



AA ADVANTAGE

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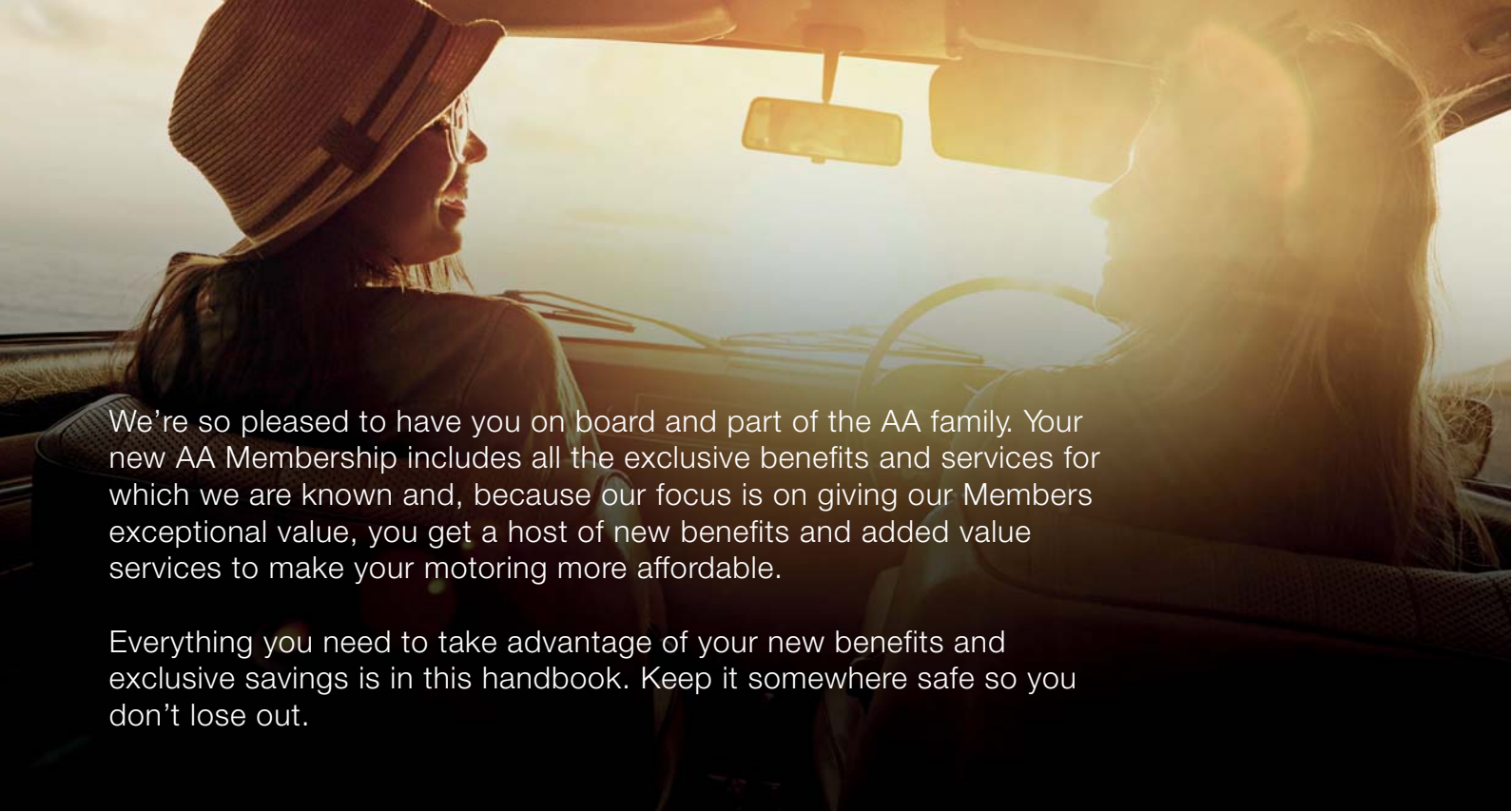
# Member Benefits Handbook

July 2018

ANYWHERE. ANYTIME.

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We're so pleased to have you on board and part of the AA family. Your new AA Membership includes all the exclusive benefits and services for which we are known and, because our focus is on giving our Members exceptional value, you get a host of new benefits and added value services to make your motoring more affordable.

Everything you need to take advantage of your new benefits and exclusive savings is in this handbook. Keep it somewhere safe so you don't lose out.

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# Index

Your AA Membership Page 3

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On-the-road Page 5

---

Vehicle maintenance Page 8

---

Assist services Page 9

---

Contact us Page 10

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Terms and conditions Page 11

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**ANYWHERE. ANYTIME.**

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# Your AA Membership


We look after you and your car by providing essential services to cover any eventuality for: on-the-road assistance; vehicle maintenance; and, value-added services. These comprehensive benefits are exclusive to Members and ensure you have complete peace-of-mind when travelling.


