

道路救援服务 让您 永不止步



会员资格指南



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无论您去向何方，知道NRMA时刻伴您左右，定会感到非常宽慰。

从汽车抛锚到蓄电池没电，从轮胎没气到钥匙锁在车内，我们都可以在平均30分钟*之内来到您的身边

毕竟，我们为会员提供道路救援服务已有90多年的历史。我们有500多台出巡厢车，每天24小时当值提供道路救援服务，让您永不止步。

道路救援服务选择

在决定适合自己的道路救援服务等级时，请考虑自己将会行驶的距离、所寻求的保障以及汽车大小。

如果您每天开车或者偶尔开车长途旅行，希望获得事故和重大故障救援，那么高级关爱计划就适合您。如果您只是开车去商店，希望获得简单的保障，以免自己陷入进退不得的境地，不妨考虑标准关爱计划。

第13页和第14页列有一个完整的对照表，背后列有价格。

在您需要 我们时

请将本指南放在工具箱中近便之处。如果需要帮助，请遵照步骤1-4。

您也可以下载 'NRMA Assist' iPhone 应用程序，让您可以在新南威尔士州和澳大利亚首都领地的任何地方提出救援服务请求，并向我们提供您的GPS方位。



1

将您的车牌号码和会员号码准备好。

2

记下您所在的位置：郊区、街道、
十字街口、陆标和行驶方向。

3

请致电

13 11 11

（澳大利亚境内每周七天、每天24小时开通）

如果您有高级关爱计划会员资格，

请致电1300 772 273。

4

在请求救援之后，留在车边，等我们到来。如果汽车抛锚，请打开危险警告灯，确保自己安全。

如果汽车在危险道路一侧，请原地不动，系好安全带（人们有时因站在路边等待救援而被撞伤）。

高级关爱计划

包括：

- ✔ 出动次数无限，无论您需要我们多少次，我们每周七天、每天24小时在全澳为您服务。
- ✔ 我们将当场修理或者将您的汽车拖到修理厂。
- ✔ 在您的钥匙锁在车内或者燃料用完时提供帮助。
- ✔ 当场更换没气的轮胎。
- ✔ 提供多达\$100支付锁匠费用。
- ✔ 使用跨接引线启动没电的蓄电池或者安排更换。
- ✔ 在您的汽车在离家很远的地方抛锚时提供租车。
- ✔ 在重大故障或事故后提供住宿。
- ✔ 提供您和乘客回家的交通费。
- ✔ 城区和乡村地区50公里免费拖车或者拖到附近的NRMA乡村维修中心。
- ✔ 边远地区100公里免费拖车。
- ✔ 在您的汽车需要拖走时提供出租车：一年最多三次，每次最多\$50。
- ✔ 免费提供挡风玻璃、胎面花纹、机油、蓄电池、充电系统和水等六点车辆健康检查
- ✔ 提供More4Members优惠，包括Thrifty租车、Travelodge酒店、在NRMA MotorServe汽车修理厂做汽车保养以及更多优惠。
- ✔ 旅居车/挂车道路救援和小型维修。

高级关爱计划提供澳大利亚任何地方的事故和完全故障救援，并且慷慨提供拖车补贴，无论您是否在路上，都为您提供无微不至的关爱。

高级关爱计划专为从家里开车20公里以上或者拥有不超过3.5吨的四驱车或休旅车的人士，让您可以达到自己需要去的地方。

重大故障救援

如果您离家100公里以上，汽车需要24小时以上才能修好，我们就会为您安排住宿、租车、汽车运输以及乘客回家交通 - 并且承担多达\$3000的费用。

事故救援

事故难免发生，但如果您离家100公里以上，汽车需要24小时以上才能修好上路，我们就会为您安排和支付等待修车时的住宿（房费最高不超过\$300），并且为您和乘客提供回家的火车票或长途汽车票。

