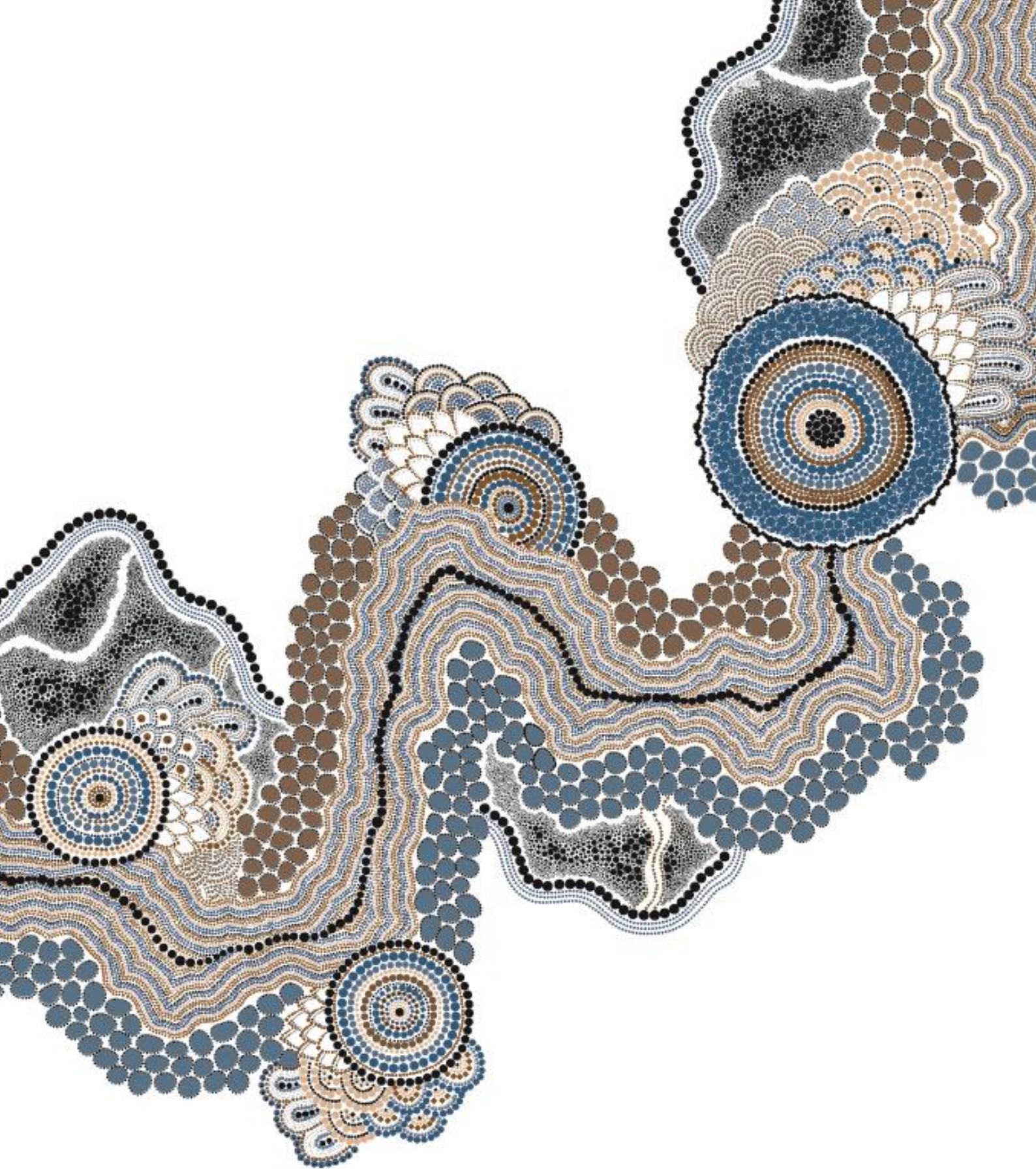




ROAD
TRAVEL
REWARDS

Consumer Roadside Terms & Conditions

Everyday Care (South Australia)



We acknowledge the land on which we gather, from places as widespread and diverse as the NRMA. In the presence of Elders past, present and future, we recognise all journeys and our mutual role in creating new paths together.