## YOUR BENEFITS


## ADD-ON ASSIST OPTIONS

  
ON-THE-ROAD

 PREFERENTIAL INSURANCE RATES

 TOWING

 ROADSIDE RESCUE

 ROADSIDE SECURITY

 EMERGENCY MEDICAL RESCUE


  
LICENCE RENEWALS


  
VEHICLE MAINTENANCE


 BATTERY SERVICES

 DISCOUNTED VEHICLE INSPECTIONS

 EXTENDED WARRANTY

  
ASSIST SERVICES

 TECHNICAL ADVICE

 MOTOR-RELATED LEGAL ADVICE

# Choose a package that suits you.

	YOUR CURRENT AA ADVANTAGE BENEFITS	AA ADVANTAGE+
<b>On-the-road</b>		
<b>PREFERENTIAL INSURANCE RATES</b> for car, home and contents	✓	✓
<b>NO. OF CALL-OUTS PER YEAR</b>	UNLIMITED <sup>+</sup>	UNLIMITED <sup>+</sup>
<b>TOWING</b>	50KM (100KM ROUND TRIP)	100KM (200KM ROUND TRIP)
• Accident		✓
• Mechanical & electrical breakdown	✓	✓
• Event of attempted theft		✓
• Overnight storage	✓	✓
<b>ROADSIDE RESCUE</b>	✓	✓
<b>EMERGENCY MEDICAL RESCUE</b>	✓	✓
<b>AA ROADSIDE SECURITY</b>		✓
<b>EXTENDED BENEFITS</b>		✓
• Overnight accommodation, or		✓
• Car hire, or		✓
• Vehicle repatriation		✓
<b>Vehicle Maintenance</b>		
<b>BATTERY SERVICES</b>	✓	✓
<b>MANAGED MAINTENANCE</b>		
• Discounted vehicle inspections at DEKRA centres nationwide	✓*	✓*
• Low-cost extended warranties to cover major engine failure	NO EXCESS*	NO EXCESS*
<b>Services</b>		
<b>MOTOR-RELATED LEGAL ADVICE</b>	✓	✓
<b>MOTOR-RELATED TECHNICAL ADVICE</b>	✓	✓
<b>AA TRAVELLER MAGAZINE</b>		✓

<sup>+</sup> Subject to the AA's Fair Use Policy

\* Cost for Members' account

To upgrade to AA Advantage+ for even more benefits, call us on 0861 000 234, weekdays between 8am and 5pm.

# On-the-road

Your safety on the road and peace-of-mind while travelling are as important to us, as they are to you. That's why we provide you with the most comprehensive on-the-road services and benefits of any provider in South Africa.



Preferential insurance rates



Roadside rescue

As an AA Member, you're guaranteed preferential insurance rates for car, home and contents from Insurance Driven by the AA.\*



To arrange a quote, simply call **0861 001 000** weekdays from 8am to 6pm and from 9am to 1pm on weekends. Simply reference your AA Membership number

*\*Costs for Member's account.*

Our patrol services are all about getting you back on the road quickly and without fuss. So we come to you, wherever you are, to assist you with:

- on-the-spot and easy-to-fix technical repairs,
- opening your car for you if you've locked your keys inside,
- flat tyre change, and
- fuel to reach a garage if you have run out.



Call **0861 000 234**



**Download the AA app** and use the rescue panic button.





## Towing

We make sure you are never left without help at the side of the road.

### We tow you:

- if your car breaks down (whether for a mechanical or electrical fault).

We will arrange for your car to be towed to the nearest approved repair centre or place of safety within 50 kilometres.

Our towing service includes one free overnight storage and access to the AA Quality repairer network. You also receive **extended benefits** if you're involved in an incident more than 100km from your home.

### EXTENDED BENEFITS:

Call us and we'll organise for you to make use of one of the following:

- long-distance towing to the value of the funds in your extended benefit kitty or,
- overnight accommodation for you and up to four passengers travelling with you, to a maximum value of R1 600, if your vehicle can be repaired within 24 hours, or,
- 24-hour car hire to complete your journey while your car is being repaired, to a maximum value of R1 600.



Call **0861 000 234**



**Download the AA app** and use the rescue panic button.





## Emergency medical rescue

In a medical emergency, when speed and quality of service are essential, professional assistance can make the vital difference:

- 24-hour emergency medical rescue for emergencies in your car, at home, at work or on holiday. We will arrange for your emergency medical transportation to the nearest appropriate medical facility.
- Your spouse and your dependants aged below 25 are also covered, if they are travelling with you. In the event of an emergency at home, and if they are living with you, they are also covered at no additional cost.
- Guaranteed hospital deposit up to R5 000, refundable from your medical aid.

### **In addition, emergency medical rescue benefits include, where required:**

- medical road or air evacuation,
- dispatch of emergency medication or blood,
- travelling companions for stranded minors,
- relocation after treatment, and
- repatriation of mortal remains.

### **Our trained counsellors are available telephonically to advise you and provide support on:**

- rape and trauma crisis advice, and counselling,
- medical advice and assistance, and
- drug and generic medicine information



Call **0861 000 234**



**Download the AA app** and use the rescue panic button.



## Add-on assist options for maximum cover



### **Make sure that you're on the right side of the law**



#### **AA LICENCE RENEWALS**

We take the hassle out of renewing your vehicle licence by doing the work and queuing for you.



Just call us on **0861 000 234** weekdays between 8am and 5pm.



## Roadside security

(FREE for AA Advantage+ Members only)

There's nothing worse than waiting at the side of the road for help to come and feeling unsafe. We make sure you are looked after with an armed security guard, who will stay with you until our patrolman or towing vehicle arrives.

