



**24/7**  
ROADSERVICES  
AUSTRALIA

SERVING AUSTRALIAN MOTORISTS SINCE 2000



# ROADSIDE ASSISTANCE PROGRAM

**MOTOR VEHICLES**

[www.247roadservices.com.au](http://www.247roadservices.com.au)

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# WELCOME

Welcome to 24/7 Roadservices Australia. This information pack is provided by Us/We/Our (24/7 Roadservices) to You/Your (the Member), to assist You in understanding and using Your 24/7 Roadservices Membership.

This is a guide to Your entitlements and explanation of the services available to You, in accordance with the level of services You have been contracted to receive or those services You have elected or chosen to purchase.

From time to time, We may require changes to be made to some of our products and services, scope of cover and range of services and We may exercise, in Our absolute discretion, changes, modifications or alterations to some of the terms of Your Membership program.

Anytime where any amendments are made, You will be notified by Us, with a detailed description to any changes, modifications, alterations or additions to any Membership terms and procedures.

Our latest Membership terms and conditions can be found on Our website: [www.247roadservices.com.au](http://www.247roadservices.com.au)

In addition to providing cover and services to Australian registered motor vehicles, We also cover other special purpose vehicles including, but not limited to:

- Caravans
- Trailers
- Mobility Scooters
- Mopeds
- Motorbikes

Please call us on  
1300 550 279 to  
discuss any special  
requirements or  
questions You may  
have.



# OUR COMMITMENT TO YOU

## Our Aim

Our aim is always to mobilise Your Vehicle at the time of breakdown, in the most practical and efficient manner available to us at the time and in the context of the incident at hand. Our job is to provide the most reasonable options appropriate to the situation to assist You in getting Your Vehicle to the most convenient, safe and most practical place of repair.

Depending on Your Membership level, we will provide the most suitable benefits to minimise the disruption and ensure safety to You and Your passengers.

## Privacy

Information on how we handle Your personal information is explained in our privacy policy, which You can obtain from [www.247roadservices.com.au](http://www.247roadservices.com.au).

24/7 Roadserves may use Your personal information to notify You about other products, services and special offers or for renewals and reminders, from time to time.

You can request not to receive any of this material by contacting the 24/7 Roadserves team directly on 1300 550 279.

## Dispute Resolution

If You find the service You have received was unsatisfactory, or if You would like more information about our complaint and dispute resolution process please contact us on 1300 550 279.



# IMPORTANT INFORMATION

## Fair Use Policy

It is important to us that all Customers are treated fairly and can access their Membership benefits wherever possible.

In providing our services to You, some limitations may be imposed on the final provision of services. These limitations may be based upon the level of Membership and may also be affected by any limitations imposed on You or by us, at the time of service, due to and affected by the circumstance of the event itself. Some of these conditions may include accommodation (refer to page 9), caravan and tow restrictions (refer to page 8).

## Limits On Callouts

If You make use of all the service callouts in a Membership term, Your Membership will be deemed exhausted. To receive further roadside assistance, You will be required to pay a service fee by credit card at the time of the call for each additional service request or take out a new Membership. Unused callouts will not be carried forward. Four and Five-star Plans have no callout limits.

## Other Limitations That We May Impose

Our expectation is that Customers will agree to always maintain their Vehicle in sound working order, and in good and proper mechanical condition.

We therefore reserve the right to limit or to refuse to provide services to a Member where, in our opinion the Member's use of the Service is deemed to be excessive, unreasonable or not reasonably required by the Member in the circumstances of the event.

When a service is requested in any manner, which is deemed to be excessive, we may request that You substantiate to us, that the vehicle is in a sound mechanical and roadworthy condition by providing a current roadworthy certificate or mechanical defect report.

We may, in our absolute discretion, choose to refuse service, provide cover or cancel any Membership, where we feel a breach in these provisions has occurred.

Circumstances that may constitute such a breach may include, but are not limited to:

- I. Repeat or multiple service calls in each period for the same breakdown or reason (e.g., flat battery, faulty alternator, out of fuel etc.).
- II. Deliberate or fraudulent misrepresentations made to us.
- III. Deliberate omission or commission of incident details become apparent after the fact or during the process or providing services.

## Other Important Things to Know

A cooling off period of two (2) days provides Members with the ability to cancel their Membership without penalty, in writing to: [admin@247roadservices.com.au](mailto:admin@247roadservices.com.au).