Welcome to the NRMA

This brochure explains the terms and conditions of Your Membership, Your level of cover, the services we provide, and finally, Your rights and obligations as a Member of the NRMA. It's a good idea to keep this information handy. That way, You have all the information You need at hand whenever You call us for help.

Roadside Assistance

We provide Roadside Assistance for Vehicles nominated by Everyday Care (SA) across South Australia, New South Wales and ACT. Members travelling to other states or overseas can also receive roadside assistance services from the Australian Motoring Clubs and our affiliated motoring organisations. Other benefits provided as part of Your Everyday Care SA Roadside Assistance Subscription Package including My NRMA Rewards may be available Australia wide.

Contacting us

To speak with someone about Your Membership, call 1300 676 272. You can also visit mynrma.com.au to view Your Membership information, update Your details and manage Your marketing subscriptions. If You need Roadside Assistance, call 1300 676 272 from anywhere in Australia, 24/7.

Table of contents

1. My NRMA Rewards	5
1.1. Member benefit Terms and Conditions	5
2. Consumer Roadside Assistance Subscription Packages	8
3. Everyday Care (SA).....	9
3.1. Roadside Assistance	9
3.2. Towing for Your Vehicle (SA)	9
4. Roadside Assistance	10
4.1. Providing Roadside Assistance	10
4.2. Vehicle weight	10
4.3. Emergency fuel	10
4.4. Lockout.....	10
4.5. Flat tires.....	10
4.6. Supply of materials, fuel and spare parts	10
4.7. Un-located or unattended Vehicles	10
4.8. Response time	11
4.9. General Exclusions	11
4.10. Excessive users	12
4.11. Vehicle and Trailer weight dimensions	12
4.12. Electric Vehicles	12
5. Towing	13
5.1. Towing Benefits.....	13
5.2. Type of Tow.....	13
5.3. Clean up fee	13
5.4. Towing limitations	13
5.5. Subsequent Tows for the same Breakdown.....	14
5.6. Excess kilometres	14
5.7. Salvage Tow.....	14
6. Areas covered.....	14
6.1. Remote Areas	14
7. Affiliated Motoring Clubs	15
8. When do Your benefits become available?	15

My NRMA Rewards

My NRMA Rewards is included with Your Everyday Care SA Roadside Assistance Subscription Package and entitles You to all various rights and benefits (such as deals and discounts). My NRMA Rewards benefits, offers and participating partners will vary from time to time and are subject to change at the discretion of the NRMA. Each benefit and offer are subject to separate terms and conditions, and You may also be subject to the participating partner's terms and conditions of sale or service. My NRMA Rewards excludes Roadside Assistance, Towing Services and related services.

For more information on My NRMA Rewards, visit: www.mynrma.com.au/welcome

For the current benefits and current terms and conditions for each, please go to: www.mynrma.com.au/membership/benefits

You will be required to validate Your Membership before You can redeem any benefits under My NRMA Rewards. To access My NRMA Rewards benefits You will be required to have a smartphone as some My NRMA Rewards benefits can only be redeemed using the My NRMA app (which is Android and iOS compatible). The NRMA and our participating partners will not exchange or refund My NRMA Rewards benefits for anything else, including for cash or gift cards.

You are responsible for the use of the Member ID, vouchers or codes provided as part of the program in accordance with instructions and the Member Benefit terms and conditions below.

1.1. My NRMA Rewards: Member benefit Terms and Conditions

Participation in the My NRMA Rewards Program

Under our My NRMA Rewards Program, we and our Program Partners have agreed to provide You with benefits that may include discounts, upgrades or other offers. Eligibility to participate is open only to individual persons and not open to corporate. Your participation is at our discretion, and we may accept or revoke Your eligibility without prior notice and for any reason, including if You:

- fail to comply with these terms and conditions or those displayed on a Member ID; or
- cease to be a Member of NRMA.

