside Assistance for Trailers is limited to minor or temporary repairs to mobilise the disabled Trailer. We will also assist with tyre changing, provided a roadworthy spare tyre is available. Other services, including service to accessories such as stoves, camping equipment and interior lights is excluded.

## **Towing for Trailers**

Trailers that are eligible for Towing have the same Towing benefits as the Nominated Vehicle towing the Trailer at the time of Breakdown. If Your Vehicle and Trailer need a Tow in excess of the distance allowed under Ultimate Care, You must pay for such excess, for both the Vehicle and the Trailer, at Membership Rates. We may help arrange towing for an Unregistered or Unroadworthy Trailer but You must pay the tow cost (at Commercial Rates) at the time of service.

### **5.8 Windscreen Plus**

You are entitled to Windscreen Plus cover. Please refer to section 13 for Windscreen Plus terms and conditions.

### **5.9 Key Plus**

You are entitled to Key Plus cover. Please refer to section 13 for Key Plus terms and conditions.

## 6. Classic Care

Classic Care is only available to those Members that currently hold a Classic Care Subscription Package. As of 15 August 2021 Members can no longer purchase, upgrade or downgrade to a Classic Care Subscription Package.

Vehicles are not eligible if they are greater than: 2.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height. Trailers are not eligible.

### 6.1 Roadside Assistance

Your Nominated Vehicle is entitled to unlimited Callouts for Roadside Assistance in the event of a Breakdown.

### 6.2 Towing for Your Vehicle

**In Metropolitan Areas:** If Your Vehicle breaks down, the first 20km of Towing in any direction from the point of Breakdown is free-of-charge.

**In serviced Country Areas:** If Your Vehicle breaks down, You will be Towed free-of-charge to the town of the attending Country Service Centre or within the town of the attending Country Service Centre. If You want to have Your Vehicle Towed in any direction other than back to the town of the attending Country Service Centre, You must pay Commercial Rates for the full costs of Towing at the time of the Tow.

If You break down in a Remote Area Towing will be provided but You must pay Commercial Rates at the time of the tow, for the total distance travelled by the Country Service Centre operator, from the Boundary to retrieve Your Vehicle and from the point of Breakdown back to the Boundary.

Towing for trailers will be provided at Commercial Rates payable by You at the time of service.

## 7. Premium Care

Premium Care is only available to those Members that currently hold a Premium Care Subscription Package. As of 15 August 2021, Members can no longer purchase, upgrade or downgrade to a Premium Care Subscription Package.

Vehicles are not eligible if they are greater than: 3.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height. Trailers are not eligible if they are greater than: 2 tonnes GVM; 12.5 metres in length; 2.5 metres in width and 2.6 metres in height.

All Premium Care entitlements and benefits must be arranged by calling us on 1300 772 273 from anywhere in Australia. To be eligible for reimbursement of costs incurred by You for an entitlement, You need to inform us for authorisation in advance and before any payment or arrangement is made.

### 7.1 Roadside Assistance

Your Nominated Vehicle and/or any Trailer attached is entitled to unlimited Callouts for Roadside Assistance in the event of a Breakdown.

### 7.2 Towing for Your Vehicle and Trailer

#### **In Metropolitan Areas:**

If Your Vehicle and/or Trailer breaks down, the first 50km of Towing in any direction from the point of Breakdown is free-of-charge.

#### **In serviced Country Areas:**

If Your Vehicle and/or Trailer breaks down, You can choose to be Towed free-of charge to the town of the attending Country Service Centre or for the first 50km in any direction from the point of Breakdown.

If You need Towing for Your Vehicle and/or Trailer in a Remote Area outside the Boundary of the nearest Country Service Centre, You will be eligible for up to 100km free Towing back to the Boundary of the attending Country Service Centre. The distance from the Boundary either to the town of the attending Country Service Centre or for the first 50km in any direction of Your choice is covered by Your Premium Care entitlements.

### 7.3 Major Mechanical Breakdown Entitlements

We will pay up to \$3,000 (incl. GST) in a Subscription Year of Major Mechanical Breakdown Entitlements if You are more than 100km from Home and Your Vehicle has a Major Mechanical Breakdown which cannot be fixed in less than 24 hours. These benefits apply to a Trailer where expressly stated.

#### **Car rental:**

We will pay up to \$100 (incl. GST) per day for the base rate of a car rental, up to a maximum of 7 days while Your Vehicle is being repaired or while You continue Your journey. We will also pay up to \$165 (incl. GST) towards the rental car relocation fee.

#### **Accommodation:**

We will pay up to \$700 (incl. GST) of the room rate for the driver and up to four passengers while you wait for Your Vehicle or Trailer to be repaired at the Breakdown location. This does not include pre-booked accommodation or accommodation at Your intended destination.

#### **Passenger transport:**

We will pay for economy class flights, rail or coach transport to Your Home or intended destination, for the driver and up to four passengers from the Breakdown location. We will also pay the cost of travel for one person to collect the Vehicle. We will also cover the cost of short distance Taxis to transport the driver and up to four passengers to locations where Major Mechanical Breakdown Entitlements have been arranged (e.g. accommodation or car hire location).

#### **Vehicle transport:**

We will pay for road transport for the Vehicle and/or Trailer to the Member's Home, intended destination or to a mechanic of Your choice.

### 7.4 Accident assistance

If You are more than 100km from Home and Your Vehicle is involved in an Accident and cannot be driven and not be fixed within 24 hours, we will pay up to \$300 (incl. GST) towards the room rate if accommodation is required for the driver and up to four passengers while the Vehicle is repaired. This does not include pre-booked accommodation or accommodation at Your intended destination.

## **7.5 Locksmith service**

In the event that the NRMA is unable to unlock Your Vehicle, on Your request the NRMA will arrange a professional locksmith for You. The NRMA will pay a maximum of \$100 (incl. GST) in a Subscription Year for the cost of that locksmith. The NRMA will not contribute towards locksmith costs if You make Your own arrangements for a locksmith to attend Your Vehicle or a locksmith was dispatched to You in error or under false or misleading circumstances. The provision of a locksmith to attend Your Vehicle may not be possible in some areas. The NRMA does not guarantee that the locksmith dispatched to attend Your Vehicle will be able to assist You, gain access to Your Vehicle or mobilise Your Vehicle. Repairs or replacement of key and/or ignition barrels for Your Vehicle will be at Your own expense.

## **7.6 Taxi benefit**

If Your Vehicle is eligible for Towing, at Your request, we may arrange for a Taxi to transport You and Your passengers in order to continue Your journey while Your Vehicle is being towed.

The NRMA will contribute a maximum of \$50 (incl. GST) per Taxi trip, limited to three Taxi trips per Subscription Year. Taxi benefit can only be used at the time of Breakdown. You will not be reimbursed for any Taxi costs incurred which are not authorised or arranged by us.