标准关爱计划

包括：

- ✔ 出动次数无限，无论您需要我们多少次，我们每周七天、每天24小时在全澳为您服务。
- ✔ 我们将现场修理或者将您的汽车拖到修理厂。
- ✔ 在您的钥匙锁在车内或者燃料用完时提供帮助。
- ✔ 当场更换没气的轮胎。
- ✔ 使用跨接引线启动没电的蓄电池或者安排更换。
- ✔ 悉尼、纽卡素、蓝山、伊拉瓦拉和澳大利亚首都领地的20公里免费拖车。
- ✔ 在乡村地区免费拖到附近的NRMA乡村维修中心。
- ✔ 提供More4Members优惠，包括Thrifty租车、Travelodge酒店、在NRMA MotorServe汽车修理厂做汽车保养以及更多优惠。

在另一方面，如果您只在当地开车，标准关爱计划就可以为您提供基本保障，提供您所需要的出动次数和有限的免费拖车，让您绝不会陷入进退不得的境地。

此外，您还可以获得NRMA会员资格带来的其它一流的福利，包括免费指南和地图，而且我们的More4Members奖励计划让您可以在多个零售商获得精彩优惠。

其它
资格
选择

其
会员
选择

旅游者关爱计划

如果您已经有制造厂商提供的道路救援，但希望自己远离家门时汽车和挂车得到额外保障，那么旅游者关爱计划可以提供重大故障和事故救援。

俱乐部关爱计划

即使没有NRMA道路救援，俱乐部关爱计划也可以为您提供免费地图、我们的《Open Road》双月刊杂志、汽车驾驶建议和度假服务。此外还可以通过我们的More4Members奖励计划获得车辆保养、旅行、家居和生活方式产品和服务的优惠。

NRMA BusinessWise 计划

无论您有一辆车还是一千辆车，我们都将让贵企业永不止步。BusinessWise是我们为企业提供的道路救援计划，可以减少车辆停工期，帮助您降低成本。会员可以获得多种商业优惠和福利，从燃料优惠、车辆保养、蓄电池、挡风玻璃、办公用品不一而足，而且还可以通过More4BusinessMembers计划获得更多优惠。

我们还可以为贵企业提供专用工具来做出车队管理方面的好商业决定，包括免费技术咨询、使用我们的车辆成本计算工具并且获得《Australian Business Auto》双月刊杂志。

NRMA Free2go 计划

根据这一为期三年的计划，年轻驾驶者（年龄在16-20岁）在第一年可以获得免费道路救援，第二年可以获得半价优惠。免费加入，会员资格是“对人的”，因此如果您在任何私家车中，无论您是驾驶者还是乘客，您都可以得到保障。

拖车附加计划

只需\$10，给自己现有的高级关爱计划或标准关爱计划加上“拖车附加计划”，即可将城区和乡村地区任一方向的拖车里程限额增加10公里。

所含项目一瞥

福利	高级关爱计划	标准关爱计划	Free2go计划	俱乐部关爱计划
道路救援	含	含	含	-
每年出动次数	无限	无限	4	-
锁匠费用	每年最多\$100	-	-	-
免费六点车辆检查（胎面花纹、蓄电池等）	含	-	-	-
出租车福利（每年最多3次）	最多\$50	-	-	-
拖走车辆	含	含	含	-
吨位	最多3.5吨	最多2.5吨	最多2.5吨	-
城区	最多50公里	最多20公里	最多8公里	-
乡村地区	最多50公里	-	-	-
拖到最近的乡村维修中心	含	含	含	-
边远地区	最多100公里	-	-	-
救援与修理（我们全部为您安排）	含	-	-	-
拖走挂车/旅居车（2吨以下）	含	-	-	-
重大故障救援	每年最多\$3000	-	-	-
租车	最多\$700	-	-	-
住宿	最多\$700	-	-	-
乘客交通（长途大巴或火车）	含	-	-	-
车辆运输（拖车/车辆运输车）	含	-	-	-
覆盖全澳	含	-	-	-
事故救援	含	-	-	-
住宿	最多\$300	-	-	-
乘客交通（长途大巴或火车）	含	-	-	-
More4Members奖励计划	含	含	含	含
《Open Road》杂志	含	含	含	含
NRMA MotorServe汽车保养优惠	含	含	含	含
Thrifty租车优惠	含	含	含	含
Travelodge酒店优惠	含	含	含	含

