



## **AANT Road Service**

A guide to your personal entitlements





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## Calling for Road Service

Phone 13 11 11

Road Service is available to AANT Road Service product holders only. To be eligible for Road Service you must be driving the vehicle at the time of the breakdown and must be present when the Patrol arrives.

### Information to have ready

So we can help you as quickly as possible, please be ready to give following information when you phone:

- AANT Member Number;
- Vehicle details – registration number, make, model and colour of the vehicle;
- Location details – street name, suburb or town, closest intersection, which side of the street you're on, and distinguishing landmarks; and
- Vehicle fault or problem – an explanation of what happened or appears to be the problem.

After calling us, please stay with the vehicle until help arrives, and leave your mobile phone switched on and available.

If there are extraordinary circumstances or you're worried about your safety, please let the AANT consultant know.

In circumstances where making a telephone call for roadside assistance is not possible you may be forced to seek the assistance of a passing motorist to relay your request when they reach the next town.

## **For drivers with a hearing impairment**

You can ask for Road Service by using our TTY service or a dedicated SMS facility (for Hearing Impaired users only).

- TTY for Road Service by calling 8925 5901
- SMS for the Hearing Impaired by texting on **0427 131 110** – please include the ‘Information to have ready’ in your message.

*Please note that these methods are subject to public telecommunications network reliability limitations. If you do not receive a reply in a timely period, you should use an alternative method.*

## **Accessing your Premium or Plus Away From Home benefits**

If you qualify for any ‘Away From Home’ benefits as outlined on page 12, please phone **1800 803 276 (free call Australia wide)**.

So that we can establish your eligibility for an ‘Away from Home’ benefit, please try to have the mechanic who diagnosed the problem present when you call AANT. If that isn’t possible, please be ready to provide the name, business name, address and telephone number of the mechanic, so that we can contact them.

## AANT Road Service Entitlements

If you have AANT Road Service, benefits:

- Apply only to breakdowns that occur within Australia.
- Are provided solely at the discretion of AANT within the locality of the breakdown.
- Apply only if the person holding the AANT Road Service product was driving the vehicle at the time of the breakdown.
- Are not available if the product holder, against our advice or the advice of a qualified repairer, has continued driving the vehicle following a breakdown.

Where benefit limits are not listed for different products, the same benefit applies for all.

### Road Service

AANT Road Service is a vehicle breakdown service aimed at providing you with assistance in the event of an unexpected mechanical or electrical fault/failure of a vehicle and/or towed unit.

You must be the driver of the vehicle at the time of the breakdown and must be present upon arrival of the AANT Service Provider to receive Road Service.

Service is available within Australia at any time irrespective of the vehicle you are driving.

Road Service will be provided for the purposes of mobilising your vehicle after breakdown. Service is limited to undertaking minor repairs using parts and tools available within the Service Vehicle, and able to be completed safely and quickly at the roadside.

The extent of 'free' services will, in most cases, be influenced by the location and circumstances of the breakdown.

Where mobilising the vehicle and/or towed unit is not possible, a tow may be provided. This tow will be limited by your level of Road Service entitlement.

## Road Service Call-out Limits

The included number of free callouts is:

- Premium: unlimited.
- Plus: unlimited.
- Standard: up to eight (8) call-outs each policy year.  
Call-outs in excess of this will incur a fee.

Service may be refused or limited in instances where you have received (and continue to request) Road Service or towing on a number of occasions that are in breach of AANT's Fair Use Policy (see Terms and Conditions). This will be determined at AANT's discretion. We may offer alternative services at your expense.

## Metro

For breakdowns anywhere in the Metropolitan Patrol Service Area an AANT Service Provider will attend 'free' of charge in an attempt to mobilise the vehicle and/or towed unit.

## Country

For breakdowns outside of the Metropolitan area, free service and towing benefits will be calculated from the location of the designated AANT Country Service Depot. Road Service will be provided by the designated AANT Country Service Depot for that location.

'Free' service is limited to breakdown locations within the following distances from the designated AANT Service Depot:

- Premium: 200 km (400 km round trip).
- Plus: 100 km (200 km round trip).
- Standard: 32 km (64 km round trip).

If your vehicle requires Road Service and/or towing in excess of the distances specified above, any additional cost must be paid by you at the time.

To discuss your level of Road Service cover please contact the AANT Shop or call us on **8925 5901**.

## **Wheel changing**

If you have a suitable, serviceable spare wheel, the AANT Service Provider will change the wheel for you.

This is limited to:

- Vehicles and/or towed units weighing less than 2 tonnes; and
- circumstances which do not require specialised equipment to safely provide a wheel change.

Tyre repairs are not undertaken at the roadside.

This applies to all levels of Road Service.

## **Battery replacement / Jump Start**

If the vehicle will not start because of a flat battery, the AANT Service Provider will assess the battery and provide a jump-start if appropriate.

If necessary, we offer a 'free' battery delivery and installation service for AANT Road Service product holders, with an extensive range of competitively priced automotive batteries available for roadside purchase.