We will attempt to transport by Taxi all passengers that were travelling in the Vehicle, provided each person can be safely and legally transported in a Taxi. Please tell us at the time of making a Callout if You have any special needs or requirements which may affect Your ability to be transported in a Taxi. Although we make every effort to arrange a Taxi, providing this service will depend on the availability of Taxis. Taxi benefit is only available in the Subscription Year and may not be carried over to following Subscription Years.

## **7.7 Roadside Assistance for Trailers**

### **Trailers covered**

We provide Roadside Assistance for Trailers that are being towed by a Vehicle on a Premium Care Subscription Package.

## **Roadside Assistance for Trailers**

Roadside Assistance for Trailers is limited to minor or temporary repairs to mobilise the disabled Trailer. We may also assist with tyre changing, provided a roadworthy spare tyre is available and You have the correct equipment. Other services, including service to accessories such as stoves, camping equipment and interior lights is excluded.

## **Towing for Trailers**

Trailers that are eligible for Towing have the same Towing benefits as the Nominated Vehicle towing the Trailer at the time of Breakdown. If Your Vehicle and Trailer need a Tow in excess of the distance allowed under Premium Care, You must pay for such excess, for both the Vehicle and the Trailer, at Membership Rates. We may help arrange towing for an Unregistered or Unroadworthy Trailer but You must pay the tow cost (at Commercial Rates) at the time of service.

## **7.8 Pet Plus**

You are entitled to Pet Plus cover. Please refer to section 13 for Pet Plus terms and conditions.

## 8. Premium Plus

Premium Plus is only available to those Members that currently hold a Premium Plus Subscription Package. As of 15 August 2021, Members can no longer purchase, upgrade or downgrade to a Premium Plus Subscription Package.

Vehicles are not eligible if they are greater than: 10 tonnes Gross Vehicle Mass (GVM). Trailers are not eligible if they are greater than: 10 tonnes GVM.

All Premium Plus entitlements and benefits must be arranged by calling us on 1300 772 273 from anywhere in Australia. To be eligible for reimbursement of costs incurred by You for an entitlement, You need to inform us for authorisation in advance and before any payment or arrangement is made.

### 8.1 Roadside Assistance

Your Nominated Vehicle and/or any Trailer attached is entitled to unlimited Callouts for Roadside Assistance in the event of a Breakdown.

### 8.2 Towing for Your Vehicle and Trailer

#### **In Metropolitan Areas:**

If Your Vehicle and/or Trailer breaks down, the first 50km of Towing in any direction from the point of Breakdown is free-of-charge.

#### **In serviced Country Areas:**

If Your Vehicle and/or Trailer breaks down, You can choose to be Towed free-of charge to the town of the attending Country Service Centre or for the first 50km in any direction from the point of Breakdown.

If You need Towing for Your Vehicle and/or Trailer in a Remote Area outside the Boundary of the nearest Country Service Centre, You will be eligible for up to 100km free Towing back to the Boundary of the attending Country Service Centre.

### 8.3 Major Mechanical Breakdown Entitlements

We will pay up to \$3,000 (incl. GST) in a Subscription Year of Major Mechanical Breakdown Entitlements if Your Vehicle has a Major Mechanical Breakdown which cannot be fixed in less than 24 hours. These benefits apply to a Trailer where expressly stated.

**Car rental:**

We will pay up to \$100 (incl. GST) per day for the base rate of a car rental, up to a maximum of 7 days while Your Vehicle is being repaired or while You continue Your journey. We will also pay up to \$165 (incl. GST) towards the rental car relocation fee.

**Accommodation:**

We will pay up to \$700 (incl. GST) of the room rate for the driver and up to four passengers while you wait for Your Vehicle or Trailer to be repaired at the Breakdown location. This does not include pre-booked accommodation or accommodation at Your intended destination.

**Passenger transport:**

We will pay for economy class flights, rail or coach transport to Your Home or intended destination, for the driver and up to four passengers from the Breakdown location. We will also pay the cost of travel for one person to collect the Vehicle. We will also cover the cost of short distance Taxis to transport the driver and up to four passengers to locations where Major Mechanical Breakdown Entitlements have been arranged (e.g. accommodation or car hire location).

**Vehicle transport:**

We will pay for road transport for the Vehicle and/or Trailer to the Member's Home, intended destination or to a mechanic of Your choice.

**8.4 Accident assistance**

If You are more than 100km from Home and Your Vehicle is involved in an Accident and cannot be driven and cannot be fixed within 24 hours, we will pay up to \$300 (incl. GST) towards the room rate if accommodation is required for the driver and up to four passengers while the Vehicle is repaired. This does not include pre-booked accommodation or accommodation at Your intended destination.



## 8.5 Locksmith service

In the event that the NRMA is unable to unlock Your Vehicle, on Your request the NRMA will arrange a professional locksmith for You. The NRMA will pay a maximum of \$100 (incl. GST) in a Subscription Year for the cost of that locksmith. The NRMA will not contribute towards locksmith costs if You make Your own arrangements for a locksmith to attend Your Vehicle or a locksmith was dispatched to You in error or under false or misleading circumstances. The provision of a locksmith to attend Your Vehicle may not be possible in some areas. The NRMA does not guarantee that the locksmith dispatched to attend Your Vehicle will be able to assist You, gain access to Your Vehicle or mobilise Your Vehicle. Repairs or replacement of key and/or ignition barrels for Your Vehicle will be at Your own expense.

## 8.6 Taxi benefit

If Your Vehicle is eligible for Towing, at Your request, we may arrange for a Taxi to transport You and Your passengers in order to continue Your journey while Your Vehicle is being towed.

The NRMA will contribute a maximum of \$50 (incl. GST) per Taxi trip, limited to three Taxi trips per Subscription Year. Taxi benefit can only be used at the time of Breakdown. You will not be reimbursed for any Taxi costs incurred which are not authorised or arranged by us.

We will attempt to transport by Taxi all passengers that were travelling in the Vehicle, provided each person can be safely and legally transported in a Taxi. Please tell us at the time of making a Callout if You have any special needs or requirements which may affect Your ability to be transported in a Taxi. Although we make every effort to arrange a Taxi, providing this service will depend on the availability of Taxis. Taxi benefit is only available in the Subscription Year and may not be carried over to following Subscription Years.

## 8.7 Roadside Assistance for Trailers

### Trailers Covered

We provide Roadside Assistance for Trailers that are being towed by a Vehicle on a Premium Plus Subscription Package.

### **Roadside Assistance for Trailers**

Roadside Assistance for Trailers is limited to minor or temporary repairs to mobilise the disabled Trailer. We may also assist with tyre changing, provided a roadworthy spare tyre is available and You have the correct equipment. Other services, including service to accessories such as stoves, camping equipment and interior lights is excluded.

### **Towing for Trailers**

Trailers that are eligible for Towing have the same Towing benefits as the Nominated Vehicle towing the Trailer at the time of Breakdown. If Your Vehicle and Trailer need a Tow in excess of the distance allowed under Premium Plus, You must pay for such excess, for both the Vehicle and the Trailer, at Membership Rates. We may help arrange towing for an Unregistered or Unroadworthy Trailer but You must pay the tow cost (at Commercial Rates) at the time of service.