不仅仅是
道路救援



More4Members 奖励计划

除道路救援外，您的会员资格让您还可以使用我们宝贵的More4Members奖励计划。可以获得的奖励包括免费地图、我们的《Open Road》双月刊杂志、NRMA MotorServe汽车保养优惠、一些澳大利亚最大旅游、家居、生活方式和其它品牌的独家优惠。

只需向参加计划的More4Members合作伙伴出示您的会员卡或者在线报出会员卡号即可。



降低您的保费

您的道路救援会员资格让您还可以获得独家的NRMA保险优惠。节省的钱积少成多，请致电132 132，前往当地的NRMA办事处或者浏览nrma.com.au

须知事项

本文件为NRMA会员资格部分条款和条件的摘录。若需要一份完整的NRMA汽车服务公司会员资格计划与福利条款和条件，请浏览mynrma.com.au或致电13 11 22。

要求救援

如果您的汽车抛锚，请从澳大利亚任何地方致电 13 11 11 要求道路救援。

如果您是高级关爱计划会员，请致电 1300 772 273。

所有应得福利必须先由我们批准和安排。若未得到批准，您产生的任何费用将不会予以偿还。

若要与我们的会员资格，请致电 13 11 22 或前往当地的NRMA办事处。

我们的网站上亦提供有会员资格信息，网址：mynrma.com.au

Current fees:

If you'd like to find out what the current NRMA fees are (including joining fees, Subscription Fees, 'On-Road Join and Go' and service fees), please visit mynrma.com.au, call us on 13 11 22 or visit your local NRMA office.

1. Areas covered

We provide services in NSW and the ACT. You'll also receive benefits from affiliated motoring organisations in other states and internationally – visit www.aaa.asn.au for full list of organisations.

1.1 Country Areas

Outside the Metropolitan Areas of Sydney, Canberra, Newcastle, Central Coast and Wollongong, Motoring Assistance is provided by our Country Service Centres – which cover most Country Areas throughout NSW. Service is only available on private property or any trafficable road accessible to normal, two-wheel-drive Vehicles. Service may not be available on: open fields; beaches; creek beds; parks and ovals; tracks, trails or service roads used for logging or forestry or by electrical authorities; in national parks or wilderness areas; on public or private property where entry may cause damage or is restricted; any other locations where conditions cause an area to become unserviceable.

1.2 Remote Areas

If you break down in a Remote Area (all areas of NSW outside Metropolitan and Country Areas), we will try to organise Roadside Assistance through the nearest Country Service Centre. There may be occasions when we're unable to find an appropriate service provider to assist you. In these rare instances you'll need to arrange your own rescue or recovery at your own expense.

2. Premium Care

2.1 Roadside Assistance

Only your nominated Vehicle and any Trailer attached to it are entitled to Roadside Assistance.

2.2 Towing for your Vehicle and Trailer

In Metropolitan Areas, the first 50km in any direction from the point of Breakdown is free-of-charge.

In serviced Country Areas, you can choose to be Towed free-of-charge to the town of the attending Country Service Centre or for the first 50km in any direction from the point of Breakdown. If

you need Towing for your Vehicle and/or Trailer in a Remote Area outside the Boundary of the Country Service Centre attending your Breakdown, you'll be eligible for up to 100km free Towing back to the Boundary of the attending Country Service Centre.

2.3 Major Breakdown Assistance

If your Vehicle has a Major Mechanical Breakdown which cannot be fixed in less than 24 hours and you're more than 100km from Home, you'll receive up to \$3000 (incl. GST) for the following benefits, which also apply to a Trailer where expressly stated:

- **Car Rental:** up to \$100 (incl. GST) per day for the base rate of a car rental, up to 7 days while your Vehicle is being repaired or while you continue your journey. And up to \$165 (incl. GST) towards the rental car relocation fee.
- **Accommodation:** up to \$700 (room rate only incl. GST) for the driver and up to four passengers while the Vehicle or Trailer is being repaired. Excludes pre-booked accommodation.
- **Passenger transport:** we will pay for economy class rail/coach transport to the Member's Home or intended destination, for the driver and up to four passengers from the Breakdown location. Includes cost of travel for one person to collect the Vehicle.
- **Vehicle transport:** we will pay for road/rail transport for the Vehicle and/or Trailer to the Member's Home, intended destination or to a mechanic of your choice. Excludes a Vehicle or Trailer that: has been involved in an Accident; is damaged due to Fire, theft, Flood, Water Damage or malicious damage; or is roadworthy and/or not immobilised due to a Major Mechanical Breakdown.

