ROADSIDE



Road Service

Personal Entitlements Guide

AANT

☎ Call 13 11 11 to talk to our Road Service team

To receive Road Service you must be a Road Service Product Holder. You must also be driving the Vehicle at the time of the Breakdown and be present when the AANT Service Provider arrives.

So we can help you, have this information ready:

- Your AANT Member number and the best phone number to reach you on
- The registration number, make, model and colour of your Vehicle
- All your location details, including the street name, suburb or town, closest intersection, which side of the street you're on, and any distinguishing landmarks
- An explanation of what happened or appears to be the problem with your Vehicle

After calling us, stay with your Vehicle until help arrives. Leave your mobile switched on and make sure it's easy to hear.

If there are extraordinary circumstances or you're worried about your safety, please let us know when you call.

If you're in the Northern Territory, your call will be routed directly to AANT. In all other locations throughout Australia, your call will be directed to the local affiliated motoring organisation.

For drivers with a hearing or speech impairment

- You can contact us for Road Service by using the National Relay Service www.accesshub.gov.au
- The number to provide for AANT Road Service is 13 11 11
- If you have no internet access, you can access the National Relay Service via SMS by texting 0423 677 767
- Make sure you have all information ready to relay.

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

Accessing your Premium or Plus Away From Home Benefits

Phone 1800 803 276

If you qualify for any Away From Home Benefits as outlined on page 11, please phone 1800 803 276 (free call Australia wide).

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

Contents

1. AANT Road Service Benefits	4
2. Towing	8
3. 100km Away from Home Benefits	11
4. AANT Premium and Plus Conditions	18
5. Exclusions	19
6. General Terms and Conditions	21
7. Membership of AANT	25
8. Glossary	26
Road Service – summary of benefits	29



1. AANT Road Service Benefits

Here's everything you need to know about AANT Road Service, including all the terms and conditions of your Benefits.

By the way, when we refer to "you" or "you're", we mean you – the Product Holder. When we refer to "us", "our" or "we", we mean us – AANT. When we refer to "Benefits", we mean the services that you receive as the Product Holder. For more definitions, refer to the glossary on page 26.

The Benefits

- Only apply to Breakdowns that occur within Australia
- Can only be provided within the locality of the Breakdown
- Only apply if you're driving the Vehicle at the time of the Breakdown, (unless you're supervising a learner driver. In this case, the Benefits will apply as if you were driving the Vehicle)
- Don't apply if you, against our advice or the advice of a qualified repairer, continue driving the Vehicle following a Breakdown
- If limits to the Benefits aren't listed for different AANT Road Service Products, the same Benefit applies for all Products.

If you request Road Service an excessive number of times for a single recurring Vehicle fault that you have failed to rectify, we may refuse or restrict your Benefits.

All AANT Road Service monetary Benefits, limits and charges include GST.

Road Service

Road Service is a Vehicle Breakdown service that provides you with assistance if your Vehicle and/ or Towed Unit has an unexpected mechanical or electrical fault or failure. Road Service does not cover an Insurable Event and is not a substitute for motor vehicle insurance.

You must be the driver of the Vehicle at the time of the Breakdown, and you must also be present when the AANT Service Provider arrives.

Road Service is available within Australia at any time, no matter what Vehicle you're driving.

Our main aim is to get your Vehicle moving after a Breakdown, but we can only undertake minor repairs that can, using parts and tools available within the service Vehicle, be completed safely and within a reasonable time, at the roadside.

The type of Road Services that are available may be influenced by the location and circumstances of the Breakdown.

You might need to pay for some services and Benefits if the Breakdown happens in a Non-Serviced Area. You may be eligible to get these costs reimbursed, but again this will depend on your level of Road Service (see section 6.7).

1.1 Road Service Call-out limits

- **Premium:** You get unlimited Call outs included in your Subscription Year
- **Plus:** You get unlimited Call outs included in your Subscription Year
- **Standard:** You get up to eight Call outs each Subscription Year. More than eight Call outs will incur an additional fee, which will need to be paid at the time of the Call out. We'll give all this information to you when you call us, so you can decide if you want to go ahead with the Call-out.

If you request a Call-out for a fault or defect, where we have previously attended, and you have failed to rectify, we can refuse or limit the Road Service.

Metro

If your Vehicle breaks down anywhere in the Metropolitan Patrol Serviced Area, an AANT Service Provider will attend without charge.

Regional

If your Vehicle breaks downs outside the Metropolitan Patrol Serviced Area, Road Service will be provided by the designated AANT Regional Service Depot for that location.

Call-outs to areas outside of the Metropolitan Patrol Serviced Area are limited to Breakdown locations within the following distances from the designated Regional Service Depot, per Incident:

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip)
- **Standard:** 32km (64km Round Trip).

If your Vehicle needs Road Service outside of these distances, there will be additional costs and these will need to be paid at the time of the Call-out. We'll give all this information to you when you call us, so you can decide if you want to go ahead with the Call-out.

1.2 Wheel changing

If you have a suitable, roadworthy spare wheel, the AANT Service Provider will change the wheel for you during the Call-out.

This Benefit is limited to

- Vehicles and/or Towed Units that weigh less than two tonnes fully loaded
- Circumstances that don't need specialised equipment to safely provide a wheel change.

If the Vehicle falls outside our weight and equipment limitations, an AANT Service Provider will be dispatched to assess and assist with the wheel change where possible, using your Vehicle manufacturer's wheel changing equipment.

Tyre repairs won't be undertaken at the roadside. This Benefit applies to all levels of Road Service.

1.3 Battery replacement/jump-start

If the Vehicle doesn't start because of a flat battery, the AANT Service Provider will assess the battery during the Call-out, and provide a jump-start if appropriate.

