

# 계속 가십시오

로드 서비스와 함께



회원 안내서



# 목차



계속 가십시오	4
저희의 지원이 필요할 때	5
프리미엄 케어	7
클래식 케어	9
기타 회원 옵션	11
비교표	13
회원을 위한 추가 혜택	15
주지사항	17



여러분이 어디를 가고 있든, NRMA가 곁에 있다는 건 마음 든든한 일입니다. 차량 고장뿐만 아니라 배터리 방전, 타이어 펑크, 키를 차안에 두고 잠갔을 경우에도, 평균 30분\* 이내에 NRMA가 현장에 도착합니다.

사실, 저희 NRMA사는 90년 넘게 회원들에게 로드 서비스를 제공해오고 있습니다. 그리고 500대가 넘는 순회 지원차량(밴)으로 하루 24시간 로드 서비스를 제공하여 귀하가 계속 주행하도록 합니다.

## 로드 서비스 선택사항

여러분에게 적절한 수준의 로드 서비스를 선택시 주행거리 찾고 있는 서비스 범위 그리고 차량의 크기를 고려하십시오.

여러분이 매일 운전을 하거나 오지의 도로를 여행하며 사고 및 큰 고장 수리 서비스가 필요할 경우,프리미엄 케어가 적절합니다. 쇼핑 다닐 때만 운전을 하고 곤란한 상황에 처하지 않을 정도의 간단한 지원 서비스를 원하면, 클래식 케어를 살펴보십시오. 책자 뒤편 13,14 쪽에서 전체적인 비교표와 가격을 보실 수 있습니다.

# 저희의 지원이 필요할 때

본 안내서를 글러브 박스에 손쉽게 보관  
하시고 지원이 필요한 경우 1에서 4단계  
를 밟으십시오. 또는 'NRMA Assist' 아이  
폰 응용프로그램을 내려받기 하십시오. 그  
러면 여러분이 NSW 및 ACT 어디에 있는  
지원을 요청하고, 저희에게 여러분의 GPS  
위치를 제공할 수 있습니다.



1

자동차 등록 번호와 회원 번호를 준비하십시오.

2

여러분의 위치를 메모하십시오: 지역 (suburb), 거리, 교차 도로, 주요 지형지물과 향하고 있던 방향.

3

13 11 11  
로 연락

호주 전역에서 하루 24시간 연중무휴,  
프리미엄 케어 회원인 경우,  
1300 772 273으로  
연락하세요.

4

지원을 요청한 후에는, 저희가 도착할 때까지 차 곁에 머무십시오. 자동차가 고장이면, 비상등을 켜고 안전하게 기다리십시오.

귀하의 자동차가 위험한 도로변에 있으면 차 안에서 안전띠를 매고 계십시오 (길가에 서서 지원을 기다리다가 부상을 입는 경우가 가끔 있습니다).

# 프리미엄 케어

## 포함사항

- ✓ 지원을 필요로 하는 횟수에 상관없이 호주전역에서 하루 24시간 연중무휴로 무제한 호출.
- ✓ 저희가 현장에서 수리하거나 수리할 수 있는 곳까지 견인.
- ✓ 차 안에 키를 두고 잠근 경우 혹은 연료가 떨어진 경우에 지원.
- ✓ 현장에서 펑크 난 타이어 교체.
- ✓ 자물쇠 수리 비용으로 \$100까지 지원.
- ✓ 배터리 방전시 다른 차에 연결하여 시동을 걸거나 배터리 교체.
- ✓ 집과 먼 곳에서 자동차 고장시 자동차 임대.
- ✓ 큰 고장이나 사고 이후의 숙박.
- ✓ 운전자 및 동승자를 집까지 운송.
- ✓ 대도시 및 시골 지역에서 50km까지, 혹은 인근의 NRMA 컨트리 서비스 센터까지 무료 견인.
- ✓ 오지에서 100km 무료 견인.
- ✓ 차를 견인해야 하는 경우 택시비 지원: 일년에 세 번, 한 번에 \$50까지 지원.
- ✓ 6가지 차량 상태 무료 점검: 앞 유리, 타이어 접지면, 윤활유, 배터리, 충전 시스템, 냉각수.
- ✓ Thrifty 차량 임대, Travelodge 호텔, NRMA MotorServe의 승용차 정비 등이 포함된 회원 할인 혜택 (More4Members).
- ✓ 캐러밴/트레일러 로드 서비스 및 가벼운 수리.