2.4 Accident Assistance

If you're more than 100km from Home and your Vehicle is involved in an Accident which cannot be fixed in less than 24 hours, we will pay up to \$300 towards the room rate (incl. GST) if accommodation is required for the driver and up to four passengers while the Vehicle is repaired. Excludes pre-booked accommodation. We will also pay for economy coach/rail travel for the driver and up to four passengers from the Accident location to the Member's Home or your intended destination.

2.5 Locksmith Service

- If NRMA cannot unlock your Vehicle, you can request that we arrange and pay for a professional locksmith (contribution up to \$100 incl. GST per subscription year).
- NRMA will not contribute towards locksmith costs if: You make your own arrangements for a locksmith to attend your Vehicle; a locksmith was dispatched to You in error or under false or misleading circumstances; or the request is made in regard to a Vehicle located at Home.
- The provision of a locksmith to attend your Vehicle may not be possible in some areas including, but not limited to, Remote and Country Areas.
- NRMA does not guarantee that the locksmith dispatched to attend your Vehicle will be able to assist You, gain access to your Vehicle, or mobilise your Vehicle.
- NRMA accepts no liability for any loss or damage (including without limitation consequential loss or damage) however caused, which is suffered by You as a result of the provision of locksmith services to your Vehicle.
- Repairs or replacement of key and/or ignition barrels for your Vehicle will be at your own expense.

2.6 Rescue and Repair

- In the event your Vehicle (except motorcycles) needs Towing, you can choose to have your Vehicle towed free-of-charge to an NRMA Approved Repairer to be repaired.
- NRMA Approved Repairers are not able to repair Trailers and motorcycles. If a Vehicle being towed to an NRMA Approved Repairer has a Trailer attached, that Trailer can be Towed free-of-charge for the first 50km in any direction from the NRMA Approved Repairer location.
- We'll only Tow your Vehicle to an NRMA Approved Repairer if it breaks down and requires a Tow in a Metropolitan Area.
- In the event that an NRMA Approved Repairer is closed, we'll arrange (as soon as is practicable) for a subsequent Tow for your Vehicle to an NRMA Approved Repairer.
- NRMA does not guarantee the NRMA Approved Repairer assigned to repair your Vehicle will be able to repair and mobilise your Vehicle.

- NRMA will not cover the cost of repairs for your Vehicle, and accepts no liability for any loss or damage (including, without limitation, consequential loss or damage) however caused, which is suffered by You as a result of the provision of an NRMA Approved Repairer to repair your Vehicle.

2.7 Taxi Benefit

- You will not be reimbursed for taxi costs incurred which are not authorised or arranged by us.
- If your Vehicle is eligible for Towing, you can request we arrange a taxi to transport You and your passengers, so you may continue your journey while your Vehicle's being towed. (See clause 8.3 'Towing Limitations' as to eligibility exclusions).
- NRMA will contribute up to \$50 (incl. GST) per taxi trip, limited to three taxi trips per Subscription Year. Annual Taxi benefit may not be carried over to following Subscription Years.
- Can only be used at time of Breakdown.
- We will attempt to transport all passengers travelling with the Vehicle, provided each person can be safely and legally transported in a taxi. You must tell us at the time of making the callout if you have any special requirements affecting your ability to be transported in a taxi.
- Although we make every effort to arrange a taxi, providing this service will depend on the availability, particularly in Country Areas and Remote Areas.

2.8 Motoring Assistance for Trailers

Trailers covered

Includes Trailers used for private recreational purposes only (excludes Trailers used for commercial purposes), provided the Trailer is registered, roadworthy, does not exceed 2 tonnes Laden Mass and is being towed by a Vehicle on a Premium Care Subscription Package.

