



YOUR GUIDE TO
**BUSINESS
ROADSIDE**

WITH RACT

TERMS & CONDITIONS



❧ BENEFITS AT A GLANCE ❧

The following table provides a snapshot of benefits available with our Business Roadside products but please refer to the full terms and conditions.

BENEFITS	BUSINESS ROADSIDE COMPLETE	BUSINESS ROADSIDE ESSENTIALS
Roadside Assistance	10 callouts per vehicle per year	6 callouts per vehicle per year
Towing - metro	up to 30km	up to 15km
Towing - country	up to 150km	up to 32km (back to depot)
Flat batteries	✓	✓
Discounted battery replacement	✓	✓
Flat tyres	✓	✓
Lockouts	✓	✓
Out of fuel	✓	✓
Locksmith	\$165	✗
Taxis (1 x trip per breakdown)	\$50	✗
Heavy vehicle – towing	\$500	✗
Heavy vehicle – wheel change	\$165	✗
Hire car (up to 2 x days)	✓	✗
Emergency accommodation (1 x night)	✓	✗

SOME IMPORTANT CONDITIONS

- Size restrictions are in place that will limit or restrict benefits to service or towing. Make sure you are aware of the relevant conditions for all size restrictions.
- Does not cover vehicles already under repair.
- Does not cover vehicles on unconstructed roads.
- Service may be restricted for excessive use.
- Business Roadside assistance excludes service to rental vehicles (specific Business Roadside Fee for Service product required).
- Roadside fees are not refundable.
- Other terms and conditions apply.

THIS BOOKLET EXPLAINS HOW WE CAN HELP WHEN YOU HAVE PROBLEMS WITH YOUR VEHICLE.

Please take a few minutes to familiarise yourself with your roadside assistance entitlements and conditions of Business Roadside products.

IMPORTANT NOTES

An important point to note is that free Business Roadside assistance does not cover you in the event of an accident and is not a substitute for motor vehicle insurance. Nevertheless, Business Roadside vehicles involved in accidents can contact RACT and as a courtesy, we will refer your request for assistance to your insurer or the local RACT towing contractor. This is done on the understanding that the business or their insurer will be responsible for the associated charges. Our consultants can also relay urgent messages for you.

EXCESSIVE CALLS

When roadside assistance is requested more frequently than RACT considers reasonable, you may be requested to ensure that the vehicle is placed in a sound mechanical and roadworthy condition. Until this has been done, any further requests for free service may be refused or service provided for a fee. Calls can be shared across your fleet to the maximum calls per vehicle relevant to either product.

❧ RACT BUSINESS ❧ ROADSIDE COMPLETE

VEHICLE COVER

The vehicles that have been nominated on your membership can receive roadside assistance. Roadside assistance will be provided specifically to the nominated vehicle only, as long as roadside coverage is current at the time of request. If you need service to a vehicle that isn't nominated, you'll need to pay the vehicle fee plus a service fee.

24-HOUR ROADSIDE ASSISTANCE

We'll make minor adjustments and repairs to keep your vehicle mobile. You'll be covered 24 hours a day, 365 days a year throughout Australia. You'll be covered for things like flat batteries, flat tyres, lockouts, running out of fuel, electrical and mechanical faults.

CALLING FOR SERVICE

You can call 1800 674 654 from anywhere in Australia. Phones are manned 24 hours a day, 365 days a year. Please tell the call consultant your membership and registration number so we can assist you as quickly as possible. Service is only provided to the vehicles nominated on your membership.

TOWING

Towing is limited to vehicles under 3.5 tonnes as loaded. For information relating to Heavy Vehicles, see the next section.

- **In city areas:** If we're unable to get your nominated vehicle mobile, we'll provide a tow for up to 30km within the metropolitan area.
- **In country areas:** If we can't get your nominated vehicle mobile, we'll provide a tow for up to 150km in any direction within a country area. If you require the vehicle to be towed a greater distance, an excess charge will apply, which will be invoiced.
- **Interstate:** The nominated vehicle will be entitled up to 20km of towing in city areas and up to 100km of towing back to the nearest towing agents depot in country areas.

HEAVY VEHICLES

Service or towing to vehicles that are either longer than 5.5m, wider than 2.3m, higher than 2m, or weigh more than 3.5 tonnes as loaded may require special equipment.

If you're nominated vehicle requires special equipment because it exceeds the standard weight and size limits, we will contribute the following:

- **Towing:** We will contribute up to \$500 per incident for the cost of special equipment required to tow your nominated vehicle.
- **Wheel Changing:** We will contribute up to \$165 per incident for the cost of special equipment needed to change the tyre on your nominated vehicle.

Any excess charges will be invoiced to you.

WHEEL CHANGING

We can help you replace a flat or damaged tyre or wheel with a serviceable, roadworthy and compatible spare. We'll provide assistance while utilising the vehicle's gel repair kit (gel sealant), as long as it's supplied.