Program benefits

The benefits available under the My NRMA Rewards Program are listed on our website and advertising issued by us or by our Program Partners from time-to-time. We take reasonable care to ensure that information we publish in relation to the My NRMA Rewards Program is accurate but do not accept any liability relating to information provided by third parties.

All descriptions of benefits we publish are based on information supplied by Program Partners. All benefits are subject to availability and other terms and conditions which may be imposed by Program Partners. All offers are subject to availability and cannot be used

in conjunction with any other offer. These may be communicated by us on behalf of the Program Partner in the media outlined above or by the Program Partner.

Unless otherwise stated, no benefit may be used in conjunction with any other offer.

The benefits are available to Members only and cannot be sold, transferred, assigned or otherwise dealt with except with the consent of the NRMA and the relevant Program Partner.

To claim a benefit, You must communicate to the Program Partner that You are a Member and that You wish to obtain a benefit under the My NRMA Rewards Program as follows: if You contact the Program Partner by telephone, You must notify the Program Partner at the outset of the first telephone conversation that You are

- if You contact the Program Partner by telephone, You must notify the Program Partner at the outset of the first telephone conversation that You are a Member requesting the benefits and provide Your NRMA Membership number or Member ID number as required by the Program Partner;
- in a face-to-face transaction, You must present Your Membership card or ID in the My NRMA app; or
- in a web-based or app-based transaction, You must enter Your NRMA Membership number or Member ID number, or other method of identification required by the Program Partner.

You may be required to telephone in advance or make a booking prior to attending a Program Partner's business and claiming a benefit. Please refer to the My NRMA Rewards website www.mynrma.com.au/mynrma-terms for any such special conditions.

Please note that some partners will accept Your Membership number without Your Membership card. Use of the Member ID The Member ID is issued by the NRMA and remains the property of the NRMA. The Member ID is not transferable under any circumstances.

If there is a validity period on the Member ID, the Member ID may be used only during that validity period. In the event of loss, theft or unauthorised use of Your Member ID, it is Your responsibility to advise us as soon as possible. You are liable for all use of the Member ID until we are notified of the loss, theft or unauthorised use of the Member ID.

The NRMA will not be liable for misuse of a lost or stolen Member ID or any unauthorised use of a Member ID. Program Partners and Transactions Under the My NRMA Rewards Program, we arrange for Program Partners to offer certain benefits to Members.

Program Partners are not the agents of the NRMA and have no authority, express or implied, to bind the NRMA or to make any representations, warranties or statements on our behalf.

We are not a party to any transactions entered into between a Member and a Program Partner and are not responsible for any such transactions, but we reserve the right to monitor complaints and disputes. We are not liable in any way for:

- any use of Your Member ID by another person.
- any failure by You to notify a Program Partner that You are seeking a benefit under the My NRMA Rewards Program when purchasing goods or services.
- a Program Partner not offering or making a benefit available for any reason.
- a failure by a Program Partner to comply with the terms of any transaction entered into with You; or
- the suspension and/or termination of the My NRMA Rewards Program.

You must not:

- misuse the My NRMA Rewards program, any benefits, facilities, services or arrangements accorded to You as a result of the My NRMA Rewards program.
- act in any way which is likely to be detrimental to the interests of the NRMA, its program partners or the My NRMA Rewards program.
- supply or attempt to supply any false or misleading information or make any misrepresentation to us and/or any of our Program Partners.
- sell, assign, transfer or acquire, or offer to sell, assign, transfer or acquire any My NRMA Rewards program benefit; or
- act in any way which, in our reasonable opinion, breaches or is likely to breach these terms and conditions or is inconsistent with the intent of these terms and conditions.

Suspension or Termination

We may suspend or terminate Your eligibility to participate in the My NRMA Rewards Program and Your use of the Member ID without notice and for any reason, including if You:

- do not comply with these terms and conditions.
- do not comply with the conditions of any product or service offered by a Program Partner or for the My NRMA Rewards Program; or
- cease to be a Member of the NRMA. In such circumstances, we may cancel and/or refuse to honour any My NRMA Rewards Program benefits that have been redeemed by or provided to You.