Not only are you provided with personal protection, having a guard with you also reduces the risk of hijacking and vandalism. Available in major metropolitan areas, subject to availability.

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# Vehicle maintenance

At the AA, we understand how expensive it is to own and run a car. Over and above fuel costs, there are the maintenance costs, from replacing batteries... to servicing or repairing your car. So we have put together a number of vital Member benefits that give you value and makes maintaining your vehicle more affordable.



## Battery maintenance

You know that sinking feeling when your car won't start. The cause is usually a simple but frustrating flat battery. We come to your rescue by:

- **Jump-starting** your car when you have a flat battery
- **Doing a battery test** to find the cause
- **Giving you exclusive, Members only, discounted battery sales\***
- **24-month battery warranty** with guaranteed replacement – and we come to you!



## Managed maintenance

**We make your vehicle maintenance affordable.**

- Get an AA warranties **extended warranty** to assist with the cost of covered parts and components... with cash-back and no excess for AA Members\* (excludes Chrome option).



To arrange a quote for **extended warranty**, just call us on **0860 267 267**, weekdays between 8am and 5pm.

- **15% off vehicle inspections** for your own vehicle at any one of 43 DEKRA centres nationwide. To ensure the reliability of your vehicle, simply present your AA Membership card *in person* at a DEKRA centre to show you are an active, paid up Member\*.

*\*Costs for Member's account.*





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# Assist services

We like showing you our appreciation by providing you with free services that make life easier.

Did you know that you have access to these great services whenever you need them?



## Motor-related technical advice

Motor-related technical advice from our experienced mechanics, on a range of topics, from vehicle running costs, to advice on where to take your car to be serviced or repaired.



Call us on **0861 000 234**, and **select option 3** weekdays between 8am and 5pm.



## Motor-related legal advice

Motor-related legal advice — expert telephonic advice on everything related to owning and operating your car, such as road traffic laws, insurance, warranties, guarantees, buying and selling cars, and accident damage recovery claims.



Call us on **0861 000 234**, and **select option 3** weekdays between 8am and 5pm.

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# Contact us

No matter your emergency or query call...



## 0861 000 234

weekdays between 8am and 5pm.

### SIMPLY FOLLOW THE PROMPTS

- Option 1:** Medical, roadside and home assist emergencies.
- Option 2:** Membership renewals, Membership sales, customer care, and payment enquiries.
- Option 3:** Other options
  - Option 1:** Technical advice, running cost and referral to AAQA Repairers
  - Option 2:** Legal and tax advice
  - Option 3:** Travel and other enquiries

ADDITIONAL INFORMATION:

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#### TRAVEL DOCUMENTS, AA MAPS AND OTHER AA PUBLICATIONS

Contact an AA-accredited sales agent store.  
Visit our website for more information.

[www.aa.co.za](http://www.aa.co.za)

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#### INSURANCE DRIVEN BY AA

0861 001 000  
[www.aainsured.co.za](http://www.aainsured.co.za)

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#### AA WARRANTIES

0860 267 267

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#### FOR VEHICLE SAFETY INSPECTIONS

Visit your nearest DEKRA Centre or visit the website.

[www.dekraauto.co.za](http://www.dekraauto.co.za)

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#### AA QUALITY REPAIRERS

Visit [www.aa.co.za](http://www.aa.co.za) and click on partners and association.

[www.aa.co.za](http://www.aa.co.za)

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#### AA QUALITY ESTABLISHMENTS

Give yourself a well-deserved holiday.  
View our AA Quality establishments online.

[www.aatravel.co.za](http://www.aatravel.co.za)

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AASouthAfrica



@AASouthAfrica  
@MyAATraffic



+AASouthAfrica



The Automobile  
Association of  
South Africa

#### HEAD OFFICE

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##### ADDRESS

Denis Paxton House  
4 Hyperion Road  
Barbeque Downs  
Kyalami, Midrand.

##### POSTAL ADDRESS

Customer Relations  
PO Box 596  
Johannesburg  
2000.

##### CONTACT

Fax: +27 (086) 524 2251  
E-mail: [aasa@aasa.co.za](mailto:aasa@aasa.co.za)  
Web: [www.aasa.co.za](http://www.aasa.co.za)

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# Your AA Membership terms and conditions

These terms and conditions apply to your AA Membership package. If you require more information, or have any questions, please do not hesitate to call us on 0861 000 234, weekdays between 8am and 5pm.

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## **ADDITIONAL ASSISTANCES:**

Where any breakdown case needs the use of more than one of our resources, such as a road patrol, battery patrol, locksmith or tow provider, we will count these as a single assistance.

Once we have provided assistance for a breakdown, we consider any subsequent assistance for the same breakdown to be an additional assistance. This includes towing a Vehicle that was towed after hours to your home, a storage area or other place of repair or safety and then needs a further tow due to the same breakdown event. If you call on more than one occasion for the same problem, each request will count as one assistance.

## **ADDITIONAL TRANSPORTATION:**

We can assist you in arranging additional transport for passengers who cannot be accommodated in the tow truck, for your account.