Member benefits will become effective after the cooling off period of two (2) days after the receipt of payment. Membership must be paid for and current to obtain any service or benefit.

Emergency Membership is available at an additional cost if assistance is required immediately. These costs will be fully disclosed to You at the time of service.

In relation to Membership Plan “upgrades”, Membership Plans can only be upgraded where:

- a. No callouts have been used on the current Plan and
- b. The customer does not have a current issue or breakdown which needs to be addressed with the use of their pending Membership upgrade.

## Selling Your Vehicle

Should You dispose/sell Your vehicle, Your Membership is transferable to its new owner or Membership can be transferred to a new vehicle or another vehicle.

To arrange the transfer, You must contact us during business hours within seven (7) days of vehicle changeover occurring. Transfer will become effective two (2) working days after notification is received by Us.

All fees paid to Us (including Membership subscription fees, administration fees, service fees) are non-refundable unless under the following circumstances, where a pro-rated refund less an Administration Fee of \$22.00 will apply, providing no claims have occurred in the current Membership period:

- sale of vehicle (with proof of registration transfer), or
- insurance write-off (with proof from insurer).

## Fair Treatment

Service will not be provided to any Member who we may deem to be abusive, threatening or violent to any of Our staff or contractors, or a Member who attempts to receive service by deception. Should a Member behave in this way we may, after a formal enquiry:

- Suspend or limit services to the Member
- Impose service fees for further service requests
- Void the Membership
- Report the behaviour to Police

## Change Of Vehicle Particulars

Any changes to the vehicle registration number or change of address must be reported to Us during business hours, within 7 days of the change occurring.

## Other Restrictions

Some weight and load restrictions may also apply, dependant on Your Membership Plan. Your Plan will specify the maximum weight and dimension allowance if roadside recovery and tow vehicles are required.

We will not authorise or pay for any service performed/carried out prior to the commencement date of Your Membership.

## Roadside Assistance

Roadside assistance is provided in the event of an unexpected mechanical breakdown. It does not cover vehicle maintenance or permanent repairs. Temporary repairs may be made at the request of the Member/driver to mobilise the vehicle (where possible). However, regular maintenance or any mechanical repairs (major or otherwise) is the Member’s responsibility and will be at the Member’s expense.

When requesting roadside assistance, You must provide the correct vehicle details and the exact location of the vehicle. All services will be at Your expense if we are not able to confirm Your Membership.

If You are not in attendance with your vehicle at the time the service provider arrives, the service cannot be performed, and one callout will be deducted from the Member's callouts. Further callouts related to the same breakdown will be considered a separate callout and will be at the members expense.

If a Member has received and continues to request roadside assistance or towing for a vehicle repeatedly on an unjust and excessive number of instances in a year, we may refuse to provide further roadside assistance or towing and will then offer an alternative service at the Member's expense – payable upon request of service.

Limits of liability per yearly Membership for each protection Plan:

- "3 Star" four (4) callouts per year
- "4 Star" Unlimited callouts (Subject to excessive use policy)
- "5 Star" Unlimited callouts (Subject to excessive use policy)

We reserve the right to amend prices and inclusions of Membership Plans without prior notice.

To clarify the definition of metro/regional and rural/country areas contact please contact Us on 1300 550 279.

Where reimbursement is requested, You are required to provide the relevant documentation and receipts to verify expenses covered under your Membership via email to: [admin@247roadservices.com.au](mailto:admin@247roadservices.com.au)

Roadside assistance is only available on any sealed or designated road that the service provider deems to be safe.

**Emergency Calls can  
be made to us on  
1800 008 616**



# TERMS OF SERVICE

## Towing

We can provide Emergency towing to transport your vehicle to the nearest repairer up to the kilometre limits of your Plan. You only have to pay for any excess kilometres.

One tow is available for each breakdown incident only. Any subsequent tows for the same breakdown will be payable by the Member at commercial rates. A limit of one vehicle tow is permitted for each individual incident.

Towing will be provided for all vehicles, provided that the tow can be made with standard towing equipment and such equipment is available. (This may not be the case in your Caravan and Tow Vehicle Membership Plan). In Country Areas in particular, limited types of tow trucks may be available.

