

चलते रहें

सड़क पर सहायता (Roadside Assistance) कार्यक्रम के साथ



सदस्यता की मार्गदर्शिका



विषय-सूची



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आप चाहे जहाँ भी जा रहे हों, आप यह जान कर निश्चिन्त रहते हैं कि NRMA हमेशा आपकी मदद करेंगे। वाहन खराब होने से लेकर फ़्लैट बैटरी तक, टायर की हवा निकलने से लेकर चाबी वाहन के अन्दर रह जाने तक, हम औसतन 30 मिनट में आपके पास पहुँच जाते हैं*।

आखिरकार, हम अपने सदस्यों को 90 वर्ष से अधिक समय से वाहन चालू करने में मदद करते आ रहे हैं। और हमारी 500 से अधिक गश्त लगाने वाली गाड़ियाँ, दिन के 24 घंटे इयूटी पर रहती हैं और Roadside Assistance (सड़क पर सहायता कार्यक्रम) द्वारा हम आपके वाहन चालू रखते हैं।

Roadside Assistance

(सड़क पर सहायता कार्यक्रम) उपलब्ध विकल्प

अपने लिए सही स्तर के Roadside Assistance का निर्णय लेते समय, आप ये सोचें कि आप अपना वाहन कितनी दूर तक चलाएंगे, आपको कैसी सहायता की आवश्यकता है और आपकी कार का साइज़ क्या है।

यदि आप हर रोज़ अपना वाहन चलाते हैं या कभी-कभार लम्बे सफ़र पर जाते हैं और आपको Accident and Major Breakdown Assistance (दुर्घटना व वाहन बुरी तरह खराब होने पर सहायता) की सुविधा चाहिए, तो आपको Premium Care (प्रीमियम केयर) बीमा लेना चाहिए। यदि आप बस आस-पास खरीदारी करने ही जाते हैं और आप आश्वस्त होना चाहते हैं कि आपको कभी सड़क पर कार खराब होने के कारण परेशान नहीं होना पड़ेगा, तो आप Classic Care (क्लासिक केयर) सहायता लेने के बारे में सोचें। आप पूर्ण तुलनात्मक तालिका पृष्ठ 13, 14 पर व कीमतेँ अंतिम पृष्ठ पर देख सकते हैं।

जब आपको हमारी आवश्यकता होती है

इस गाईड को हमेशा अपनी कार के ग्लवबॉक्स (दराज) में रखें, और जब आपको सहायता चाहिए तो, 1 से 4 कदमों का पालन करें। या फिर आप हमारी 'NRMA Assist' iPhone एप्लीकेशन डाउनलोड कर सकते हैं, जिससे आप NSW व ACT (कैनबरा) में कहीं भी सहायता के लिए निवेदन कर सकते हैं और यह हमें आपका GPS स्थान भी बता देता है।



1

अपनी मोटर गाड़ी का रजिस्ट्रेशन व अपना सदस्यता नम्बर बताने के लिए तैयार रहें।

2

आप कहाँ पर हैं, इस पर ध्यान दें: सबर्ब, सड़क, नज़दीकी चौराहा, सीमा चिन्ह व आप किस दिशा में जा रहे थे।

3

13 11 11
पर फ़ोन करें

24/7 कभी भी और ऑस्ट्रेलिया में कहीं भी।
यदि आप Premium Care के सदस्य हैं तो,
1300 772 273 पर फ़ोन करें।

4

सहायता माँगने के बाद, जब तक हम आ
न जाएं अपनी कार के पास ही रहें। यदि
आपकी कार खराब हो गई है तो अपनी
हैजर्ड लाइट जला कर रखें और अपनी
सुरक्षा का ध्यान रखें।

यदि आपकी कार किसी खतरनाक सड़क
के किनारे है तो कार में सीटबेल्ट लगा
कर बैठे रहें (कभी-कभी लोगों को मदद के
इंतजार में सड़क के किनारे खड़े रहते हुए
चोट लग जाती है)।

Premium Care

इसमें शामिल हैं:

- ✓ जब भी आपको आवश्यकता हो, ऑस्ट्रेलिया में कहीं भी, कभी भी 24/7, जितनी भी बार आप चाहें हमें बुला सकते हैं।
- ✓ हम वहीं पर गाड़ी ठीक करने की कोशिश करेंगे या आपकी गाड़ी वहाँ ले जाएंगे जहाँ वह ठीक हो सके।
- ✓ यदि आपकी गाड़ी की चाबियाँ गाड़ी में बंद हो जाएं या पेट्रोल रास्ते में खत्म हो जाए तो सहायता।
- ✓ टायर में पंचर हो जाए तो वहीं बदलना।
- ✓ \$100 तक तालासाज का खर्चा।
- ✓ बैटरी फ़्लैट होने पर किसी बाहरी बैटरी की सहायता से गाड़ी को चालू करना या हम नई बैटरी का बंदोबस्त करेंगे।
- ✓ यदि घर से दूर आपकी कार ठीक न हो सके तो किराए की कार।
- ✓ गाड़ी बहुत ज्यादा खराब होने पर या दुर्घटना होने पर, रहने की जगह।
- ✓ आपके व आपके अन्य यात्रियों के घर जाने के लिए यातायात।
- ✓ शहरों व ग्रामीण इलाकों में 50 किलोमीटर तक निःशुल्क गाड़ी ढोना (towing) या पास के NRMA Country Service Centre तक ढोना।
- ✓ दूर-दराज के क्षेत्रों में 100 किलोमीटर तक निःशुल्क गाड़ी ढोना।
- ✓ यदि आपकी कार को ढोना पड़े तो टैक्सी का बंदोबस्त: साल में तीन बार तक, हर बार \$50 तक।
- ✓ 6 प्रकार की निःशुल्क वाहन स्वास्थ्य जाँच: विंडस्क्रीन, टायर की घिसावट, तेल, बैटरी, बैटरी चार्जिंग सिस्टम व पानी।
- ✓ More4Members (सदस्यों के लिए अधिक) छूट, जिसमें Thrifty किराए की कारें, Travelodge Hotels, NRMA MotorServe द्वारा कार की सर्विस आदि शामिल हैं।
- ✓ Caravan (रहने की वैन)/trailer (पीछे लगा कर ले जाने वाली गाड़ी) के लिए Roadside Assistance व छोटी-मोटी मरम्मत।

ऑस्ट्रेलिया में कहीं भी दुर्घटना व किसी भी तरह गाड़ी खराब होने पर सहायता, व अधिक दूरी तक गाड़ी ढोने के द्वारा Premium Care आपकी सड़कों पर व अन्य स्थानों पर देख-भाल करता है।

Premium Care उन लोगों के लिए है जो घर से 20 किलोमीटर से अधिक दूर तक गाड़ी चलाते हैं या जिनके पास 3.5 टन तक की 4WD या SUV है, Premium Care जहाँ आप चाहें वहाँ आपको ले जाती है।

Major Breakdown Assistance (गाड़ी बुरी तरह खराब होने पर सहायता)

जब आपकी कार को ठीक होने में 24 घंटे से ज़्यादा लगेंगे और आप अपने घर से 100 किलोमीटर से अधिक दूरी पर हैं तो हम आपके रहने की जगह, किराए की कार, कार को व अन्य यात्रियों को घर पहुंचाने के लिए परिवहन का इंतज़ाम करेंगे – और \$3000 तक का खर्चा देंगे।

Accident Assistance (दुर्घटना सहायता)

दुर्घटनाएँ हो जाती हैं, पर यदि आप अपने घर से 100 किलोमीटर से अधिक दूरी पर हों और आपकी कार को ठीक होने में 24 घंटे से ज़्यादा लगेंगे तो इस दौरान हम आपके रहने की जगह का प्रबंध और उसका खर्चा करेंगे (\$300 तक कमरे का खर्चा) और आपके व अन्य यात्रियों के लिए घर जाने के लिए रेलगाड़ी या बस की टिकिट का खर्चा भी देंगे।

Classic Care

इसमें शामिल हैं:

- ✓ जब भी आपको आवश्यकता हो, ऑस्ट्रेलिया में कहीं भी, कभी भी 24/7, जितनी भी बार आप चाहें हमें बुला सकते हैं।
- ✓ हम वहीं पर गाड़ी ठीक कर देंगे या आपकी गाड़ी वहाँ ले जाएंगे जहाँ वह ठीक हो सके।
- ✓ यदि आपकी गाड़ी की चाबियाँ गाड़ी में बंद हो जाएं या पेट्रोल रास्ते में खत्म हो जाए तो सहायता।
- ✓ टायर में पंचर हो जाए तो वहीं बदलना।
- ✓ बैटरी फ़्लैट होने पर किसी बाहरी बैटरी की सहायता से गाड़ी को चालू करना या हम नई बैटरी का बंदोबस्त करेंगे।
- ✓ सिडनी, न्यूकासल, ब्लू माऊन्टेनस, इलावारा व ACT में 20 किलोमीटर तक गाड़ी को निःशुल्क ढोना
- ✓ ग्रामीण इलाकों में पास के NRMA Country Service Centre तक गाड़ी को निःशुल्क ढोना।
- ✓ More4Members (सदस्यों के लिए अधिक) छूट, जिसमें Thrifty किराए की कारें, Travelodge Hotels, NRMA MotorServe द्वारा कार की सर्विस आदि शामिल हैं।

पर यदि आप केवल आस-पड़ोस में ही गाड़ी चलाते हैं तो Classic Care आपको आधारभूत आश्वासन देती है कि आप सड़क पर कभी फँसेंगे नहीं, क्योंकि आप हमें जितनी बार चाहें बुला सकते हैं व आपकी गाड़ी को सीमित रूप से निःशुल्क ढोना उपलब्ध होगा।

साथ में आपको NRMA सदस्यता के अन्य उत्तम लाभ भी मिलेंगे, जिसमें निःशुल्क गाईड व नक्शे, व हमारे More4Members इनाम कार्यक्रम के अंतर्गत अनेकों दुकानों पर छूट प्रदान करना शामिल है।

सदस्यता के अन्य विकल्प

Traveller Care (यात्रियों की देखभाल)

यदि आपके पास कार बनाने वाली कम्पनी की सड़क पर सहायता पहले से ही है पर घर से दूर आप अपनी कार व कार के पीछे लगाने वाले ट्रेलर के लिए अधिक सहायता चाहते हैं तो Traveller Care आपको Major Breakdown and Accident Assistance (गाड़ी बुरी तरह खराब होने पर सहायता व दुर्घटना सहायता) प्रदान करता है।

Club Care (क्लब देखभाल)

NRMA Roadside Assistance के बिना भी Club Care आपको निःशुल्क नक्शे, हमारी माह में दो बार छपने वाली पत्रिका Open Road, गाड़ी चलाने संबंधी सलाह व अवकाश सेवाएं प्रदान करती है। इसके अतिरिक्त यह गाड़ी की सर्विसिंग, यात्रा, घर व जीवनशैली संबंधी सामान पर हमारे More4Members इनाम कार्यक्रम के अंतर्गत छूट प्रदान करता है।

NRMA BusinessWise (NRMA बिज़नेसवाइज़)

चाहे आपके पास एक या हजार वाहन हों, हम आपका बिज़नेस चालू रखेंगे। BusinessWise, हमारा बिज़नेस के लिए Roadside Assistance कार्यक्रम, आपके वाहन के उपलब्ध न होने के समय को कम करके आपका खर्चा कम करने में मदद करता है। सदस्यों को कई बिज़नेस संबंधी छूट व लाभ मिलते हैं, जैसे कि पेट्रोल की कीमत, वाहनों की सर्विसिंग, बैटरी, विंडस्क्रीन, ऑफिस का सामान आदि में More4Business सदस्य कार्यक्रम द्वारा छूट।

आपके बिज़नेस वाहनों संबंधी उत्तम निर्णय लेने के लिए हम आपके बिज़नेस को विशेष साधन प्रदान करते हैं, जिसमें निःशुल्क टेक्नीकल सलाह, हमारा वाहन खर्च कैलक्यूलेटर व Australian Business Auto की माह में दो बार छपने वाली प्रतिलिपियाँ उपलब्ध करवाना।

NRMA Free2go (NRMA फ्रीटुगो)

इस तीन साल के कार्यक्रम के अंतर्गत युवा ड्राइवरों (16-20 वर्ष की आयु वाले) को पहले वर्ष में सड़क पर सहायता निःशुल्क मिलती है और दूसरे वर्ष में आधे दाम पर। इसमें शामिल होना निःशुल्क है व सदस्यता 'व्यक्तिगत' है, इसलिए आपको किसी भी निजी वाहन के लिए सहायता मिलेगी, चाहे आप ड्राइवर हों या यात्री।