## **APPROVED CONTRACTORS:**

When a breakdown occurs outside of the AA's road patrol service areas, the prime objective is to secure you and your passengers, and to take you to a place of safety where alternative arrangements can be made or, if possible, for repairs to be carried out. Our AA approved tow contractors are appointed based on their fleet size and facilities e.g. 24-hour availability, overnight storage yard etc. We do not require that our approved tow contractors employ qualified mechanics. For this reason, they are not approved or permitted to attempt any but the most basic repairs e.g. changing a flat tyre.

Should you request an AA approved tow contractor to repair the Vehicle and the repairs are not successful the Vehicle could sustain additional damage resulting in escalated repair costs. The AA will not be held liable for any arrangements you may make with any AA approved tow contractor directly, (see section on Resolving Disputes on page 14).

## **AREAS COVERED:**

We provide services in the following areas of South Africa: Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, Bloemfontein, Mbombela and Pietermaritzburg and, where necessary and in areas where we do not have fleet Vehicles, we also use AA approved contractors. Should the breakdown occur in Lesotho, Swaziland, Botswana or Namibia, we will arrange for the Vehicle to be towed to the nearest place of safety or repair, subject to the availability of a suitable AA approved tow contractor.

## **ASSISTANCE NOT ARRANGED BY THE AA:**

Any assistance arranged without the AA's knowledge will be for the Member's own account. The AA will not be responsible for any damage caused to your Vehicle as a result.

## **ATTENDANCE AT THE SCENE OF AN INCIDENT:**

You must remain with your Vehicle and be present when the service Vehicle arrives. If you are not present at the incident, with proof of your active, paid up AA Membership, this may result in additional costs for your account. If you are not at the Vehicle when the service Vehicle arrives, and we are unable to provide service, this will count as one assistance. If the Vehicle is unattended the tow truck or patrol Vehicle may leave the scene, and we cannot be held liable for any damage to your Vehicle.

## **BATTERY MAINTENANCE:**

If your Vehicle's battery cannot be jump-started, our battery patrols can sell and fit a new, discounted battery on-the-spot. The mobile battery replacement service is subject to availability in Urban areas only, and is not available for motorbikes.

All batteries come with a national 24-month battery warranty. You are liable for the cost of the new battery and may make payment by cash, major credit cards, garage cards or debit cards. Should an AA-supplied battery be replaced within the 24-month warranty period, the balance of the original warranty period will apply and this will not count as a second assistance. The price of the new battery is based on the return of the old battery to the AA for environmental and safe disposal. If you wish to retain your old battery, a scrap charge will apply.

#### **CANCELLED ASSISTANCES:**

If you cancel an assistance after we have dispatched the service Vehicle, this is regarded as one assistance.

#### **COSTS NOT COVERED:**

The following costs and services are not covered by your AA Membership:

- Labour charges, overtime charges, cellular phone charges, assistance fees, toll fees, weekend levies, parking fees, storage charges, hitching/salvage/recovery fees, collection and conveyance of spare parts, the cost of spare parts and other related expenses.
- Repair charges.
- All charges for assistance required due to accident or other insurable risks. We will assist with arrangements for your account.
- Charges for further towing of the Vehicle for purposes of repair, if you do not accept the quotation of the repair centre nearest to the point of breakdown, or if you make arrangements directly with the AA approved tow contractor.
- Towing charges incurred outside the borders of South Africa, Lesotho, Swaziland, Namibia and Botswana.
- If the Vehicle is loaded, we are not responsible for the load and may require you to remove the load before rendering any service.
- Payment or refunds for assistance by private persons or other roadside assistance providers.
- Compensation for any loss of income or earnings due to a breakdown that required assistance from the AA or any of our approved contractors.

#### **EMERGENCY MEDICAL RESCUE SERVICES:**

Members must call the AA's 24-hour Emergency Call Centre

for assistance on 0861 000 234. Payment for any service is not guaranteed unless prior authorisation has been obtained and you quote the AA Case Reference Number. We may also provide Emergency Medical Rescue if you travel to Lesotho and Swaziland, and if it is medically justifiable.

#### **EMERGENCY MEDICAL RESCUE COMPREHENSIVE CONSISTS OF:**

##### **1. AA Emergency Medical Evacuation, providing policyholders with a wide range of assistance in the event of a medical emergency:**

- Advice, information and assistance, so that emergency assistance can be provided immediately
- Emergency medical assistance and evacuation with rapid medical intervention by doctors, nurses and paramedics
- Guaranteed admission to medical institutions
- Relocation on discharge from hospital
- Emergency dispatch of medicines
- Liaison with next of kin
- Return of mortal remains
- Safe conduct for stranded minors

##### **2. AA Medical Advice Line provides policyholders with medical advice and referrals in the event of a medical emergency or travel:**

- Advice and information regarding emergency medical conditions
- Emergency medical referral to Doctors, dentists, clinics, hospitals or pharmacists for emergency treatment or medicine.
- Drug, medicine, poisons and hazardous chemical information and advice line
- Rape crisis telephonic advice and referral to suitable medical services
- Medical travel advice and access to a nationwide network of service providers for pre- and post-travel treatment, vaccinations and associated travel products and advice
- Please refer to the Emergency Medical Emergency terms and conditions available on our website at [www.aa.co.za](http://www.aa.co.za).

