

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**

Important Notice: AWN Insurance is authorised by Australia Wide Assist to provide and administer this Product. This assistance product is provided by Australia Wide Assist and AWN and the Selling Agent accept no responsibility for the assistance services.

While this Product offers You protection in the event of You experiencing a breakdown, it is **NOT** an insurance product and You should seek Your own advice if You do not understand the Product.

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 client 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 client. The client 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

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 client 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 client. The client may then claim for reimbursement of up to \$400.00 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

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/reward or commercial purposes including rental and loans.
- Caravans operated by non-Australian residents.
- Caravans that are unregistered or not roadworthy or non-compliant with the relevant Australian Design Rules.
- Caravans that require excess labour, specialist or heavy equipment for removal, extraction from multi-storey or underground car parks, in a deemed National Park, are bogged or are not within easy reach of a public/sealed road.
- Caravans which 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.
- Heavy vehicles, Caravans, trucks and equipment over 3.5t gross weight.
- Caravans already located at a repairer.
- Caravans 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, 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.
- In the event that a customer 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.
- Repeated/excessive callouts due to driver/owner related faults, vehicle or Caravan neglect or abuse, as reasonably determined by AWA or its contractor, including pre-existing faults and faults/ breakdowns caused by a non-authorized repairer.
- Where the customer is not in attendance at the Vehicle/caravan, without prior arrangement, and the service vehicle leaves the scene, any further callouts for that breakdown will be at the driver's/owner's expense.
- 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 driver 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

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 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.

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.