If necessary, and where available, we offer an extensive range of competitively priced automotive AANT branded batteries available for roadside purchase. If you'd like to purchase an AANT battery from the AANT Service Provider, (subject to availability) they'll install the AANT battery for no additional charge.

If you buy an AANT battery, the following discounts apply:

- **Premium:** $11 discount
- **Plus:** $11 discount
- **Standard:** nil.

Motorcycle batteries aren't available for roadside purchase. If your motorcycle needs a new battery, you can use your Towing Benefits (see section 2) to tow your motorbike to a designated AANT battery Service Centre, battery Stockist or another place of repair.

1.4 Lockout/locksmith services

If you tell us there's a child locked in a Vehicle or caravan, and that it's an emergency situation or the child is distressed, we'll transfer the call to emergency services (000), and send an AANT Service Provider.

If you've locked your keys in your Vehicle or caravan, the AANT Service Provider will make a reasonable attempt to unlock your vehicle using available hand tools. If this isn't possible, we can arrange for a locksmith to attend your Vehicle or caravan. If a locksmith attendance is needed because your Vehicle or caravan is disabled, then we'll contribute an amount towards the cost of the locksmith services.

The maximum we'll contribute to locksmith services in each Subscription Year is:

- **Premium:** $165
- **Plus:** $38.50
- **Standard:** $22

Or, instead of using the locksmith contribution (or if a locksmith is unavailable), you can use your Towing Benefits (see section 2).

The locksmith contribution isn't available for Vehicles or caravans that have been disabled because of an Accident or vandalism, or if the Vehicle or caravan has been stolen.

1.5 Caravans/trailers

If you're towing a caravan, trailer, horse float or something similar, and that Towed Unit suffers an unexpected mechanical or electrical fault, failure, or lock-out, an AANT Service Provider will attend and provide assistance, as if it were a Vehicle Breakdown.

1.6 Motorcycles

If your motorcycle can't be ridden because of a mechanical or electrical fault, failure or puncture, an AANT Service Provider will attend and attempt to get your motorcycle going again.

If we're unable to fix the motorcycle at the roadside or you have a flat tyre, you can use your Towing Benefits (see section 2).

1.7 Fuel

Out of fuel

If your Vehicle has run out of fuel, the AANT Service Provider may provide, at your cost, sufficient fuel so that you can drive to the nearest fuel outlet.

If the AANT Service Provider can't supply fuel at the roadside, you can use your Towing Benefits (see section 2) to tow the Vehicle to a fuel outlet.

Incorrect fuel

If you've filled your Vehicle with incorrect fuel, you can use your Towing Benefits (see section 2) to tow the Vehicle to a place of safety or repair.

1.8 Electric Vehicles

If your Electric Vehicle runs out of charge, you can use your Towing Benefits (see section 2) to tow the Vehicle to your home or to the nearest Accessible Charging Station.

If you're towed to an Accessible Charging Station, you'll need to provide your own charging cable and/or adaptor to charge your Vehicle. We can't supply charging cables or adaptors for Electric Vehicles, and any costs associated with charging the Vehicle will be at your own expense.

2. Towing

If we're unable to get your Vehicle moving again, we'll arrange for a Towing Provider to tow the Vehicle to a place of safety or repair. Towing is only provided for mechanical or electrical fault or failure.

The Towing Benefits don't cover the towing or recovery of bogged Vehicles and/or Towed Units. However, we may arrange towing or recovery of bogged Vehicles and/or Towed Units at an additional expense.

Towing Benefits are limited to the distances and other conditions that are listed below. You must pay any additional fees applicable to the Excess Kilometres to the Towing Provider at the time of the tow. These additional fees are set by the Towing Provider. We'll tell you prior to attendance if an additional fee will apply to the tow. If you don't want to go ahead with the tow, you can cancel without charge any time before the Towing Provider is dispatched.

2.1 Towing entitlements

Metro

Towing, in any direction from the Breakdown location, up to distances of, per incident:

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

Regional

Towing back to the designated AANT Regional Service Depot up to distances of, per Incident:

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip)
- **Standard:** 32km (64km Round Trip).

Towing in any direction from the Breakdown location or from the attending AANT Regional Service Depot, per incident:

- **Premium:** the lesser of a distance of 50km or to a value of $300
- **Plus:** the lesser of a distance of 20km or to a value of $120
- **Standard:** no additional Regional towing benefit

The tow must be taken at the time of the Breakdown.

Towing Benefits are only available using Standard Towing Equipment, which is any towing equipment legally able to safely tow a Vehicle with a gross mass of up to 3 tonnes, maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metre

2.2 Taxi

If your Vehicle is eligible for Towing Benefits, we can arrange a taxi service after our Service Provider has attended to your Vehicle. The taxi may be taken from the location of the Breakdown or from the destination of the tow after it's been completed.

We'll make the following contribution to a taxi used following a tow:

- **Premium:** up to $55 per Subscription Year
- **Plus:** nil
- **Standard:** nil.

2.3 Second tow

If the Vehicle can't be towed to your nominated repairer at the time of Breakdown, a second tow to that repairer may be arranged within 14 days of the first Road Service tow and/or Vehicle recovery for the Vehicle only.

The second tow will be available as follows:

- **Premium:** up to 20km per Incident
- **Plus:** arranged by AANT, but at your additional cost
- **Standard:** arranged by AANT, but at your additional cost.

You must pay any additional costs not covered by your Subscription Fee at the time of the tow directly to the Towing Provider.

2.4 Caravans/Trailers – where the Vehicle breaks down

If you're towing a caravan, trailer, horse float or something similar and your Vehicle breaks down, we may provide Towing Benefits for the Vehicle and the Towed Unit, as long as each unit is under three tonnes and doesn't need Special Towing Equipment. Towing Benefits are set out for each level below. Towing Benefits aren't available for bogged Towed Units.