Subject to applicable laws, we will not be liable to You or any third party for any loss or damage whatsoever suffered by any person as a result of any such suspension, termination or cancellation.

2. Consumer Roadside Assistance Subscription Packages

Everyday Care (SA)	
Vehicles covered	
Gross Vehicle Mass	up to 3.5t
Length	up to 5.5m
Height	up to 2.6m
Width	up to 2.5m
Trailer coverage	—
Gross Vehicle Mass	—
Length	—
Height	—
Width	—
Roadside Assistance	
No. of callouts	Unlimited
Flat battery (jump start or arrange replacement)	✓
Lockout	✓
Flat tyre (change tyre)	✓
Empty tank (emergency fuel)	✓
Towing	
Metropolitan areas	15km
Country areas	25km
Remote areas	Member pays
Other Benefits	
My NRMA benefits	—

3. Everyday Care (SA)

Everyday Care (SA) covers the roadside assistance essentials.

Vehicles are not eligible if they are greater than: 3.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height. Trailers are not eligible.

3.1. Roadside Assistance

Your Nominated Vehicle is entitled to unlimited Callouts for Roadside Assistance in the event of a Breakdown.

3.2. Towing for Your Vehicle (SA)

If Your Vehicle breaks down, the first 25km of Towing in any direction from the point of Breakdown is free-of-charge.

In Metropolitan Areas: If Your Vehicle breaks down, the first 15km of Towing in any direction from the point of Breakdown is free-of-charge.

In serviced Country Areas: If Your Vehicle breaks down, the first 25km of Towing in any direction from the point of Breakdown is free-of-charge.

If You Breakdown in a Remote Area Towing may be provided but You must pay Commercial Rates at the time of the tow, for the total distance travelled by our partner network operator. Towing for trailers will be provided at Commercial Rates payable by You at the time of service.

4. Roadside Assistance

4.1. Providing Roadside Assistance

Vehicles nominated on Everyday Care (SA) are entitled to Roadside Assistance.

Roadside Assistance is provided to mobilise a Vehicle which has become disabled due to Breakdown. We do not provide Roadside Assistance for a vehicle that has suffered damage as a result of an Accident.

When providing Roadside Assistance, we carry out temporary repairs and not regular maintenance or permanent repairs, normally carried out in a licensed repair workshop. You are responsible for having Your Vehicle repaired permanently at Your own expense.

When requesting Roadside Assistance, You will need to provide details validating Your Membership and You must tell us if You or the Vehicle fall under any of the exclusions for Roadside Assistance (please refer to Exclusions in section 4.9)

4.2. Vehicle weight

GVM (Gross Vehicle Mass) means the maximum allowable total mass of a fully loaded motor vehicle, consisting of the tare mass (mass of the vehicle) plus the load (including passengers). If we are unable to mobilise Your Vehicle because it is over the eligible weight limit under the nominated Subscription Package, we will assist You to make alternative arrangements at Your own expense.

4.3. Emergency fuel

If Your Nominated 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 are 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.

4.4. Lockout

We will attempt to open a Vehicle if the keys have been lost, stolen or are locked in the Vehicle. If we cannot open the Vehicle, we will arrange for a professional locksmith to attend the Vehicle. Unless included under Your Subscription Package, Locksmith services are at Your own expense and risk.

4.5. Flat tyres

We will change a flat tyre provided You have a roadworthy spare available and Your Vehicle is Under 3.5 tonnes GVM for Vehicles nominated on Everyday Care (SA).

If a roadworthy spare is not available, we will Tow the Vehicle in accordance with Your Subscription Package entitlements. We will temporarily repair a flat tyre if it is safe to do so when a roadworthy spare is not available.

4.6. 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).

4.7. 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. A licensed driver must be present with the Nominated Vehicle or at an agreed meeting place when we arrive.

