



A GUIDE TO
ROADSIDE

WITH RACT



❧ RACT ROADSIDE ❧

BENEFITS AT A GLANCE

ROADSIDE FEATURES

24-hour roadside assist – Australia-wide personal cover – covers you in any vehicle

Towing (under 2.5 tonnes)

Flat batteries

Flat tyres

Lockouts

Out of fuel

6 cents per litre discount on fuel at participating United Petroleum sites

Passenger transport after tow

Second tow

Locksmith

Damaged caravan cover

Medical assistance – when 50km+ from home

Accident towing assistance

After accident or stolen vehicle assistance

Heavy vehicle towing (more than 2.5 tonnes)

Major mechanical repairs through RACT approved repairer or RACT AutoServe that take longer than 7 days

When more than 50km+ from home and mechanical repairs will take longer than 48 hours

Bicycle assist

ULTIMATE	ADVANTAGE
Up to \$5000 in benefits per year	6 callouts per year
Tas – free, no distance limit Interstate – distance limits apply	Tas Metro – up to 15km Tas Country – up to 32km back to agent
✓	✓
✓	✓
✓	✓
✓ (up to 10 litres free)	✓ Provided at own expense
✓	✓
✓	<p>SOME IMPORTANT CONDITIONS</p> <ul style="list-style-type: none"> • RACT Roadside benefits apply 48 hours after joining. • Excludes vehicles of more than 4.5 tonnes if used for commercial purposes. Other size restrictions also apply. • Does not cover vehicles already broken down or under repair. • Does not cover vehicles on unconstructed roads. • Service may be restricted for excessive use. • Roadside fees are not refundable and not transferable to another person. • Other terms and conditions apply. Visit ract.com.au for details.
✓	
✓ (up to \$165)	
✓ (up to \$300)	
✓ (up to \$300)	
✓ (up to \$100)	
✓ 3 nights' accommodation or 3 days' car rental	
✓ (up to \$200)	
✓ 3 days' car rental	
✓ Accommodation	
✓ Rental car	
✓ Passenger transport	
✓ Vehicle recovery	
✓	



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 the terms and conditions of RACT Roadside.

IMPORTANT NOTES

An important point to note is that free RACT Roadside Assistance does not cover you in the event of an accident and is not a substitute for motor vehicle insurance. Nevertheless, RACT Roadside members involved in accidents can contact the 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 vehicle owner 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 in a sound mechanical and roadworthy condition and, until this has been done, any further requests for free service may be refused or our service provided for a fee.

WAITING PERIOD

There is a 48-hour waiting period for RACT Roadside assistance after joining. If immediate assistance or assistance within 48 hours of joining is required, additional service fees will apply. Benefits do not apply to any incident where the vehicle is already broken down prior to joining unless additional service fees have been paid. In such instances only RACT Roadside Advantage benefits will apply. Ultimate towing and extended benefits are not available when the breakdown occurred prior to upgrading to RACT Roadside Ultimate.

❧ RACT ROADSIDE ❧ ULTIMATE

PERSONAL COVER

This service applies to you personally as the driver or passenger of the vehicle. That is, you do not need to nominate a particular vehicle beforehand to be covered. You are also covered while riding a motorcycle or bicycle.

24-HOUR ROADSIDE ASSISTANCE

We will undertake minor adjustments and repairs to make your vehicle mobile. You'll be covered 24 hours a day, 365 days a year throughout Australia for incidents 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 have your RACT member card handy and advise the call consultant of your member number. To receive service you must be present with the vehicle and provide your RACT member card and photographic identification to the RACT patrol or agent. If photo ID is not presented, a service fee may apply or service may be refused.

DISTANCE LIMITS

(The distance we authorise our agent to travel to you to provide service or towing)

- **In Tasmania** there are no distance limits. We'll go wherever you are, provided you are accessible by a constructed road.
- **Interstate** in metropolitan areas the limit is 20km. In country areas an agent will travel up to 100km to provide service and if towing is required will tow the vehicle up to 100km back to the attending agent's depot. Travel for more than these distances will incur an excess, payable by you at the time of service.

WHEEL CHANGING

RACT can assist you to replace a flat/damaged tyre/wheel with a serviceable, roadworthy and compatible spare. We will provide assistance with utilising the vehicle's gel repair kit (gel sealant), if supplied.

WHEEL CHANGING – HEAVY VEHICLES

RACT will pay up to \$150 for the cost of special equipment needed to change the tyre on your vehicle if required, due to weight restrictions.

FLAT BATTERY

RACT will attempt to “jump-start” your vehicle in the event of a flat battery. If the battery has failed, RACT can replace your battery (at your cost). If we are unable to mobilise the vehicle, we will arrange for the vehicle to be towed. Service for 24-volt electrical systems in vehicles is subject to available equipment.