Metro

Towing, in any direction from the Breakdown location, up to distances of, per incident:

- **Premium:** 50km
- **Plus:** 20km
- **Standard:** nil.

Regional

Towing back to the designated AANT Regional Service Depot up to distances of, per Incident:

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip)
- **Standard:** nil.

Towing in any direction from the Breakdown location or from the attending AANT Regional Service Depot, per incident:

- **Premium:** the lesser of a distance of 50km or to a value of $300
- **Plus:** the lesser of a distance of 20km or to a value of $120
- **Standard:** nil.

The tow must be taken at the time of the Breakdown.

2.5 Caravan/Trailers – where the Towed Unit breaks down

If you're towing a caravan, trailer, horse float or something similar and it breaks down, we'll provide Towing Benefits for the Towed Unit (as long as it's under three tonnes and doesn't need Special Towing Equipment) as set out for each level below:

Metro

Towing, in any direction from the Breakdown location, up to distances of, per incident:

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

Regional

Towing back to the designated AANT Regional Service Depot up to distances of, per Incident:

- **Premium:** 200km (400km Round Trip)
- **Plus:** 100km (200km Round Trip)
- **Standard:** 32km (64km Round Trip).

Towing in any direction from the Breakdown location or from the attending AANT Regional Service Depot, per Incident:

- **Premium:** the lesser of a distance of 50km or to a value of $300
- **Plus:** the lesser of a distance of 20km or to a value of $120
- **Standard:** no additional Regional towing benefit

2.6 Heavy or oversize Vehicles and Towed Units, Specialist Towing Equipment and Resources

If the Vehicle, Towed Unit or recreational mobile home can't be towed using Standard Towing Equipment or weighs in excess of three tonnes, we'll attempt to arrange towing on your behalf.

With the exception of recreational mobile homes, this Benefit is limited to Vehicles weighing up to four tonnes.

We'll contribute to the cost of towing or additional costs associated with deployment of specialist equipment or extra resources as follows:

- **Premium:** up to $220 per Subscription Year
- **Plus:** nil
- **Standard:** nil.

3. 100km Away from Home Benefits

Away from Home Benefits are only available to Premium and Plus Product Holders. The Benefits apply if:

- You have a Breakdown or your Vehicle has been stolen more than 100km from Home;
- After receiving Road Service, the AANT Service Provider isn't immediately able to repair the Vehicle you're driving due to mechanical or electrical fault or failure.

Away from Home Benefits are only available to Australian Residents and don't apply once you've arrived Home.

Any extra costs for transport from an approved AANT Regional Service Depot or repairer to a motel, Hire Car depot or other location aren't automatically covered, and won't be reimbursed by us unless they're approved by one of our Premium or Plus consultants before the journey starts.

If the vehicle **CAN** be repaired within 48 hours by a qualified mechanic, "**Emergency**" Benefits (section 3.1) may apply

If the vehicle **CAN'T** be repaired within 48 hours by a qualified mechanic, you can choose either:

- **"Stay and Repair" (section 3.2)**
- **"Travel on – Hire car" (section 3.3)**
- **"Travel on – Air Coach" (section 3.4) or**
- **"Vehicle and Passenger Recovery" (section 3.5) Benefits may apply**

If you are without a car overnight because of an Accident or theft, **"Accident or Stolen Vehicle" (section 3.6) Benefits may apply;** or

If the Vehicle can't be driven because of a puncture, **"Wheels/Tyres" (section 3.7) Benefits may apply**.

3.1 Emergency Benefit

If your:

- Vehicle or caravan has broken down and can be repaired within 48 hours and you stay in the area of the Breakdown, or
- Vehicle's suitable roadworthy spare wheel (Vehicle only) has been fitted and punctured before you've been reasonably able to have the original tyre repaired; or
- Vehicle is filled with incorrect fuel; or
- keys have been lost, damaged, stolen or locked in the Vehicle or caravan You're entitled to the following:

Accommodation

The maximum we'll contribute for accommodation, per Incident, is:

- **Premium:** up to $130 per night for up to two nights
- **Plus:** up to $110 for one night
- **Standard:** nil.

Hire Car

The maximum we'll contribute for Hire Car, per Incident, is:

- **Premium:** up to $110 per day for up to two days
- **Plus:** nil
- **Standard:** nil.

Hire Car isn't available if your caravan has broken down.

3.2 Stay and Repair Benefit

If your Vehicle or caravan can't be repaired within 48 hours and you choose to stay in the area of the Breakdown location, you're entitled to the following:

Accommodation

The maximum we'll contribute for accommodation, per Incident, is:

- **Premium:** up to $130 per night for up to five nights
- **Plus:** up to $110 per night for up to three nights
- **Standard:** nil.

Hire Car

The maximum we'll contribute for Hire Car, per Incident is:

- **Premium:** up to $110 per day for up to five days
- **Plus:** up to $99 per day for up to three days
- **Standard:** nil.

3.3 Travel On – Hire Car Benefit

If your Vehicle can't be repaired within 48 hours and you choose to have your Vehicle repaired in the area of the Breakdown and continue your journey to your destination or return Home you're entitled to the following:

Hire Car

The maximum we'll contribute for Hire Car, per Incident, is:

- **Premium:** up to $110 per day for up to seven days
- **Plus:** up to $99 per day for up to five days
- **Standard:** nil.