TAXIS

If we're unable to get your nominated vehicle mobile, we'll provide one taxi fare per breakdown to the maximum value of \$50 per trip.

FUEL

If your nominated vehicle runs out of fuel, we'll provide up to 10 litres of unleaded fuel to enable your vehicle to be driven to a fuel outlet. Supply of diesel is subject to availability of the attending service provider and the cost of any fuel supplied will be invoiced to you. LPG is not provided. However a tow within towing limits will be provided.

LOCKSMITH

If you lock the vehicle's keys in the nominated vehicle, we will attempt to unlock it. If the vehicle can't be unlocked, if the keys to the vehicle are lost or damaged, or the ignition lock is damaged, preventing the vehicle from being mobilised or secured, we'll call a locksmith to attend to the vehicle and pay up to \$165 per vehicle, per year for parts and labour. If the locksmith option is used, any subsequent towing is at your expense.

CARAVAN OR TRAILER

Minor repairs including wheel changing (subject to a suitable spare being available) are provided.

- **Towing:** If your nominated vehicle is towing a caravan or trailer and your nominated vehicle requires towing, we'll tow the caravan or trailer (up to two tonnes as loaded) up to 30km in city areas and up to 150km in country areas in any direction.
- **Disabled caravan or trailer:** Towing, as described above, also extends to a disabled caravan or trailer (up to two tonnes as loaded). However, there may be times when special equipment is required or when additional time is spent at the breakdown scene preparing the vehicle for towing. In these circumstances, any additional costs for time and equipment are your responsibility.

EXTENDED BENEFITS

When you are over 50km from the nominated business address and if you're nominated vehicle becomes disabled and requires towing, RACT will provide:

- **Emergency Accommodation: 1 night per incident:**
We'll provide emergency overnight accommodation up to the value of \$100 (GST Inclusive).
- **Rental Vehicle: 2 days per incident:**
We'll arrange and pay for a hire car for up to two days, to the value of \$100 per day (GST Inclusive).

RACT ROADSIDE SERVICE INTERSTATE

Our roadside members also receive service interstate by calling 1800 674 654. You'll be entitled to the standard level of service and towing provided by the host club in that state.

RACT BUSINESS ROADSIDE COMPLETE TERMS AND CONDITIONS

Your Business Roadside Complete cover includes RACT membership.

Your Business Roadside Complete cover must be valid at the time of service.

Service is not provided to vehicles that have broken down prior to you nominating a vehicle

Vehicle under repair: Service does not include maintenance repairs. Service and/or towing is not provided to vehicles already under repair or at a repair workshop. Service will not be provided to unroadworthy or unregistered vehicles.

Constructed roads: Service is only provided where the breakdown has occurred on a constructed road that is navigable by a normal two-wheel drive vehicle.

Bogged vehicles: The time spent in recovery of bogged vehicles will be invoiced to you. The cost of travelling to your vehicle within the applicable distance limits is covered by us. This service does not extend to vehicles that are damaged as the result of being bogged.

Tyres: Tyres that are not safe or suitable can't be fitted by our team. If suitable tyres are not available, we'll tow the vehicle within

towing limits to the nearest tyre repair workshop or other location. Wheel changing is limited to vehicles less than 2.5 tonnes as loaded. If special equipment is required, you may be responsible for any additional costs.

Payment for excess charges, batteries, parts and supplies:

Payment for all excess charges or for parts and supplies will be invoiced to you.

In country areas: Our country agents will work on the side of the road for up to one hour. Service is not provided to vehicles that have been driven or transported to one of our agent's depots or another repairer during business hours.

Rallies, races: Our roadside or towing service don't cover vehicles that are in organised events such as rallies or races.

Accident or stolen vehicles: Our roadside service and towing isn't provided for vehicles involved in any form of accident or that have been stolen, however towing can be arranged and invoiced to you.

Remote unserviced areas: There are some remote areas in Tasmania and interstate that are greater than 150 km from the nearest agent's depot and excess charges will apply. These costs will be invoiced to you. Roadside or towing service is not provided in locations affected by snow or floods that make access by a normal two-wheel drive vehicle not possible.

Limits of use of services: You may receive up to ten Business Roadside Complete calls for assistance per vehicle in any one membership year. A service fee is applied for subsequent calls during that membership year. Call sharing across your nominated fleet is allowed.

Rental vehicles: Business Roadside Complete won't cover you in the event that you are driving or a passenger in a rental vehicle. RACT Business Fee for Service packages are available.

❧ RACT BUSINESS ❧ ROADSIDE ESSENTIALS

VEHICLE COVER

The vehicles that have been nominated on your membership can receive roadside assistance. Roadside assistance will be provided specifically to the nominated vehicle only, as long as roadside coverage is current at the time of request. If you need service to a vehicle that isn't nominated, you'll need to pay the vehicle fee plus a service fee.

24-HOUR ROADSIDE ASSISTANCE

Minor adjustments and repairs will be made to make your vehicle mobile. You'll be covered 24 hours a day, 365 days a year throughout Australia. You'll be covered for incidences such as flat batteries, flat tyres, lockouts, running out of fuel, electrical and mechanical faults.