## **8.8 Pet Plus**

You are entitled to Pet Plus cover. Please refer to section 13 for Pet Plus terms and conditions.

## 9. Traveller Care

Traveller Care is for those whose new vehicle already comes with the manufacturer's basic roadside cover.

Trailers are not eligible if they are greater than: 2 tonnes GVM; 12.5 metres in length; 2.5 metres in width and 2.6 metres in height.

A Traveller Care Subscription Package may be purchased by a Member who is also a Member of the Royal Automobile Club of Australia (RAC) or who is entitled to receive Roadside Assistance through a vehicle manufacturer's warranty program.

### 9.1 Benefits and limitations of Traveller Care

Traveller Care has similar entitlements and limitations as Premium Care excluding the following benefits:

- Roadside Assistance for Your Vehicle
- Locksmith Service
- Taxi benefit
- Pet Plus

Please refer to Premium Care to see all the Traveller Care benefits and conditions.

### 9.2 Towing for Your Vehicle and Trailer

#### **In Metropolitan Areas:**

If Your Vehicle and/or Trailer breaks down, the first 50km of Towing in any direction from the point of Breakdown is free-of-charge for your trailer only.

#### **In serviced Country Areas:**

Towing for Your Vehicle and Trailer in serviced Country Areas is limited. If Your Vehicle and/or

Trailer breaks down, Your Trailer will be Towed free of-charge to the town of the attending Country Service Centre.

If You need Towing for Your Vehicle and/or Trailer in a Remote Area outside the Boundary of the Country Service Centre attending Your Breakdown, You will be eligible for up to 100km free Towing for Your Vehicle and/or Trailer back to the Boundary of the attending Country Service Centre. For Your Trailer the distance from the Boundary to the town of the attending Country Service Centre is covered by Your Traveller Care entitlements. For Your Vehicle the distance from the Boundary to the town of the attending Country Service Centre is not covered by Your Traveller Care entitlements. If You want to have Your Vehicle and/or Trailer Towed in any direction other than back to the town of the attending Country Service Centre, You must pay the full costs of Towing at the time of the Tow, at Commercial Rates. If only the Trailer towed by a Vehicle breaks down, the Trailer, but not the Vehicle is entitled to Towing.

## 10. Basic Care

Basic Care is only available to those Members that currently hold a Basic Care Subscription Package. Members can no longer purchase, upgrade to or downgrade to a Basic Care Subscription Package.

Vehicles are not eligible if they are greater than: 2.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height. Trailers are not eligible.

### 10.1 Existing Members on Basic Care

Members that currently hold a Basic Care subscription package will receive existing Roadside Assistance benefits (see further section 10.2). However, if Your Basic Care subscription package lapses, is cancelled by You, or is changed to another type of subscription package, it cannot be re-purchased. In these circumstances, only an available subscription package will be offered to You.

### 10.2 Roadside Assistance

Your Nominated Vehicle is entitled to Roadside Assistance. The Vehicle is entitled to a maximum of four Callouts per Subscription Year.

### 10.3 Towing for Your Vehicle

In Metropolitan Areas, if Your vehicle breaks down, the first 8km of towing in any direction from the point of Breakdown is free of charge. In serviced Country Areas, if Your vehicle breaks down, You will be towed free of charge to the town of the attending Country Service Centre.

If You want to have Your vehicle towed in any direction other than back to the town of the attending Country Service Centre, at the time of the tow You must pay Commercial Rates for the full costs of towing.

If You break down in a Remote Area outside the Boundary of a Country Service Centre, towing will be provided but You must pay Commercial Rates at the time of the tow, for the total distance travelled by the Country Service Centre operator, from the Boundary to retrieve Your vehicle and from the point of Breakdown back to the Boundary.

Towing for trailers will be provided at Commercial Rates payable by You at the time of service.

# 11. AutoClub Roadside Assistance

If you have obtained Your Roadside Assistance through a Vehicle Manufacturer, Your Vehicle will be eligible for cover under the Subscription Package chosen by the Vehicle Manufacturer.

Generally, you will be eligible for either:

- AutoClub Premium Plus: provides the same benefits and limitations as Premium Plus (see section 8 Premium Plus for terms and conditions); or
- AutoClub Premium Care: provides the same benefits and limitations as Complete Care (see section 4 Complete Care for terms and conditions); or
- AutoClub Classic Care: provides the same benefits and limitations as Everyday Care (see section 3 Everyday Care for terms and conditions).

## 12. Affiliated Motoring Clubs

In Australia, the NRMA is a member of the Australian Automobile Association (AAA). Overseas, we maintain reciprocal arrangements with most motoring organisations in the world. Through our membership of the AAA, we are affiliated to the Alliance Internationale de Tourisme (AIT) and the Fédération Internationale de l'Automobile (FIA). A full list of affiliated organisations is available in the Australian Automobile Association website [aaa.asn.au](http://aaa.asn.au) under Touring Information. A Member may receive benefits in other states within Australia and internationally from affiliated motoring organisations. These benefits vary from those provided by us. You must check with the relevant Australian Motoring Club or in the Handbook for Motorists brochure regarding the precise nature of the services You are entitled to. The cost of service provided by an affiliated club to a Member that exceeds the benefits provided by the respective affiliated club will not be reimbursed by us unless the Vehicle which received the service is on a Complete Care, Ultimate Care, Premium Plus, Premium Care or Traveller Care Subscription Package at the time of the Breakdown and arrangements for service are made by us. As part of the agreement between affiliated motoring organisations, the NRMA provides Everyday Care entitlements to members of affiliated clubs once their membership of a relevant organisation is validated.

# 13. Our Subscription Package Add-ons for Roadside Assistance

We also provide You with additional value through affordable benefits You can add to Your existing Subscription Package.

## 13.1 Tow Plus

Tow Plus provides an additional 10km towing on top of Your Subscription Package for Your Vehicle (and/or Trailer for Vehicles nominated on a Complete Care, Ultimate Care, Premium Care or Premium Plus Subscription Package):

### **Complete Care, Ultimate Care, Premium Care and Premium Plus:**

In Metropolitan Areas, an additional 10km in any direction from the point of Breakdown is free-of-charge. In serviced Country Areas, an additional 10km in any direction from the point of Breakdown is free-of-charge.

### **Everyday Care, Classic Care:**

In Metropolitan Areas, an additional 10km in any direction from the point of Breakdown is free-of-charge. In serviced Country Areas, 10km in any direction from the point of Breakdown is free-of-charge.

### **Tow Plus Conditions:**

- You will not be entitled to a Tow Plus if Your Vehicle needs Towing in a Remote Area.
- If You require towing in excess of 10km, You must pay us for the excess distance at Commercial Rates at the time of the Tow.
- Tow Plus cannot be used as a subsequent Tow for the same Breakdown.
- Tow Plus is only available in New South Wales and the Australian Capital Territory.