3.4 Travel On – Air/Coach Benefit

If your Vehicle can't be repaired within 48 hours and you choose to have your Vehicle repaired in the area of the Breakdown and continue your journey to your destination or return Home, you're entitled to the following:

Passenger transport

The maximum we'll contribute for transport of you and up to four passengers, per Incident, is

- **Premium:** transport by air or coach. We will provide air fares up to $550.00 per incident.
- **Plus:** transport by coach.
- **Standard:** nil

If needed, a similar return journey will be provided for one person to return to the repairer to collect the repaired Vehicle, within the above limits.

3.5 Vehicle and Passenger Recovery

If your Vehicle can't be repaired within 48 hours and you choose to continue your journey with your Vehicle and up to four passengers to your destination or return Home, you're entitled to the following:

Vehicle Recovery

We'll arrange and cover the cost for the Vehicle to either be transported back to your Home or to the intended destination of your journey.

Passenger transport

The maximum we'll contribute for transport to you and up to four passengers, per Incident, is:

- **Premium:** transport by air or coach. We will provide air fares up to $550.00 per incident
- **Plus:** transport by coach.
- **Standard:** nil.

If you choose to continue to your destination while the Vehicle is transported to your Home, we won't be able to contribute to transport, accommodation or other expenses incurred on the return journey.

Pet Recovery

We'll arrange for the recovery of your domestic pet(s) back to your Home or to the intended destination of your journey.

The maximum we'll contribute to the costs of pet recovery, per Incident, is:

- **Premium:** up to $220 per Incident
- **Plus:** nil
- **Standard:** nil.

This Benefit applies to domestic pets only and doesn't cover animals used for commercial purposes (including racing).

Accommodation

Accommodation Benefits apply once the transportation of the Vehicle has been organised and you're awaiting alternative transport to your Home or destination of your journey.

The maximum we'll contribute for accommodation, per Incident, is:

- **Premium:** up to $130 per night for up to five nights
- **Plus:** up to $110 per night for up to three nights
- **Standard:** nil.

3.6 Accidents or Stolen Vehicles Benefit

If you're without the Vehicle overnight after an Accident (including windscreen damage), water damage, vandalism, fire or theft, irrespective of whether the Vehicle is insured or not, you're entitled to the following:

Accommodation

The maximum we'll contribute for accommodation, per Incident, is:

- **Premium:** up to $130 per night for up to two nights
- **Plus:** up to $110 for one night
- **Standard:** nil.

If your caravan has been involved in an Accident and can't be occupied overnight, you're also eligible for this Accommodation Benefit.

Hire Car

The maximum we'll contribute for Hire Car, per Incident, is:

- **Premium:** up to $110 per day for a maximum of two days
- **Plus:** nil
- **Standard:** nil.

3.7 Wheels/Tyres (Space Saver Spare/Run Flat Tyre) Benefit

You're eligible for the Wheel/Tyre Benefit if the Vehicle you're driving can't be driven because of a puncture; the spare to be fitted is a standard manufacturer supplied Space Saver spare; and

- the punctured tyre can't be repaired on the same day locally or;
- the nearest puncture repair facility exceeds the distance to be travelled using the Space Saver spare as recommended by the manufacturer or;
- the Vehicle is only fitted with a gel repair kit and the tyre can't be repaired using the gel repair kit or;
- the Vehicle is fitted with a run flat tyre and the tyre can't be repaired or replaced on the same day locally.

Accommodation

Accommodation Benefits apply while your tyre is being repaired. The maximum we'll contribute for accommodation, per Incident, is:

- **Premium:** up to $130 per night for up to five nights
- **Plus:** up to $110 per night for up to three nights
- **Standard:** nil.

Vehicle and passenger relocation

We'll pay to get the Vehicle, you and up to four passengers to the nearest puncture repair facility. Weight and dimension limitations apply (see Vehicle Recovery Conditions under 3.10).

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

3.8 Accommodation Conditions

Accommodation Benefits cover you and up to four passengers. This Benefit will cover the cost of the room only. Food, drink, phone calls, damage, etc aren't covered and, unless otherwise stated, temporary accommodation for livestock or pets following a Breakdown isn't covered.

3.9 Hire Car Conditions

The Hire Car Benefit covers the base rental rate for a Hire Car together with other unavoidable costs, like administration fees, Vehicle registration recovery fees, one way rental fees, age-related fees, premium location surcharges only (where applicable) and excess kilometres. Any additional costs like fuel, insurance premium protection, tolls and voluntary extras won't be covered by us. You'll also need to meet the hiring requirements of the car rental firm. Although we'll reimburse you for the specified costs of the Hire Car, you'll enter into the contract with the Hire Car provider and will be liable for any cost, damage, Accident liability or claim in connection with your use of the Hire Car.

If a Hire Car isn't available locally you may, at your own expense, travel to the nearest location.

The location where a Hire Car is available must be more than 100km from your Home address for the Hire Car Benefit to apply. You are not entitled to a Hire Car once you have arrived at your Home.

3.10 Vehicle Recovery Conditions

- We engage third parties to provide the Vehicle recovery services.
- To access the Vehicle Recovery Benefits, you may be asked to complete a Vehicle Movement Schedule form before your Vehicle is transported, which authorises us to act as your agent in relation to the Vehicle recovery.
- The Vehicle Movement Schedule will state any additional terms of any third party supplier, which may apply to the recovery of your Vehicle.
- Vehicle recovery isn't applicable if the Vehicle has been repaired.
- Delays with Vehicle transportation may happen in some areas, and we have no liability to you if this is the case.
- To the extent permitted by law, we don't accept responsibility for any loss or damage to your Vehicle or goods within the Vehicle during the Vehicle relocation or recovery. It's the Vehicle owner's responsibility to ensure that the Vehicle is adequately insured at all times.
- We won't pay for the freight costs for Vehicles and passengers on any sea crossing.

