

# Caravan Roadside Assistance

Sample Product Document

## 24/7 ROADSIDE CALLOUT - 1800 651 111

### 24 HOUR ROADSIDE ASSISTANCE

Everyone likes a safety net. With AWN Roadside Assistance, you can have the confidence that comes with a comprehensive 24 hours/7 days a week Roadside Assistance program. These services are provided by Australia Wide Assist - **ABN 93 061 656 184**

### GENERAL COVER

Our roadside assistance program provides access to the following services. Some services are provided on a fee for service arrangement (as noted below), and as from the Cover Commencement Date there is a limit of two callouts within the first six months of cover, and five callouts within any twelve-month period.

- **General Assistance** - We will relay urgent messages to family, friends and business associates, likely to be concerned by disruption or delay. We will also arrange for alternative transport in the case of a major breakdown i.e. taxi. (Cost at customer's expense).

### DELUXE CARAVAN COVER

- **Flat Tyre** - The Caravan's roadworthy spare tyre will be fitted. The cost of the service is covered up to \$160.00 including GST (excludes any repair costs, replacement tyre's, valves, tubes etc.).
- **Lock Outs/Lost Keys** - Gain emergency access to the Caravan. Arrange for the customer to obtain the spare key (if applicable). The cost of the service is **covered up to \$160.00 including GST** (excludes any repair costs and key cutting).
- **Emergency Towing (Mechanical Breakdown)** - The Caravan will be transported to the nearest suitable repairer. The cost of the service is covered **up to \$600.00 including GST** per breakdown (excludes any repair costs, additional towing. Refer to general exclusions).

### EXTRAS COVER

- **Emergency Accommodation** - Assistance with emergency accommodation, while the Caravan is being repaired. Initially paid in full by the customer. The customer may then claim for reimbursement of up to \$300.00 including GST for accommodation costs. (Excluding meals, beverages etc.)

**All claims must be submitted within 21 days of the occurrence to: Claims Manager, PO BOX 10123, ADELAIDE BC, SA 5000 AUS, or Email: [admin@australiawideassist.com.au](mailto:admin@australiawideassist.com.au)**

### PREMIUM CARAVAN COVER

- **Flat Tyre** - The Caravan's roadworthy spare tyre will be fitted. The cost of the service is covered up to \$165.00 including GST (excludes any repair costs, replacement tyre's, valves, tubes etc.).
- **Lock Outs/Lost Keys** - Gain emergency access to the Caravan. Arrange for the customer to obtain the spare key (if applicable). The cost of the service is **covered up to \$165.00 including GST** (excludes any repair costs and key cutting).
- **Emergency Towing (Mechanical Breakdown)** - The Caravan will be transported to the nearest suitable repairer. The cost of the service is **covered up to \$1,000.00 including GST** per breakdown (excludes any repair costs, additional towing. Refer to general exclusions)

### EXTRAS COVER

- **Emergency Accommodation** - Assistance with emergency accommodation, while the Caravan is being repaired. Initially paid in full by the customer. The customer may then claim for reimbursement of up to \$400.00 including GST for accommodation costs. (Excluding meals, beverages etc.)

## LIMITS AND EXCLUSIONS

Free service will only be provided on private property or on public roads which are accessible by normal two-wheel drive vehicles. Callouts will not be provided where vehicles or Caravans are "off-road" (including but not limited to where the vehicle or Caravan is located on forestry or logging tracks, creek beds, beaches or mountains).

Service can be refused, or excess charges may apply in the following situations:

- Caravans used for hire or reward or commercial purposes including rental and loans.
- Caravans that are unregistered or not roadworthy or non-compliant with the relevant Australian Design Rules.
- Caravans that require excess labour, specialist/heavy equipment (i.e. trolley wheels, cradle lift trucks, non-standard ramps) for removal, extraction from multi-storey or underground car parks, are bogged, in a national park, or are not within easy reach of a public/sealed road.
- Caravans already at a repairer or Caravans that have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage and/or flood/fire damage, stolen Caravans that require recovery.
- Excess labour and cleaning fees where fluid leaks from your Caravan during transport.
- Heavy Caravans over 3.5t gross weight.
- Caravans that are permanently located on public or private holiday parks or campsites.
- Caravans that have been modified from manufacturers specifications i.e. excessively lowered or modified for racing / 4wd tracks.
- Ferry/barge costs, freight costs, including tolls and sea crossings.
- AWA will not be liable for increased/additional costs and expenses as a result of a breakdown in a remote location.
- AWA will not be liable or chargeable, as the result of a Roadside callout, for any financial loss you may incur, such as, but not limited to, loss of earnings, missed appointments or missed flights, trains or other pre-purchased transport tickets.
- Repeated/excessive call-outs due to driver related faults, customers not complying with our instructions, aftermarket accessories, Caravan neglect or abuse, as reasonably determined by AWA or its contractors, including pre-existing faults and faults/breakdowns caused by a non-authorised repairer.
- AWA, at its discretion, may refuse service or suspend/cancel a customer's membership if they are deemed abusive, threatening or violent towards AWA staff or its contractor, or attempts to receive service by deception or has any excess owing for previous callouts.
- If a driver requests their Caravan be broken into, whether to recover keys/belongings, AWA or its contractors will not accept responsibility or liability for damage that may occur as a result.
- Where the customer is not in attendance at the Caravan, without prior arrangement, and the service vehicle leaves the scene, any further callouts for that breakdown will be at the customer's expense.
- If a customer requests a spare tyre be fitted to the registered Caravan due to a non-impact related flat tyre, it is their responsibility to correctly inform AWA as to both the presence and condition of the spare tyre in the Caravan. If incorrect information is given, or AWA attends to find the spare tyre not roadworthy or not present, all further assistance including towing/transport to a tyre/service/repair centre will be at the customer's expense for the current breakdown.
- Caravans owned and operated by Working Holiday Makers (back packers/Subclass 417 or 462 visa holders), Non-Australian Driver's licence holders and Non-Australian Residents.
- When assistance is requested more frequently than AWA considers reasonable, you may be required to provide evidence that the Caravan is in a sound mechanical and roadworthy condition. At AWA's absolute discretion, a roadworthy certificate or equivalent inspection report may be requested. Once requested, any further requests for services may be refused or provided for a fee, until this has been presented.
- There may be instances, in remote/rural areas, where a provider is not available to assist with a breakdown or roadside assist request. In these rare instances, the customer will be required to arrange their own rescue at their own cost.

## CALLOUT

Call the 24-hour Roadside Assistance hotline on 1800 651 111 any time to discuss Your problem with the 24-hour Roadside Assistance operator. Please have the following information ready when You call:

- The precise location of Your Caravan, including the name of the road You are on, and the nearest cross street,
- The make, model, colour, and registration number of Your Caravan,
- The nature of Your problem, and
- Your Product number and the full name and address of the person named on the Product Schedule.

## PRIVACY NOTICE AND CONSENT

We take great care to protect the privacy of information supplied by individuals or organisations in accordance with the Privacy Act and Australian Privacy Principles. You are entitled to request a copy of Our Privacy Policy or you can obtain a full copy at [www.awninsurance.com.au](http://www.awninsurance.com.au)

The information requested from You is to:

- Enable Us to determine whether to accept Your Application for the Roadside Assistance and if so, on what terms;
- Enable Us to process Your request for a callout and decide whether it should be accepted;

This information will be kept confidential, except if there is a legal obligation to disclose it. By signing the application or paying any Premium for the Product, You consent to Us:

- Using the information for any of the above purposes;
- Conducting market or customer research, informing You about Our products or services or those of any of Our associated, related entities or alliance partners. This information may be delivered to you through our alliance partner, Coverit Solutions Pty Ltd. ABN 89 618 664 412. You can opt-out of this by emailing [administration@awninsurance.com.au](mailto:administration@awninsurance.com.au) or calling Us on (07) 3802 5577
- Obtaining information from and providing information to any third party who is able to assist in Your callout.

By submitting an Application, You consent to Us managing Your personal information in accordance with Our Privacy Policy.

## IMPORTANT

The 24-hour Roadside Assistance package is provided and administered by Australia Wide Assist. This service advice or action is provided by Australia Wide Assist and the Issuer and Dealership will accept no responsibility for the services.

**Note:** Cover does not commence for 2 business days from the application date and payment has been received by AWN. Any callouts within this period will be a user pays service.