LOCKOUTS/LOCKSMITHS

If you lock the vehicle’s keys in the vehicle, we will attempt to unlock it. If the vehicle cannot 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 will call a locksmith to attend to the vehicle and pay up to \$165 per year for parts and labour. If the locksmith option is used, any subsequent towing is at your expense.

FUEL

RACT will provide an emergency amount of unleaded or diesel fuel (subject to availability), up to 10 litres (limited to two instances per year), to enable your vehicle to be driven to a fuel outlet. For any out-of-fuel calls of more than two, or when both instances occur on the same day, or when your vehicle has stopped in the vicinity of a fuel outlet, RACT will require you to pay for the fuel supplied. LPG is not provided. In the event that fuel cannot be supplied, a tow to the nearest fuel outlet able to supply the required fuel will be provided. If interstate and the agent is unable to supply fuel and a tow is needed, RACT will contribute up to \$100 towards the cost of the tow.

TOWING

- **In Tasmania:** If we can’t get your vehicle mobile we’ll tow it to the nearest RACT agent or nearest repairer capable of repairing your vehicle. Alternatively, you may decide to have the vehicle towed to your home or destination. This includes one subsequent local tow if required.
- **Interstate:** You will be entitled to up to 20km of towing in city areas and up to 100km of towing back to the nearest towing agent’s depot in country areas.
- **Heavy vehicles:** If your vehicle requires special towing equipment because it exceeds the standard weight and size limits, we’ll make those arrangements for you and reimburse up to \$200 towards the cost.
- **Malicious acts or minor impact:** As a consequence of a malicious act or minor impact (such as road debris or a small animal) that would not necessitate an insurance claim and where continued driving would cause a mechanical failure, we will provide roadside service and/or towing as described above.

PASSENGER TRANSPORT

- **In Tasmania:** If your vehicle requires towing after a mechanical breakdown, RACT will ensure that you and up to four passengers are transported to your destination or home, subject to available transport.
- **Interstate:** We will contribute up to \$300 towards these costs.

ACCIDENT TOWING ASSISTANCE

- **In Tasmania:** If your vehicle is involved in an accident, or is stolen or vandalised, and you are not proceeding with an insurance claim for the incident, we will arrange towing and reimburse you up to \$100 towards the cost of the tow.

CARAVAN OR TRAILER

- **If your vehicle is towing a caravan or trailer** and your vehicle requires towing, we will tow the caravan or trailer (up to two tonnes as loaded) up to 20km in city areas and up to 100km in country areas in any direction. Interstate we will tow up to 100km back to the nearest agent in country areas. If the disabled vehicle requires further recovery to your home or destination, the caravan or trailer will not be eligible for further free towing.
- **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.
If a caravan breaks down more than 50km from your home and cannot be repaired within 24 hours, we will provide accommodation for one night up to the value of \$100. Or, if repairs will take longer than 48 hours, we will provide accommodation up to five nights up to \$100 per night. Up to three nights' accommodation up to the value of \$300 will also be provided if the caravan is involved in an accident and cannot be occupied during this time.

MAJOR MECHANICAL REPAIRS

If your vehicle requires a major mechanical repair that is unable to be rectified within seven days, and you elect to have it repaired through an RACT Approved Repairer or RACT AutoServe, we'll provide a rental car for up to three days, up to \$300 per year.

MEDICAL ASSISTANCE WHEN MORE THAN 50KM FROM HOME

If you are more than 50km from home and require medical assistance, you can call RACT Roadside for assistance. Doctors and nurses are available by phone to assist in dealing with enquiries, refer you to a local doctor, help to organise admission to a hospital and transfer medical records from the family doctor to the treating doctor. If you are hospitalised for seven days or more and can't be moved, we will organise for a family member to be brought to you and pay their travel expenses.

AFTER ACCIDENT OR STOLEN VEHICLE – EMERGENCY ACCOMMODATION AND CAR RENTAL

If your vehicle is involved in an accident or has been stolen when you are more than 50km from home, RACT will pay accommodation up to a total value of \$300 for three nights or three days' car rental up to the value of \$100 for the day.

