



THE NEW ZEALAND  
AUTOMOBILE ASSOCIATION  
INCORPORATED  
(AA)

Motorcycle Road Service



### **Keeping Motorcycles moving. Keeping drivers safe.**

That's what we're here for—to keep your business on the move. Roadside breakdowns affect your bottom line. At AA Business Vehicle Solutions, it's our job to minimise that downtime and potential revenue loss.

How? By getting your motorcycles back on the road quickly and efficiently. We cover the motorcycle, not the driver. No matter who is driving the motorcycle on any given day, if they need roadside assistance, we'll be on our way.

### **We will keep your customer mobile**

It takes just one call to set the wheels in motion. Our national call centre operates 24-hours a day, 365 days of the year and is equipped with electronic mapping systems to pinpoint the vehicle's location. We use only qualified mechanics or auto electricians. That's why, in 91 per cent of cases, we're able to fix the problem on the spot and get that motorcycle back on the road.

### **Rely on our Award Winning Technology**

Each call for help is dispatched to our Service Officers via the Vodafone digital network and received on Panasonic PC Tablets. Installed in every AA Roadservice vehicle, each PC is equipped with global positioning satellite tracking and full nationwide mapping. This technology has won two major awards at the 2004 Computer Excellence Awards—and it's your guarantee that our service officers can respond quickly and efficiently.

### **Cover Options**

Your business is unique; so are your motoring requirements and budget. That's why we'll scope your specific needs and preferences, and then tailor an AA Roadservice solution to suit.

## **RENTAL ROAD SERVICE COVER**

### **Mechanical Related Breakdowns**

#### **Breakdown Assistance**

We're here to help with mechanical or automotive problems (excluding accident related incidents). Call toll free on 0800 734 543 or \*222 from a mobile phone.

#### **Motorcycle Towing Tow to Safety**

Where possible, we'll get the motorcycle going on the spot.

If we can't mobilise it at the roadside, or if a vehicle warranty restricts roadside repairs, we'll tow the motorcycle to the nearest place of safety or repair

### **Non-Mechanical Related Breakdowns**

#### **Flat Battery**

We'll try to revive the battery or if it's lifeless, the *AA Battery Service* can supply a new one. Now, with our mobile battery service\*, we can even change the battery on the spot at the expense of the driver.

\*Available in Auckland, Wellington, Christchurch.

#### **Flat Tyre**

It can be a difficult, dirty and dangerous job—let us change the tyre for your customer. If there is no roadworthy or compatible spare, we'll tow the motorcycle to the nearest facility that can assist.

#### **Lost Keys**

We'll arrange a locksmith to help get the driver back into the motorcycle.

#### **Fuel Delivery**

Run out of fuel? We'll deliver \$10 worth of petrol or diesel. Delivery is free although the driver will need to pay for the fuel and any associated costs.



## **Medical Assistance**

Our network of medical providers are here to help. We can offer advice, or arrange a referral to a local doctor, dentist, chemist or hospital (including transfer of medical records).

*Subject to standard AA Business Vehicle Solutions terms and conditions.*



# TERMS AND CONDITIONS

Please read the following Terms and Conditions carefully.

If you have any queries at all, please phone us on 0800 734 543. We'll be happy to guide and advise you.

## **Definitions**

"AA" means AA Business Vehicle Solutions

"Client" means the company that has purchased Roadservice from the AA.

"Roadservice" means the service provided by the AA as outlined in the Terms and Conditions.

"AA Service Provider" means any person providing the Services at the request or direction of AA and any servant or agent of that person having that person's authority to provide the Services.

"Fees" means those Fees specified

"Vehicle Programme" means the programme in which the Client nominates vehicles for Service

"Nominated Motorcycle" means any nominated motorcycle, recreational up to 3000kg gross laden weight (GLW) at the time of breakdown, with a physical dimension not exceeding 2.44 metres in width, 7.0 metres in length and 3 metres high "Nominated Vehicles" means vehicles that are listed on the AA Corporate Road Service account.

"Driver Information" means the confidential and proprietary listing of any name and address details, or any other details of Driver and other customers the Client as provided by the Client to AA;

"Services" means the services specified or such other services as the Client and AA agree from time to time

"On-Tow" means trailers being towed by the nominated motorcycle.

"Second Tow," means any tow after the initial recovery supplied by the AA to the place of repair or location specified by the driver or company.

In these terms and conditions, singular includes plurals and vice versa and references to a gender shall include all other genders.

References to natural persons include bodies corporate and vice versa.

## **Fees:**

Fees are valid for a 12-month period, and are not refundable or redeemable, the AA reserves the right to review and change fees at the time of renewal in relation to the Road Service usage.

## **Rental Road Service Cover**

For *Rental Road Service Cover* benefits to apply, the driver or company must contact the AA at the time of breakdown, and prior to any arrangements being made, or costs incurred.

## **Motorcycle Towing**

If the nominated motorcycle breaks down, or has a mechanical problem that cannot be mobilised on site, we'll tow the vehicle to the nearest place of safety or repair, where arrangements for its repair can be made, or where it can be safely stored. Storage and repair costs will be the responsibility of the driver/company.

The AA does not cover the cost of a second tow, if it is required/requested for the motorcycle to be towed to a location beyond the nearest place of safety or repair, or the motorcycle requires an additional tow it will be the responsibility of the driver/company, i.e. one tow only.