Roadside Assistance for Trailers

Limited to minor/temporary repairs to mobilise the disabled Trailer. We may also assist with tyre changing, provided a roadworthy spare tyre is available and you have the correct equipment. Excludes other services, such as service to accessories including stoves, camping equipment and interior lights.

Towing for Trailers

Trailers that are eligible for Towing have the same benefits as the Premium Care Vehicle towing the Trailer at the time of Breakdown. If your Vehicle and Trailer need a Tow in excess of the distance allowed under Premium Care (see clause 2.2), you must pay for such excess, for both the Vehicle and the Trailer, at Commercial Rates.

Excludes Trailers which:

- exceed: 2 tonnes Laden Mass; 2.5 metres in width; or 2.6 metres in height.
- in our reasonable opinion, is overloaded or not safely loaded or secure.

In both cases, we may help arrange for Towing, but you must pay the tow cost at the time of service at Commercial Rates.

2.9 Premium Care Conditions

- Premium Care is only available to Australian citizens, permanent residents of Australia or those that hold an Australian visa valid for over 12 months.
- Premium Care benefits are provided only for Accidents or Major Mechanical Breakdowns, regardless of who is driving the Vehicle. (Please refer to clause 2.3 'Major Breakdown Assistance' and clause 2.4 'Accident Assistance' for full entitlements).
- Premium Care is not available for Vehicles that are used for commercial purposes, such as rental, hire cars or taxis.
- Vehicles are not eligible for Vehicle transport if they are greater than: 3.5 tonnes Laden Mass; 5.5m long; 2.5m wide; or 2.6m high.
- You're responsible for abiding by the terms and conditions of rental car providers when hiring a rental car.
- You're not entitled to receive a rental car as part of Premium Care after you have arrived at your Home.
- Car rental is subject to availability and may not be available in some areas, including but not limited to Remote and Country Areas.
- Premium Care is not available for Breakdowns that occur outside Australia.
- Premium Care cover is not available for a Vehicle that cannot be opened or started because the keys have been locked in the Vehicle or lost or for a Vehicle with a flat or damaged tyre where a roadworthy spare is not available.

- Premium Care does not include certain costs associated with hire cars such as security deposits, cost of delivery, insurance, fees, stamp duties, airport taxes, excess kilometres, fuel and any other costs outside the daily rental fee of a hire car.
- If you pay your Premium Care Subscription Fee after the 'expiry date', Membership benefits will be available only from the payment date and cannot be backdated.
- Accommodation benefits apply only if you choose to stay in the area of the Breakdown or Accident while the Vehicle is being repaired.
- Premium Care benefits are only available in the Subscription Year and may not be carried over to following Subscription Years.
- Premium Care benefits only apply if your Vehicle is repaired by a licensed mechanic.
- Premium Care benefits must be taken within 3 months of the Major Mechanical Breakdown if the Vehicle remains immobilised, provided NRMA has been given 14 days notice from the time of the Major Mechanical Breakdown. Any out-of-pocket costs incurred by you in relation to the Major Mechanical Breakdown in which NRMA has agreed to reimburse, must be claimed within 3 months of the Major Mechanical Breakdown.

3. Classic Care

3.1 Roadside Assistance

Your nominated Vehicle is entitled to Roadside Assistance.

3.2 Towing for your Vehicle

In Metropolitan Areas, the first 20km in any direction from the point of Breakdown is free-of-charge.

In serviced Country Areas, you will be Towed free-of-charge to the town of the attending Country Service Centre. To have your Vehicle Towed other than back to the town of the attending Country Service Centre, at the time of the Tow you must pay Commercial Rates for the full costs of Towing.

In a Remote Area, if you break down outside the Boundary of a Country Service Centre, Towing will be provided but you must pay Commercial Rates at the time of the tow, for the total distance travelled by the Country Service Centre operator, from the Boundary to retrieve your Vehicle and from the point of Breakdown

back to the Boundary. Towing for Trailers will be provided at Commercial Rates payable by you at the time of service.