호주 전역에서 사고 및 종합 고장 지원 서비스 그리고  
관대한 견인 거리, 프리미엄 케어는 귀하를 도로  
안팎에서 보살펴 드립니다.

집에서 20km 이상 운전하시는 분들 또는 3.5톤까지의  
사륜구동이나 SUV차량을 가진 분들을 위해서 기획된  
프리미엄 케어가 귀하께서 가는 곳까지 보살펴  
드립니다.

## 주요 고장 지원 서비스

집에서 100km 이상 떨어진 곳에 있고 차량을  
수리하는데 24시간 이상 걸리게 될 경우, 저희가  
여러분의 숙박과 자동차 임대, 차량 운반 및 동승자를  
집까지 운송할 준비를 할 것입니다. 그리고 비용의  
\$3000까지 지원해 드립니다.

## 사고 지원

사고는 일어납니다. 그런데 여러분이 집에서 100km  
이상 떨어진 곳에 있고 자동차를 다시 운행하는 데 24  
시간 이상 걸리게 될 경우 자동차가 수리되길 기다리는  
동안 저희가 여러분의 숙박(방값 \$300까지)과 운전자  
및 동승인이 집까지 돌아갈 기차 또는 버스 승차권을  
준비하고 지불할 것입니다.

# 클래식 케어

## 포함사항

- ✔ 지원을 필요로 하는 횟수에 상관없이 호주전역에서 하루 24시간 연중무휴로 무제한 호출.
- ✔ 저희가 현장에서 수리하거나 수리할 수 있는 곳까지 견인
- ✔ 차 안에 키를 두고 잠근 경우 혹은 연료가 떨어진 경우에 지원.
- ✔ 현장에서 펑크 난 타이어 교체.
- ✔ 배터리 방전시 다른 차에 연결하여 시동을 걸거나 배터리 교체.
- ✔ Sydney, Newcastle, Blue Mountains, Illawarra 및 ACT 에서 20km 무료 견인.
- ✔ 시골 지역에서 인근의 NRMA 컨트리 서비스 센터까지 무료 견인.
- ✔ Thrifty 차량 임대, Travelodge 호텔, NRMA MotorServe의 차량 정비 등이 포함된 회원 할인 혜택(More4Members).

또한 여러분이 근처 지역에서만 운전을 하는 경우, 클래식 케어는 필요로 하는 횟수만큼의 호출과 정해진 무료 견인을 제공하여 여러분을 결코 곤란에 처하게 하지 않을 기본 서비스를 제공합니다.

게다가 여러분은 무료 안내서와 지도를 포함한 기타 훌륭한 NRMA 회원 혜택을 이용하게 되고, 다양한 소매점에서 저희의 More4Members 보상 프로그램을 통해 환상적인 할인 혜택을 받을 수 있습니다.

# 기타 기회 탐색

## 트래블러 케어

여러분이 이미 자동차 회사 로드 서비스를 받고 있지만 집에서 멀리 있을 때 승용차와 트레일러를 위한 추가 혜택을 원하는 경우 트래블러 케어(Traveller Care)가 큰 고장 및 사고 지원 서비스를 제공합니다.

## 클럽 케어

클럽 케어(Club Care)는 NRMA의 로드 서비스를 받지 않더라도 여러분에게 무료 지도와 격월간지 Open Road, 차량 조언 및 휴일 서비스를 제공합니다. 게다가 저희의 More4Members 보상 프로그램을 통해서 차량 정비, 여행, 가정 및 라이프스타일 제품과 서비스에 대한 할인 혜택을 제공합니다.