AANT Battery supply is subject to stock and availability.

Discounts that may be available to you on the purchase of an AANT branded battery are:

- Premium: \$11 discount.
- Plus: \$11 discount.
- Standard: no discount.

## **Lockout/locksmiths services**

A locksmith subsidy is available when locksmith attendance is required due to your vehicle being disabled.

The maximum we will pay for locksmith attendance is:

- Premium: Subsidy of \$165.
- Plus: Subsidy of \$38.50.
- Standard: Subsidy of \$22.

The subsidy contributes only to the call-out cost and does not include the cost of replacement parts or labour costs.

Alternatively, instead of using the locksmith subsidy, you will be offered a tow, using standard towing equipment, within the towing limitations of your Road Service product.

The Locksmith Subsidy is not available for vehicles that have been disabled due to accident, vandalism or theft of the vehicle.

## **Out of fuel/LPG**

If the vehicle has run out of fuel, we may provide, at your cost, sufficient fuel to enable you to drive to the nearest fuel outlet.

For any fuel other than unleaded, or if the AANT Service Provider is unable to supply fuel at the roadside, you will be offered a tow, using standard towing equipment, within the towing limitations of your Road Service product.

Additional Premium and Plus benefits will not apply.

This applies to all levels of Road Service.

## **Towing**

If we are unable to get the vehicle going, we will arrange for the vehicle to be towed to a place of safety or repair.

Towing is only provided for mechanical or electrical breakdowns.

We do not cover the towing or recovery of bogged vehicles and/or towed units. Towing or recovery of bogged vehicles and/or towed units may, however, be provided at your expense.

'Free' towing is limited to the distances specified below.

Excess kilometres must be paid by you at the time of the tow.

### **Metro**

Towing, in any direction from the breakdown location by standard towing equipment up to:

- Premium: 50 km.
- Plus: 20 km.
- Standard: 8 km.

### **Country**

Towing, by standard towing equipment back to the designated AANT Country Service Depot up to distances of:

- Premium: 200 km (400 km round trip).
- Plus: 100 km (200 km round trip).
- Standard: 32 km (64 km round trip).

## **Additional country towing**

If you breakdown in a country serviced area and we can't get the vehicle and/or towed unit mobile at the roadside, these additional towing benefits are available at the time of the breakdown.

- **Premium:** Extended towing for the vehicle (and/or towed unit) up to 50 km (limited to \$300 per incident) in any direction from where the breakdown occurred. This benefit can be used in addition to the 200 km back to depot towing benefit. Towed units are not eligible for extended towing if Vehicle Recovery Benefit is being used for the vehicle. See page 15.
- **Plus:** Fringe towing for the vehicle (and/or towed unit) if you breakdown less than 100 km from home, up to 20 km (limited to \$120 per incident) in any direction from where the breakdown occurred. This benefit can be used in addition to the 100 km back to depot towing benefit.
- **Standard:** no additional country towing benefit.

Excess distance costs must be paid by you at the time of the tow.

## **Taxi**

AANT will pay for Taxi Service immediately after the provision of Road Service from the location of the breakdown if your vehicle is eligible for towing benefits.

- **Premium:** up to \$55 p.a.
- **Plus:** no benefit.
- **Standard:** no benefit.

## **Towing of caravans and trailers**

If you are towing a caravan, trailer, horse float or similar and the vehicle breaks down, we will tow the vehicle and the towed unit according to your product towing distance entitlement. See below.

- **Premium:** vehicles/towed units exceeding 2 tonnes and up to 4 tonnes, or over size are covered up to a maximum of \$220 per year. Recreational mobile homes exceeding 4 tonnes are covered up to a maximum of \$220 per year.
- **Plus:** no benefit.
- **Standard:** no benefit.

## **Heavy or oversize vehicles and/or special towing equipment**

We will arrange towing on your behalf when the vehicle or caravan, trailer or recreational mobile home cannot be towed under the normal towing limitations.

Normal towing limitations apply to the provision of this benefit and, with the exception of recreational mobile homes, are limited to 4 tonnes.

Excess costs must be paid to the service provider by you at the time of the tow.

The maximum we will pay per year for the cost of special equipment towing is:

- Premium: up to \$220.
- Plus: no benefit.
- Standard: no benefit.

Bogged vehicles are not covered.

## **Second tow**

When the vehicle cannot be towed to your nominated repairer at the time of breakdown, a second tow will be provided within 14 days of the first Road Service tow and/or Vehicle Recovery for the vehicle only.

- Premium: up to 20km.
- Plus: arranged, but at your cost.
- Standard: arranged, but at your cost.

Any additional costs not covered by AANT must be paid by you at the time of the tow.

## 100 km Away From Home Benefits

If you breakdown more than 100 km from home, hold a Premium or Plus level product, and after receiving Road Service we are unable to repair the vehicle, we may provide you with Away From Home Benefits.