4. Club Care

Club Care Membership entitles you to all Membership rights and benefits except Roadside Assistance, Towing Services and related Services. If a Club Care Member breaks down and requires Roadside Assistance, they will be required to upgrade to Classic Care or Premium Care and must pay an 'On-Road Join and Go' fee (additional conditions apply for Premium Care).

5. BusinessWise, Traveller Care and Free2go

Visit mynrma.com.au for terms and conditions.

About Our Services

6. Roadside Assistance

6.1 Providing Roadside Assistance

Vehicles nominated on Premium Care, Classic Care, Basic Care or taxis nominated under a Taxi Membership are entitled to Roadside Assistance (includes Trailers attached to a Vehicle covered by Premium Care or Traveller Care) to mobilise a Vehicle which has become disabled due to unexpected Breakdown. When providing Roadside Assistance we carry out temporary repairs and not regular maintenance or permanent repairs, normally carried out in licensed repair workshops. You are responsible for having your Vehicle repaired permanently at your own expense. When requesting Roadside or Motoring Assistance, you will need to provide details of your Membership or you will be charged an additional 'On-Road Join and Go' fee if we cannot confirm a current paid Subscription Package.

6.2 Vehicle Weight

We will make every effort to provide Roadside Assistance to Vehicles over 2.5 tonnes Laden Mass which are nominated on Classic or Basic Care and 3.5 tonnes Laden Mass for Vehicles which are nominated on Premium Care. However, there may be circumstances where we're unable to mobilise such Vehicles. In these cases, we will assist you to make alternative arrangements at your own expense.

6.3 Emergency fuel

If a Vehicle runs out of fuel, we will supply enough fuel for you to drive your Vehicle to the nearest refuelling station where you can purchase fuel during normal business hours. You will be charged and must pay for the fuel at the time of service. If we're unable to provide fuel or if your Vehicle uses LP Gas, we will provide Towing to the nearest refuelling station (subject to your Towing entitlements) where you can purchase fuel during normal business hours. We do not provide this service for Taxis.

6.4 Lockout

We will attempt to open a Vehicle if the keys have been lost or are locked in the Vehicle. NRMA accepts no liability for any loss or damage (including without limitation consequential loss or damage) however caused, which is suffered by You as a result of the attempt by us to unlock your Vehicle. If we cannot open the Vehicle we can arrange for a professional locksmith to attend the Vehicle. Locksmith services are at your own expense (Premium Care Members are entitled to a Locksmith Service – please refer to clause 2.5 for further information).

6.5 Wheel changing

We will change a wheel with a flat tyre provided you have a roadworthy spare available and your Vehicle is under 2.5 tonnes Laden Mass. We will also try to assist Vehicles over 2.5 tonnes Laden Mass, provided you have an appropriate manufacturer's jack available for your Vehicle. If a roadworthy spare is not available or if your Vehicle was not provided with a spare by your manufacturer we will Tow the Vehicle in accordance with your Subscription Package entitlements. Assistance will not be provided for damaged wheels or fitting of a wheel to a rim.

6.6 Supply of materials, fuel and spare parts

Roadside Assistance does not include the cost or supply of materials, emergency fuel or spare parts, which must be paid for by you at the time of service. Spare parts will not be picked up, delivered or fitted (unless carried in the Patrol vehicle).

6.7 Un-located or unattended Vehicles

In the case of a Breakdown, you must be able to provide us with the correct location of your Vehicle. Incorrect or incomplete information may cause a delay in the provision of service. You, or an authorised representative who is a licensed driver, must be present with the Vehicle or at an agreed meeting place when we arrive. If the Vehicle is not attended when we arrive, service cannot be provided and one callout will be debited from your Membership

benefits. Further callouts relating to the same Breakdown will be considered an additional, separate callout. If the Vehicle is unattended when a tow truck arrives the tow truck may leave the scene. If this happens, you may have to pay for the tow service to return to the point of Breakdown and tow the Vehicle.

