



# Autopia Roadside Assistance

Terms and conditions

## **Autopia Roadside Assistance**

**Autopia Roadside Assistance** offers reliable and secure roadside assistance 24 hours a day, 7 days a week and 365 days a year.

**Autopia Roadside Assistance** is provided by National Roads and Motorists' Association Limited ABN 77 000 010 506 trading as 'the NRMA'.

Whenever you request roadside assistance under your membership, you will be making that request to the NRMA, who will provide the services on the terms and conditions set out below. The terms and conditions contain exclusions and limitations.

### **Eligibility criteria**

In order to be eligible to purchase roadside assistance membership, your vehicle must be:

- a roadworthy well maintained vehicle; and
- be mobile.

If you are a member, in order to be eligible for a call out:

- your vehicle must be a roadworthy well maintained vehicle;

and

When your Membership commences, your vehicle must be:

- mobile and on the road, and
- registered with the NRMA through Autopia

### **Please stay with your vehicle**

Once a roadside service provider has been called, it is important that you always activate your hazard lights. If it is not safe to exit the vehicle, please remain in your vehicle with your seatbelt fastened. If it is safe to exit your vehicle, please avoid crossing the roadway, move behind a safety barrier and remain well clear of the roadway. Should we arrive at the scene of the breakdown and the vehicle is unattended, we will be unable to carry out any work and payment may be required for any subsequent call outs to assist with the same incident. If you require assistance and have to leave your vehicle for safety reasons, please advise our customer service assistant at the time of the initial call. Please prioritise your safety and the safety of your passengers while waiting for us.

## **Roadside assistance**

If our customer service assistant is unable to get your vehicle mobilised over the telephone, we will dispatch a service provider to assist in the following ways:

### **Flat or faulty batteries**

We will test batteries for their performance, jump start flat batteries or coordinate battery replacement. We will not however be responsible for the cost of a replacement battery (such as, but not limited to, the supply and delivery of a battery). The cost of replacing the battery will be billed back to you via Autopia.

### **Emergency fuel delivery**

If your vehicle runs out of fuel, we will deliver sufficient petrol or diesel for the vehicle to travel to the nearest available refueling facility. In the case of LPG fuelled vehicles, we will tow the vehicle to the nearest refueling facility, subject to the towing limits set out below. The cost of fuel will be charged back to you via Autopia at the same rate as the local service station where the fuel is purchased from.

### **Flat tyres**

We will change a flat tyre using the vehicle's serviceable spare wheel or if necessary, transport the vehicle to an approved tyre outlet or authorised repairer, whichever is the nearest (subject to the towing/transportation limits). Should additional services be required beyond this due to multiple flat tyres, the spare tyre being unserviceable, replacement wheel studs/nuts not being available or locking wheel nut key not available, towing is provided under your standard towing entitlements

### **Emergency access to your vehicle**

If an emergency situation arises and it is necessary to gain access to the vehicle, we will attempt to gain access only after we have obtained your written consent. We will not be responsible for any damage incurred, or for any repair costs, resulting from gaining access to the vehicle or moving the vehicle whilst it is locked.

Where we cannot gain access to the vehicle, we will arrange a tow as per your towing entitlements.

## **Towing/transportation**

If the vehicle cannot be mobilised at the breakdown location, we will arrange to have the vehicle transported to your preferred repairer. If the vehicle is outside a capital city or major regional town, we may use a road transport company to transport the vehicle.

Towing is provided up to a limit of 20 km from the breakdown location in metropolitan locations, up to 60 km from the breakdown location in regional locations and up to 160 km from the nearest attending service provider in remote locations. All additional towing costs will be charged back to you via Autopia at the supplier's cost.

If the vehicle has been fitted with a body that requires heavy haulage towing due to height, width or length, we will coordinate towing for the vehicle at your request. All costs for heavy haulage towing are your responsibility

## **Accident coordination**

Following an accident, we will coordinate towing arrangements and will also provide advice on standard accident procedures. If required, we will coordinate alternative transport at your cost to enable you to continue your journey. All accident towing and alternative transport costs will be your responsibility. (Note: These costs, subject to payment of any excess, may be recoverable from your motor vehicle insurance company under an appropriate insurance policy).

## **Emergency message relay**

As a result of a breakdown or accident, at your request we can relay urgent messages to your family, friends or business associates likely to be affected or concerned by the subsequent disruption or delay.

## **Exclusions and limitations**

We provide roadside assistance. We will not be responsible for the cost of any parts or components for the roadside repair of your vehicle, other than minor repairs. Please also note the benefits in these terms and conditions do not apply in the event of any of the following circumstances:

- a) the vehicle not being registered on the Autopia Roadside Assistance system where customer data is stored;
- b) the vehicle being over 3.5 tonnes (GVM)

- c) the vehicle being unregistered;
- d) the vehicle being outside a service area;
- e) the vehicle being unattended;
- f) the vehicle being involved or connected to any form of motor sports (including driving on a racetrack or competing in organised road or off-road rallies);
- g) vehicle abuse or neglect by you (as reasonably determined by us);
- h) failure by you to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to the vehicle;
- i) accident damage, classified as impact or collision of any nature, attempted or successful theft or break in of the vehicle (excluding the provision of (and cost of providing) accident related services);
- j) failure by you to comply with instructions reasonably provided by us or our agents or our service providers;
- k) failure by you to comply with any applicable road laws or regulations;
- l) caravans or trailers;
- m) vehicles that are bogged, except where access is available and is trafficable by a two wheel drive recovery vehicle and no other specialist equipment is necessary. Should specialist equipment and/or towing become necessary, additional costs will be billed back to you via Autopia at the cost of the supplier. The driver of the vehicle will be advised of this condition prior to attendance by our service provider and provision of service is at our discretion;
- n) vehicles operating as taxis, limousines, rental vehicles, hire vehicles;
- o) vehicles that, in our opinion, require a heavy haulage towing provider due to the length, width or height of your vehicle.

If you call us and ask for assistance in any of these circumstances, we may provide assistance at our discretion, and bill back any costs via Autopia and on account.

The provision of service under Autopia Roadside Assistance is subject to:

- resources available in the area of breakdown;
- any circumstances beyond our control (including but not

limited to extraordinary delays caused by extreme weather conditions such as snow fall and flooding);

- areas being trafficable by a two-wheel drive recovery vehicle;
- severe vehicle accident or traffic congestion;
- restricted access area requirements;
- circumstances reasonably considered to be a force majeure event.

We have no obligation to pay for costs incurred in service calls where your vehicle is immobile in a workshop undergoing repairs.

We are not responsible for any costs arising from work carried out by a recommended repairer, and all repairs and costs for repairs undertaken by the recommended repairer are your responsibility.

### **Transferring of benefit to another vehicle**

Your roadside assistance benefit is not transferable to any other person or vehicle whether owned by you or not and if you cease to be covered by the roadside assistance benefit no refund is payable for the balance of the period of cover.

You may choose to cancel your membership at any time; however no refund will be given to you merely because you do not want the membership.

### **Privacy**

We will collect, store, use and disclose Your personal information in accordance with relevant legislation and the NRMA Group Privacy Policy. The NRMA Group Privacy Policy is available at [mynrma.com.au/privacypolicy](http://mynrma.com.au/privacypolicy).

On joining, You confirm that You have read and acknowledge the terms of The NRMA Group Privacy Policy.

Our Privacy Policy includes information about safeguards in place for Your personal information.