## **Additional Transportation**

Carriage of passengers or anything on-tow at the time of the breakdown, can only be to the legal limit of the attending motorcycle. Any expense as a result of additional transportation, or a return journey to pick up extra passengers/motorcycle, is at the driver/companies cost.



### **Incorrectly Fuelled**

Where Roadservice is required as a result of a vehicle being incorrectly fuelled, a tow will be organised to the nearest place of repair or safety. The AA's maximum contribution towards recovery is \$40.00 in metro areas and up to \$100 in rural areas (GST included). Any further towing will be at the driver/companies expense.

### **Fuel Delivery**

Where an AA Service Provider is required to deliver fuel, the AA will cover the cost of the fuel delivery; the cost of the fuel is the responsibility of the driver. Where it is not suitable for an AA Service Provider to deliver fuel, a tow to the nearest Service Station will be provided *Tow Limits Apply*

### **Flat Tyre**

In the event of a flat tyre, recovery to the nearest authorised facility to supply and/or repair the tyre/wheel will be provided and at the expense of AA. Any repairs or supply of spare wheels and tyres will be carried out at the expense of Driver/Company.

### **Flat Battery**

AA Service Providers will provide a battery boost and any other practical assistance at the roadside to start the nominated motorcycle providing the motorcycle has no more than 12volt batteries, at the expense of the AA.

### **Faulty Battery**

Where the Nominated motorcycle cannot be mobilised at roadside due to a faulty battery, therefore requiring a new battery, the AA Service Providers will offer the driver a battery referral to AA Batteries. The new battery will be offered on the same rate as an AA personal member, and will be at the expense of the Driver/Company.

Where the Nominated motorcycle cannot be mobilised at roadside due to a faulty battery, which is outside AA Batteries coverage a recovery to the nearest facility to supply a battery will be provided at the expense of the AA. The cost of the replacement battery will be at the expense of the Driver/Company.

### **Lost Keys**

Where a driver has lost the cars keys and requires the services of a locksmith, the AA's maximum contribution is \$40 for metropolitan areas, and \$100 for rural areas. This only applies to the labour content and the cost of the key is at the driver/companies expense.

### **Exclusions for AA Rental Road Service Cover**

- Motorcycles over 3 tonnes gross laden weight
- Any mechanical fault, or breakdown that occurred before, or within, 24 hours of purchasing *AA Road Service Cover*
- Motorcycle accidents, or breakdowns covered under insurance policies
- When the motorcycle is disabled or damaged due to theft or vandalism
- When the motorcycle is unattended when roadside assistance is provided
- Motorcycle parts/fuel/repairs on garage/repairer premises
- Motorcycles not on public or formed roads, or trapped/bogged
- Motorcycles un-roadworthy/unsafe condition
- When the motorcycle is not roadworthy, or it would be dangerous or illegal for AA personnel or contractors to repair, load or transport, the motorcycle and/or its occupants
- When the motorcycle is immobilised by the failure to carry a serviceable spare wheel and wheel changing equipment suitable to the motorcycle.
- When the motorcycle was being used for racing, pace-making, speed testing, reliability trials, competitions, or off-road activities at the time of the breakdown
- Motorcycles carrying a load beyond the legal limit

### **Motorcycle Restrictions for AA Corporate Road Service Cover**

These restrictions apply to all vehicles including: private motorcars, motorcycles, light goods vehicles, motorised caravans or campervans. In order to be eligible to receive the benefits of AA Corporate Road Service, vehicles must be:

- Roadworthy, with a current Warrant of Fitness (or equivalent) and registration
- Less than 20 years old
- Less than 3 tonnes gross laden weight overall
- Less than 2.44-metres wide overall
- Less than 3-metres high overall



- Less than 7-metres long overall

### **Quality Control**

NZAA endeavours to ensure all sub-contracted providers are registered with their appropriate trade or professional body, and have the necessary qualifications to provide products, or services, to a standard acceptable to NZAA and their clients.

Please contact us immediately if you are unhappy in any way with a referral made by us to an independent contractor, and we will endeavour to correct your dissatisfaction, and/or offer you the choice of an alternative provider.

NZAA endeavours to provide the full range of benefits and services outlined in this brochure in good faith. However, it cannot be held responsible for consequential loss or damage resulting from acts, events, and circumstances beyond the reasonable control of NZAA, including industrial disputes, strikes, flood conditions, adverse weather conditions, geographic inaccessibility, and the absence or unavailability of sub-contractors which may delay, interfere with, or prevent the provision of some, or all, of the services outlined in this brochure.

### **Your Privacy Rights**

Personal information relating to AA Clients is held securely, and will not be disclosed to any other person or organisation, unless authorised by you. Clients also have the right to access and correct the information at any time.

### **Disclaimer**

Upon purchasing AA cover I agree with and understand all the terms and conditions outlined in this brochure. I also understand that the information provided by me/us may be used by the NZAA for administrative purposes, and for the purpose of providing me/us with information relating to products, and services, from time to time. For this purpose, the New Zealand Automobile Association (NZAA) includes itself/any division, subsidiary, third-party under contract, or joint-venture companies, including AA Financial Services and AA Insurance.