## **EXTENDED WARRANTY:**

Terms and conditions applicable to extended warranty products are available from AA Warranties on 0860 267 267, weekdays between 8am and 5pm.

## **FAIR USE POLICY:**

The AA is a non-profit company. The prices and benefit entitlements for each Membership option has been carefully calculated, and it is therefore vital that benefits are not abused. The AA reserves the right to exclude assistances where it becomes apparent to the AA, in its discretion, that the number of assistances requested by a Member is unreasonable.

## **FLAT TYRE CHANGE:**

We will, where possible, change your tyre if you have a spare tyre in the Vehicle. Where necessary, we will tow the Vehicle in accordance with your Membership benefit entitlements. We are not responsible for damage to tyres or rims as a result of pothole or other damage. Multiple tyre ruptures and damage to your Vehicle as a result of pothole or other damage is classified as an Accident and accident towing services and rates will apply.

## **FUEL ASSISTANCES:**

All AA Members are limited to 2 fuel assistances per 12 months, as part of their assistance entitlement: If your Vehicle runs out of fuel at a location other than a filling station, we will supply up to 10 litres of fuel to reach the nearest filling station, up to a maximum of 2 times per 12 months. subscription. If you require more than 10 litres of fuel, you will be liable for the cost of the additional fuel and any additional cost towards the assistance. If necessary, we will provide a tow to the nearest filling station in accordance with your Membership benefit entitlement.

## **KEYS LOCKED IN VEHICLE:**

If we make use of a locksmith to assist Vehicles with an electronic or high security locking systems, you will be covered up to an amount of R643 (incl VAT) in both Urban and Rural areas and the balance will be for your account. You will be required to indemnify the AA against any damage caused to the Vehicle as a result of the provision of this service. No legal action or claim for the cost of damages will be entertained. We will not refund locksmith charges for the repair/replacement of locks, ignition switches or key cutting. If necessary, we will provide a tow from your Membership benefit entitlement.

In an Urban area, if keys are locked in the Vehicle and if the Vehicle does not have an electronic or high security locking system, we will arrange for an AA patrolman or locksmith to attend. The cost will be covered from your Membership entitlement. In a Rural area, if keys are locked in the Vehicle and if the Vehicle does not have an electronic or high security locking system, we will arrange for a locksmith to attend. You will be entitled to claim reimbursement of labour costs up to an amount of R643 (incl VAT) and any additional parts or costs will be for your account.

## **LOCATION OF YOUR VEHICLE:**

You must provide us with the correct and accurate location of your Vehicle. If you are not present at the incident, or provide incorrect or incomplete information, this may cause a delay in the provision of services and could result in additional costs for your account. To ensure accuracy and speed of the response, download the AA app from Google Play or Apple App store.

## **PATROL SERVICES:**

Roadside repair services are limited to minor or temporary repairs to get your Vehicle on the road again and does not replace the need for permanent repairs and/or regular servicing. Road patrol services are only available in Urban areas of South Africa. The AA does not provide road patrol services for motorbikes or trailers, but will provide towing benefits in line with your entitlement. In instances where an AA resource is not available one of our AA approved contractors may be used.

## **PETS IN VEHICLES:**

Should you breakdown with your pet, the AA will transport your pet in the AA tow truck cabin provided your pet can be placed into a proper transporting cage. Should this not be possible, your pet will be required to travel in your Vehicle. In the event that you are incapacitated, the AA will coordinate the rescue of your pet from the breakdown scene in conjunction with the SPCA and inform you of your pet's whereabouts as soon as possible. Although every effort will be made to ensure your pet's safety, the responsibility for your pet's well-being remains with you.

## **PROOF OF YOUR AA MEMBERSHIP:**

You must provide us with proof of your active, paid up AA Membership at the scene of the incident.

## **REFUND OF COSTS:**

In instances where you are requested by us to pay tow charges in full directly to our AA approved tow contractor, we will

refund these charges in accordance with your Membership benefit entitlement, provided that your entitlements have not been exceeded. We will calculate the refund as follows: calculating the total round trip Tow distance and multiplying this distance by our preferential per kilometre towing rates plus VAT. Claims can be posted to: AA Claims, PO Box 596, Johannesburg, 2000, faxed to 086 524 2251, e-mailed to aasa@aasa.co.za, or alternatively, handed in at the nearest AA Accredited Sales Agent store, see our website www.aa.co.za for store locations.

All claims must quote your AA Case Reference Number and include our AA approved contractor's receipted invoice displaying the contractor's VAT number. If the receipted invoice is not available, you may submit an affidavit confirming the incident and the amount paid by you for consideration.

#### **RESPONSE TIMES:**

We provide roadside assistance as soon as possible in response to your request. We do not guarantee response times, which vary depending on location, traffic, road conditions, weather conditions and the demand for assistance at the time of your request.

#### **ROADSIDE ASSISTANCE ENTITLEMENTS:**

AA Advantage Members are entitled to unlimited\* assistances in a 12 month period, subject to terms and conditions, in particular, please refer to our Fair Use policy on page 14. We will charge any additional assistances at preferential AA Member rates. Unused assistances at the end of a 12-month period are forfeited.