- The recovery of Vehicles is limited to those that don't exceed any of the following physical dimensions:
  - 5.5 metres in length
  - 2.3 metres in width
  - 2 metres in height
  - 1.8 metres wheel span or
  - 3 tonnes gross weight.

There are also limitations on the recovery of Vehicles that are lowered, have body kits fitted, vintage Vehicles or those that require special transport.

If we can arrange recovery of a Vehicle outside these limits and you wish to proceed, you'll be required to pay any additional charges.

It's your responsibility to pay any additional charges that may apply before the Vehicle can be relocated.



4. AANT Premium and Plus Conditions

Premium and Plus Benefits are extensions of the Standard AANT Road Service Product.

We reserve the right to refuse an application to upgrade to Premium or Plus at any time. Premium and Plus Benefits apply in Australia only.

- Premium and Plus must be taken out directly with AANT in the Northern Territory and can't be taken out through an interstate motoring association or club.
- The Terms and Conditions of Premium and Plus Road Service provide unlimited Road Service Call-outs – but Road Service may be refused or limited if the Call-out relates to a pre-existing fault or defect for which we've previously attended to and you've failed to rectify.

4.1 Annual Benefit limits

The cumulative value of Benefits exceeding the Standard Road Service Benefits is limited to:

- **Premium:**
  - » $3500 in your first year of holding the Premium Road Service Product
  - » $5500 in each continuous Subscription Year you hold the Premium Road Service Product thereafter
- **Plus:**
  - » $1100 in your first year of holding the Plus Road Service Product
  - » $2200 in each continuous Subscription Year you hold the Plus Road Service Product thereafter
- Any amount in excess of your Premium or Plus annual limit is your personal responsibility. If the provision of a Benefit would or may cause you to exceed your annual limit, the AANT Service Provider will tell you at the time of your request. If you don't wish to proceed you can, at that time, cancel without incurring any additional fees.
- Any unused portion of your annual limit is forfeited at the end of the Subscription Year and doesn't carry over to subsequent years.

5. Exclusions

The following are excluded from the Benefits of all Road Service Products:

- Work (mechanical or otherwise) carried out on your Vehicle or Towed Unit when your Vehicle or Towed Unit is located at a commercial place of repair or AANT Regional Service Depot.
- The cost of any labour (not performed at the roadside), spare parts or other costs associated with the Vehicle repair.
- Vehicles involved in specifically convened organised events (such as rallies) involving road closures or official traffic controls are excluded from Road Service and Away from Home Benefits. Benefits are only available during travel to and from such events.
- Vehicles whose sole use is for commercial business, which includes but isn't limited to taxis and chauffeured Vehicles.
- A subsequent Call-out for a fault that's already been attended to by an AANT Service Provider where the fault hasn't been rectified.
- Service to and recovery of Vehicles, Towed Units, on a road that isn't a Maintained Public Road.
- Where home mechanical repairs have been undertaken to the Vehicle prior to Breakdown.
- Any repairs associated with an Accident.
- Towing Benefits don't apply for tyre trouble with an unserviceable or missing spare wheel on a Vehicle or Towed Unit that's normally equipped with a spare wheel.
- Towing Benefit for Vehicles that have been dismantled.
- Towing Benefit where there's already been a tow in connection with that Breakdown (Standard and Plus Road Service), unless you're the holder of Premium Road Service Product. In this case you're entitled to a maximum of two tows for any one Breakdown within a 14 day period from the first Breakdown call (see section 2).
- Towing from or to Restricted Areas.
- Towing from a repair facility.
- Road Service isn't available to unattended Vehicles.
- Road Service isn't available in Restricted Areas.
- Road Service to farm equipment, earth-moving equipment, forklifts, wheelchairs and golf carts.
- Road Service for battery-related faults where the Vehicle's battery can't be easily and quickly replaced by an AANT Road Service Provider. Following attendance and diagnosis by an AANT Service Provider, the Vehicle/driver will be directed to an approved workshop for battery fitment or repair.

- Product Holders driving Vehicles that have been defected by the Police and/or an authorised Government Officer are only entitled to Road Service and Towing Benefits where the Breakdown isn't related to the reason for the defect.
- Vehicles that have been driven by the Product Holder against our advice or the advice of a qualified repairer.
- Away from Home Benefits aren't available for Vehicles on a day or temporary registration permit.
- Away from Home Benefits aren't available for Vehicles offered for sale by a licensed motor Vehicle dealer.
- Away from Home Benefits aren't available for Electric Vehicles that have run out of charge.



6. General Terms and Conditions

6.1 Road Service Product

The Road Service Product is not an alternative to regular routine maintenance of a Vehicle. All Product Holders need to maintain their Vehicle in good working order and roadworthy condition.

AANT Road Service is personal and therfore service does not cover any person other than the product holder. It cannot be transferred to or be used by anyone other than the named financial person.

6.2 Accessing your Benefits

To access your Road Service Benefits:

- You (the Product Holder) must be the driver of the Vehicle at the time of the Breakdown, and you must be present when the AANT Service Provider arrives.
- Your AANT Road Service Product must be active when you call for Road Service.
- The disabled Vehicle must be registered.
- You'll be asked to provide adequate identification information at the time of asking for Road Service.
- Only one AANT Road Service Product may be used for each Incident.

Any circumstance or event where your verbal or physical conduct puts the health, safety or wellbeing of an AANT Service Provider or any other AANT employee or contractor at risk, or jeopardises their ability to safely carry out their responsibilities, may result in the immediate suspension of access to your Road Service Product. These events will be formally investigated. During the process, you'll be provided with an opportunity to explain your conduct.