6.8 Response time

We endeavour to provide Motoring Assistance as soon as possible. Response time is not guaranteed and may vary depending on the Vehicle's location and the general demand at the time your request is received, particularly in Country and Remote Areas. If you use a mobile phone or GPS device to request Motoring Assistance, where possible and if compatible technology is available, we may use the mobile/GPS device signal to identify the location of your Vehicle.

6.9 Exclusions and limits

NRMA Motoring Assistance benefits do not cover:

- a Vehicle and/or Trailer that's unregistered or considered by us to be unroadworthy;
- a Vehicle on which repairs have been attempted by anyone (including a licensed motor vehicle repairer), or that is partly or fully dismantled;
- a Vehicle that has suffered damage as a result of a Flood, theft, Fire, malicious damage or an Accident (Members with Premium Care and Traveller Care Packages are entitled to Accident Assistance);
- a Vehicle that has, in our reasonable opinion, suffered Water Damage;
- a Vehicle which has been driven or transported to any licensed motor vehicle repairer including a Country Service Centre;
- any parts, labour or other costs associated with the repair of a Vehicle;
- any financial loss or liability in any way connected with a Breakdown or Accident;
- freight costs or costs for any sea crossings;
- transportation (by a vehicle other than a tow truck) of a damaged Vehicle;
- costs incurred in making arrangements for pets and animals;
- a Vehicle if the Member continues driving against our advice

or the advice of a licensed repairer;

- a Vehicle that has been transported to a wharf, transport depot, rail head or other similar holding or shipment facility;
- a Vehicle that has been used in a car rally or motor race

NRMA Motoring Assistance benefits do not apply:

- when in the reasonable opinion of NRMA, a Breakdown is deemed unsafe for a Patrol Officer to attempt, or continue attempting, to mobilise a Vehicle; or
- to a re-occurring Breakdown deemed to be the result of a failure to repair the cause of the fault to your Vehicle which caused the initial Breakdown.

In all the above situations we will assist in arranging an alternative service or tow at your expense, payable at the time of service.

6.10 Excessive Users

If we consider in our reasonable opinion that you have received (and continue to request) Roadside Assistance or a Tow for a Vehicle on an excessive number of occasions in a Subscription Year, we may refuse to provide further Roadside Assistance or Towing. We will offer an alternative service (at your expense) such as a battery, auto electrical patrol or a tow truck, or charge you a fee at Commercial Rates for Roadside Assistance, payable at the time the service is requested.

7. Towing for nominated vehicles

7.1 Towing Benefits

The Breakdown location and your level of Subscription Package will determine the Towing benefits which can be provided. You're entitled to one Tow per Breakdown for the Vehicle. You or an authorised adult representative should arrange to travel with the Vehicle to its intended destination. We'll attempt to transport all passengers with the Vehicle provided each person can be safely and legally transported in the tow truck. You must tell NRMA at the time of making a callout if you have any special needs or requirements which may affect your ability to be transported in a tow truck. If we are unable to transport all passengers, we will assist in arranging alternative transport at your expense at Commercial Rates.

7.2 Type of Tow

Towing will be provided using the most appropriate equipment available as determined by us (such as lift-tow, flat-top truck or trailer) provided the Tow can be made with Standard Towing Equipment and such equipment is available. In Country and Remote Areas, limited types of tow trucks may be available. Should Special Towing Equipment be required (such as power winches, extended cables or a 4WD towing vehicle) you must pay Commercial Rates to the Towing provider at time of service. Please refer to clause 8.3 for Vehicle weight limits.

7.3 Towing limitations and costs

Limitations

Towing benefits will not be provided for:

- a Vehicle damaged as a result of an Accident, Flood, theft, Water Damage, Fire or malicious damage;
- a Vehicle at a Member's Home if keys are locked in the Vehicle, lost or stolen;
- a Vehicle bogged in a location inaccessible to normal two-wheel drive vehicles;
- a Vehicle where the Tow has not been arranged by us;
- a Vehicle which has been manufactured or modified in ways which in our reasonable opinion will increase the probability of it being damaged during Towing. We may ask for modifications (including modified or factory-released accessories) to be removed prior to Towing;
- any Vehicle or Trailer carrying livestock or commercial goods unless the Vehicle or Trailer is unloaded;
- a Vehicle at a repairer, including a Country Service Centre;
- a Vehicle that requires Towing to a wrecking yard, unless the wrecking yard is also a licensed motor vehicle repair workshop;
- a Vehicle which exceeds 2.5 tonnes Laden Mass and/ or 5.5 metres in length (for Vehicles nominated on Basic Care or Classic Care) and 3.5 tonnes Laden Mass (for Vehicles nominated on Premium Care or Traveller Care).

