

Standard Member benefits

1

Minor Repairs

Whenever possible we will repair all of the usual causes of breakdown related problems including flat tyres and flat batteries.

2

Technical advice

Technical advice will be provided over the telephone for any safety warnings or lights that may appear or technical and mechanical information regarding the Vehicle.

3

Battery and Parts Replacement

We will organise emergency parts to effect mobilisation of a Breakdown repair in the event that a dealer is not open or within close proximity of the breakdown.

4

Emergency fuel

We will either deliver an emergency supply of fuel or transport your Vehicle to the nearest refuelling station.

5

Towing

In the event the your Vehicle is immobilized or is not safe to drive, We will transport the Vehicle to the nearest mechanical workshop or repair agent up to 20 kilometers in metropolitan areas, and 50 kilometer round trip in regional areas.

6

Accident Coordination & Towing

Where your Vehicle has been involved in an Accident we will arrange to transport the Vehicle to either an approved accident repairer or a repairer of your preference. We will also advise the caller of the appropriate information to obtain from other parties involved in the accident such as Third Party's name, address, contact numbers, vehicle registrations, insurance details and any witness details.

Policy conditions and exclusions

If you require it, we will provide you with Roadside Assistance Australia wide. Your membership is valid for the vehicle which you nominate to us only. Service and benefits become effective two working days after receipt of payment.

Membership fees are non-refundable, and your membership is non-transferable. We reserve the right to withdraw or withhold services in the event a member is violent, abusive, or attempting to receive service by deception.

If you change your vehicle registration number or home address you must advise us within 7 days.

When requesting Roadside Assistance you must provide the correct vehicle details and the exact location of the vehicle. All services will be at your expense if we are not able to confirm your membership or locate your vehicle based on the information you provide to us.

Roadside Assistance is only available on any sealed or designated roads, accessible by standard 2-wheel drive recovery vehicles, that the service provider deems to be safe.

Roadside Assistance is only provided where the weight of the vehicle is less than 3.0 Tonnes GVM and the length of the vehicle is less than 5.5 metres.

Towing will be provided using the most appropriate equipment available (such as lift-tow or flat-top truck) as determined by us. Should Specialised Towing Equipment or Personnel be required (such as power winches, extended cables or hydraulic vehicle moving jack dolly's etc) this service will be at the driver/member's expense – payable at time of service.

If you are located in a some regional or remote locations and require assistance, you may be charged an additional call out fee.

You must remain with your vehicle after requesting service. If you are not in attendance with your vehicle at the time when the service provider arrives the service cannot be supplied and one call-out will be deducted from the member's call-outs. Further call-outs related to the same breakdown will be considered a separate call-out.

Roadside Assistance is provided in the event of an unexpected mechanical breakdown. It does not cover vehicle maintenance or permanent repairs. Temporary repairs may be made at the request of the member/driver to mobilise the vehicle (where able). However, regular maintenance or any mechanical repairs, major or otherwise, is the member's responsibility and will be at the member's expense.

Exclusions and Limitations

The provision of benefits and services under Roadside Assistance is subject to the following exclusions:

- Vehicles over ten years of age
- Your vehicle being left unattended
- Your vehicle being unregistered
- Your vehicle is involved or connected to any form of motor sports
- Any caravan or trailer that is towed by your vehicle
- Your vehicle operating as taxi, rental vehicle, limousine, or hire vehicle
- Service calls for your vehicle due to vehicle abuse or neglect (as reasonably determined by us)
- Service calls for your vehicle due to failure to use reasonable care with your vehicle or failure to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to your vehicle
- Repeated service calls for your vehicle due to owner/driver faults, or failure by you to comply with our instructions
- Service calls for your vehicle due to accident damage
- Service calls due to break-in (or attempted break-in) of your vehicle
- Service calls due to fitment of non-genuine accessories or inappropriate or incorrect fitment of parts or accessories
- Your vehicle being located in a remote location (this is deemed as being a location not trafficable by a two-wheel drive recovery vehicle) or your vehicle is located in a Restricted Access Area or not within a Service Area
- Your vehicle being immobilised due to inappropriate maintenance, repair or use, caused intentionally or by negligence on the part of the owner, the driver or any other third party
- Boggled vehicles. 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 become necessary, additional costs are the driver's responsibility. Drivers will be advised of this condition prior to attendance by our Service Provider and service is at our discretion.

In the event the member insists the vehicle be broken into to recover keys locked inside the vehicle, no responsibility or liability is taken by 365 Roadside Assistance or its contractors for any damage to your vehicle that may occur as a result. Due to contractor limitations, this service may not be available in all cases. If a member has received and continues to request Roadside Assistance or Towing for a vehicle repeatedly on an unjust and excessive number of instances, we may refuse to provide further Roadside Assistance or Towing and will then offer an alternative service at the member's expense – payable upon request of service.

We reserve the right to amend prices and inclusions of policies without prior notice.



You're never alone with 365 assistance

Safe and secure Roadside Assistance for your vehicle 24 hours a day, 365 days a year.

365

Roadside Assistance

PROUD MEMBERS OF





365 Roadside Assistance delivers safe and secure services to get you back on the road. Our 24/7 response team provides instant access to a range of automotive engineers trained make sure you are never left stranded.



Premium

Member benefits includes all the standard benefits plus

I was on the way to an appointment and battery was flat. Called **365 Roadside Assistance** and within 30 minutes I was able to get going.

Jason Poole
Merewether NSW

Accident Coordination and Towing

Where your Vehicle has been involved in an Accident we will arrange to transport the Vehicle to either an approved accident repairer or a repairer of your preference. We will also advise the caller of the appropriate information to obtain from other parties involved in the accident such as Third Party's name, address, contact numbers, vehicle registrations, insurance details and any witness details.

Key Replacement, Locksmith Service or Courier Service

Where the key has been lost or stolen, or has been locked inside your Vehicle, We will either arrange for the your spare key to be delivered or arrange for a locksmith to attend to a maximum of \$80.

Follow Up

In cases where your Vehicle has been transported to a dealer or an authorised repair centre after a breakdown, we will work with your repairer to ensure that the Vehicle is back on the road as soon as possible.

Parts and Service Locator

When you are travelling away from their local area, we will assist you to locate the closest appropriate dealership, service station, and repair workshop, tyre or windscreen outlet anywhere in Australia.

Additional benefits when your Vehicle is immobilised over one hundred (100) kilometres from your home for longer than twenty four (24) hours:

Accommodation Assistance

We will arrange and provide hotel accommodation for you and up to four passengers, for a maximum of three (3) nights at a maximum cost of \$120.00 including GST per night. You will be responsible for all meals, telephone call costs and any hotel sundries.

Rental Car Assistance

We will arrange and provide a rental car for you for a maximum of four (4) days at a maximum cost of \$90.00 including GST per day. Rental car entitlements cease once the vehicle has been repaired. The driver / hirer of the rental car will be responsible for all fuel costs, excess kilometre charges, toll fees, insurance waivers, insurance excess and damage claims payable on the rental car.

Alternative Travel Assistance

If, following a breakdown, the Vehicle cannot be repaired and hotel accommodation or a rental car are not available, We will arrange and provide alternative transport where possible for the you and up to four (4) passengers traveling in the Vehicle to return home or to their intended destination.

Vehicle Recovery Assistance

When your vehicle has been repaired after a breakdown, we can arrange for delivery of the Vehicle to the your home or intended destination. Alternatively, arrangements can be made for you to return to the repaired Vehicle.