6.3 Location

- Road Service is only available if the Breakdown location and the Vehicle and Towed Unit are accessible by a Maintained Public Road.
- If Road Service is needed in a location where the road isn't a Maintained Public Road, Road Service may not be available or an additional cost might apply, which you'll need to pay at the time of service.
- In instances where service is required in a location where the road is unsealed, a cost may be incurred which you must pay at the time of the service.
- If the AANT Service Provider needs to travel Excess Kilometres, the additional cost must be covered by you at the time of Road Service. The AANT Service Provider will tell you before attendance if an additional fee will apply to the Call-out, if you don't want to go ahead with the Call-out, you can cancel without charge any time before the Service Provider is dispatched.

6.4 Repairs

- The AANT Service Provider will provide Road Service with the objective of getting your Vehicle back on the road or to a garage for permanent repairs. The AANT Service Provider may carry out minor repairs on the roadside, but only if they can be done safely and within a reasonable time using available hand tools.

- Spare parts offered by the AANT Service Provider during Road Service may or may not be genuine parts. All spare parts meet or exceed manufacturer's specification and comply with relevant Australian Standards and regulatory requirements and are fit for purpose. Spare parts have been sourced from independent manufacturers and comply with manufacturer's specifications.

6.5 Accidents

Unless specified, the Benefits aren't available following an Accident including, without limitation, Towing Benefits, or roadside repairs arising from an Accident.

6.6 Call-Outs

- If an AANT Service Provider attends a Call-out to provide Road Service and the Vehicle is unattended, this will count as a Call-out.
- If a second Call-out is needed after the Vehicle was initially unattended, the Product Holder will be charged a set fee, which we'll tell you about when you request the Road Service.
- If a Product Holder doesn't use the available Call-outs or contributions within the Subscription Year, the Call-outs will expire. They don't carry over to the next Subscription Year.
- Call-outs cannot be transferred to another person.

6.7 Reimbursement

- If you need to pay for Benefits ordinarily covered by your AANT Road Service Product (such as in a Restricted or Non-Serviced Area or interstate), you may apply for re-imbursement of these costs by AANT (these are limited to applicable Road Service Benefits).
- If you've paid for services or Benefits, we have deemed to be eligible for partial or full reimbursement, you've acted as an agent for AANT.
- We'll reimburse you at the same rate that would apply if AANT engaged one of its normal AANT Service Providers to provide those services.
- Product Holders seeking a reimbursement for services or Benefits must apply within ten months of the Breakdown date.
- Receipted accounts for these services or Benefits, with details of the Breakdown, can be sent to:

AANT
GPO Box 2584
Darwin NT 0801

or info@aant.com.au

Reimbursement for towing costs (Premium: maximum of 400km Round Trip; Plus: 200km Round Trip) in Non-Serviced Areas is determined at AANT Regional Service Depot payment rates as amended from time to time.

6.8 Cancellation

- You can cancel your Road Service at any time by giving us written notification addressed to AANT, GPO. Box 2584, Darwin, NT, 0801, by calling us on 8925 5901 or by visiting the AANT Branch (refer to 6.10).
- We may cancel your Road Service with immediate effect at any time by notifying you in writing where in our reasonable opinion it's needed to protect the health, safety or wellbeing of an AANT Service Provider or any of our other employees or contractors. In this case, we'll refund any Subscription Fees that relate to the period after cancellation or cancel any direct debit on and from the date of cancellation. If we cancel your Road Service Product under this clause, we may, at our discretion, cease to make the Road Service Product available to you.

6.9 Waiting Periods

- If you're not an existing AANT Member and you need Road Service within 48 hours of purchasing your AANT Road Service Product:
  - » A Service Fee will be charged. You'll be told about this Service Fee when you request Road Service.
  - » Away from Home Benefits won't apply.
- When upgrading your Road Service Product, a 48-hour waiting period will apply before you can access additional Benefits

6.10 Road Service Subscription Fees

- These will need to be paid in advance, with rates set and approved by AANT Council. Upon receipt of the applicable fees by AANT, you'll be recorded as an AANT Road Service Product Holder and AANT Member. No pensioner or other concessions are applicable to Subscription Fees.
- Only the named member, or a person authorised by the named member, may request a change in membership details. Certain changes in product holder personal details may require the lodgement of documented proof prior to actioning by AANT.
- Subscription Fees are payable using the following methods:
  - » Credit card by telephone
  - » Cash, credit card, EFTPOS, cheque at an AANT Shop
  - » Credit/Debit card on the AANT website
  - » Direct debit instalments (monthly) with your nominated bank account (subject to direct debit terms and conditions)
  - » BPay (renewals only)
- If a Road Service product renewal or other debt to AANT is overdue, access to Road Service and additional Benefits may be denied, pending payment of any outstanding Road Service or other fees.
- At our discretion, and upon payment of outstanding and overdue fees and other charges, you may have your Road Service reinstated.
- If you cancel your Road Service Product, your Subscription Fees are non-refundable.

6.11 Interstate/Overseas Service

Holders of AANT Road Service have access to assistance throughout Australia through our affiliated motoring organisations. Simply call the Australia wide 13 11 11 phone number and you'll be provided Standard Road Service in that state. If arrangements can be made at the time and you hold Premium or Plus cover, we'll arrange for your Premium/Plus Benefits to be used or, alternatively, you may be eligible to claim reimbursement within your entitlement limits by providing AANT with receipts (see section 6.7).

If you need Road Service interstate, the affiliated motoring organisations are:

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

In a large number of countries, AANT Road Service may also be recognised by an affiliated motoring organisation. Visit aant.com.au for details of our international affiliates. We can't warrant or guarantee that equivalent Benefits will be available by our international affiliates.

6.12 Personal Information Use and Disclosure

We handle personal information in accordance with the *Privacy Act 1988 (Cth)*, including the Australian Privacy Principles (APPs), and we'll deal with personal information in accordance with our Privacy Policy.