Towing will be provided using the most appropriate equipment available (such as lift-tow or flat-bed truck) as determined by Us. Should specialised towing equipment or personnel be required (such as power winches, extended cables or hydraulic vehicle moving jack dollies etc.), this service will be at the driver/Member's expense - payable upon request of service.

Towing Service will not be provided for vehicles:

- Which are bogged
- Which are not towable – for any reason.
- Damaged because of fire outside the engine bay.
- Vehicles showing signs of serious fuel or oil leaks.
- Vehicles which have been involved in an Accident or have impact damage.
- Requiring any specialised towing equipment such as a power winch or extension cables or for situations where a four-wheel drive vehicle is required, some Plan exclusions may apply for Caravan Memberships.
- Those vehicles which cannot be opened or started because keys have been lost or locked in the Vehicle.
- Those vehicles with keyless entry unless the steering is unlocked, and the Member can provide adequate identification.
- Any vehicles containing animals or livestock.
- Any vehicles carrying dangerous goods as defined under the Dangerous Goods Act 1985 (Vic.) including explosive, flammable, combustible, toxic radioactive, corrosive, or other dangerous goods.

We will attempt to transport all passengers with the vehicle, provided that each person can be legally transported in the tow truck. If We are unable to transport all passengers, alternative transport must be organised at the Member's expense.

## Caravan and Tow Vehicle Restrictions

Dependant on Your Membership Plan, We have a number of options in relation to Caravan packages. Some include recovery of the Caravan itself, whilst other Memberships include the Caravan and the tow vehicle as well.

If you only have coverage for the Caravan and you experience a difficulty with the Tow Vehicle, you may speak to Us to arrange additional cover for the Tow Vehicle, however this will incur an additional expense at that time. If the Gross Combined Weight is not covered in your initial Membership Plan, You may incur an additional fee.



## Flat Batteries

We'll either provide a jump start or arrange a battery replacement if available, to help you on your way. You are only required to pay for the battery if and when it is deemed that the current battery is unable to be reused or is completely unserviceable.

## Flat Tyre

We'll change your tyre with your vehicles roadworthy spare or tow your vehicle to a tyre outlet or service centre, subject to your Plans towing allowance. You are required to ensure that Your spare tyre is in Your vehicle and easily accessible and is roadworthy. If the service operator deems that the spare tyre may not be suitable or safe to fit, We may refuse to change that tyre out of concern for potential future hazard or liability.

## Emergency Fuel

We will deliver up to 10 litres (or approximately 50km worth) of emergency fuel (unleaded petrol or standard diesel), fuel cost payable by You at the time of our assistance.

If you have an Electric or LPG vehicle, we can assist You with towing, subject to Your Plans towing allowance.

## Spare Parts

Where available, We may fit authorised spare parts to assist in getting Your vehicle mobilised. You must pay for all spare parts. Any spare parts will not be picked up or delivered. Spare parts do not include consumables such as oil, fluids, coolant and batteries.

## Lockout Assistance Charges\*

If Your keys have been accidentally locked in Your vehicle, We can assist in gaining entry by contributing up to Your Plan limit, towards the cost of a technician/locksmith.

## Ambulance Cover\*

In the event that Your vehicle is in an accident and You or a member of Your immediate family requires an Ambulance as a result, We will contribute to that cost, (unless those costs are already covered under an existing State Government Scheme such as the TAC or other similar). See your Membership "Plan" for the scope of cover available.

## Car Hire\*

If Your vehicle has suffered a major breakdown more than 100 kilometres from Your registered residence and the repair renders Your vehicle un-roadworthy for more than 48 hours, We will assist with the reimbursement of car hire (excluding fuel and insurance) at Our discretion on the following basis:

- 4 Star Plan: A maximum limit of \$360 per annum – based on up to 4 x days @ max \$90 per day.
- 5 Star Plan: A maximum limit of \$700 per annum – based on up to 5 x days @ max \$140 per day.

All Car Hire claims exclude pre-booked car hire, weekends, public holidays and supplier or workshop delays.