#### **ROADSIDE REPAIRS:**

Roadside repair services are limited to minor or temporary repairs to get the Vehicle on the road again, and do not replace the need for permanent repairs and regular servicing.

#### **ROADSIDE SECURITY:**

**Roadside security is available only to AA Advantage+ Members**, in conjunction with a roadside incident, and is only available in Urban areas, subject to availability. Please see detailed terms and conditions below.

#### **ROADSIDE SECURITY TERMS AND CONDITIONS:**

**These apply to AA Advantage+ Members and those who have subscribed separately to roadside security benefits.**

Only active, paid up AA Members can benefit from this Service which is included in AA Advantage+ Membership. The Service cannot be subscribed to in isolation of an AA Membership. The purpose of the Service is to minimise the risk of injury to and/or attack of AA Members and other

occupants of the Member's vehicle.

The Service can only be requested if the accident or breakdown occurred at the roadside, and not at any other location and only in conjunction with roadside assistance rendered by the AA.

The Service is subject to availability and is only available in the following Urban areas where the AA's service provider has infrastructure: Johannesburg, Tshwane, Midrand, Cape Town, Paarl, George, Hermanus, Port Elizabeth, Durban, Bloemfontein, East London, Kimberley, Pietermaritzburg, Witbank, Rustenburg, Brits, Hartbeestpoort, Polokwane, Welkom and the Vaal Triangle.

Subscribing AA Members should request the Service from the AA Emergency Call Centre at the same time as they request roadside assistance. The AA will not automatically dispatch the Service.

Sufficient information must be provided to enable the AA to locate the Member where he/she is stranded.

The AA Member must be present at the incident scene and is required to show a valid AA Membership card, and may also be asked to produce personal identification.

Possible delays in response are beyond the AA's control and may be experienced in certain areas due to traffic patterns, weather conditions, peak service demands, limited availability and other factors.

On arrival at the incident scene, the response officer will wait with the Member as long as the response officer deems necessary and provided that no immediately threatening, emergency alarm situation arises in the vicinity of the attending response officer, which may require the withdrawal of the response officer from the incident scene prior to the arrival of the AA. The AA will endeavour to arrive at the incident scene prior to the departure of the response officer. In the event that the Member has exceeded the number of free call-outs applicable, the Member may continue to make use of the Service for their own account.

The response officer is not permitted to provide any form of roadside assistance.

While the AA and its service provider will exercise care in rendering the Service, the AA and its service provider cannot guarantee the safety of the AA Member or and third party, or prevention of loss, liability, injury and damage of any nature and however arising. The AA shall not be liable for consequential, or direct, or indirect damages, nor for any damages incurred in any way associated with the Service, for any loss or damage of whatsoever nature sustained by the AA Member and/or his/her vehicle's occupants as a result of the failure, for whatsoever reason, to render the Service timeously or at all or as a result of the manner in

which such Service may be rendered, or from any other cause whatsoever, including negligence, omission and wilful default.

The AA makes no warranties of any nature whatsoever nor accepts any responsibility or liability of any nature whatsoever, for any claims, loss or damage of any nature whatsoever arising out of or in connection with the supply of the Service in any way.

In the event that the AA does not receive payment for the Service, the AA reserves its rights to immediately cancel the Member's subscription to the Service and will then be entitled to refuse to provide the Service.

The AA reserves the right to cancel a Subscribing AA Members' Membership, if it becomes apparent that the Subscribing AA Member is abusing the Service, if the Subscribing AA Member is using the Service benefits fraudulently, if the Subscribing AA Members' record of Service claims warrants such action or in circumstances deemed necessary by the AA Board of Directors.

The provision of the Service is subject to the AA's standard emergency rescue service and AA Membership terms and conditions.

#### **RURAL AREAS:**

In rural areas, you may be required to pay an AA approved tow contractor and request submission of a refund (see section on Refunds on page 12).

#### **STORAGE FEES:**

The first night's storage is free to AA Members. Any storage requirement over and above this will be for your account.

#### **TRAVELLER MAGAZINE:**

**AA Advantage+ Members are automatically subscribed to the AA Traveller magazine**, which is published quarterly and posted to Members. Members are requested to keep their contact details up to date on the AA's website at [www.aa.co.za](http://www.aa.co.za) to ensure uninterrupted receipt of their magazine.

#### **TOWING:**

If your Vehicle breaks down and cannot be repaired on-the-spot, we will tow it to the nearest place of safety or repair within a 50km distance. In instances where an AA tow truck is not available one of our AA approved contractors may be used.

If you have exceeded your extended benefit kitty, roadside assistance will be charged at AA Member preferential rates. If you choose not to pay the AA or the AA approved tow contractor for the cost of the additional distance, or any other cost related to the incident, we may refuse assistance, or tow the Vehicle to the nearest place of safety/repair/storage, until such time payment is received. The storage fees in this instance will be for your account. Where an incident occurs more than 100km from your place of residence, your extended benefits will apply. See below for details.

#### **TOWING DISTANCES:**

Should the tow distance be greater than your entitlement per assistance, the additional kilometres travelled will be for your account.

#### **TOWING ASSISTANCES OUTSIDE SA:**

You may need to pay the tow contractor directly for the tow and request a refund from the AA, in accordance to your Membership benefit entitlements, on your return to South Africa (see section on Refunds on page 14).