Privacy of your personal information

We collect and use your personal information to process your AANT membership and Road Service application; provide and administer Road Service and offer other AANT (or AANT partner) products and services to you; manage our ongoing relationship with you; provide you with marketing and promotional communications in accordance with your above selections; and otherwise as necessary for our business purposes. If you don't provide us with this information, we may not be able to process your application, or give you the full range of membership and/or Road Service Benefits.

We may disclose your personal information for the above purposes to third parties who provide services to AANT, and as otherwise required or permitted by law. We won't disclose your personal information to recipients located overseas without your consent, except where required or permitted to do so by law.

For any questions or to obtain a copy of our full Privacy Policy, please visit aant.com.au, or call on 8925 5901 or drop into the AANT shop.

7. Membership of AANT

When you purchase a Road Service Product, you agree to become a member of the Automobile Association of the Northern Territory (ABN 13 431 478 529 (AANT). Your rights, obligations and entitlements as an AANT Member are set out in the Constitution and any regulations made under the Constitution.

A copy of the Constitution of AANT is available by written request to:

CEO
GPO Box 2584, Darwin, NT 0801

In respect of your membership with AANT, by purchasing this Product, you:

a. Authorise any officer of AANT to execute any document on my behalf necessary or desirable to facilitate me becoming a member of AANT.

b. Acknowledge that if you cease to be a member of AANT, AANT may terminate this Agreement.

c. Acknowledge that if you cease to be a member of AANT and otherwise don't qualify to be a member of AANT, pursuant to the Constitution of AANT or the regulations made under that Constitution, you irrevocably agree and acknowledge that you cease to be entitled to any rights and privileges associated with that membership.

d. In the event of the circumstances set out in paragraph (c) above, and in order to secure AANT's rights under paragraph (c), in consideration for AANT admitting me as a member, I irrevocably authorise any officer of AANT to execute on my behalf any document necessary or desirable to affect my resignation as a member of AANT, including giving a notice of resignation under clause 5.2 of the Constitution of AANT.

8. Glossary

- AANT means the Automobile Association of the Northern Territory, ABN: 13 431 478 529 including its officers, employees, agents and contractors.
- AANT Member means a person who is a member of the Association who holds a financial AANT Road Service Product.
- AANT Regional Service Depot means an independent service provider, contracted by AANT to deliver Road Service in regional locations as defined by AANT.
- AANT Road Service Product means a subscription for AANT Premium, Plus or Standard Road Service Benefits.
- AANT Service Provider means an AANT employee or contracted Road Service Provider.
- Accessible Charging Station is any Electric Vehicle Charging Station that can be accessed by the Towing Provider's Towing Equipment, together with the Electric Vehicle.
- Accident means an incident in which a Vehicle has been damaged in a collision, whether involving another Vehicle or otherwise, water crossing damage, water ingress, theft, malicious damage, fire or storm.
- Australian Resident is any Australian citizen residing in Australia, or person residing in Australia on a visa other than a Working Holiday Visa in subclass 417 or subclass 462.
- Away from Home Benefits means those specific Benefits, beyond Standard Road Service, available to holders of AANT Premium and AANT Plus when they are 100km or more away from Home, and the Vehicle they're driving can't be repaired for a period of time.
- Benefit has the meaning given in section 1 on page 4.
- Breakdown means a circumstance in which a Vehicle is incapable of being driven because of a mechanical or electrical failure or puncture, which isn't caused by an Accident, theft, fire or malicious damage.
- Call-out means a request for Road Service by a Product Holder.
- Collision means an event where the Vehicle makes contact with a foreign object.
- Regional Areas means areas within the Northern Territory , which have been defined by AANT as being outside the Metropolitan Patrol Serviced Area.
- Regional Serviced Area means any non-metropolitan area in Australia where you're able to obtain Road Service from AANT or affiliated motoring organisations.
- Electric Vehicle is a vehicle that uses one or more electric motors for propulsion and draws its current from storage batteries.
- Excess Kilometres means the distance for which a Product Holder's Vehicle receives Road Service or towing services over and above the limit applicable to their level of cover.
- Hire Car means similar type of Vehicle to your Vehicle.
- Home means the Product Holder's permanent place of residence.
- Incident means a single Breakdown event or situation which gives rise to one or more AANT attendances.

- Insurable Event means any event or risk for which insurance coverage is offered to any vehicle, caravan, motorcycle, or towed Unit.
- Maintained Public Road means a road, the surface of which has been prepared, formed, metalled or gravelled as defined by AANT and is trafficable by a conventional 2-wheel drive Vehicle at the time of requiring Road Service.
- Metropolitan Patrol Serviced Area means the geographic area of Darwin as defined by AANT.
- Non-Serviced Area is any area in Australia where you're unable to obtain Road Service from AANT or affiliated motoring organisations, such as outside of the Benefit distances from an AANT Regional Service Depot, areas not accessible by a conventional 2-wheel drive Vehicle at the time of requiring Road Service, or if an AANT Service Provider isn't available at the location of the Breakdown.
- Plus means the Benefits over and above Standard Road Service that holders of Plus Road Service are entitled to.
- Premium means the Benefits over and above Standard Road Service that holders of Premium Road Service are entitled to.
- Product means AANT Road Service Product.
- Product Holder means a financial subscriber of an AANT Road Service Product.
- Restricted Area means any areas that aren't accessible to the general public without a permit or special permission, or any areas not accessible by a conventional 2-wheel drive Vehicle at the time of needing Road Service.
- Road Service means the assistance provided to a Product Holder's Vehicle by an AANT Service Provider to attempt to mobilise the Vehicle at the Breakdown location.
- Round Trip means the journey both out to and back from a location.
- Service Centre means any business premises of an independent service provider, contracted by AANT to service your Vehicle.
- Service Fee is an additional fee payable by non-members of AANT who require Road Service immediately or within 48 hours of joining. This is a set fee approved by the AANT Council.
- Space Saver is a spare tyre that's designed for temporary use to get you to a place of repair, but not to be driven on for long distances.
- Special Towing Equipment is any additional equipment needed by the attending Service Provider. This is in addition to normal hand tools, car trailer or tow truck required for the provision of Road Service or towing the disabled Vehicle.
- Standard Road Service means any Benefits of the AANT Road Service Product that holders of the Standard cover are entitled to.
- Standard Towing Equipment means any towing equipment legally able to be used to safely tow a Vehicle with a gross mass of up to 3 tonnes, maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metres.
- Stay and Repair Benefit means those specific Benefits available under section 3.2 to holders of Premium and Plus Product.