To claim Car Hire reimbursement, submit copies of Your car hire tax invoice receipt and vehicle repairer invoice/receipt to: [admin@247roadservices.com.au](mailto:admin@247roadservices.com.au)

\*Subject to Membership Plan benefits



**Emergency Fuel**



**Lock-outs**



**Flat Tyre**



**Flat Battery**



**Towing**



**Customer Service**

## Accommodation\*

If Your vehicle has suffered a major breakdown more than 100 kilometres from Your registered residence and the repair renders Your vehicle un-roadworthy for more than 48 hours, we will assist with the reimbursement of accommodation (room rate only) at Our discretion on the following basis:

### Breakdown Accommodation

- 4 Star Plan: A maximum limit of \$360 per annum – based on up to 3 x nights @ max \$120.00 per night.
- 5 Star Plan: A maximum limit of \$700 per annum – based on up to 5 x nights @ max \$140 per night.

To claim Breakdown Accommodation, submit copies of Your accommodation tax invoice receipt and vehicle repairer invoice/receipt to: [admin@247roadservices.com.au](mailto:admin@247roadservices.com.au)

### Accident Accommodation

- 5 Star Plan: A maximum limit of \$300 per annum – based on up to 5 nights @ max \$60 per night.

To claim Accident Accommodation, submit copies of Your accident report, accommodation tax invoice receipt and vehicle repairer invoice/receipt to: [admin@247roadservices.com.au](mailto:admin@247roadservices.com.au)

All Breakdown and Accident accommodation claims exclude pre-booked accommodation, weekends, public holidays, and supplier/workshop and parts delays.

## Taxis

The provision of Taxis is subject to availability at the time of booking. Please note a Taxi will only be dispatched once it has been deemed that no other form of recovery, tow or vehicle transport is made available during the process of managing Your callout. If You are unable to attend with the tow recovery vehicle for any reason or if it is impractical or unsafe to do so, We may issue a Taxi service for You, This will be done in consultation with You by Us and We reserve our right to exercise Our absolute discretion in choosing whether or not to provide any Taxi services.

## Emergency Membership Conditions

Emergency Membership is available for non-members requiring immediate assistance. Our emergency registration fee covers the cost of a 12-month Membership, including the initial “emergency” callout.

Additional Member benefits, such as ambulance cover, breakdown accommodation, accident accommodation and car hire are not able to be claimed within the first 30 days of all Emergency Memberships.

\*Subject to Membership Plan benefits

# MEMBERSHIP PLANS

	3 Star Plan	4 Star Plan	5 Star Plan	5 Star Plan Emergency
Service Calls per Annum	4	Unlimited <sup>1</sup>	Unlimited <sup>1</sup>	Unlimited <sup>1</sup>
Towing - Metropolitan	20kms	20kms	50kms	50kms
Towing - Country	50kms	50kms	100kms	100kms
Battery Assistance	✓	✓	✓	✓
Flat Tyre	✓	✓	✓	✓
Emergency Fuel	✓	✓	✓	✓
Lockout Assistance	✗	Limit \$70	Limit \$70	Limit \$70
Ambulance Cover	✗	Limit \$250	Limit \$400	Limit \$400 <sup>2</sup>
Car Hire	✗	Limit \$360	Limit \$700	Limit \$700 <sup>2</sup>
Accommodation - Breakdown	✗	Limit \$360	Limit \$700	Limit \$700 <sup>2</sup>
Accommodation - Accident	✗	✗	Limit \$300	Limit \$300 <sup>2</sup>
Commencement Period	48 Hours	48 Hours	48 Hours	Immediately

\* All motor vehicle memberships are restricted to vehicles with a weight limit of 3.5t and length limit of 5.5m.

<sup>1</sup> Subject to membership terms and conditions

<sup>2</sup> A waiting period of 30 days applies to these Emergency Membership benefits

# EXCLUSIONS

## When Your Membership Benefits May Not Apply

Our Membership provides emergency roadside service only. Therefore, Roadside Assistance services and/or towing benefits do not apply for:

- A vehicle that we deem to be un-roadworthy and/or unregistered
- A vehicle already at a vehicle repairer
- A vehicle that is partly or fully dismantled or on which repairs have been attempted by anyone (including a licensed motor vehicle mechanic) or has a pre-existing failure or breakdown
- A vehicle that has been involved in or suffered damage as a consequence of an accident, flood, theft, fire or malicious damage
- A vehicle which has been modified in ways that in our view increases the possibility of it sustaining damage during towing, or in ways that make damage-free towing difficult, unless such modifications are removed prior to towing. This includes modified or factory released accessories
- Transportation of a damaged vehicle
- A vehicle that has been driven against our instruction or the instruction of a licensed motor vehicle repairer
- A vehicle that has been transported to a holding or shipment facility
- A vehicle that is in a restricted access area, or a vehicle that has been used in a car rally or motor race
- Breakdowns caused by conditions that existed prior to the commencement of Membership
- A commercial vehicle that is used primarily for delivering goods and service in the course of any trade or business. E.g., taxi or courier.