Tow Plus (टो प्लस)

केवल \$10 में, अपने चालू Premium Care या Classic Care Package में 'Tow Plus' शामिल करके, शहर व ग्रामीण क्षेत्रों में अपने टो करने की दूरी में किसी भी दिशा में 10 किलोमीटर की वृद्धि करें।

क्या-क्या शामिल है उस पर एक नज़र

लाभ	Premium Care	Classic Care	Free2go	Club Care
सड़क पर सहायता	हाँ	हाँ	हाँ	-
प्रति वर्ष कितनी बार बुला सकते हैं	कोई सीमा नहीं	कोई सीमा नहीं	4	-
तालासाज़ का खर्चा	प्रति वर्ष \$100 तक	-	-	-
निःशुल्क 6 तरह की वाहन की जाँच (टायर में घिसावट, बैटरी आदि)	हाँ	-	-	-
टैक्सी का लाभ (प्रति वर्ष तीन बार तक)	\$50 तक	-	-	-
वाहनों को टो करना	हाँ	हाँ	हाँ	-
कितने टन	3.5 टन तक	2.5 टन तक	2.5 टन तक	-
शहरी क्षेत्र में	50 किलोमीटर तक	20 किलोमीटर तक	8 किलोमीटर तक	-
ग्रामीण क्षेत्रों में	50 किलोमीटर तक	-	-	-
निकटतम ग्रामीण सर्विस केन्द्र तक	हाँ	हाँ	हाँ	-
दूर-दराज क्षेत्र	100 किलोमीटर तक	-	-	-
सहायता व मरम्मत (हम आपके लिए पूरा प्रबंध करेंगे)	हाँ	-	-	-
वाहन के पीछे लगाने वाले ट्रेलर/रहने वाली वैन (2 टन से कम)	हाँ	-	-	-
बुरी तरह वाहन खराब होने पर सहायता	प्रति वर्ष \$3000 तक	-	-	-
किराए की कार	\$700 तक	-	-	-
रहने का स्थान देना	\$700 तक	-	-	-
यात्रियों के लिए यातायात (बस या रेलगाड़ी)	हाँ	-	-	-
वाहन के लिए यातायात (टो करने वाला/वाहन ले जाने वाला)	हाँ	-	-	-
ऑस्ट्रेलिया भर में सहायता	हाँ	-	-	-
दुर्घटना सहायता	हाँ	-	-	-
रहने के लिए स्थान	\$300 तक	-	-	-
यात्रियों के लिए यातायात (बस या रेलगाड़ी)	हाँ	-	-	-
सदस्यों के लिए अधिक इनाम कार्यक्रम (More4Member)	हाँ	हाँ	हाँ	हाँ
Open Road पत्रिका	हाँ	हाँ	हाँ	हाँ
NRMA MotorServe कार की सर्विसिंग में छूट	हाँ	हाँ	हाँ	हाँ
Thrifty कार किराए पर लेने में छूट	हाँ	हाँ	हाँ	हाँ
Travelodge Hotel में छूट	हाँ	हाँ	हाँ	हाँ

Roadside Assistance से कहीं अधिक



More4Members (सदस्यों के लिए अधिक इनाम कार्यक्रम)

Roadside Assistance के साथ-साथ, आपकी सदस्यता से आपको More4Members Rewards Program (सदस्यों के लिए अधिक इनाम कार्यक्रम) के लाभ मिलते हैं। इसमें शामिल हैं, निःशुल्क नक्शे, हमारी माह में दो बार छपने वाली पत्रिका Open Road, NRMA MotorServe Car Servicing पर छूट व ऑस्ट्रेलिया के बड़े ब्रांडों द्वारा यात्रा, घर व जीवनशैली आदि संबंधी विशेष छूट।

बस आपको हिस्सा लेने वाले More4Members पार्टनर को कार्ड दिखाना होगा या ऑनलाईन अपने कार्ड पर दिया हुआ सदस्यता नम्बर देना होगा।



अपने बीमे की किश्त कम करें

आपकी Roadside Assistance सदस्यता से आपको NRMA के बीमों में विशेष छूट मिलती है। इनसे बहुत बचत होती है, इसलिए 132 132 पर फ़ोन करें, अपने पास के NRMA कार्यालय में जाएँ या nrma.com.au पर देखें।