- Subscription Fee is the annual fee payable for a AANT Road Service Product. This is a set fee approved by the AANT Council.
- Subscription Year is your annual period of Road Service cover.
- Towing Benefit means the Benefits available under section 2 to Product Holders.
- Towed Unit means any two, three or four wheeled domestic trailer, caravan, or boat trailer, and anything similar that's attached to the Vehicle.
- Towing Provider means a contracted provider of towing services.
- Travel On – Air/Coach Benefit means those specific Benefits available under section 3.4 to holders of Premium and Plus Product.
- Travel On – Hire Car Benefit means those specific Benefits available under section 3.3 to holders of Premium and Plus Product.
- Vehicle means any motorised fuel automobile or motorcycle eligible for motoring assistance.
- Vehicle and Passenger Recovery Benefit means those specific Benefits available under section 3.5 to holders of Premium and Plus Product.
- We, Us, Our means the Automobile Association of the Northern Territory, ABN: 13 431 478 529, including its officers, employees, agents and contractors.
- Wheel/Tyre Benefits means those specific Benefits available under section 3.7 to holders of Premium and Plus Product.
- You, Your means you – the AANT Member and Product Holder.

Road Service – summary of benefits

Benefits	Premium	Plus	Standard
Everyday			
24/7 Road Service, Australia-wide	✓ Unlimited call-outs	✓ Unlimited call-outs	✓ 8 call-outs a year
Attendance: regional – from designated regional depot to breakdown	✓ Up to 200km	✓ Up to 100km	✓ Up to 32km
Towing: metro	✓ Up to 50km	✓ Up to 20km	✓ Up to 8km
Towing: regional – back to designated regional depot	✓ Up to 200km	✓ Up to 100km	✓ Up to 32km
Towing: regional – in any direction from either breakdown or designated regional depot*	✓ Up to 50km or $300	✓ Up to 20km or $120	✗
Heavy or oversize vehicles and/or special towing equipment (including caravans/towed units)	✓ Up to $220 a year	✗	✗
Flat or faulty battery service	✓	✓	✓
Battery discount	✓ $11	✓ $11	✗
Emergency fuel service++	✓	✓	✓
Lockout	✓	✓	✓
Locksmith subsidy	✓ Up to $165 a year	✓ Up to $38.50 a year	✓ Up to $22 a year
Flat tyre	✓	✓	✓
Taxi	✓ Up to $55 a year	✗	✗
Second tow to nominated repairer	✓ Up to 20km	✗	✗
Caravans and trailers	✓	✓	✗
Everywhere – when over 100km from home			
Accommodation after breakdown	✓ Up to 5 nights	✓ Up to 3 nights	✗
Hire car after breakdown	✓ Up to 5 days	✓ Up to 3 days	✗
Vehicle recovery	✓	✓	✗
Passenger transport after vehicle recovery	✓Air up to $550 or by coach	By coach	✗
Pet transport after vehicle recovery	✓ Up to $220 per incident	✗	✗
Accommodation after an accident or stolen vehicle	✓ Up to 2 nights, up to $130/night	✓ 1 night, up to $110 one night	✗
Hire car after an accident or stolen vehicle	✓ Up to 2 days, up to $110 per day	✗	✗
Caravan cover – when over 100km from home			
Accommodation after breakdown	✓ Up to $130/night for up to 5 nights	✓ Up to $110/night up to 3 nights	✗
Accommodation after an accident or stolen caravan	✓ Up to $130/night up to 2 nights	✓ Up to $110 for 1 night	✗
Annual Benefit limits			
1st year	✓ $3,500 a year	✓ $1,100 a year	✗
2nd and subsequent years	✓ $5,500 a year	✓ $2,200 a year	✗

*Towing: regional – in any direction from either breakdown or designated regional depot is the lesser of the distance or value stated.
++Sufficient fuel may be provided, at your cost, to enable you to drive to the nearest fuel outlet.

Annual benefit limit is the total value of entitlements in excess of the Standard cover level. Any unused portion of your annual benefit limit cannot be carried over to subsequent years. Conditions, distance and monetary limits may apply. Please read Road Service entitlement guide.

AANT Important Numbers

Road Service	
24 Hour Road Service	13 11 11
24 Hour Battery Service	13 11 11
24 Hour Premium and Plus benefits	1800 803 276
Membership	8925 5901
Technical Advice	1300 661 466
Website	aant.com.au
AANT Office	
Phone	8925 5901
Email	info@aant.com.au
Postal Address	GPO Box 2584, Darwin, NT, 0801
Street Address	2/14 Knuckey St, Darwin, NT

General Enquiries

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

Benefits, terms and conditions are subject to change and are correct at time of printing. You should always read the full terms and conditions in the entitlement guide see **aant.com.au**

aant.com.au

AANT 06/21 JC