## Your Responsibility for Any Other Costs

- In the event the Member insists the vehicle be broken into, to recover keys locked inside the vehicle, no responsibility or liability is taken by 24/7 Roadservices or its contractors for any damage to Your vehicle that may occur as a result. Due to contractor limitations, this service may not be available in all cases.
- Any parts, labour or other costs related with the repair of a vehicle.
- Towing that has not been arranged by Us.
- Any costs related to making arrangements for pets and animals, all additional car hire charges, including fuel, tolls, insurance and other fees, towing kilometres in excess of Your Plans allowance.
- Any freight costs (including sea crossings), any financial loss or liability, however sustained, consequential or otherwise, arising from or in any way connected with a breakdown or accident.
- Any service provided for a failure that occurred prior to the commencement of your Membership. These services are payable at the time the service is provided.
- Any charges for batteries, excess towing, salvage, emergency fuel, locksmiths, holding yards and toll costs at the time of service, are payable by You at the time of service.

Failure to pay any of these charges will void your Membership.

# AUSTRALIAN CONSUMER LAW

Our Membership comes with guarantees that cannot be excluded under the Australian Consumer Law.

For major failures with the Membership service, you are entitled to:

- Cancel your Membership with us.
- Request a refund for the unused portion, or compensation for its reduced value.
- You are also entitled for any other reasonably foreseeable loss or damage.

If the failure does not amount to a major failure you are entitled to have problems with the Membership service rectified in a reasonable time, and if this is not done, to cancel your Membership and obtain a refund for the unused portion of the Membership.

# DEFINITIONS

**Accident** – Your vehicle has been involved in and/or has incurred damage from a collision or malicious act of any nature, including attempted or actual theft or break-in.

**Breakdown** – a failure of Your vehicle occurring within the benefit period which has caused it to be immobilised or become un-roadworthy or unsafe to drive in transit, due to mechanical or electrical fault. This can also be a flat tyre, flat battery, or circumstances where Your car has run out of fuel, or its key has been locked inside the vehicle.

**Caravan** - any Caravan or Recreational Vehicle “RV” used for domestic purposes and attached to a Members Vehicle but excludes Caravans that are used primarily for delivering goods and services in the course of any trade and business, such as food vans, etc.

**Country Area(s)** - those areas of outside the main Metropolitan urban areas of each major capital city or CBD area.

**Member’s Address or Home** - the address of the Member as recorded on the Service Membership by Us. The Member’s address or home means the home or principal place of residence for example as stated on Your Driver License.

**Place of Repair** - a registered mechanical repair business, workshop or mechanic’s store.

**Repairer** – a licenced repairer or mechanic with the ability to mobilise the vehicle after a breakdown.

**Restricted Access Areas** - an area that is protected by security and/or other systems designed to prevent access to unauthorised people or vehicles and includes areas which we do not have permission to enter (for example airports, sporting venues, protest or concert sites, some secured parking lots or certain business premises).

**Subscription Fee** - the annual fee or payment you make for the 24/7 Roadservices Membership.

**Service(s)** - means the service or entitlements that we may provide to You as a Member of one of these Plans.

**Terms and Conditions** - these terms and conditions as amended from time to time.

**Tow(s)** - a single provision or instance of towing under Towing Services.

**Towable** - your vehicle is able to be towed by a standard commercial towing operator and that your vehicle is both safe and accessible, permitting the tow operator to perform their duty adequately.

**Towing Service(s)** - Vehicle or Trailer towing service provided pursuant to these Terms and Conditions.

**Vehicle** – the Member’s nominated vehicle/caravan that your Service applies to.

**We, Us, Our** - 24/7 Roadservices Australia Pty Ltd. ABN 32 626 285 078

**You, Your, You’re** - the “Member” which is the name that appears on the valid and paid up-to-date, current Membership.