4.8. Response time

We endeavour to provide Roadside Assistance as soon as is practicable in response to Your request. Response time is not guaranteed and may vary depending on, among other things, the location of the Vehicle and the general demand for Roadside Assistance at the time Your request is received.

If You use a mobile phone or GPS device to request Roadside Assistance, we will endeavour (where possible) to use the mobile phone or GPS device signal to identify the location of Your Vehicle. We record all incoming and outgoing telephone calls in order to improve our service and for quality assurance purposes.

4.9. General Exclusions

The NRMA services do not cover:

- an Unregistered or Unroadworthy Vehicle or an Unregistered or Unroadworthy Trailer.
- a Vehicle or Trailer that is used for business or commercial purposes.
- 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 an Accident, Flood, theft, Fire or malicious damage.
- a Vehicle that has, in our reasonable opinion, suffered Water Damage.
- a Vehicle which is located at any licensed motor vehicle repairer partner network operator.
- any financial loss or liability in any way connected with a Breakdown or Accident.
- freight costs or costs for any sea crossings.
- 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 or requires specialised tilt trays for towing.
- if You appear to be intoxicated or if You or any passengers' conduct is violent, threatening or offensive.
- Roadside Assistance will not be provided for damaged wheels or rim fitting.
- a Vehicle that is being driven or attended to by a driver that does not have a valid driver's licence; or
- a Vehicle that has suffered a Breakdown or other disrepair any time before the 48-hour waiting period has expired

You must tell us if You or the Vehicle falls under any of these exclusions.

The NRMA services will not be available:

- when in the reasonable opinion of the 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 the above situations we will assist in arranging an alternative service or towing at Your expense, which must be paid for at the time of service.

4.10. Excessive users

The NRMA reserves the right to limit or refuse to provide Services or a benefit to a Member where, in the opinion of the NRMA (acting reasonably) that You have received (and/or continue to request) call-outs on an excessive number of occasions in a Subscription Year. When Roadside Assistance is requested more frequently than the NRMA considers reasonable:

You may be asked to ensure that the Vehicle is placed in a sound mechanical and roadworthy condition if deemed necessary in NRMA's absolute discretion and, until this has been done, any further requests for Service (including emergency call-outs) may be refused or provided for a fee.

4.11. Vehicle and Trailer weight and dimensions

For Everyday Care (SA) Vehicles are not eligible for Vehicle transport if they are greater than: 3.5 tonnes Gross Vehicle Mass (GVM); 5.5 metres in length; 2.5 metres in width; or 2.6 metres in height.

4.12. Electric Vehicles

Regardless of Your level of cover, you are entitled to receive the applicable benefits set out in these terms and conditions. Battery depleted on Electric Vehicle If Your Nominated Vehicle's Electric Vehicle battery is depleted, we will provide a Tow to the nearest Accessible Charging Station, or destination of your choice, whichever is closest, subject to your Towing entitlements.

If You are Towed to an Accessible Charging Station, You will need to provide your own charging cable and/ or adaptor to charge your Electric Vehicle. Any costs associated with charging the Electric Vehicle will be at Your own expense.

5. Towing

5.1. Towing Benefits

Your Towing benefits will be based on Your Subscription Package and the location of Your Breakdown. You are entitled to one Tow per Breakdown for the Nominated Vehicle. You or someone authorised by You should arrange to travel with the Vehicle to its intended destination. We will attempt to transport all passengers with the Vehicle provided each person can be safely and legally transported in the tow truck.

Please tell us 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.

5.2. Type of Tow

Towing will be provided for all types of Vehicles which do not exceed 3.5 tonnes GVM for Vehicles nominated on an Everyday Care (SA). Towing will be provided using the most appropriate equipment available (such as lift-tow, flat-top truck or trailer) as determined by us. In Country Areas and Remote Areas in particular, limited types of tow trucks may be available.

If Special Towing Equipment is required (such as power winches, extended cables, or a four-wheel-drive towing vehicle) You must pay the Towing provider at prevailing Commercial Rates at the time of service.

