ROADSIDE ASSISTANCE
DETAILS OF THE BENEFITS

SERVICES SUPPLIED IN CASE OF A BREAKDOWN

- Jump Start if your battery is flat.
- Flat Tyre replacement with your spare.
- Emergency Fuel if you have run out.
- Minor Roadside Repairs, such as replacement fuses, temporary repair to hoses.
- Emergency Windscreen Assistance repair and replacement (does not cover the cost of the repair, only assist you with finding a repair)
- Key replacement, locksmith service or key courier service (does not cover the cost of the replacement)
- Emergency Towing to the nearest garage if your motor vehicle can not be mobilised

Please notice that cars, campervans are covered under this policy.

Your vehicle must be currently warranted and registered (WOF and REGO valid), in a sound state of repair, and must be on or near a public road accessible by a 2WD vehicle.

Roadside Assistance does not cover towage in the event of an accident

There is a waiting time of 48 hours before you will receive roadside assistance.

MEMBERSHIP

- 6 Months 'Basic' Roadside Assistance Policy (€43/6 months)

3 Callouts per 6 months

- 1 Year 'Basic' Roadside Assistance condition (€55/1 year)

3 Callouts per annum.

- 1 Year 'Premium' Roadside Assistance Policy (€76/1 year)

3 Callouts per annum.

- Towing to the nearest place of safety/repairer is not subject to limit (only if you request a towing to another place)

With the premium roadside assistance, when you are at 100 km from your nominated adress (or the town you started your roadtrip), and when your vehicle is immobilised for more than 24 hours, you are entitled to:

1. Rental car x 3 days up- to 120.00 Inclu GST per day
or 2. Accommodation x 3 days - 120.00 Inclu GST per day

Notice that you have to contact the assistance at the time of the breakdown

MEMBERSHIP TERMS & CONDITIONS

1. WE WILL NOT BE HELD RESPONSIBLE FOR, AND IS NOT REQUIRED TO PROVIDE FREE SERVICE OR RELATED COSTS WHEREANY OF THE FOLLOWING OCCURS :

Where the vehicle has been monied for racing, trials, rallies or participation in such activities.

Where the vehicle is carrying more passengers or towing a greater weight than that for which it was designed for, or arising from a connection or there has been improper, unauthorised, reckless or negligent operation of the vehicle.

Loss or damage directly or indirectly related to or happening or in consequence of warm invasion, act of God, act of foreign enemies, whether war be declared or not, civil war, rebellion, terrorism, military and usurped power, riot, or civil commotion or sabotage or any other events beyond the control of the customer or the person operating or having control of the vehicle at the time of the accident.

The vehicle is disabled and/or involved in a motor vehicle accident, or stolen or damaged due to theft or vandalism. This includes bogged/stuck vehicles and damage caused by driving through flood waters.

Provision of Services outside of New Zealand.

Any person who drives the vehicle who does not have a valid driver licence.

Where it is deemed by the NZRA Customer Service Team that the Membership holder's use of NZRA Membership is excessive, due to a lack of preventative maintenance, numerous call-outs due to owner/driver related error; or owner/driver failure to rectify recurring faults including excessive emergency fuel service claims.

Where the vehicle is deemed inaccessible by the roadside assistance contractor.

Where breakdowns occur resulting from unauthorised repairs or from faulty workmanship.

Where the nominated vehicle is under repair on the day of vehicle registration expiry.

Where breakdowns are caused by the fitting of accessories to the vehicle which are not genuine parts from the original manufacturer.

Where breakdown occurs resulting from or connected with the vehicle manufacturer's recall.

Where the nominated vehicle breaks down or is under repair at the time of taking out the Membership and/or during the 48 hour stand down period.

Where NZRA has not been contacted at the time the breakdown/lockout occurs or prior to any assistance being sought or arranged by the Membership holder.

Where NZRA has already provided one tow or assistance call for a particular breakdown/incident.

Damage or theft of objects and accessories which are left in or outside the vehicle, or from providing forced entry into a vehicle due to a lockout.

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2. ELIGIBLE VEHICLES

Only one registered vehicle or motorhome or motorcycle per Membership can be nominated and be eligible for NZRA Membership. The following are ineligible for Membership benefits under the Motor Vehicle membership: trucks, couriers, taxis, limousines, rental or private hire vehicles, Farm equipment or tractors

3. MEMBERSHIP WAITING PERIOD

A 48 hour stand down period applies on all benefits for NZRA. Roadside Assistance is available during this stand down period but at a cost to the Membership Holder.

4. EMERGENCY ROADSIDE MEMBERSHIP

Where breakdowns occur, resulting from unauthorised repairs or from faulty workmanship, NZRA will provide emergency roadside assistance if you do not have a current Roadside Membership and require immediate breakdown assistance. All the costs will be charged to your VISA/MasterCard or EFTPOS debit card as quoted by our operator for the initial event. Membership can be obtained over the phone with the operator for a specific Roadside Membership to cover any future events.Membership can be transferred to another vehicle up to a maximum of two times per annum. There is a stand down period of 48 hours from receipt of the Transfer of nominated vehicle for the live benefits to become available on the new nominated vehicle

5. CHANGE OF MEMBERSHIP DETAILS

Changes to any of your Membership details must be forwarded in writing within 14 days of the change occurring. Failure to inform NZRA of such changes may lead to your Membership being cancelled.

6. TRANSFER OF NOMINATED VEHICLE

Membership can be transferred to another vehicle up to a maximum of two times per annum. There is a stand down period of 48 hours from receipt of the Transfer of nominated vehicle for the live benefits to become available on the new nominated vehicle. If the membership is upgraded to a Premium membership cover, a 48 hour waiting period applies to the additional benefits under the roadside premium assistance.

7.MEMBERSHIP DOCUMENT

In the event that you lose your Membership documents, contact NZRA immediately for a replacement to request these to be emailed to you again. Please ensure you have read the Membership Terms and Conditions and understand the policy and its benefits fully, prior to purchasing a policy.

8. MECHANICAL REPAIRS

This policy does not include general maintenance or mechanical repairs.

9. TOLL CHARGES

The cost of ferry crossings, road tolls, storage or parking charges are not payable by NZRA but are at the cost of Membership holder. general maintenance or mechanical repairs.

10. POLICY CANCELLATION

NZRA reserves the right to cancel or refund a customer's policy if it sees fit and necessary.