Different benefits apply to different breakdown scenarios, the different categories are:

If the vehicle CAN be repaired within 48 hours by a qualified mechanic



'Emergency Benefits' (page 12) may apply

If the vehicle CANNOT be repaired within 48 hours by a qualified mechanic



'Stay and Repair' (page 13); OR  
'Vehicle and Passenger Recovery' (page 15) benefits may apply

If you are without a car overnight due to an accident or theft



'Accidents or Stolen Vehicles' (page 17) benefits may apply; or

If the vehicle has become immobilised due to puncture



'Wheels/Tyres' (page 18) benefits may apply.

## Emergency Benefits

These benefits apply if:

- you have broken down more than 100 km from home; and
- we have provided Road Service but due to a mechanical or electrical failure we could not get you mobile; and
- a qualified mechanic can repair the vehicle you are driving within 48 hours.

If your caravan has broken down and the above points apply, you are only eligible for Accommodation benefits, as your driveable vehicle is still able to be driven.

If you are 100 km from home and the vehicle you are driving is:

- immobilised due to incorrect fuel, or
- the keys have been lost, damaged, stolen or locked in the car

only Emergency Benefits and Locksmith Subsidy apply.

### **Accommodation**

Accommodation benefits apply for you and up to four passengers if you stay in the area of the breakdown whilst the vehicle is being repaired.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc are not covered.

The maximum we will pay for accommodation is:

- Premium: up to \$130 per night for up to two nights.
- Plus: up to \$110 for one night's accommodation.
- Standard: no benefit.

### **Hire car**

We'll pay a hire car benefit that covers the daily rental rate.

- Premium: up to \$110 per day for a maximum of two days.
- Plus: no benefit.
- Standard: no benefit.

See Hire Car Conditions (page 29).

## **Stay and Repair**

These benefits apply if:

- you have broken down more than 100 km from home; and
- we have provided you Road Service but due to a mechanical or electrical failure we could not get you mobile; and
- a qualified mechanic cannot repair the vehicle you are driving within 48 hours.

If you are eligible for the 'Stay and Repair' benefit but do not wish to take it, you may take the 'Vehicle and Passenger Recovery' benefit instead.

## **Accommodation**

Accommodation benefits apply for you and up to four passengers if you stay in the area of the breakdown while the vehicle is being repaired.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc are not covered.

The maximum we will pay for accommodation is:

- Premium: up to \$130 per night for up to five nights.
- Plus: up to \$110 per night for up to three nights.
- Standard: no benefit.

If you are travelling with a caravan and it is the vehicle being repaired your accommodation benefits should be discussed with an AANT consultant.

## **Hire Car**

If you have opted for local accommodation the following hire car benefits also apply:

- Premium: a hire car may be provided for up to \$110 per day for up to five days. A hire car may be provided for up to seven days where the vehicle is to be repaired locally and you elect to continue your journey to your destination or return home (up to \$110 per day). No other benefits apply.
- Plus: a hire car may be provided for up to \$99 per day for up to three days. A hire car may be provided for up to five days where the vehicle is to be repaired locally and you elect to continue your journey to your destination or return home (up to \$99 per day). No other benefits apply.
- Standard: no benefit.

This benefit provides the daily rental fee for a hire car only. You will need to meet the hiring requirements of the car rental firm as well as pay costs for fuel, excess distance and any additional costs, such as insurance, relocation fees etc.

If a hire car is not available locally you may, at your own expense, travel to the nearest location. The location where a hire car is available must be more than 100 km from your home address. You are not entitled to a hire car once you have arrived at your home.

## **Caravan to be repaired**

If your caravan has broken down due to a mechanical or electrical failure and you qualify for 'Stay and Repair' benefits we'll pay up to:

- Premium: \$130 per night for up to five nights.
- Plus: \$110 per night for up to three nights.
- Standard: no benefit.

## **Vehicle and Passenger Recovery**

These benefits apply if:

- you have broken down more than 100 km from home; and
- we have given you Road Service but due to a mechanical or electrical failure we could not get you mobile; and
- a qualified mechanic cannot repair the vehicle you are driving within 48 hours.

In this option we will pay for the vehicle to either be transported back to your home or to the intended destination of your journey.

Vehicle recovery is not applicable once the vehicle has been repaired.

The recovery of vehicles is limited to those that do not exceed any of the following physical dimensions:

- 5.5 metres in length;
- 2.3 metres in width;
- 2 metres in height;
- 1.8 metre wheel span; or;
- 2 tonnes gross weight.

Where the recovery of vehicles outside these limits is possible, you may be required to pay any additional charges (see Vehicle Movement Conditions on page 30).

The recovery of caravans, trailers or similar are not covered by AANT.

If you are eligible for the 'Vehicle and Passenger Recovery' benefit but do not wish to take it, you may take the 'Stay and Repair' benefit instead.

## **Passenger transport**

We will arrange and pay for you and up to four passengers to be transported back home or to your destination.

- Premium: transport by air or coach. We will provide air fares up to a maximum of \$550 per incident.
- Plus: transport by coach.
- Standard: no benefit.

If required, a similar return journey will be provided for one person to the repair location to collect the repaired vehicle. If you choose to continue on your destination while the vehicle is transported to your home, we will not meet transport, accommodation or other expenses incurred on the “return journey”.