## 13.2 Windscreen Plus

Windscreen Plus provides front windscreen chip repair and discounts on windscreen replacements. If Your Nominated Vehicle suffers a windscreen chip, You will be entitled to one complimentary windscreen chip repair per Subscription Year. Windscreen Plus benefits are included in Complete Care and Ultimate Care Subscription Package entitlements.

### **Windscreen Plus Conditions:**

- Windscreen Plus can be added to Everyday Care Subscription Packages and is only valid for the Nominated Vehicle.
- In the event the Nominated Vehicle suffers a windscreen chip, it is entitled to one complimentary windscreen chip repair per Subscription Year.
- An unused Windscreen Plus chip repair at the end of a Subscription Year may not be carried forward into the next Subscription Year.
- Any additional repairable chips to the Nominated Vehicle's front windscreen repaired at the same time may be discounted by 50 percent off the current recommended retail price of a chip repair. Any subsequent chips to the Nominated Vehicle's front vehicle, if repairable, may be repaired at a 30 percent discount off the current recommended retail price of a chip repair. Windscreen Plus benefits will not be eligible if the Nominated Vehicle has been involved in an Accident.
- Windscreens Plus is provided on behalf of the NRMA by O'Brien Autoglass or National Windscreens, please refer to their websites for Terms and Conditions for Windscreen chips and windscreen replacement, which are available at
- O'Brien Autoglass - [www.obrien.com.au/autoglass/windscreen-chip-repairs](http://www.obrien.com.au/autoglass/windscreen-chip-repairs)
- National Windscreens - [www.nationalwindscreens.com.au/terms-and-conditions](http://www.nationalwindscreens.com.au/terms-and-conditions)
- A Windscreen repair can be booked 24hrs a day, 7 days a week, 365 days of the year.
- The Windscreen repair service is available between 8:00am and 5:00pm, in most locations,

subject to change. Out of hours repairs can be arranged at an additional fee paid by you. No discounts can be applied to any out of hours repairs.

- Discounts do not apply to original equipment manufacturer (OEM) glass.
- For all current fees and charges, please contact O'Brien Autoglass on 1800 815 414, or National Windscreens on 1300 36 36 32
- Some remote areas do not have access to a mobile repairer, and may require You to bring Your Vehicle to the nearest O'Brien or National Windscreens branch or authorised dealer location for assistance.
- Remote and Country areas may experience longer delays. Some remote areas are excluded from service. The mobile repair service may not be available in some locations.
- Any payments required for additional chip repairs, windscreen or auto glass replacements will be payable at the time of booking by You.
- The NRMA Windscreen Plus discounts are unable to be used in conjunction with any other offer or discounts.
- National Windscreens is unable to service large commercial vehicles, such as trucks and buses.
- O'Brien Autoglass windscreen repairs and replacements come with a Lifetime Workmanship Guarantee. More details can be found at [www.obrien.com.au/auto-workmanship-guarantee](http://www.obrien.com.au/auto-workmanship-guarantee)
- National Windscreens windscreen repairs and replacements come with a Lifetime Workmanship Warranty. More details can be found at [www.nationalwindscreens.com.au/terms-and-conditions](http://www.nationalwindscreens.com.au/terms-and-conditions)

### 13.3 Pet Plus

Pet Plus provides cover for Members cats and/or dogs when travelling in Your Nominated Vehicle. Pet Plus offers benefits of up to \$2,000 (incl. GST) in a Subscription Year if Your Nominated Vehicle (that is carrying a pet) needs Towing or has been involved in an Accident. We will arrange the following benefits for Your pet:

### **Pet Accommodation:**

We will pay up to \$160 (incl. GST) per night (capped at \$500 (incl. GST) per incident) up to a maximum of 5 days for Your pet while Your Vehicle is being repaired. This does not include pet accommodation that has been pre-booked by You.

### **Pet Transport:**

We will pay up to \$200 (incl. GST) per incident or if You are more than 100km from Home (and a long distance pet carrier is required) up to \$1,000 (incl. GST) per incident to transport Your pet to Your Home, intended destination or a pet accommodation facility.

Pet Plus benefits are included in Premium Care and Premium Plus Subscription Package entitlements.

### **Pet Plus Conditions:**

- Pet Plus can be added to Classic Care, Everyday Care, Complete Care or Ultimate Care Subscription Packages and is only valid for the Nominated Vehicle for the Subscription Year.
- Pet Plus covers all Pets in the Vehicle at the time of Breakdown or Accident.
- Pet is defined as a cat or dog only.
- Pet Accommodation will depend on the availability of boarding facilities, particularly in Country Areas and Remote Areas.
- Pet Transport will depend on the availability of transport providers, particularly in Country Areas and Remote Areas.
- Pet Accommodation vacancy will depend on availability, particularly in peak seasons.
- Pet Accommodation facilities are legally able to refuse lodgement of Pets that do not have vaccinations up-to-date. This includes supporting documentation of the F3 vaccination for cats, and C4, C5 vaccinations for dogs. You are responsible for vaccinations being up to date. The NRMA does not guarantee that Pet Accommodation facilities will accept to board your Pet.
- Pet Accommodation facilities may not accept your Pet if it has been accommodated in another boarding Pet Accommodation facility within the last two weeks.

- The NRMA may not provide Pet Plus services if your Pet, in our opinion, jeopardises the health and safety of any NRMA staff or agent. Similarly, Pet Accommodation facilities and Pet Transport providers may not accept a Pet if it is injured, sick, a restricted breed or behaving in a threatening or violent manner.
- Pet Accommodation only covers boarding costs and excludes all other out-of-pocket expenses that you may incur whilst your Pet is being accommodated, i.e. Food, medication or special care.
- In the event your Pet is injured in an Accident or is sick, the NRMA will make every effort to arrange for Pet Transport and Pet Accommodation but take no responsibility for the wellbeing of your Pet.
- Members will be required to handle their Pet at all times. Our Patrol Officers or Tow contractors will not handle Pets.
- Members are responsible for their Pet at all times, including while being dropped off and picked up from Pet Accommodation facilities or when your Pet is being transported to your Home or intended destination. Members are liable for any personal injury, death or damage to, or loss of property, caused by their Pet.

#### **13.4 Key Plus**

Key Plus provides replacement of lost or damaged Vehicle Keys up to \$500 (incl. GST). In the event of an emergency in which Your Nominated Vehicle Keys have been lost or broken, on Your request we will arrange for an automotive locksmith on Your behalf to replace Your Nominated Vehicle Keys allowing You to access and use Your Nominated Vehicle.

Where a locksmith can't assist, we will contribute a maximum of \$500 (incl. GST) in a Subscription Year for the cost of replacing your Vehicle Keys through Your Vehicle manufacturer.

Key Plus benefits are included in the Ultimate Care Subscription Package entitlements.