## NRMA BusinessWise

여러분의 회사에 차량이 한 대가 있든 천 대가 있든 저희는 여러분의 비즈니스를 계속 움직이게 할 것입니다. 기업을 위한 로드 서비스인 BusinessWise는 자동차가 멈춰 서는 시간을 단축하여 비용을 줄이도록 지원합니다. 회원은 More4Business 보상 프로그램을 통해서 연료 할인과, 차량 정비, 배터리, 앞 유리, 사무용품 등 많은 비즈니스 할인 및 혜택을 받을 수 있습니다.

또한 저희는 효과적인 차량 관리 결정을 위한 전문화된 툴을 여러분의 비즈니스에 제공할 것입니다. 여기에는 무료 기술 조언과 차량 비용 계산기 이용 및 격월간지 Australian Business Auto 책자 등이 포함됩니다.

## NRMA Free2go

청소년 운전자들(16~20세)은 이 3년짜리 프로그램의 일환으로 첫해에는 현장 지원 서비스를 무료로 받고, 2년 차에는 절반 가격으로 받습니다. 가입비는 없으며 회원 자격은 '개인'입니다. 따라서 여러분이 운전을 하든 동승을 하든 어떤 개인 차량을 이용하더라도 혜택 적용을 받을 것입니다.

## 토우 플러스

현재 가입해 있는 프리미엄 케어 혹은 클래식 케어 패키지에 단지 \$10로 'Tow Plus'를 추가하여 대도시 및 시골 지역에서 어느 방향으로든 차량 견인 허용 거리를 10km 늘리십시오.

## 혜택 사항 일람표

혜택	프리미엄 케어	클래식 케어	Free2go	클럽 케어
로드 서비스	해당됨	해당됨	해당됨	-
연간 호출 회수	Unlimited	무제한	4	-
자물쇠 수리 비용	매년 \$100까지	-	-	-
6가지 차량 무료 점검 (타이어 접지면, 배터리 등)	해당됨	-	-	-
택시 혜택(매년 3회까지)	\$50까지	-	-	-
차량 견인	해당됨	해당됨	해당됨	-
톤수	3.5톤 까지	2.5톤 까지	2.5톤 까지	-
대도시 지역	50km까지	20km까지	8km까지	-
시골 지역	50km까지	-	-	-
인근의 컨트리 서비스 센터로	해당됨	해당됨	해당됨	-
오지 지역	100km까지	-	-	-
구조 및 수리(필요한 것을 모두 준비)	해당됨	-	-	-
트레일러/캐러밴 견인(2톤 미만)해당됨	-	-	-	-
주요 고장 지원 서비스	매년 \$3000까지	-	-	-
승용차 임대	\$700까지	-	-	-
숙박	\$700까지	-	-	-
동승인 운송(버스 혹은 기차)	해당됨	-	-	-
차량 운송(견인/차량 운송차)	해당됨	-	-	-
호주 전역에 걸쳐 적용	해당됨	-	-	-
사고 지원	해당됨	-	-	-
숙박	\$300까지	-	-	-
동승인 운송(버스 혹은 기차)	해당됨	-	-	-
More4Members 보상 프로그램	해당됨	해당됨	해당됨	해당됨
Open Road 잡지	해당됨	해당됨	해당됨	해당됨
NRMA MotorServe 승용차 정비 할인	해당됨	해당됨	해당됨	해당됨
Thrifty 승용차 임대 할인	해당됨	해당됨	해당됨	해당됨
Travelodge 호텔 할인	해당됨	해당됨	해당됨	해당됨

# 로드 서비스 이외의 혜택



## More4Members

로드 서비스 이외에도 저희 회원은 값을 매길 수 없이 귀중한 More4Members 보상 프로그램을 이용할 수 있습니다. 회원의 권리에는 무료 지도와 Open Road 격월간지, NRMA MotorServe 승용차 정비 할인 그리고 여행, 가정, 라이프스타일 분야의 호주 최대 브랜드 들 중 일부에 대한 독점 할인이 포함됩니다.