## **Accommodation**

Accommodation benefits apply for you and up to four passengers, once the transportation of the vehicle has been organised and you are awaiting alternative transport to your home or destination.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc are not covered.

The maximum we will pay for accommodation is:

- Premium: up to \$130 per night for up to five nights.
- Plus: up to \$110 per night for up to three nights.
- Standard: no benefit.

## **Pet recovery**

If you are eligible and choose to take the Vehicle Recovery benefit, we will arrange and pay for the recovery of your animal(s) back to your home or to your intended destination.

The maximum we will pay for pet recovery is:

- Premium: up to \$220.
- Plus: no benefit.
- Standard: no benefit.

This benefit applies to domestic pets only and does not cover animals used for commercial purposes.

## Accidents or Stolen Vehicles

These benefits apply if:

- You have broken down more than 100 km from home; and
- You are without the vehicle overnight after an accident (including windscreen damage), water damage, vandalism, fire or theft, irrespective of whether the vehicle is insured or not.

### **Accommodation**

Accommodation benefits apply for you and up to four passengers.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc are not covered.

The maximum we will pay for accommodation is:

- Premium: up to \$130 per night for up to two nights
- Plus: up to \$110 for one night
- Standard: no benefit.

If your caravan has been involved in an accident and can't be occupied overnight, you are eligible for this Accommodation benefit.

### **Hire Car**

We'll pay a hire car benefit that covers the daily rental rate.

The maximum we will pay for hire car is:

- Premium: up to \$110 per day for up to two days.
- Plus: no Benefit
- Standard: no benefit.

See Hire Car Conditions (page 29).

## Wheels/Tyres (space saver spare)

These benefits apply if:

- you are more than 100 km from home; and
- the vehicle you are driving is immobilised due to a puncture; and
- the spare to be fitted is a standard manufacturer supplied space saver spare; and
  - the punctured tyre can't be repaired on the same day locally; or
  - the nearest puncture repair facility exceeds the distance to be travelled using the space saver spare as recommended by the manufacturer; or
  - the vehicle is fitted with a Gel Repair Kit only and the tyre cannot be repaired using the Gel Repair Kit.

### **Accommodation**

Accommodation benefits apply for you and up to four passengers while your tyre is being repaired.

This benefit covers the cost of the room only. Food, drink, phone calls, damage etc are not covered.

The maximum we will pay for accommodation is:

- Premium: up to \$130 per night for up to five nights.
- Plus: up to \$110 per night for up to three nights.
- Standard: no benefit.

### **Vehicle and Passenger Relocation**

We'll pay to get the vehicle to the nearest puncture repair facility.

Weight and dimension limitations apply (see Vehicle Movement Conditions on page 30).

Transport for you and up to four passengers will be provided by coach.

## Annual 'Away From Home' benefit limits

The cumulative value of benefits exceeding the standard Road Service entitlements is limited to:

- Premium:
  - \$3,500 in your first year of holding AANT Premium.
  - \$5,500 in each continuous year of Premium product holding thereafter.
- Plus:
  - \$1,100 in your first year of holding AANT Plus.
  - \$2,200 in each continuous year of Plus product holding thereafter.
- Any expense incurred by AANT in rendering Premium or Plus benefits to you in excess of your annual limit is your personal responsibility.
- Any unused portion of your annual Premium or Plus benefits limit is forfeited and cannot be accumulated or carried over to subsequent years.

# Comparison Table

<b>Benefits</b>
<b>Everyday</b>
24 hour emergency roadside assistance
Service entitlement from designated country depots
Taxi subsidy
Towing – Metro
– Country*
Second tow
Heavy vehicle towing equipment
Battery discount – \$11
Locksmith
<b>Everywhere – When over 100km from home</b>
Emergency accommodation
Accommodation after breakdown**
Emergency rental car
Hire car after breakdown***
Hire car only (no other benefits)
Passenger transport after vehicle recovery
Pet transport after vehicle recovery
Vehicle recovery
<b>Caravan Cover</b>
Emergency accommodation
Accommodation after breakdown**
Special towing equipment

\* Country towing is to the designated Country Service Depot

\*\* Emergency accommodation is included in the stated benefit

\*\*\* Emergency hire car is included in the stated benefit

	<b>Premium</b>	<b>Plus</b>	<b>Standard</b>
	✓ Unlimited	✓ Unlimited	✓ 8 call-outs a year
	✓ Up to 200km	✓ Up to 100km	✓ Up to 32km
	✓ \$55 per annum	✗	✗
	✓ Up to 50km	✓ Up to 20km	✓ Up to 8km
	✓ Up to 200km	✓ Up to 100km	✓ Up to 32km
	✓ Up to 20km	✗	✗
	✓ Up to \$220 per annum	✗	✗
	✓	✓	✗
	✓ Up to \$165 per incident	✓ Up to \$38.50 per incident	✓ Up to \$22 per incident
	✓ 2 nights	✓ 1 night	✗
	✓ 5 nights	✓ 3 nights	✗
	✓ 2 days	✗	✗
	✓ 5 days	✓ 3 days	✗
	✓ 7 days	✓ 5 days	✗
	✓ Air – up to \$550 or by coach	✓ By coach	✗
	✓ Up to \$220 per incident	✗	✗
	✓	✓	✗
	✓ 2 nights	✓ 1 night	✗
	✓ 5 nights	✓ 3 nights	✗
	✓ Up to \$220 p.a.	✗	✗

Conditions, distance and monetary limits may apply.  
Please read this booklet in full for more information.