## Key Plus Conditions:

- Key Plus can be added to Premium Plus, Premium Care, Classic Care, Complete Care or Everyday Care Subscription Packages and is only valid for the Nominated Vehicle for the Subscription Year.
- A maximum of two replacement Vehicle Keys up to the value of \$500 (incl. GST) in a Subscription Year for your Nominated Vehicle.
- If You make Your own arrangements for a locksmith to attend Your Vehicle, we will be unable to contribute towards your replacement Vehicle Keys.
- If on your request a locksmith was dispatched in error or under false or misleading circumstances, we will be unable to contribute towards your replacement Vehicle Keys.
- The provision of a locksmith to attend Your Vehicle may not be possible in some areas, including but not limited to Remote and Country Areas.
- The NRMA does not guarantee that the locksmith dispatched to attend Your Vehicle will be able to assist You, replace Your Vehicle Keys, gain access to Your Vehicle, or mobilise Your Vehicle. In that event, the NRMA will contribute a maximum of \$500 (Incl. GST) in a Subscription Year towards Your Vehicle manufacturer replacing Your Vehicle Keys.
- The NRMA accepts no liability for any loss or damage (including without limitation consequential loss or damage) however caused, which is suffered by you as a result of the provision of locksmith services to Your Vehicle.
- The locksmiths that provide Key Plus services are independent contractors and are not employees of the NRMA.

### 13.5 Vehicle Plus

Vehicle Plus provides cover for the nominated vehicle with a Gross Vehicle Mass (GVM) of up to 10 tonnes. This Add-on will also cover any towing for the Trailer or Caravan towed by a Vehicle with the Add-on provided it does not exceed the towing limit of 10 tonnes GVM.

## **Vehicle Plus Conditions:**

- Vehicle Plus can only be added to a Complete Care or Ultimate Care Subscription Package and is only valid for the Nominated Vehicle for the Subscription Year.
- When Vehicle Plus is added to Complete Care, the Major Mechanical Breakdown Entitlements will also apply if Your Vehicle is within 100km from Home and Your Vehicle has a Major Mechanical Breakdown which cannot be fixed in less than 24 hours.

### **13.6 Subscription Package Add-ons Conditions**

- Subscription Packages Add-ons can only be purchased with Everyday Care, Complete Care, Ultimate Care, Premium Plus, Premium Care and Classic Care Subscription Packages where applicable, and are only valid for a Subscription Year.
- Complete Care includes the Windscreen Plus Add-on at no extra cost. Ultimate Care includes the Key Plus and Windscreen Plus Add-on at no extra cost.
- Add-on benefits which are not used in the Subscription Year cannot be carried forward into the next Subscription Year on renewal.
- The NRMA holds the right to withdraw the Add-on products without notice.
- Key Plus, Windscreen Plus and Pet Plus Add-on entitlements become available 7 days after purchase and cannot be purchased at the time of the event causing You to require the Add-on service.
- Tow Plus and Vehicle Plus Add-on entitlements become available 48 hours after purchase.
- Add-on fees paid to the NRMA are non-refundable.
- To the extent permitted by law, our maximum aggregate liability for all claims relating to the provision of the Add-on is limited to an amount equal to the fees paid by you for your Add-on subscription.

# 14. Roadside Assistance

## 14.1 Providing Roadside Assistance

Vehicles nominated on Everyday Care, Complete Care, Ultimate Care, AutoClub packages, Premium Plus, Premium Care, Classic Care and Basic Care are entitled to Roadside Assistance. This entitlement also applies to a Trailer attached to a Vehicle on a Complete Care, Ultimate Care, AutoClub Premium Care, AutoClub Premium Plus, Premium Care, Premium Plus or Traveller Care Subscription Package. For information about Free2go Membership refer to [mynrma.com.au/free2go](http://mynrma.com.au/free2go)

Roadside Assistance is provided to mobilise a Vehicle which has become disabled due to Breakdown. We do not provide Roadside Assistance for a vehicle that has suffered damage as a result of an Accident. When providing Roadside Assistance, we carry out temporary repairs and not regular maintenance or permanent repairs, normally carried out in a licensed repair workshop. You are responsible for having Your Vehicle repaired permanently at Your own expense.

When requesting Roadside Assistance, You will need to provide details validating Your Membership and You must tell us if You or the Vehicle fall under any of the exclusions for Roadside Assistance (please refer to Exclusions in section 14.9). If we cannot confirm a current paid Subscription Package, an "On-Road Join and Go" fee, in addition to Subscription Fee, will be charged before providing Roadside Assistance.

## 14.2 Vehicle weight

When deciding the appropriate Subscription Package for Your Vehicle based on the vehicle weight, You must refer to the GVM (Gross Vehicle Mass) which means the maximum allowable total mass of a fully loaded motor vehicle, consisting of the tare mass (mass of the vehicle) plus the load (including passengers).

If we are unable to mobilise Your Vehicle because it is over the eligible weight limit under the nominated Subscription Package, we will assist You to make alternative arrangements at Your own expense.

## 14.3 Emergency fuel

If Your Nominated Vehicle runs out of fuel, we will supply enough fuel for You to drive Your Vehicle to the nearest refuelling station where You can purchase fuel during normal business hours. You will be charged and must pay for the fuel at the time of service.

If we are unable to provide fuel or if Your Vehicle uses LP Gas, we will provide Towing to the nearest refuelling station (subject to Your Towing entitlements) where You can purchase fuel.

## 14.4 Lockout

We will attempt to open a Vehicle if the keys have been lost, stolen or are locked in the Vehicle. If we cannot open the Vehicle we will arrange for a professional locksmith to attend the Vehicle. Unless included under Your Subscription Package, Locksmith services are at Your own expense.

## 14.5 Flat tyres

We will change a flat tyre provided You have a roadworthy spare available and Your Vehicle is:

- Under 2.5 tonnes GVM for Vehicles nominated on a Classic Care and Basic Care Subscription package, or
- Under 3.5 tonnes GVM for Vehicles nominated on an Everyday Care, Complete Care, Ultimate Care, or Premium Care Subscription Package, or
- Under 10 tonnes GVM for Vehicles nominated on a Premium Plus Subscription Package or a Subscription Package with a Vehicle Plus Add-on.

If a roadworthy spare is not available, we will Tow the Vehicle in accordance with Your Subscription



Package entitlements. We will temporarily repair a flat tyre if it is safe to do so when a roadworthy spare is not available.

#### **14.6 Supply of materials, fuel and spare parts**

Roadside Assistance does not include the cost or supply of materials, emergency fuel or spare parts, which must be paid for by You at the time of service. Spare parts will not be picked up, delivered or fitted (unless carried in the Patrol Vehicle).

#### **14.7 Un-located or unattended Vehicles**

In the case of a Breakdown, You must be able to provide us with the correct location of Your Vehicle. A licensed driver must be present with the Nominated Vehicle or at an agreed meeting place when we arrive.

#### **14.8 Response time**

We endeavour to provide Roadside Assistance as soon as is practicable in response to Your request. Response time is not guaranteed and may vary depending on, among other things, the location of the Vehicle and the general demand for Roadside Assistance at the time Your request is received.

If You use a mobile phone or GPS device to request Roadside Assistance, we will endeavour (where possible) to use the mobile phone or GPS device signal to identify the location of Your Vehicle.