वे चीज़ें

जिनकी आपको

जानकारी होनी चाहिए

यह लेख-पत्र आपकी NRMA सदस्यता की कुछ शर्तों व प्रतिबंधों के अंश दर्शाता है। NRMA Motoring & Services Membership पैकेज व लाभों की सारी शर्तों व प्रतिबंधों की प्रतिलिपि के लिए mynrma.com.au पर देखें या 13 11 22 पर फ़ोन करें।

सहायता पाने के लिए

यदि आपका वाहन खराब हो जाता है तो Roadside Assistance के लिए ऑस्ट्रेलिया में कहीं से भी 13 11 11 पर फ़ोन करें।

यदि आप Premium Care के सदस्य हैं तो 1300 772 273 पर फ़ोन करें।

सभी लाभों को हमसे पहले अधिकृत करवाना होगा व हम उनका प्रबंध करेंगे। बिना अधिकृत करवाए हुए जो भी खर्चा आप करेंगे वह वापस नहीं होगा।

हमसे बातचीत करने के लिए 13 11 22 पर फ़ोन करें या अपने पास के NRMA कार्यालय में जाएं।

सदस्यता संबंधी जानकारी हमारी वेबसाइट mynrma.com.au पर भी उपलब्ध है।

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.

अधिक जानकारी के लिए
13 11 22 पर फ़ोन करें, अपने
स्थानीय NRMA कार्यालय
जाएं या mynrma.com.au
पर देखें



शुल्क



1 नवम्बर 2011 से लागू होने वाले नए दाम,
जिनमें जी एस टी (GST) शामिल है।

NRMA
MOTORING + SERVICES

शामिल होने की फ़ीस कीमत

शामिल होना \$55.00

सहायता का स्तर

Premium Care \$177.00

Classic Care \$99.00

Club Care \$25.20

Traveller Care (सदस्य के लिए) \$81.20†

Traveller Care (सदस्य न होने पर^) \$106.40

Free2go

वर्ष 1 (16 वर्ष आयु वालों के लिए 2 वर्ष) निःशुल्क

वर्ष 2 \$43.00

वर्ष 3 \$86.00

एक साथ 3 वर्ष \$129.00

स्वर्ण* सदस्य 25 वर्ष से अधिक समय से सदस्य

Premium Care (\$22.60 छूट) \$154.40

Classic Care (\$12.30 छूट) \$86.70

स्वर्ण जीवन* सदस्य 50 वर्ष से अधिक समय से सदस्य

Premium Care (50% छूट) \$88.50

Classic Care (50% छूट) \$49.50

Basic Care (50% छूट) \$43.30

Club Care (50% छूट) \$12.60

Traveller Care (50% छूट) \$40.60

+अतिरिक्त सुविधाएँ (Add Ons)

टो प्लस (Tow Plus) \$10.00

विंडस्क्रीन प्लस (Windscreen Plus) \$12.00

चाबी प्लस (Key Plus) \$25.00

रहने की गाड़ी (Caravan) +

आर वी (RV) पत्रिका (छः संस्करण) \$24.00

प्रीमियम प्लस (Premium Plus) \$122.00

पालतू जानवर प्लस (Pet Plus) \$39.00

साईकिल प्लस (Bicycle Plus) ** \$49.00

सदस्यों को मिलने वाले पैकेजों व लाभों पर शर्तें व प्रतिबंध लागू होते हैं

NRMA का यह आरक्षित अधिकार है कि वह समय समय पर सदस्यता की कीमत बढ़ा सकता है।

अभी लागू होने वाली कीमतों की पुष्टि करने के लिए mynrma.com.au पर देखें

आपकी कार खराब होने के बाद यदि आप कोई पैकेज लेते हैं तो उस पर अतिरिक्त फ़ीस लगेगी।

† इसके लिए उपयुक्त होने के लिए सदस्य के पास अतिरिक्त चालू सदस्यता होनी चाहिए।

* छूट अधिकतम 2 सदस्यताओं पर मिल सकती है।

^ यदि यह आपकी केवल एक सदस्यता है तो।

** साईकिल प्लस अतिरिक्त सुविधा (add-on) 2012 में उपलब्ध होगी (TBC)।