# Terms and Conditions

## General Road Service

Road Service is available to holders of Road Service only. An AANT Road Service product holder is entitled to service for any vehicle they are driving at the time of breakdown in accordance with the conditions and benefits as provided within this Road Service guide.

- AANT Road Service is personal and therefore service does not cover any person other than the product holder. It cannot be transferred to or be used by anyone other than the named financial person.
- You (the product holder) must be the driver of the vehicle at the time of the breakdown and must be present upon arrival of the AANT Service Provider to receive Road Service.
- Your AANT Road Service product must be financial at the time of requesting service.
- The disabled vehicle/towed unit must be registered.
- You must present your AANT Membership card to the AANT Service Provider upon arrival. If you are unable to produce your current AANT Membership card at the time of service you may be asked for photo identification or charged at the normal rate by the AANT Service Provider.
- Provision of assistance/services to vehicles, caravans and trailers is limited to breakdown locations accessible by an Improved Public Road using a conventional 2-wheel-drive vehicle.
- In instances where service is required in a location where the road is unsurfaced or a road which is not trafficable by a conventional 2-wheel-drive vehicle, a cost may be incurred which you must pay at the time of service.
- Where a vehicle has broken down prior to the driver having an AANT Road Service product, a service fee, establishment fee and minimum Plus level of Road Service will apply. Plus benefits will not be available for the first breakdown.
- Road Service is essentially aimed at getting a vehicle back on the road or to a garage for permanent repairs,

although minor repairs may be carried out on the spot if they can be done safely and within a reasonable time using available hand tools.

- Service is limited to Serviced Areas; service is not available in Non-Serviced Areas.
- Child locked in car – if the caller advises that it is an emergency situation or the child is in distress, we will transfer the call for Ambulance and/or fire department.
- AANT will not pay for the freight costs for vehicles and passengers on any sea crossing.
- AANT does not cover any after accident towing costs or any repairs – accident, mechanical, electrical or otherwise.
- Should a second call-out be required due to the vehicle being initially unattended, the product holder will be charged a fee.
- Excess kilometres travelled to provide Road Service by the designated Service Depot is not covered by AANT. This cost must be paid by the driver at the time of service.
- You may cancel your Road Service product at any time by providing either verbal or written notification to AANT, provided your identity can be positively verified. Cancellation of Road Service cannot be backdated.
- When seeking reimbursement from AANT, Road Service paid by you (the product holder) will be calculated at the AANT contractor rate i.e. the rate we would have paid.
- AANT Road Service joining fee and subscription fees are not refundable.

## AANT Premium and AANT Plus Conditions

AANT Premium and AANT Plus is an extension of AANT Road Service.

AANT reserves the right to refuse an application to upgrade to AANT Premium or AANT Plus at any time. Premium and Plus benefits apply in Australia only and are provided within the locality of the breakdown, entirely at the discretion of AANT.

- Premium and Plus must be taken out directly with AANT in our office in Darwin and cannot be taken out through an interstate motoring association or club.
- Breakdowns before joining or upgrading cannot be claimed and will not be paid.
- Premium and Plus Away From Home benefits are not applicable once you have arrived home.
- The vehicle's gross weight must be less than 4 tonnes, other than recreational mobile homes which will receive up to \$220 per annum for towing, and other related Premium and Plus benefits that apply to the breakdown incident as outlined within this Personal Road Service Guide. If the vehicle breaks down in a Non-Serviced Area you must telephone an AANT Premium or AANT Plus consultant as soon as possible to explain the situation.
- For Premium product holders a limit of \$220 per annum applies to special towing equipment up to 4 tonnes with the exception of recreational mobile homes.
- In a Non-Serviced Area you may be required to pay for any services and/or benefits arranged. Receipted accounts for these services/benefits, with details of the breakdown, should be submitted to AANT Assistance Services, 2/14 Knuckey Street, Darwin NT 0800. Reimbursement for towing costs (Premium: maximum of 400 km round trip, Plus: 200 km round trip) in Non-Serviced Areas is determined at AANT Service Depot payment rates as amended from time to time.
- Reimbursements for all other services and benefits will be calculated as per your applicable Road Service entitlements.
- The payment of any extra costs for transport from an approved Service Depot or repairer to a motel, Hire Car depot or other location is not automatic and must be approved by an AANT Premium or AANT Plus consultant before the journey is undertaken.
- Excess kilometres travelled to provide Road Service by the designated Service Depot is not covered by AANT. This cost must be paid by the driver at the time of service.
- AANT does not cover temporary accommodation for livestock or pets following a breakdown.