We record all incoming and outgoing telephone calls in order to improve our service and for quality assurance purposes.

#### **14.9 General Exclusions – all Subscription Packages**

The NRMA services do not cover:

- an Unregistered or Unroadworthy Vehicle or an Unregistered or Unroadworthy Trailer. In New South Wales and the ACT, we may provide services for an Unregistered Vehicle holding an Unregistered Vehicle Permit (UVP) or a Conditional Vehicle Registration or if You are driving the Vehicle to get or renew your Vehicle's registration.
- a Vehicle or Trailer that is used for business or commercial purposes;
- a Vehicle on which repairs have been attempted by anyone (including a licensed motor vehicle repairer), or that is partly or fully dismantled;

- a Vehicle that has suffered damage as a result of an Accident, Flood, theft, Fire or malicious damage;
- a Vehicle that has, in our reasonable opinion, suffered Water Damage;
- a Vehicle which is located at any licensed motor vehicle repairer including a Country Service Centre;
- any financial loss or liability in any way connected with a Breakdown or Accident;
- freight costs or costs for any sea crossings;
- a Vehicle if the Member continues driving against our advice or the advice of a licensed repairer;
- a Vehicle that has been transported to a wharf, transport depot, rail head or other similar holding or shipment facility;
- a Vehicle that has been used in a car rally or motor race or requires specialised tilt trays for towing;
- if You appear to be intoxicated or if You or any passengers' conduct is violent, threatening or offensive;
- Roadside Assistance will not be provided for damaged wheels or rim fitting;
- a Vehicle that is being driven or attended to by a driver that does not have a valid driver's licence; or
- a Vehicle that has suffered a Breakdown or other disrepair any time before the 48 hour waiting period has expired

You must tell us if You or the Vehicle falls under any of these exclusions.

The NRMA services will not be available:

- when in the reasonable opinion of the NRMA, a Breakdown is deemed unsafe for a Patrol Officer to attempt, or continue attempting, to mobilise a Vehicle;
- or
- to a re-occurring Breakdown deemed to be the result of a failure to repair the cause of the fault to Your Vehicle which caused the initial Breakdown.

In the above situations we will assist in arranging an alternative service or towing at Your expense, which must be paid for at the time of service.

#### **14.10 Roadside Assistance Callout limits**

If You use up all Your Callouts in a Subscription Year, You will be required to pay a service fee at the time of each further Callout. Unused Callouts at the end of a Subscription Year may not be carried forward into the next Subscription Year.

#### **14.11 Excessive users**

If we consider, in our reasonable opinion, that You have received (and continue to request) Roadside Assistance or a Tow for a Vehicle on an excessive number of occasions in a Subscription Year, we may refuse to provide further Roadside Assistance or Towing. We may offer an alternative service (at Your expense) such as a battery or a tow truck, or charge You a fee at Commercial Rates for Roadside Assistance, payable by You at the time the service is requested.

If we consider, in our reasonable opinion, that You have received (and/or continue to request) benefits, offers or rewards through Your My NRMA subscription, on an excessive number of occasions in a Subscription Year, we may refuse to provide further benefits, offers or rewards through My NRMA indefinitely, conditionally or unconditionally or on any other terms as are appropriate.

#### **14.12 Vehicle and Trailer weight and dimensions**

- For Everyday Care, Complete Care, Ultimate Care and Premium Care Vehicles are not eligible for Vehicle transport if they are greater than: 3.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height.
- For Classic Care and Basic Care Vehicles are not eligible for Vehicle transport if they are greater than: 2.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height.
- For Premium Plus and the Vehicle Plus Add-on, Vehicles are not eligible for Vehicle transport if they are greater than 10 tonnes Gross Vehicle Mass (GVM).
- Trailers are not eligible for Vehicle transport if they are greater than: 2 tonnes Gross Vehicle Mass (GVM) 12.5 metres in length; 2.5 metres in width and 2.6 metres in height, or 10 tonnes GVM for Premium Plus or Vehicle Plus.

### 14.13 Major Mechanical Breakdown Entitlements Conditions

- Major Mechanical Breakdown Entitlements are not available for a Vehicle with a flat or damaged tyre where a roadworthy spare is not available. However, Motorcycles with a flat tyre which cannot be fixed in less than 24 hours will be eligible for Major Mechanical Breakdown Entitlements.
- Major Mechanical Breakdown Entitlements are not available for a Vehicle because the keys have been locked in the Vehicle or are lost or damaged;
- Major Mechanical Breakdown Entitlements does not include certain costs associated with hire cars such as security deposits, cost of delivery, insurance, fees, stamp duties, airport taxes, excess kilometres, fuel and any other costs outside the daily rental fee of a hire car.
- You are responsible for abiding by third party supplier terms and conditions (for example, hotel stay conditions) including the terms and conditions of rental car providers if hiring a rental car. Car rental is subject to availability and may not be available in some areas.
- Major Mechanical Breakdown Entitlements are only available in the Subscription Year and may not be carried over to following Subscription Years.
- Major Mechanical Breakdown Entitlements only apply if Your Vehicle is repaired by a licensed mechanic.
- Major Mechanical Breakdown Entitlements are not available if a Breakdown took place prior to or during the 48 hour waiting period.
- Major Mechanical Breakdown Entitlements must be taken within three months of the Major Mechanical Breakdown. Any out-of-pocket costs incurred by you in relation to the Major Mechanical Breakdown in which the NRMA has agreed to reimburse, must be claimed within three months of the Major Mechanical Breakdown, arranged by calling us on 1300 772 273.

- The method of delivery of Major Mechanical Breakdown Entitlements will be at the sole discretion of the NRMA, including without limitation regarding the type, method or provider of transportation, accommodation, rental vehicle, taxi, air transport, alternative transport or vehicle transportation provided or paid for.
- Where there is any ambiguity regarding services and benefits available to Members, The NRMA will only provide or pay for services to the extent clearly and expressly provided for in these Terms and Conditions.

#### **14.14 Electric Vehicles**

Regardless of Your level of cover, you are entitled to receive the applicable benefits set out in these terms and conditions.

##### **Battery depleted on Electric Vehicle**

If Your Nominated Vehicle's Electric Vehicle battery is depleted, we will provide a Tow to the nearest Accessible Charging Station, or destination of your choice, whichever is closest, subject to your Towing entitlements.

If You are Towed to an Accessible Charging Station, You will need to provide your own charging cable and/or adaptor to charge your Electric Vehicle.

Any costs associated with charging the Electric Vehicle will be at Your own expense.

# 15. Towing

## 15.1 Towing Benefits

Your Towing benefits will be based on Your Subscription Package and the location of Your Breakdown. You are entitled to one Tow per Breakdown for the Nominated Vehicle. You or someone authorised by You should arrange to travel with the Vehicle to its intended destination. We will attempt to transport all passengers with the Vehicle provided each person can be safely and legally transported in the tow truck. Please tell us at the time of making a Callout if You have any special needs or requirements which may affect Your ability to be transported in a tow truck. If we are unable to transport all passengers, we will assist in arranging alternative transport at Your expense.