5.3. Clean up fee

You must pay a clean-up fee, at the time of service, if contamination from Your Vehicle makes it necessary to clean up the surrounding area and tow truck.

5.4. Towing limitations

Towing benefits will not be provided for:

- a Vehicle bogged or broken down 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 partner network operator; or
- a Vehicle that requires Towing to a wrecking yard, unless the wrecking yard is also a licensed motor vehicle repair workshop.

5.5. Tows for the same Breakdown

Once a Tow has been provided for a Breakdown, any subsequent Tow for the same Breakdown will be paid for by You 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. This applies to Trailers that are entitled to Towing benefits.

5.6. Excess kilometres

If a Tow for Your Vehicle (and/or Trailer that is entitled to Towing benefits) is in excess of the distance for which You are eligible You must pay us for the excess distance at Commercial Rates at the time of the Tow.

5.7. Salvage Tow

If Your Vehicle has become bogged without being involved in an Accident, we will attempt to salvage You from the situation without calling for a tow truck. This can only be done for Vehicles less 3.5 tonnes GVM for Vehicles nominated on an Everyday Care (SA). If Towing equipment is required, this will be at Your expense.

6. Areas covered

We provide services in New South Wales, the ACT and South Australia. Outside the Metropolitan Areas, Roadside Assistance is provided by our Country Service Centres which cover most Country Areas throughout New South Wales and by our partner network operators in South Australia.

Service is available only on private property or any Trafficable Road. 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 any public or private property where entry of vehicles may cause damage or is restricted and any other locations where the conditions cause an area to become unserviceable.

6.1. Remote Areas

If You break down in a Remote Area, we will try to organise Roadside Assistance through the nearest Country Service Centre in New South Wales or a partner network operator in South Australia. In certain Remote Areas there may be occasions when we are unable to find an appropriate service provider to assist You.

In these rare instances You will be required to arrange Your own rescue or recovery at Your own expense.

7. Affiliated Motoring Clubs

In Australia, the NRMA is a member of the Australian Automobile Association (AAA). Overseas, we maintain reciprocal arrangements with most motoring organisations in the world. Through our membership of the AAA, we are affiliated to the Alliance Internationale de Tourisme (AIT) and the Fédération Internationale de l'Automobile (FIA). A full list of affiliated organisations is available in the Australian Automobile Association website www.aaa.asn.au under Touring Information.

A Member may receive benefits in other states within Australia and internationally from affiliated motoring organisations. These benefits vary from those provided by us. You must check with the relevant Australian Motoring Club or in the Handbook for Motorists brochure regarding the precise nature of the services You are entitled to.

The cost of service provided by an affiliated club to a Member that exceeds the benefits provided by the respective affiliated club will not be reimbursed by us.

8. When do Your benefits become available?

Roadside Assistance benefits and Towing become available 48 hours (or when otherwise authorised by us) after You have purchased a Subscription Package or if You change Your Nominated Vehicle more than once within a Subscription Year.

If You require Roadside Assistance and:

- (a) You have not notified us that Your Nominated Vehicle has changed or
- (b) You have changed Your Nominated Vehicle more than once within a Subscription Year or
- (c) you suffer a Breakdown before or during the 48-hour period, Then You must pay an On-Road Join and Go fee.

Member benefits provided through My NRMA Rewards can be redeemed immediately on subscribing.

9. Terms and Conditions

You are bound by the latest version of the Membership Terms and Conditions. These are available at www.mynrma.com.au under General Conditions. We will use reasonable endeavours to notify You of any changes to the Terms and Conditions by placing a notice on our website. Where there are material changes to these Terms and Conditions that could adversely affect NRMA Members or limit Member benefits provided under these Terms and Conditions, we will provide additional notice to You by way of the address or email address You have provided to the NRMA. Where possible, we will give at least one month's notice of such changes.

For further information regarding other Consumer Roadside Assistance Subscription Packages, Subscription Package Add-ons, and the Glossary, please refer to [Consumer Roadside Term and Conditions](#)