In any situations above, we may assist in arranging a tow but you must pay for the cost of the tow at Commercial Rates at the time of service.

Toll costs

Any Tow (which is not covered under your Subscription Package entitlements) and any associated Tow costs, such as toll costs, must be paid by you at the time of the Tow. If credit card payment is accepted by our Towing providers, you may be required to pay the credit card surcharge.

Clean up fee

You must pay a clean up fee to the Tow provider if contamination from your Vehicle makes it necessary for the tow truck to be taken off the road and cleaned. If an additional service is required to clean up the roadway, you must also pay for this service.

7.4 Subsequent tows for the same Breakdown

Once a Tow has been provided for a Breakdown, you must pay for any subsequent tows for the same Breakdown at Commercial Rates at the time of service. This includes towing for a Vehicle that has been Towed after hours to the Member's Home, a holding yard or other place of safety and then needs further towing for the same Breakdown. This applies to Trailers that are entitled to Towing benefits.

7.5 Excess kilometres

If a Tow for your Vehicle (and/or Trailer entitled to Towing benefits) is in excess of the distance for which you're eligible, you must pay the Tow provider for the excess distance at Commercial Rates at the time of the Tow.

7.6 Salvage Tow

If your Vehicle has pulled to the side of the road and has become bogged without being involved in an Accident, we will attempt to salvage you from the situation without calling for a tow truck. If Towing Equipment is required, this will be at your expense.

Please refer to clause 8.3 for Vehicle weight limits.

All defined terms used in these terms & conditions are available in the glossary to the NRMA Membership terms & conditions located at mynrma.com.au or by calling 13 11 22.



有关详情，请致电
13 11 22，前往当地
NRMA办事处或浏览
mynrma.com.au



定价



新價格於2011年11月1日生效，含GST。

NRMA
MOTORING + SERVICES

加入费	费用
加入费	\$55.00
保障等级	
高级关爱计划	\$177.00
标准关爱计划	\$99.00
俱乐部关爱计划	\$25.20
旅游者关爱计划(会员)	\$81.20 [†]
旅游者关爱计划(非会员 [^])	\$106.40
Free2go 计划	
第1年 (16岁人士为2年)	免费
第2年	\$43.00
第3年	\$86.00
3年捆绑计划	\$129.00
金卡*会员 - 25年以上的会员	
高级关爱计划 (\$22.60 优惠)	\$154.40
标准关爱计划 (\$12.30 优惠)	\$86.70
金卡终生*会员 - 50年以上的会员	
高级关爱计划 (50% 优惠)	\$88.50
标准关爱计划 (50% 优惠)	\$49.50
基本关爱计划 (50% 优惠)	\$43.30
俱乐部关爱计划 (50% 优惠)	\$12.60
旅游者关爱计划 (50% 优惠)	\$40.60
+ 附加保險	
附加拖車保險	\$10.00
附加擋風玻璃保險	\$12.00
附加鑰匙保險	\$25.00
旅行車+RV雜誌 (6期)	\$24.00
附加高級保險	\$122.00
附加寵物保險	\$39.00
附加自行車保險 ^{**}	\$49.00

會員計劃和給付金有一定條款和條件限制。

NRMA保留不時提高會費的權利。

若要確認最新定價，請瀏覽mynrma.com.au。

若在拋錨之後才購買保險計劃，需付額外費用。

[†] 會員必須購有一種額外且有效的保險才有資格。

* 最多僅對所購買的2種保險提供優惠。

[^] 若此為您所購買的唯一NRMA保險。

^{**} 附加自行車保險於2012年提供（具體時間待定）。