## 15.2 Type of Tow

Towing will be provided for all types of Vehicles which do not exceed 2.5 tonnes GVM that are nominated on a Basic Care or Classic Care Subscription Package, or 3.5 tonnes GVM for Vehicles nominated on an Everyday Care, Complete Care, Ultimate Care or Premium Care Subscription Package, or 10 tonnes GVM for vehicles nominated on a Premium Plus Subscription Package or the Vehicle Plus Add-on provided that the Tow can be made with the available Standard Towing Equipment.

Towing will be provided using the most appropriate equipment available (such as lift-tow, flat-top truck or trailer) as determined by us. In Country Areas and Remote Areas in particular, limited types of tow trucks may be available. If Special Towing Equipment is required (such as power winches, extended cables, or a four-wheel-drive towing vehicle) You must pay the Towing provider at prevailing Commercial Rates at the time of service.

## 15.3 Clean up fee

You must pay a clean-up fee, at the time of service, if contamination from Your Vehicle makes it necessary to clean up the surrounding area and tow truck.

## 15.4 Towing limitations

Towing benefits will not be provided for:

- a Vehicle bogged or broken down in a location inaccessible to normal two-wheel drive vehicles;

- a Vehicle where the Tow has not been arranged by us;
- a Vehicle which has been manufactured or modified in ways which in our reasonable opinion will increase the probability of it being damaged during Towing. We may ask for modifications (including modified or factory released accessories) to be removed prior to Towing;
- any Vehicle or Trailer carrying livestock or commercial goods unless the Vehicle or Trailer is unloaded;
- a Vehicle at a repairer, including a Country Service Centre; or
- a Vehicle that requires Towing to a wrecking yard, unless the wrecking yard is also a licensed motor vehicle repair workshop.

### **15.5 Subsequent Tows for the same Breakdown**

Once a Tow has been provided for a Breakdown, any subsequent Tow for the same Breakdown will be paid for by You at Commercial Rates at the time of service. This includes Towing for a Vehicle that has been Towed after hours to the Member's Home, a holding yard or other place of safety and then needs further Towing. This applies to Trailers that are entitled to Towing benefits.

### **15.6 Excess kilometres**

If a Tow for Your Vehicle (and/or Trailer that is entitled to Towing benefits) is in excess of the distance for which You are eligible You must pay us for the excess distance at Membership Rates at the time of the Tow.

### **15.7 Salvage Tow**

If Your Vehicle has become bogged without being involved in an Accident, we will attempt to salvage You from the situation without calling for a tow truck. This can only be done for Vehicles less than 2.5 tonnes GVM (for Vehicles nominated on a Basic Care or Classic Care Subscription Package), 3.5 tonnes GVM (for Vehicles nominated on an Everyday Care, Complete Care, Ultimate Care or Premium Care Subscription Package) and 10 tonnes GVM (for Vehicles nominated on a Premium Plus Subscription Package or Vehicle Plus Add-on). If Towing equipment is required, this will be at Your expense.

# 16. Areas covered

We provide services in New South Wales and the ACT. Outside the Metropolitan Areas, Roadside Assistance is provided by our Country Service Centres, which cover most Country Areas throughout New South Wales.

Service is available only on private property or any Trafficable Road. Service may not be available on: open fields; beaches; creek beds; parks and ovals; tracks, trails or service roads used for logging or forestry or by electrical authorities; in national parks or wilderness areas; on any public or private property where entry of vehicles may cause damage or is restricted and any other locations where the conditions cause an area to become unserviceable.

## 16.1 Remote Areas

If You break down in a Remote Area, we will try to organise Roadside Assistance through the nearest Country Service Centre. In certain Remote Areas there may be occasions when we are unable to find an appropriate service provider to assist You. In these rare instances You will be required to arrange Your own rescue or recovery at Your own expense.



# 17. When do Your benefits become available?

Roadside Assistance benefits, Towing and Major Mechanical Breakdown Entitlements become available 48 hours (or when otherwise authorised by us) after You have purchased or upgraded a Subscription Package or if You change Your Nominated Vehicle more than once within a Subscription Year.

If You require Roadside Assistance and:

- (a) You have not notified us that Your Nominated Vehicle has changed or
- (b) You have changed Your Nominated Vehicle more than once within a Subscription Year or
- (c) you suffer a Breakdown before or during the 48 hour period,

Then You must pay an On-Road Join and Go fee. Member benefits provided through My NRMA can be redeemed immediately on subscribing.

## 17.1 Joining after You Breakdown

If immediate assistance is required for a Vehicle and You are not a Member or do not have a current Subscription Package to cover Your Vehicle, an On-Road Join and Go fee must be paid in addition to a Subscription Fee. If You purchase Complete Care, Ultimate Care or Traveller Care after You have a Breakdown, Major Mechanical Breakdown Entitlements will not be available in relation to that Breakdown.

## 17.2 Upgrading after You Breakdown

If immediate assistance is required for a Vehicle and You wish to upgrade Your Subscription Package, the following applies:

- An On-Road Add and Go fee must be paid in addition to a Subscription Fee.
- Major Mechanical Breakdown Entitlements will not be available in relation to that Breakdown, and for 48 hours after upgrading.

## 18. Terms and Conditions

You are bound by the latest version of the Membership Terms and Conditions. These are available at [mynrma.com.au](http://mynrma.com.au) under General Conditions. We will use reasonable endeavours to notify You of any changes to the Terms and Conditions by placing a notice on our website. Where there are material changes to these Terms and Conditions that could adversely affect NRMA Members or limit Member benefits provided under these Terms and Conditions, we will provide additional notice to You by way of the address or email address You have provided to the NRMA. Where possible, we will give at least one month's notice of such changes.

## 19. Glossary

These Terms and Conditions use the following definitions:

**Accident** means an incident in which a Vehicle has been damaged in a collision or impact with another object, whether another vehicle or not, or whether caused by a mechanical failure. This includes a series of incidents arising out of a single event.

**Accessible Charging Station** means any Electric Vehicle charging station that can be accessed by the NRMA Service Provider's towing equipment, together with the Electric Vehicle.

**Australian Motoring Clubs** means each and any of the Royal Automobile Club of Victoria (RACV) Ltd; The Royal Automobile Club of Queensland Limited; The Royal Automobile Association of South Australia Inc; The Royal Automobile Club of WA (Incorporated); The Royal Automobile Club of Tasmania Limited and Automobile Association of Northern Territory Inc.

**Available Subscription Package** means our products: My NRMA, Everyday Care, Complete Care, Ultimate Care, Classic Care, Premium Care, Premium Plus, Traveller Care and Free2go.

**Breakdown** means an occasion where a Vehicle cannot be driven due to mechanical or other failure, the cause of which is not an Accident, theft, Fire, Flood or malicious damage or the cause of which is not discovered during a maintenance or service check.