CALLING FOR SERVICE

Call 13 11 11 from anywhere in Australia. Phones are manned 24 hours a day, 365 days a year. Please advise the call consultant of your membership and registration number. Service is only provided to the vehicles nominated on your confirmation letter.

TOWING

- **In city areas:** If we are unable to get your vehicle mobile, we will provide a tow for up to 15km within the metropolitan area.
- **In country areas:** We will arrange for the nearest RACT towing agent to travel up to 32km to you and tow your vehicle back in the direction of the agent's depot up to 32km. If you require the vehicle to be towed a greater distance or travel in another direction, an excess charge will apply, which will be invoiced.
- **Heavy vehicles:** Towing is limited to vehicles under 3.5 tonnes as loaded. If any special equipment is required, an excess charge may be applied and will be invoiced to you. Vehicles exceeding 3.5 tonnes, but not exceeding 4.5 tonnes as loaded, are entitled to service, however wheel changing or any service involving lifting, hoisting or towing will be invoiced to you. Service for 24-volt electrical systems in vehicles is subject to available equipment.
- **Caravans and trailers:** Minor repairs including wheel changing (subject to a suitable spare being available) are provided. Caravan or trailer towing can be arranged and the cost invoiced to you.

LOCKOUTS

If your vehicle's keys are locked in the vehicle, we will attempt to unlock it. If the vehicle cannot be unlocked, we will either call a locksmith to attend the vehicle with the cost of this service being invoiced to you, or tow the vehicle within towing limits to a motor dealer or other location.

FUEL

If your vehicle runs out of fuel, we will provide up to 10 litres of unleaded fuel to enable your vehicle to be driven to a fuel outlet. Supply of diesel is subject to availability of the attending service provider and the cost of any fuel supplied will be invoiced to you. LPG is not provided. However a tow within towing limits will be provided.

RACT ROADSIDE SERVICE INTERSTATE

The RACT has an agreement with other Australian auto clubs that allows RACT Roadside product holders to receive service interstate by calling 13 11 11. You will be entitled to the standard level of service and towing provided by the host club in that state.



RACT BUSINESS ROADSIDE ESSENTIALS TERMS AND CONDITIONS

Your Business Roadside Essentials cover includes RACT membership.

Your Business Roadside Essentials cover must be valid at the time of service.

Service is not provided to vehicles that have broken down prior to you nominating a vehicle.

Vehicle under repair: Service does not include maintenance repairs. Service and/or towing is not provided to vehicles already under repair or at a repair workshop. Service will not be provided to unroadworthy or unregistered vehicles.

Constructed roads: Service is only provided where the breakdown has occurred on a constructed road that is navigable by a normal two-wheel drive vehicle.

Bogged vehicles: The time spent in recovery of bogged vehicles will be invoiced to you. The cost of travelling to your vehicle within the applicable distance limits is covered by the RACT. This service does not extend to vehicles that are damaged as the result of being bogged.

Tyres: We will not fit tyres that are not safe and suitable. If suitable tyres are not available, we will tow the vehicle within towing limits to the nearest tyre repair workshop or other location. Wheel changing is limited to vehicles less than 2.5 tonnes as loaded. If special equipment is required, you may be responsible for any additional costs.

Payment for excess charges, batteries, parts and supplies: Payment for all excess charges or for parts and supplies will be invoiced to you.

In country areas: An RACT country agent will work on the side of the road for up to one hour. Service is not provided to vehicles that have been driven or transported to an RACT agent's depot or another repairer during business hours.

Rallies, races: RACT Roadside or towing service does not cover vehicles that are in organised events such as rallies or races.

Accident or stolen vehicles: RACT service and towing is not provided for vehicles involved in any form of accident or that have been stolen, however towing can be arranged and invoiced to you.

Remote unserviced areas: There are some remote areas in Tasmania and interstate that are greater than 32km from the nearest agent's depot and excess charges will apply. These costs will be invoiced to you. Roadside or towing service is not provided in locations affected by snow or floods that make access by a normal two-wheel drive vehicle not possible.

Limits of use of services: You may receive up to six Business Roadside Essentials cover calls for assistance per vehicle in any one membership year. A service fee is applied for subsequent calls during that membership year. Call sharing across your nominated fleet is allowed.

Rental vehicles: Business Roadside Essentials will not cover you in the event that you are driving or a passenger in a rental vehicle. RACT Business Fee for Service packages are available.

* The RACT has a Privacy Policy that outlines how we collect, disclose and safeguard personal information. Details of the Privacy Charter are available at RACT offices, our website ract.com.au or by calling 13 27 22.



RACT OFFICES

BURNIE
DEVONPORT
GLENORCHY
HOBART
KINGSTON
LAUNCESTON
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    RACT Official



**THE ROYAL AUTOMOBILE CLUB
OF TASMANIA LIMITED**
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