- If you are more than 100 km from home and a suitable roadworthy spare wheel (vehicle only) has been fitted and punctured before you have been reasonably able to have the original tyre repaired, Premium benefits are limited to two nights Emergency Accommodation and two days Hire Car. Plus benefit is limited to one night Emergency Accommodation.
- Product holders seeking a reimbursement for benefits or services must apply within 6 months of the breakdown date.
- AANT joining fee and subscription fees are not refundable.

## Service Exclusions

- Work carried out when a vehicle/towed unit is located at a commercial place of repair or AANT Country Service Depot.
- AANT does not cover the cost of any part, labour or other costs associated with the vehicle repair.
- Vehicles participating in specifically convened organised events (such as rallies) involving road closures or official traffic controls are excluded from Road Service and 'Away From Home' benefits. Benefits are available only when travelling to and from such events.
- Travelling costs from the designated AANT Country Service Depot for any distance beyond:
  - Premium: 200 km
  - Plus: 100 km
  - Standard: 32 km
- Call-out for a fault that has already been attended to by AANT and has not been rectified.
- Service to and recovery of vehicles, caravans and trailers on Non-Improved Public roads or land not trafficable by a conventional 2-wheel-drive vehicle.
- Towing of vehicles, caravans and trailers involved in an accident, fire, vandalism or theft whatsoever.
- Towing of a vehicle/towed unit that has been involved in an accident.
- Towing or recovery of bogged vehicles.
- Service or towing of vehicles is not applicable if home repairs have been undertaken.

- Any repairs associated with an accident, mechanical or electrical failure or otherwise.
- Towing for tyre trouble with an unserviceable, or missing spare wheel on a vehicle or towed unit normally equipped with a spare wheel.
- Towing for Standard and Plus Road Service product holders where the vehicle's physical dimensions exceeds 5.5 metres in length, 2.3 metres in width, 2 metres in height or wheel span of 1.8 metres.
- Towing of vehicles that have been dismantled.
- More than one tow in connection with any one breakdown (Standard and Plus Road Service).

Premium – a maximum of two tows for any one breakdown within a 14 day period from first breakdown call (see entitlements).

- Towing costs within a metropolitan serviced area for any distance beyond:
  - Premium: 50 km
  - Plus: 20 km
  - Standard: 8 km
- Towing of vehicles/towed unit in metropolitan and country serviced areas over 2 tonnes, modified vehicles and some caravan/trailers that require special equipment for Standard and Plus Members (special equipment is any additional equipment required by the attending service provider). Towing from or to restricted locations.
- Towing of vehicles which require specialised equipment except for Premium Road Service product holders who are covered to a maximum of \$220 per annum.
- Service to unattended vehicles.
- Service to farm equipment, earth-moving equipment, forklifts, wheelchairs and gophers.
- Wheel changing on vehicles/towed unit exceeding 2 tonnes gross weight.
- Call-outs in excess of eight per policy year with the exception of Plus and Premium personal product holders who are entitled to unlimited call-outs (within the Fair Use Policy). Excess call outs will be charged at commercial rates.

- Product holders driving vehicles, which have been defected by the Police and/or an authorised Government Officer, are only entitled to AANT Road Service provided that the breakdown is not related to the reason for the defect.
- Free towing is not available if the defect is the reason for the tow.
- Road Service or Towing of unregistered vehicles/towed units.
- Vehicles that have been driven on by the product holder against our advice or the advice of a qualified repairer.
- If your emergency is that you (the product holder) have refilled the vehicle you are driving with the incorrect fuel and are more than 100 km away from home, you will be entitled to your Emergency Benefit level (per page 12) only – no other Premium or Plus benefits will apply. For Standard Road Service holders or locations not more than 100 km away from home, no benefit other than Road Service or Towing will apply.
- The Hire Car benefit provides the daily rental fee for a hire car only. You will need to meet any hiring requirements of the car rental firm as well as pay costs of fuel, excess distance and any additional costs, such as insurance, relocation fees etc. If a hire car is not available locally you may, at your expense, travel to the nearest location which must still be more than 100 km from your home address.

## Road Service Fees

- These are payable in advance with rates set and approved by the AANT Council. Upon receipt of the applicable fees by AANT, you are recorded as an AANT Member. No pensioner or other concessions are applicable to subscription fees.
- The joining fee is only charged once, provided your Road Service does not lapse.
- Where a Road Service subscription or other debt to AANT is overdue, access to Road Service and additional benefits may be denied pending payment of any outstanding subscription or other fees.

- The holder of any Road Service product whose subscription is overdue for more than three (3) months will not be entitled to access any benefits and entitlements of Road Service.
- At the discretion of AANT, and upon payment of outstanding and overdue subscription fees and other charges, a person may have their Road Service reinstated.

## Fair Use Policy

AANT Road Service is a vehicle breakdown service aimed at providing you with timely assistance in the event of an unexpected mechanical or electrical fault/failure of a vehicle and/or towed unit. It is intended to minimise the inconvenience of a vehicle breakdown through timely attendance, professional diagnosis and temporary repair wherever possible.