**Boundary** means the perimeter of the geographical area which is serviced by a Country Service Centre.

**Callout** means a response to a request for assistance where a Patrol Officer or tow truck is despatched to and arrives at a Breakdown, including if a tow truck, auto-electric or battery patrol also attends the same Breakdown.

**Commercial Rate** means the cost applicable to the relevant goods or services, provided such rate is reasonably determined by the supplier.

**Conditional Vehicle Registration** means a Conditional Vehicle Registration gives you limited road access to perform specific functions with a non-standard vehicle in NSW or the ACT.

**Country Areas** means all areas of New South Wales that are outside the Metropolitan Areas but that are within the Boundary of Country Service Centres.

**Country Service Centre** means a contractor in a Country Area appointed by us to provide Roadside Assistance to Members' Vehicles.

**Electric Vehicle** means a vehicle with one or more motors that are partially or solely powered by electricity for propulsion. This includes battery electric (BEV), plug-in hybrid (PHEV), hybrid (HEV) and fuel cell (FCEV) vehicles.

**Fire** means heat or flame which damages the panel work, mechanical or electrical parts of a vehicle.

**Flood** means a rising or overflow of water in a normally dry area, water course or water crossing.

**GVM stands for Gross Vehicle Mass** and means the maximum allowable total mass of a fully loaded motor Vehicle or Trailer, consisting of the tare mass (mass of the Vehicle or Trailer) plus the load (including passengers).

**Home** means the Member's permanent place of residence as recorded in our Membership database or, if a P.O. Box is recorded, as stated on the Member's current driver's licence.

**Joint Membership** means a single Membership held in the name of more than one person.

**Major Mechanical Breakdown** means an incident in which Your Vehicle is disabled 100km or more from Home (or any distance from home for Ultimate Care, Premium Plus or Complete Care Subscription with Vehicle Plus Add-On) because of a mechanical failure making the Vehicle un-driveable, and which cannot, be fixed in less than 24 hours from the time the mechanical failure occurred. This does not include failures caused by or contributed to by an Accident, Fire, Flood, theft or malicious damage.

**Major Mechanical Breakdown Entitlements** means up to \$3,000 (Incl. GST) or up to \$4,000 (Incl. GST) depending on the Subscription Package in a Subscription Year if Your Vehicle (or Trailers where expressly stated) has a Major Mechanical Breakdown. This includes car rental, accommodation, passenger transport and Vehicle transport.

**Member, You and Your** means any person or entity who has agreed to become a Member of the NRMA whose name is entered on the NRMA Register of Members, and who subscribes to any of the Available Subscription Packages.

**Member ID** means the NRMA Membership card or QR code issued to You whether or not as part of the My NRMA Program.

**Membership** means the rights of members in respect of being a Member and/or having a Subscription Package.

**Membership Rate** means the negotiated cost applicable to the relevant goods or services for the Member that has been agreed between the NRMA and a third party supplier, and that is generally less than the Commercial Rate.

**Metropolitan Area** means the metropolitan areas of Sydney, Newcastle (including Raymond Terrace, Nelson Bay and Maitland), Blue Mountains (including Springwood and Katoomba), Illawarra (including Kiama, Wollongong and Picton) and all areas of the ACT.

**Motorcycle** means any vehicle registered as a motorcycle, including mopeds, trikes and powered pedal cycles.

**Nominated Vehicle** means any Vehicle nominated for service by a Member in a Subscription Package and for which an annual fee has been paid for the period during which service is requested.

**NRMA**, we, our, us means the National Roads and Motorists' Association Limited, ABN 77 000 010 506 trading as the NRMA, and includes its officers, employees, agents and contractors.

**Patrol or Patrol Officer** means an NRMA employee or contractor providing Roadside Assistance.

**Program Partner** means a person or organisation which has agreed to offer certain benefits or offers to Members under the My NRMA Program.

**Roadside Assistance** refers to assistance provided to a Vehicle by a Patrol Officer to attempt to restore the mobility of the Vehicle at the Breakdown location and other services provided to a Vehicle at the location of a Breakdown by an NRMA Patrol, and includes providing a Tow, battery or auto electric officer or contractor to restore the mobility of the Vehicle, or to allow it to be driven or removed to a place where complete and/or permanent repairs can be carried out.

**Remote Area** means all areas of New South Wales that are outside the Metropolitan Areas and Country Areas.

**Serviced Area** means any area in which we provide Roadside Assistance within a Metropolitan Area or within a Country Service Centre Boundary.

**Special Towing Equipment** means any towing apparatus that is not covered under the definition of Standard Towing Equipment.

**Standard Towing Equipment** means any towing apparatus that is the equivalent of a two-wheel drive truck fitted with a tilt tray, slide bed, hoist or cradle, or a vehicle and trailer combination.

**Subscription Fee** means the fee payable when you nominate a Vehicle on a Subscription Package to receive Roadside Assistance.

**Subscription Package** means any of our products: My NRMA, Everyday Care, Complete Care, Ultimate Care, Classic Care, Premium Care, Premium Plus, Traveller Care, Free2go and Basic Care.

**Subscription Year** means the current valid year of a Member's Subscription Package.

**Taxi** includes cabs and ride sharing services such as Uber.

**Tow, Towing, Towing Service or Towed** means the service provided according to these Membership Terms and Conditions to a Vehicle or Trailer disabled by a Breakdown, and involving its removal from the Breakdown site to another location using whatever Standard or Special Towing Equipment is available and considered appropriate by us.

**Trafficable Road** means any public or private road, which is designed for and is in a suitable state for the use of a two-wheel drive motor vehicle. It includes the road-related areas immediately adjoining the road itself like road shoulders, breakdowns, medians and parking including any road which the NRMA has permission to use and which can be accessed safely by a standard NRMA Patrol vehicle.

**Trailer** means any two, three or four-wheeled trailer, caravan, horse or dog trailer or boat trailer that does not exceed 2 tonnes GVM (or 10 tonnes GVM for Premium Plus or Vehicle Plus), 12.5 metres in length; 2.5 metres in width and 2.6 metres in height and which is being used for private or recreational purposes but excludes trailers or caravans registered or used for commercial purposes.

**Unregistered Trailer** means a Trailer that does not have a current registration as required by the respective State motor authority or a Trailer that does not display a registration label (if one is required).

**Unregistered Vehicle** means a Vehicle that does not have a current registration as required by

the respective State motor authority or a vehicle that does not display a registration label (if one is required).

**Unregistered Vehicle Permit (UVP)** means a permit to allow you to make specific journeys in an Unregistered Vehicle in NSW or the ACT.

**Unroadworthy Trailer** means a Trailer which has been issued with a defect notice, or whose condition makes it unsafe and which cannot be made safe through the provision of temporary Roadside Assistance as reasonably determined by us.

**Unroadworthy Vehicle** means a Vehicle which has been issued with a defect notice, or whose condition makes it unsafe to drive and which cannot be made safe to drive through the provision of temporary Roadside Assistance as reasonably determined by us.

**Vehicle** means any registered automobile or motorcycle nominated for Roadside Assistance.



[mynrma.com.au](https://mynrma.com.au)