More4Members 가맹점에서 회원 카드를 보여주거나 카드의 회원 번호를 온라인으로 알려주기만 하면 됩니다.



## 보험료를 줄이십시오

또한 귀하가 로드 서비스 회원이 되면 NRMA 보험 할인 혜택을 독점적으로 받을 수 있습니다. 이 절약 기회를 위해 132 132로 전화하시거나 인근 NRMA사무소 혹은 [nrma.com.au](http://nrma.com.au)를 방문하십시오.

# 주지 사항

이 서류는 NRMA 회원 약관의 일부를 발췌한 것입니다. NRMA Motoring & Services 회원 패키지와 혜택에 대한 약관 전문을 원하면 웹사이트 [mynrma.com.au](http://mynrma.com.au)를 방문하거나 13 11 22로 전화하십시오.

## 지원 요청

차가 고장 나면, 호주 어디에서든 13 11 11로 전화하여 로드 서비스를 받을 수 있습니다.

프리미엄 케어 회원인 경우에는 1300 772 273으로 전화하십시오.

모든 혜택 자격은 먼저 저희의 정식 승인과 준비를 거쳐야 합니다. 정식 승인이 없으면 발생한 모든 비용에 대해서 보상을 받지 못할 것입니다.

회원가입에 대한 상담을 원하면 13 11 22로 전화하거나 인근 NRMA 사무소를 방문하십시오.

또한 회원 정보는 저희의 웹사이트 [mynrma.com.au](http://mynrma.com.au)에서도 제공됩니다.

## 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](http://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](http://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](http://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](http://mynrma.com.au) or by calling 13 11 22.

더 많은 정보를 원하시면  
**13 11 22**로 전화하시거나,  
근처의 NRMA 사무소 또는  
웹사이트 [mynrma.com.au](http://mynrma.com.au)  
를 방문하십시오.



# 가격 책정



신규 가격 2011년 11월부터 발효,  
GST 포함

**NRMA**  
MOTORING + SERVICES

가입비	비용
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가입	\$55.00
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적용 수준	
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프리미엄 케어	\$177.00
클래식 케어	\$99.00
클럽 케어	\$25.20
트래블러 케어(회원)	\$81.20 <sup>†</sup>
트래블러 케어(비회원 <sup>^</sup> )	\$106.40

Free2go	
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1년차 (16세에게는2년)	무료
2년차	\$43.00
3년차	\$86.00
3년 패키지	\$129.00

골드* 회원: 25년 이상 된 회원	
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프리미엄 케어 (\$22.60 할인)	\$154.40
클래식 케어 (\$12.30 할인)	\$86.70

골드 라이프* 회원: 50년 이상 된 회원	
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프리미엄 케어(50% 할인)	\$88.50
클래식 케어(50% 할인)	\$49.50
베이직 케어(50% 할인)	\$43.30
클럽 케어(50% 할인)	\$12.60
트래블러 케어(50% 할인)	\$40.60

+ 추가 서비스	
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Tow (견인) Plus	\$10.00
Windscreen (앞유리) Plus	\$12.00
Key (열쇠) Plus	\$25.00
카라반 + RV 매거진 (6권)	\$24.00
Premium (프리미엄) Plus	\$122.00
Pet (애완동물) Plus	\$39.00
Bicycle (자전거) Plus**	\$49.00

사용약관이 회원 패키지 및 혜택에 적용됩니다.

NRMA는 때때로 회원 가입비를 올릴 권리를 보유합니다.

현재 가격 확인을 위해서는 [mynrma.com.au](http://mynrma.com.au)를 방문하십시오.

고장 난 이후에 패키지를 구매할 경우 추가 요금이 적용됩니다.

† 회원이 해당 자격이 되기 위해서는 추가적인 가입이 있어야 합니다.

\* 할인은 최대 2개 가입에 한정됩니다.

^ 이것이 귀하의 유일한 NRMA 가입일 경우.

\*\* Bicycle Plus 추가 서비스는 2012년에 가능 (추후 확정).