The service is not an alternative to regular routine maintenance of a vehicle and all members are required to maintain their vehicle in good working order and roadworthy condition.

AANT reserves the right to limit or refuse to provide services or entitlements to any product holder where, in the opinion of AANT, the product holder's use of service or entitlement is excessive, unreasonable or not reasonably required by the product holder in the circumstances.

The Terms and Conditions of AANT Plus and Premium Road Service provide unlimited Road Service call-outs, however this is qualified by reference to a limitation where service may be refused if service has been provided "on an excessive number of occasions in relation to a single recurring vehicle fault" the product holder has failed to rectify.

Without limiting the circumstances in which AANT may apply this policy, AANT will apply this policy if any use of services or entitlements by any product holder is considered by AANT to be fraudulent or adversely affecting the provision of services or entitlements to other product holders.

## Interstate Service

When requesting assistance interstate you will receive the same entitlements as a member of that organisation.

If you require Road Service interstate affiliated motoring organisations are:

- NRMA in New South Wales and Australian Capital Territory
- RACV in Victoria
- RACQ in Queensland
- RAC in Western Australia
- RACT in Tasmania
- RAA in South Australia

Holders of AANT Road Service have access to assistance throughout Australia through affiliated motoring organisations. Service may be provided only up to the limit of that organisation's standard Road Service entitlements. You may be required to pay for additional services, including excess kilometre towing for vehicle and/or towed unit. You will need to submit receipts to enable AANT to process a possible refund subject to the limits outlined within this Road Service Guide.

AANT Premium and Plus Members that qualify for any 'Away From Home' benefits as outlined on page 12, can phone **1800 803 276 (free call Australia wide)**.

## Hire Car Conditions

The Hire Car benefit provides the daily rental fee for a hire car only. You will need to meet the hiring requirements of the car rental firm as well as pay costs for fuel, excess distance and any additional costs, such as insurance, relocation fees etc.

If a hire car is not available locally you may, at your own expense, travel to the nearest location. The location where a hire car is available must be more than 100 km from your home address. You are not entitled to a hire car once you have arrived at your home.

## Vehicle Movement Conditions

- You may be asked to complete a Vehicle Movement Schedule form prior to a vehicle being transported under the Vehicle Recovery Benefit.
- Delays with vehicle transportation may be experienced in some areas.
- AANT does not accept responsibility for any loss or damage to vehicles or goods therein during processes involved in vehicle relocation or recovery. It is the vehicle owner's responsibility to ensure that the vehicle is adequately insured at all times.
- It is the driver's responsibility to pay all outstanding costs before the vehicle can be relocated.

# General Membership Terms and Conditions

- a) All AANT Members are bound by the Rules of the Association, as amended from time to time, and by any specific terms and conditions imposed under the Rules of the Association of AANT. Copies of the Rules of the Association of AANT can be obtained by writing to:

**Corporate Secretariat**  
**2/14 Knuckey Street**  
**DARWIN NT 0800**

- b) I authorise any officer of AANT to execute any document on my behalf necessary or desirable to facilitate me becoming a member of AANT.
- c) I acknowledge that if I cease to be a member of AANT, AANT may terminate this Agreement.
- e) In consideration for AANT admitting me as a member, I irrevocably authorise any officer of AANT to execute on my behalf any document necessary or desirable to effect my resignation as a member of AANT, including giving a notice of resignation under rule 11 of the Rules of the Association of AANT.
- f) Cancellation of membership: A member may cancel their membership at any time by providing either verbal or written notification to AANT, provided both the individual making the request and the membership concerned can be positively verified. Cancellation of membership cannot be backdated.
- g) Voting rights: Although there are various classes of AANT Membership, only financial Full and Life Members of AANT have the right to vote in Council Elections and at meetings of the Association.

# Personal Information Use And Disclosure

AANT abides by the Australian Privacy Principles (APPs) under the *Privacy Act 1988 (Cth)*, and we will deal with personal information in accordance with our *Privacy Policy*.

## **Privacy of your personal information**

AANT collects and uses your personal information to process your AANT Membership and Road Service application, provide and administer Road Service and offer other AANT products and services to you. If you do not provide us with this information, we may not be able to process your application, or give you the full range of membership and/or Road Service benefits.

We may disclose your personal information to external service providers.

For any questions or to obtain a copy of our full *Privacy Policy*, please call us on **8925 5901**, visit **[aant.com.au](http://aant.com.au)** or drop in to the AANT Shop.

## **Changing membership details**

Only the named member or a person authorised by the named member may request a change in membership details. Certain changes in member personal details may require the lodgment of documented proof prior to actioning by AANT.

# Refusal of Road Service

Any circumstance or incident where your verbal or physical conduct puts at risk the health, safety or well-being of an AANT employee or contractor, or jeopardises their ability to safely carry out their responsibilities may result in the immediate suspension of access to AANT services under that membership. Such incidents will be formally investigated; during the process you will be provided with an opportunity to explain your actions.