#### **VEHICLE INSPECTIONS:**

AA Members are entitled to 15% discount on roadworthy and vehicle inspections at any DEKRA inspection centre on presentation of their AA Membership card. Members must be present to receive the discount.

#### **EXTENDED BENEFITS:**

These apply to incidents that occur 100kms or more from your home.

#### **Activation:**

Your extended benefits are available 72 hours after your AA Membership payment is received and provide extensive cover anywhere in South Africa for you, and up to four passengers travelling with you, if your Vehicle breaks down more than 100 km from home, is stolen, or is involved in an Accident or any other Insurable risk incident. All extended benefits are deducted from your extended benefit 12 month kitty of R3 000.

### **Use of extended benefits:**

The AA's Emergency Call Centre will determine and manage the most appropriate benefits combination from the following available options: accommodation, car hire, long distance towing and repatriation.

### **Accommodation:**

We will arrange and pay for overnight accommodation, subject to availability, for you and up to four passengers travelling with you. The choice of overnight accommodation is at the discretion of the Emergency Call Centre, and will cover the cost of accommodation for bed and breakfast only, to a maximum of R320 per person. Depending on the available accommodation, you may need to settle the account and claim back from the AA. Remember to keep your receipt to submit with your claim. Where the AA pays the establishment directly, you will need to settle any additional costs directly with the establishment before departure, for your account. The maximum amount payable towards this assistance is R1 600 per incident deducted from your extended benefit kitty and anything that exceeds the available funds will be for your account.

### **Transport arrangements:**

If you prefer to continue your journey, or to return home, we will arrange transportation to help you reach your destination by the most direct route. If car hire is the most suitable arrangement, a group 'B' Vehicle will be hired for up to a maximum of 24 hours.

Where possible, the Member's additional car hire requirement may be arranged, but the additional cost will be for the Member's account, with no entitlement to claim back. The maximum amount payable towards this assistance is R1 600 per incident deducted from your extended benefit kitty, and anything that exceeds the available funds will be for your account. The car hire service provider's terms and conditions will apply.

### **Long distance towing:**

If you are an AA Advantage Member and require a long distance tow, this will be provided up to a maximum amount of the available funds in your extended benefit kitty and anything that exceeds the available funds will be for your account.

### **Collecting your Vehicle:**

If you opted to use the accommodation or car rental benefit during your incident, we will pay for you to hire a Vehicle, for up to 24 hours, to collect your Vehicle once it has been confirmed that your Vehicle has been repaired, provided the place of repair is more than 100km from your home.

The choice of car hire supplied or alternative transportation is at the discretion of the AA Emergency Call Centre and is subject to availability. The maximum amount payable towards this assistance is R1 600 per incident deducted from your extended benefit kitty and anything that exceeds the available funds will be for your account. Terms and conditions for car hire service providers will apply (see below).

### **CAR HIRE SERVICE PROVIDER TERMS AND CONDITIONS**

The car hire service provider's terms and conditions will apply, these require that you: are over the age of 23 years; have an active credit card; and, have a valid and applicable Driver's Licence.

### **In addition:**

- The car hire company may also require you to pay a fuel deposit.
- You will be required to return the car with a full tank of fuel, or be liable for the cost of refuel at the service provider's rates.
- The hired car must be returned to the depot from which it was collected in order to avoid additional charges, which will be for your account.
- Should you be involved in a collision with the hired car, you will be liable for the insurance excess.
- Should you require the hired car for commuting purposes for longer than the initial 24 hours, you must enter into a new car rental contract with the car hire company, for your personal account, at a preferential rate.



# General terms

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## **AA MEMBERSHIP:**

AA Membership and benefits are non-refundable, non-transferable and personal to you. Membership entitlements do not cover incidents that happened before you joined us. We reserve the right to deny services, or suspend AA Membership to any Member who, in the AA's opinion is, or has been, abusive, threatening or violent toward any AA staff member, or who attempts to receive service by deception, with no requirement to refund.

AA Membership is personal and does not automatically cover your spouse and dependants, who should become Members in their own right.

## **CANCELLATION OF MEMBERSHIP:**

- AA Membership becomes active on the date the Membership fee is received.
- Annual paying Members will be notified in writing within 60 to 90 days of their approaching 12-month Membership period renewal date.
- Members are responsible to keep their contact details up to date in order to receive renewal notices.
- Members have the right to cancel their Membership in writing within five business days of the date on which their Membership becomes active (the "cooling off" period). The following refund policy will apply for Members cancelling within the five-day "cooling off" period:
  - If the Member has utilised the AA's assistance within the five-day period, the Member will receive a full refund of the total Membership fee paid, less the AA's charges for assistance provided. If the services provided amount to more than the total Membership fee paid, the additional amount for the services will be charged and will be payable by the Member.
  - If the Member did not utilise the AA's assistance, the Member will receive a full refund of the total Membership fee paid.
- Members who wish to cancel within 12-months of their current subscription period must provide 20 business days' notice in writing, and will remain liable for any amounts incurred in the rendering of services during this period, as well as a cancellation fee, which will be calculated at the time of cancellation.

- Members who have selected to pay by recurring debit order will be automatically renewed, until cancelled in writing by the Member.