MAJOR BREAKDOWN BENEFITS WHEN MORE THAN 50KM FROM HOME

When you are more than 50km from home and your vehicle has a major mechanical problem that is unable to be diagnosed properly until the next day, we will provide emergency overnight accommodation up to the value of \$100. If, after diagnosis, the repairs will take longer than 48 hours, you have the following options available to you:

- **Option 1 – wait at the repair location while your vehicle is repaired:** We will provide accommodation to the value of \$100 per night for up to five nights or caravan park fees up to the same value for five nights, if you choose to stay in your own caravan. We will also arrange and pay for a hire car for up to five days, to the value of \$100 per day.
- **Option 2 – if you choose to travel on to your destination or your home while your vehicle is repaired locally:** We will arrange and pay for land transport for you and up to four passengers **and** we will pay the return fare from your destination or home for you to collect the repaired vehicle.
- **Option 3 – have your unrepaired vehicle recovered to your destination:** We will arrange and pay for a hire car for up to five days to the value of \$100 per day.
- **Option 4 – have your unrepaired vehicle recovered to your home or chosen repairer within 50km of your home:** We will arrange and pay for a vehicle carrier and land transport for you and up to four passengers. If your vehicle breaks down interstate, and you choose to fly to your destination or home, we will contribute up to \$100 per person towards airfares up to \$500 per year. Where your vehicle is transported to a local repairer within 50km of your home address,

only transportation of you and up to four other passengers applies, **with no other benefits applying.** Vehicle recovery may take up to five days in Tasmania and longer interstate. RACT reserves the right to choose the method of recovery.

RACT BICYCLE ASSIST

RACT Bicycle Assist is a benefit of RACT Roadside Ultimate and is designed to assist cyclists when their bicycle cannot be ridden due to a crash, mechanical problem or puncture.

With RACT Bicycle Assist, peace of mind comes from knowing that if we cannot fix the problem, we will arrange transportation for you and your bicycle to your chosen destination.

The RACT will provide you with emergency roadside assistance for the purpose of making your bicycle mobile after it has become disabled due to a minor mechanical problem or a puncture.

Up to six callouts are available for you to use in any subscription year.

In metropolitan areas: If you have suffered a minor mechanical problem or puncture, a patrol or agent will be dispatched to undertake repairs. If the bicycle can't be repaired or has suffered a major mechanical problem (e.g. broken chain) or crash, a taxi will be dispatched to transport you and your bicycle to a destination of your choice, subject to suitable available transport.

One taxi is available per incident to a value of \$50. The maximum taxi benefit payable per subscription year is \$100.

In country areas: An RACT agent will be dispatched to your location to undertake repairs. If the bicycle can't be repaired our agent will transport or arrange transport for you and the bicycle for a maximum of 50km from the breakdown location in any direction.

The RACT Roadside Ultimate member must be present with the bike to receive benefits.

Bike Assist services are not available for bicycles used for hire, fare or reward.

Bike Assist emergency roadside assistance is available on public streets and "2WD legally trafficable roads" and is only available in Tasmania.

RACT ROADSIDE SERVICE INTERSTATE

The RACT has an agreement with other Australian auto clubs that allows RACT Roadside members to receive service interstate by calling 13 11 11. You will be entitled to the standard level of service provided by the host club in that state. If you require RACT Roadside Ultimate benefits please call 1800 088 865.

RACT ROADSIDE SERVICE OVERSEAS

The full range of RACT Roadside Ultimate benefits is not available outside Australia, but many countries will provide a standard level of service. For further information please visit ract.com.au.

❧ RACT ROADSIDE ULTIMATE ❧ TERMS & CONDITIONS

- Your RACT Roadside cover includes membership with the RACT.
- RACT Roadside fees are not refundable, but if the member is deceased a refund of the unexpired portion of the fee will be considered.
- Your RACT Roadside cover must be financial at the time of service.
- Service applies to you personally as the driver or passenger of the vehicle and is not limited to any particular vehicle.
- **Vehicle under repair:** Roadside 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 two-wheel drive vehicle.
- **Bogged vehicles:** The time spent in recovery of bogged vehicles is payable by you to the RACT agent at the time of service. 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 or are unsuitable. If suitable tyres are not available, we will tow the vehicle within towing limits to the nearest tyre repair workshop able to undertake repairs, 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.
- **Payment for excess charges, parts and supplies:** Payment for all excess charges or for parts and supplies is payable by you at the time of service.
- **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 Roadside service and towing is not provided for vehicles involved in any form of accident or that

have been or attempted to be stolen (RACT Roadside Ultimate provides some assistance – see “Roadside Ultimate Benefits”).