In such cases the AANT Council has the power to expel the person from membership of AANT. Upon expulsion from AANT, the member forfeits all rights and claims on AANT.

## Glossary

- **Accident** means an incident in which a vehicle has been damaged in a collision or impact with an object, whether involving another vehicle or otherwise, water crossing damage, water ingress, theft, malicious damage, fire or storm.
- **Away From Home Benefits** means those specific benefits, beyond Standard Road Service, available to holders of AANT Premium and AANT Plus when they are 100 km or more away from home, where the vehicle they are driving cannot be repaired for a period of time.
- **Breakdown** means a circumstance in which a vehicle is incapable of being driven because of a mechanical or electrical failure or puncture, which is not caused by an accident, theft, fire or malicious damage.
- **Call-out** means a request for Road Service by a product holder.
- **Country Areas** means areas within Northern Territory, which have been defined by AANT as being outside the Metropolitan Patrol Serviced Area.
- **Country Serviced area** means any non-metropolitan area in Australia where you are able to obtain Road Service from AANT or affiliated motoring organisations.
- **Excess Kilometres** means the distance for which a product holders vehicle receives Road Service or towing services over and above the limit applicable to their level of cover.
- **Hire Car** means similar type of vehicle to your vehicle.
- **Home** means the product holder's permanent place of residence.
- **Incident** means a single breakdown event or situation which gives rise to one or more AANT attendances.
- **Impact** means where the vehicle makes contact with a foreign object.
- **Improved Public Road** means a road, the surface of which has been prepared, formed, metalled or gravelled as defined in the 'SA Road Traffic Act' and the Australian Road Rules.
- **Product holder** means a financial subscriber of AANT Road Service.
- **Metropolitan Patrol Serviced Area** means the geographic area of Darwin and Alice Springs as defined by AANT.
- **Non-serviced Area** is any area in Australia where you are unable to obtain Road Service from AANT or affiliated motoring organisations.
- **Plus benefits** means the benefits over and above standard Road Service that holders of Plus Road Service are entitled to.
- **Premium benefits** means the benefits over and above standard Road Service that holders of Premium Road Service are entitled to.

- **AANT** means the Automobile Association of Northern Territory, ABN: 13 431 478 529, including its officers, employees, agents and contractors.
- **AANT Service Provider** means an AANT employee or contracted Road Service provider.
- **AANT Service Depot** means an independent service provider, contracted by AANT to deliver Road Service in regional locations as defined by AANT.
- **Restricted Area** any areas not accessible to the general public without a permit or special permission.
- **Road Service** means the assistance provided to a product holder's vehicle by an AANT Service Provider to attempt to mobilise the vehicle at the breakdown location.
- **Road Service Subscription** means the subscription amount payable for a given level of Road Service.
- **Round Trip** means the journey both out to and back from a location.
- **Serviced Area** is any area in Australia where you are able to obtain Road Service from AANT or affiliated motoring organisations.
- **Space Saver** is a spare tyre that is designed for temporary use to get you to a place of repair but not to be driven on for long distances.
- **Special /Heavy Towing Equipment** is any additional equipment required by the attending service provider. This is in addition to normal hand tools, car trailer or tow truck required for the provision of Road Service or towing the disabled vehicle.
- **Standard Towing Equipment** means any towing equipment legally able to be used to safely tow a vehicle with a gross mass of up to 2 tonnes, maximum height of 2 meters, maximum length of 5.5 meters, maximum width of 2.3 meters and/or wheel span of 1.8 meters.
- **Towed Unit** means any two, three or four wheeled domestic trailer, caravan, or boat trailer, and the like that is attached to the vehicle.
- **TTY** means 'TeleTYpewriter' which is a device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type text messages.
- **Unregistered Vehicle** means a vehicle that is not currently registered with the NT Department of Transport or the relevant government department in their home state.
- **Vehicle** means any motorised registered automobile or motorcycle eligible for motoring assistance.
- **We, Us** means the Automobile Association of Northern Territory., ABN: 13 431 478 529, including its officers, employees, agents and contractors.
- **You, Your** means you the Product holder.



# AANT Important Numbers

## Road Service

24 Hour Road Service	13 11 11
24 Hour Battery Service	13 11 11
24 Hour Premium and Plus benefits	1800 803 276

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## Membership

Metropolitan areas	8925 5901
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## Motoring Advice

1300 661 466

Technical Advice Vehicle Inspections	8925 5901
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## Public Relations

8925 5901

ntmotor	8925 5901
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## Website

[aant.com.au](http://aant.com.au)

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## AANT Office

Phone	8925 5901
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Fax	8925 5902
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Postal Address	GPO Box 2584, Darwin, NT, 0801
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## General Enquiries

For general enquiries telephone an AANT Consultant on 8925 5901 between 9 am and 5 pm Monday to Friday.

Benefits, terms and conditions are subject to change and correct at time of printing. For the current terms and conditions see [aant.com.au](http://aant.com.au)



TG 02/16