



Premier Roadside Rescue Programme Entitlements

- **Coverage** – This service is provided to the member in any vehicle and to anyone driving your nominated vehicle 24 hours a day, 7 days a week, NZ wide.
- **Unlimited callouts** – The registered member is entitled to unlimited callouts in any one year of registration.
- **Taxi** – Provision of a taxi (50kms radius or \$80 inclusive of GST) where the vehicle is non-operational due to a mechanical defect.
- **Rental car or emergency accommodation** – If the vehicle is immobilised greater than 100 kilometres from the owner/driver's normal place of residence (as registered in the program), and cannot be repaired within 24 hours, the owner/driver will be entitled to a rental car to a cost of \$120 per day and a maximum of three days rental or 2 nights emergency accommodation, room charge only up to \$180 maximum. Rental vehicle insurance waiver reduction and petrol costs remain the responsibility of the owner/driver.
- **Tow to Safety** – If the technician is unable to mobilise the vehicle roadside, then the vehicle will be towed to the nearest place of safety.
- **Towed Vehicles** – If you were towing a boat, trailer or caravan when you broke down these vehicles will also be towed/transported to the Roadside Rescue approved repairer or place of safety.
- **Flat battery / jump start** – If the vehicle cannot be jump started due to the battery requiring replacement, the vehicle will be referred or transported to the nearest approved repairer.
- **Lockout assistance** – (keys locked in vehicle) Roadside Rescue will dispatch a provider to unlock the vehicle or if more convenient, arrange for the spare set of keys to be delivered to the driver. A limit of \$200.00 (inc. GST) applies to this benefit. All additional costs are owners' responsibility.
- **Out of fuel** – Roadside Rescue will arrange, free of charge, the delivery of 5 litres of petrol or diesel to enable the vehicle to travel to the nearest filling station. This benefit has a maximum use of 5 times per 12-month membership.
- **Out of charge (EV)** – Roadside Rescue will send out a transportation provider to transport the vehicle to the closest charging station, the customers home or business address.
- **Tyre** – Roadside Rescue will dispatch a provider to remove the flat tyre and fit the vehicle spare wheel. If the spare wheel is flat or has no spare (vehicle has collapsible tyres or a Tyre Mobility System) Roadside Rescue will pay for a provider to assist the caller refill the tyre or to transport the vehicle to the nearest approved repairer or place of safety.
- **Mechanical breakdown** – Roadside Rescue will dispatch a provider to tow/transport the vehicle to the nearest Roadside Rescue approved repairer or place of safety. If the owner/driver elects to have the vehicle towed/transported to a place of his/her own nomination and this distance is greater than would have been to our preferred repairer or place of safety, the additional charge for the excess kilometres will be at the cost of the owner/driver of the transported vehicle. If a second tow is requested following storage at the approved repairer or place of safety, this cost will be the owner/driver responsibility.
- **Free Motorist Technical advice**
- **Windscreen/glass repair or replacement** - First Rescue will refer the owner/driver to the nearest approved repairer or automotive glass specialist repairer
- **Friends and Family Contact Service** - In the event of a breakdown or accident, First Rescue can connect their call to family members, friends, or business associates to notify them of any possible delays.
- **Accident / Collision Assistance** - If the vehicle is involved in a motor vehicle accident, after ensuring all parties are safe First Rescue will provide advice/referral to the owner/driver

and if requested, organise an accident/tow provider to attend and transport the vehicle to an approved repairer or place of safety. Transportation/storage costs remain the responsibility of the owner/driver.

- **Incorrectly Fuelled Vehicles Assistance** – Non warranty events – First Rescue will continue to support the customer at their time of need however once the vehicle is transported to the authorised dealer or service agent and the fault is deemed not to be covered under warranty or is deemed as accident damage that the event costs be included into the dealer repair invoice to the customer i.e., incorrect fuel, punctured radiators, water hoses etc.

Programme Exclusions

The Roadside Rescue programme and services outlined in this Service Agreement do not apply to the following:

- a) Vehicles used in motor racing, car rallies, speed or duration testing or any practice thereof.
- b) Claims arising from the loss or damage to the contents of the vehicle.
- c) Claims arising from damage caused through the forced entry of a vehicle in any attempt to unlock and recover keys locked in the vehicle, whereby the owner/driver has been fully briefed on the risk and situation by the First Rescue provider in attendance, and the owner/driver has subsequently agreed to sign the indemnity form offered by the provider prior to commencing forced entry/unlock of the vehicle.
- d) Claims arising from a recurring electrical or mechanical failure resulting from improper care or vehicle maintenance, or vehicle servicing where a known fault and repair has been neglected.
- e) Situations where the vehicle is disabled by floods, snow affected roads, or is not accessible due to other adverse road or weather-related conditions.
- f) Vehicles being bogged/trapped in off road conditions, and not accessible by normal two-wheel drive recovery vehicles.
- g) Vehicles located off designated public roads (other than private residence), and not accessible by normal two-wheel drive recovery vehicles.
- h) Any vehicle exceeding 3.5 tonnes.
- i) Vehicle has been left unattended.
- j) Vehicles not displaying a current motor vehicle registration certificate and warrant of fitness.
- k) Costs relating to parts, labour or any associated costs for the repair of the vehicle outside of the benefits listed shall be at the owner/driver's expense.