



YOUR GUIDE TO

ROADSIDE BUSINESS FEE FOR SERVICE

WITH RACT

FLEET TERMS & CONDITIONS



ROADSIDE BUSINESS FEE FOR SERVICE BENEFITS AT A GLANCE

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

This product is a user pays fee for service program.

ROADSIDE BUSINESS FEE FOR SERVICE FEATURES

24-hour Roadside Assist – on the nominated vehicle.	Unlimited
Towing (under 3.5 tonnes)	Metro – up to 15 km Country – up to 32 km back to agent
Flat batteries	✓
Flat tyres	✓
Lockouts	✓
Out of fuel	✓

SOME IMPORTANT CONDITIONS

- Excludes vehicles of more than 4.5 tonnes GVM. Other size restrictions also apply.
- Does not cover vehicles already under repair.
- Does not cover vehicles on unconstructed roads.
- Roadside fees are not refundable.
- Other terms and conditions apply.
- Service only applicable in Tasmania.
- Taxi, rental or business with between 1-50 vehicles. Business must have an ABN.



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 Roadside Business Fee For Service.

IMPORTANT NOTES

An important point to note is that RACT Roadside assistance does not cover you in the event of an accident and is not a substitute for motor vehicle insurance. Nevertheless, 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 member or their insurer will be responsible for the associated charges. Our consultants can also relay urgent messages for you.

ROADSIDE BUSINESS FEE FOR SERVICE

VEHICLE COVER

Service applies only to the vehicles nominated on your Roadside Business Fee For Service confirmation letter. Service will be provided specifically to the nominated vehicle only, provided Roadside coverage is current at the time of request. Your cover does not provide personal coverage and is not transferable to other vehicles. Should you require service to a vehicle that is not nominated, the vehicle fee plus a service fee is payable.

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 Tasmania. 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 Tasmania. Phones are manned 24 hours a day, 365 days a year. Please have your confirmation letter handy and advise the call consultant your membership and registration number. Service is only provided to the vehicles nominated on your RACT Business Fleet confirmation letter.

TOWING

- **In city areas:** If we are unable to get your vehicle mobile, we will provide a tow for up to 15 km within the metropolitan area.
- **In country areas:** We will arrange for the nearest RACT towing agent to travel up to 32 km to you and tow your vehicle back in the direction of the agent's depot up to 32 km. 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.

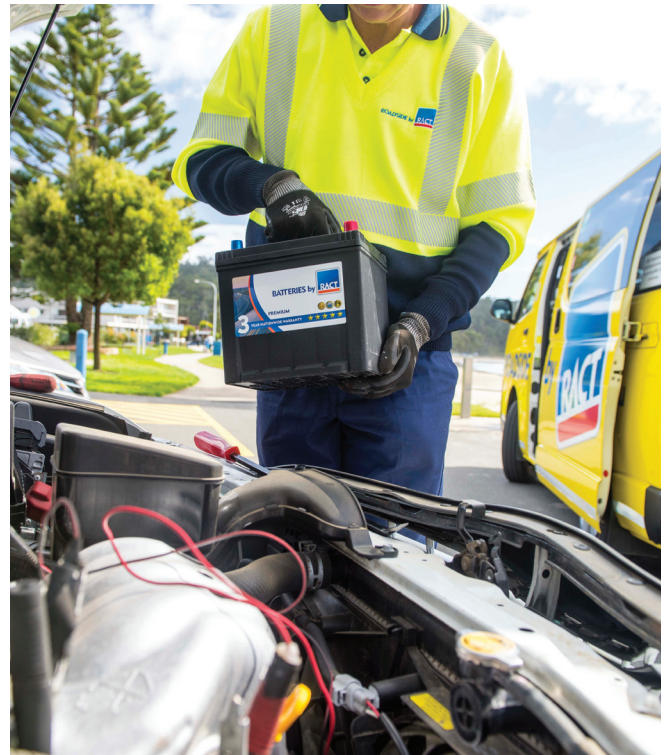
- **Caravans and trailers:** Minor repairs including wheel changing (subject to a suitable spare being available) are provided. Caravan or trailer towing can be arranged and the cost invoiced to you.

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.



ROADSIDE BUSINESS FEE FOR SERVICE

- **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 another 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, which will be invoiced to you.
- **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 other 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 that are greater than 32 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 makes access by a normal two-wheel drive vehicle not possible.



* 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
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LAUNCESTON
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OF TASMANIA LIMITED**
ABN 62 009 475 861