## **DEBIT ORDER:**

In instances where your initial debit order was unsuccessful, we'll advise you of the rejected debit order through an SMS and automatically re-submit the debit order on the next debit order run (1st, 15th and 25th) to ensure your service continuity. Unfortunately, any bank charge penalty imposed will not be refundable from the AA.

## **RESOLVING DISPUTES:**

We accept no liability for loss or damage to the Vehicle or any of its components or accessories or contents while it is unattended, or while in the custody or under the control of any service provider or repairer. We will assist you in every way possible to resolve disputes with our AA approved tow contractors where loss or damage may have occurred while the Vehicle was in their care.

We carefully select our service providers for value added services, but cannot guarantee quality of service. These service providers are not our agents or employees. We cannot be held responsible for their actions or omissions, or for any damage caused by their performance or failure to perform.

Where there is a need for clarification of terms and conditions or relating to your entitlements, our interpretation will be final.

## **RIGHT TO AMEND BENEFITS, TERMS AND CONDITIONS:**

We constantly strive to provide new and improved services to you. We reserve the right to amend the terms, conditions and benefits, including changing third party service providers. We will notify Members of material amendments in our Member communications.

## **UP-TO-DATE SUBSCRIPTION:**

Your subscription must be up to date for you to be eligible to use your Membership.

## **YOUR PRIVACY RIGHTS:**

We hold your personal information securely and will not disclose it to any other person or organisation unless authorised by you. We have the right to access and correct the information at any time.

**As an AA Member you agree to abide by our terms and conditions. Your details will be used for administrative purposes, and to provide you with information relating to products and services from time to time. Where you are a Spouse Member, we may offer products and services to both of you in the household jointly, or singly. For this purpose, we include ourselves and any division, subsidiary, third party under contract or joint venture companies including AA Insurance.**

The AA reserves the right to amend these standard terms and conditions at any time without prior notification to AA Members, at which time such amendment shall become effective and binding on the AA Member.

ERRORS AND OMISSIONS EXCEPTED.

## Definitions

The terms listed below, and as they appear throughout the AA Membership terms and conditions, have the following related meanings:

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<b>AA:</b>	The Automobile Association of South Africa NPC
<b>ACCIDENT:</b>	Damage to body panels or the undercarriage, wheels or suspension because of a collision with another Vehicle, a pothole or an object. If mechanical or electrical failure caused the accident, or the Vehicle caught on fire, we consider the incident to be an accident.
<b>BREAKDOWN:</b>	An occasion when your Vehicle cannot be driven as a result of an electrical or mechanical failure, a flat tyre or out of fuel situation.
<b>DEPENDANT:</b>	A Member, under 25 years, living at the same address, or who is financially dependent on the principal Member, and who is eligible for a discounted subscription. If a dependant is aged 25 years or over, they must provide written proof that they are a full-time student and financially dependent on the principal Member to qualify for discounted Membership.
<b>INSURABLE RISK:</b>	Vehicles that require a tow for an accident, attempted theft or vandalism as well as recovered stolen Vehicles. These are not classified as breakdowns. Insurable risk also includes kerb-related damage, windscreen repairs as a result of an accident, stone damage, hail damage, water damage etc.
<b>MEMBER:</b>	The individual Member in whose name the AA Membership is maintained. Members must present their AA Membership card and be present at any incident for which they wish to receive assistance for their AA Membership entitlements.
<b>MEMBERSHIP CARD:</b>	The card issued by the AA to the Member, reflecting the Membership number. The card is available in digital format to Members on the AA app.
<b>RURAL:</b>	Any area that is not defined as Urban (see below).
<b>SPOUSE:</b>	A Member, eligible for a discounted subscription, living at the same address as his/her spouse or partner who is a principal Member.
<b>SUBSCRIPTION:</b>	The payment required to remain a Member of the AA.

<b>TOW DISTANCE:</b>	The distance from the scene of the Breakdown, Accident or Insurable risk incident to the drop off point.
<b>TOW PROVIDER:</b>	The AA tow truck or AA approved tow contractor.
<b>URBAN:</b>	The South African metropolitan areas of Johannesburg, Pretoria, Cape Town, Port Elizabeth, East London, Bloemfontein, Mbombela, Pietermaritzburg, Durban and Polokwane.
<b>VEHICLE:</b>	<p>The Vehicle that the Member is travelling in, either as a passenger or driver, at the time of the incident. This may be:</p> <ul style="list-style-type: none"> <li>• a motorcar, motorbike, caravan, trailer, 4x4 or light commercial Vehicle (LCV);</li> <li>• with a gross Vehicle mass (GVM) of less than 3,5 tons</li> <li>• which can be legally used on South African public roads; and,</li> <li>• where the Vehicle dimensions do not exceed 5.5m in length, 2.5m in width or 2.6m in height.</li> <li>• Vehicles must be in a roadworthy condition.</li> </ul> <p>This does not include taxis and Vehicles used for business purposes.</p>
<b>WE/US/OUR:</b>	Related to the AA.
<b>YOU/YOUR:</b>	Related to the Member.



**ANYWHERE. ANYTIME.**

**0861 000 234**

**[www.aa.co.za](http://www.aa.co.za)**