- **Remote unserviced areas:** There are some remote areas interstate that are greater than 100km from the nearest agent’s depot and excess charges will apply. These excess charges are payable by the member at the time of service. Roadside or towing service is not provided in locations affected by snow or flooding that makes access by a two-wheel drive vehicle not possible.
- **Unserviced areas:** There are some areas interstate that are not serviced by an RACT affiliated agent. In these unserviced areas you may need to arrange your own towing and then claim a reimbursement from us when you return. We will pay for towing up to 200km (round trip) from the agent’s depot at RACT rates. The maximum benefit per claim for other RACT Roadside Ultimate benefits is \$500.
- **Sea crossings:** RACT Roadside Ultimate does not pay for the freight cost for vehicles and/or passenger costs on any sea crossing, including Bass Strait, except for the fare across Bass Strait for one person returning to collect a repaired vehicle.
- **RACT Roadside Ultimate does not provide service** to vehicles used for commercial purposes that weigh more than 4.5 tonnes. RACT cannot guarantee recovery or towing of vehicles that are either longer than 5.5m, wider than 2.3m, higher than 2m, or weigh more than 2.5 tonnes as loaded. If special towing equipment is required in these instances we will contribute up to \$200 towards this cost.
- **Rental cars:** The provision of a rental car is dependent on one being available locally. You will also have to meet the hiring requirements of the car rental firm as well as pay the costs of fuel, excess distance and any additional costs such as insurance. Rental companies require rental to be charged to a credit card and the driver generally must be over 25 years of age. Some rental companies may also impose conditions for drivers over 70 years of age.
- **Value of benefits:** RACT Roadside Ultimate product holders may claim up to \$5000 in cumulative benefits in any one year. Annual benefits do not accumulate from year to year. Each incident that requires RACT Roadside Ultimate benefits can be claimed by only one person at any time. If we consider that you have received (and continue to request) roadside assistance or a tow for a vehicle on an excessive number of occasions in a year, we may refuse to provide further roadside assistance or towing. We may offer service (at your expense), payable at the time the service is requested.

❧ RACT ROADSIDE ❧ ADVANTAGE

PERSONAL COVER

The service applies to you personally as the driver or passenger of the vehicle. That is, you do not need to nominate a particular vehicle beforehand to be covered. You are also covered while riding a motorcycle.

24-HOUR ROADSIDE ASSISTANCE

We will undertake minor adjustments and repairs 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 have your RACT member card handy and advise the call consultant of your member number. To receive service you must be present with the vehicle and present your RACT member card and photographic identification to the RACT patrol or agent. If photo ID is not presented, service may be refused.

TOWING

- **In city areas:** If we are unable to get your vehicle mobile, we will provide a tow for up to 15km.
- **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 is payable by you to the agent at the time of service.
- **Subsequent towing:** Where the agent is unable to undertake repairs, additional towing to another repairer and any further repairs are at your own cost.
- **Heavy vehicles:** Towing is limited to vehicles under 2.5 tonnes as loaded. If any special equipment is required, an excess charge may apply, payable by you at the time of service. Vehicles exceeding 2.5 tonnes but not exceeding 4.5 tonnes as loaded are entitled to service, but not wheel-changing or any service involving lifting, hoisting or towing. Service for 24-volt electrical systems in vehicles is subject to available equipment.
- **Caravans and trailers:** Towing for caravans or trailers is not provided. Minor repairs including wheel changing (subject to a suitable spare being available) are provided.

LOCKOUTS

If your vehicle's keys are locked in the vehicle we will attempt to unlock the vehicle. If the vehicle cannot be unlocked, we will either call a locksmith to attend the vehicle at your cost, 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 (at your cost) 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. 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 members 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 ROADSIDE ❧ ADVANTAGE TERMS & CONDITIONS

- Your RACT Roadside Advantage cover includes membership with the RACT.
- **Vehicle under repair:** Roadside 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.
- Your RACT Roadside cover must be financial at the time of service.
- **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 is payable by you to the RACT agent at the time of service. 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 or are unsuitable. If suitable tyres are not available, we will tow the vehicle within towing limits to the nearest tyre repair workshop able to effect repairs 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, parts and supplies:** Payment for all excess charges or for parts and supplies is payable by you at the time of service.
- **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 Roadside service and towing is not provided for the vehicles involved in any form of accident or that have been or attempted to be stolen (RACT Roadside Ultimate provides some assistance – see “Roadside Ultimate Benefits”).
- **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 are payable by the member at the time of service. 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.
- **Limits to use of services:** You may make up to six RACT Roadside Advantage calls for assistance in any one year. A service fee is applied for subsequent calls during that year. This limit does not apply if you have been a product holder for 25 years or more.

Your privacy is important to us. Information about how we handle your personal information is contained in our privacy statement. You may access full details of our privacy statement at ract.com.au.





RACT OFFICES

**BURNIE
DEVONPORT
GLENORCHY
HOBART
KINGSTON
LAUNCESTON
ROSNY PARK**

13 27 22

ract.com.au/roadside

    **RACT Official**



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OF TASMANIA LIMITED
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