



Roadside Assistance on a sealed road – Roadside Plus

Terms and Conditions

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This brochure explains the terms and conditions of our roadside assistance on a sealed road cover, Roadside Plus, which is available for purchase as an optional extra with our Club 4X4 Comprehensive 4x4 Insurance policy. This information supplements the outline provided in the relevant Club 4X4 Insurance Product Disclosure Statements (PDS) under “Optional extras”.

Unless otherwise specified, a term defined in the PDS has the same meaning as in the PDS.

Club 4X4 Roadside Plus

Areas Covered

Club 4X4 Roadside Plus covers your vehicle on gazetted roads accessible by a 2WD recovery vehicle anywhere in Mainland Australia, Tasmania, Phillip Island and any other island that is accessible by a 2WD vehicular bridge (excludes islands requiring ferries).

Weight Limits

Club 4X4 Roadside Plus covers vehicles up to 4.5T in GVM. In the event of the vehicle requiring assistance, this policy will also provide the towing benefit to a trailer or caravan up to 4T ATM, provided that we are advised of the trailer or caravan at the initial call (so that an appropriate tow vehicle can be dispatched).

Benefits Available

Roadside Assistance – assistance to inflate a flat tyre or replace it with the vehicle's serviceable spare that you own. Jump starting of a flat battery. This also includes minor breakdown related repairs where possible.

Technical Advice – Telephone based technical assistance in diagnosing issues with vehicle operation, safety or warning lights, and mechanical information regarding the vehicle.

Battery and Parts Replacement – we'll cover the labour component of labour used to facilitate minor repairs, including the replacement of the battery if required. You will be responsible for the cost of any battery supplied.

Emergency Fuel – We will either arrange for the supply of emergency fuel or transport your vehicle to the nearest fuelling station at our discretion (acting reasonably). Up to 10L of fuel is supplied free of charge, with you are responsible for the cost of any fuel delivered or provided in excess of 10L in provision of this service.

Key Replacement, Locksmith, or Courier service – Where the key has been lost or stolen, or locked inside the vehicle, we will arrange for your spare key to be delivered to you, arrange for you to retrieve the spare key, or arrange a locksmith to attend. You will be reimbursed for any costs up to \$250.00 in the provision of this service.

In the event you insist the vehicle be broken into to recover keys locked inside the vehicle, no responsibility will be accepted for any loss or damage that occurs to the vehicle as a result, nor for the cost of a replacement key if required. Due to contractor limitations, this service may not be available in all cases.

Towing – In the event the vehicle requires towing, we will cover the cost of transporting the vehicle to the nearest repairer. The maximum distance that will be covered free of charge, to the nearest repairer, is 150km. If you wish to have the vehicle towed further or somewhere else, additional charges may apply.

In the event your vehicle is transported after a breakdown, we will also transport your caravan or trailer up to 4T ATM to either a secure holding yard or the nearest repairer.

Parts and Service locator – We can assist with locating the closest appropriate repairer, service station, workshop, tyre or windscreen outlet anywhere in Australia.

Roadside Plus Limits and Exclusions

We shall not be held responsible for and are not required to provide any services where any of the following occur:

- a) Where the vehicle has been modified for racing, trials, or rallying or any accident or any claim for service has arisen in respect of such races, trails, rallies or participation in such activities.
- b) Where the vehicle is carrying more passengers or towing a greater weight than that for which it was designed as stated in the manufacturers specifications or arising from or connection with the improper, unauthorised, reckless or negligent operation of the vehicle or misuse of the vehicle.
- c) Loss or damage directly or indirectly occasioned by or happening or in consequence of war, invasion, act of God, act of foreign enemies, hostilities whether war be declared or not, civil war, rebellion, insurrection, terrorism, military and usurped power, riot, or civil commotion or sabotage or any other events (whether falling into the same genus, species, class or category as the foregoing or not) beyond the control of the customer or the person operating or having control of the vehicle at the time of the accident.
- d) Provision of services outside Australia.
- e) Any person drives the Vehicle who does not hold a valid licence issued by a competent authority.

- f) Mechanical breakdown due to a claimable event under your Club 4X4 4WD Insurance policy. In such cases, a claim will need to be lodged with our claims team.
- g) The vehicle has not been regularly serviced in accordance with the manufacturer's instructions, or has been subjected to misuse or driver related damage.
- h) We shall not be held responsible for any damage to or theft of objects and accessories which are left in or outside the vehicle. It is your/driver's responsibility to ensure these are secured appropriately.
- i) We will not be responsible for the cost of any breakdowns resulting from unauthorised repairs or from faulty workmanship.
- j) We cannot provide assistance under this benefit to vehicles not accessible by a two-wheel drive recovery vehicles.
- k) We are not required to provide the roadside assistance services and will not be responsible or liable for any costs and expenses (or any increased costs or expenses) incurred in connection with or as a result of:
- i) The vehicle being unregistered;
 - ii) The vehicle being outside the service area;
 - iii) The vehicle being unattended;
 - iv) The vehicle being not located on a gazetted road:
- l) Bogged vehicles are not covered. Should specialist equipment and/or towing become necessary the customer will be responsible for all costs. Drivers will be advised of this condition before the service is provided and provision of this service is at our reasonable discretion.
- m) Services provided are also subject to:
- i) Resources being reasonably available in the vicinity of the breakdown or problem such as:
 - any circumstance reasonably considered to be beyond our control (including but not limited to poor weather conditions such as heavy rain, cyclonic conditions, snow fall and flooding, as well as war, strikes, civil commotion, unexpected traffic conditions and telecommunication failures);
 - Vehicle accident or traffic congestion;
 - Restricted access area requirements.

n) We have no obligation to pay for costs incurred in service calls where the vehicle is immobile in a workshop undergoing repairs, or undergoing mechanical or electrical repairs at your premises. We are not responsible or liable for any costs arising from work carried out by an approved repairer, and all repairs and costs for repairs undertaken by the repairer are your responsibility.

How do I know if I have this cover?

Club 4X4 Roadside Assistance is offered with Club 4X4 4WD Insurance policies as an optional extra. If you have chosen to take this option, it will be shown on your Certificate of Insurance. If you have any questions about whether you have Roadside Assistance, or would like to add it to your policy, you can call **1800 258 249**.

How to use the cover?

If you need help with one of the problems listed above, to get assistance, you'll need to call **1800 258 249**.

A roadside service technician will be dispatched and you will be given an estimate of how long it will take for assistance to reach your location. If the problem can't be solved, a tow truck will be arranged.





Insurance for 4X4 enthusiasts

YOU CAN CONTACT US:

By phone: 1800 Club 4X4 (258 249)

By email: contactus@club4x4.com.au

By mail: PO Box 1118, Maroochydore, QLD 4558

Further information is available on our website: www.club4x4.com.au