

Wheels2go **Entitlements**

**Membership details and
terms and conditions**



For the better

Wheels2go entitlements benefits summary

Join on road service fee	\$150.00**
Annual fee	\$49.00
Waiting period	48 hours
Service Areas	Within the Metropolitan Area, there are no limits to the distance RAC will travel to provide Roadside Assistance. Outside this area, the RAC Contractor will provide Roadside Assistance as soon as reasonably possible by travelling the most direct/feasible route from their base to your Breakdown location and return up to 80km.
Hours of service	Services are provided 24 hours a day, seven days a week in the Metropolitan Area and in Regional Centres, and as soon as reasonably possible in Country Areas. RAC will provide you with an estimated timeframe to attend a Breakdown in Country Areas when requesting assistance, where possible.
Roadside Assistance limitations	Roadside assistance is provided to Mobility Devices, such as electric and non-electric wheelchairs. Service does not include assistance in lifting a person out of Mobility Devices and is limited to minor repairs, battery and tyre changing. RAC does not stock Mobility Device batteries or tyres and assistance in changing spare batteries and tyres can only be provided if spares are available at the time of breakdown. If a Mobility Device is unable to be made mobile, a taxi will be called to transport you and your Mobility Device to a destination of your choice.
Access to interstate and overseas roadside services as agreed by the RAC with the reciprocal service provider	Depends on affiliated club product.*
Taxi service	Taxi service up to a single trip value of \$55.00. Up to five (5) trips valued at no more than \$275.00 in total per annum.
After accident/breakdown assistance	Telephone support
Towing service	No

*For a current list of RAC's affiliated clubs and description of similar service please contact RAC on 13 17 03. ** When joining in a Breakdown situation, the total payable fee is \$199 as the Join on Road fee is in addition to the Annual fee.

Our terms and conditions

1. Definitions: When we refer to: **(a) "Accident"** we mean an incident in which a Mobility Device has been damaged in a collision or impact with another object, whether caused by a mechanical failure. This includes a series of incidents arising out of a single event. **(b) "Breakdown"** we mean a circumstance in which your Mobility Device is incapable of being driven due to mechanical or other failure, the cause of which is not an Accident, theft, fire, flood or malicious damage; **(c) "Event"** means the assigning of a resource to a Breakdown. Multiple Events may occur on a single Breakdown as authorised by RAC; **(d) "Membership Services"** mean the provision of products and services for the benefit of a Member; **(e) "Membership Year"** we mean the consecutive 12 month period from the commencement of the Membership Services; **(f) "Metropolitan Area"** Metropolitan Area means the Perth metropolitan area as detailed by the WA Planning Commission Metropolitan Region Scheme map, as well as Mandurah and selected surrounding suburbs. Full list of Peel region suburbs considered part of Metropolitan Area can be found at RAC.com.au/roadsideassistance. **(g) "Mobility Device"** we mean an electric or non-electric mobility device for people with physical disabilities; **(h) "RAC", "We", "Our", "Us"** we mean the Royal Automobile Club of Western Australia (Inc) and includes its officers, employees, agents and contractors; **(i) "Regional Centres"** we mean those areas within a 10km radius of the GPO of the cities of Mandurah, Albany, Bunbury, Geraldton and Kalgoorlie; **(j) "Roadside Assistance"** we mean the range of services provided to a Member at a Breakdown by RAC or an RAC agent as limited by the membership product or products purchased by the Member; **(k) "You", "Your" "Member"** we mean the member or person driving the Mobility Device covered by the Wheels2go membership.

2. Disciplinary Action: A Member is subject to the disciplinary procedures as set out in the Rules and By-Laws of the RAC and the provision of services to a Member may be withheld from the Member if disciplinary proceedings are brought against the Member. If the Member is guilty of conduct not acceptable to the RAC, unbecoming of a Member or prejudicial to the interests of the RAC or any of the RAC's related entities, the Member may be suspended or expelled from the RAC and the RAC shall not be required to provide services to that Member during the period of suspension or when the Member is expelled.

3. Elsewhere in Australia: If Your Mobility Device is disabled in the capital city of another State or Territory, free Roadside Assistance may only be provided up to the limit of that State's or Territory's equivalent membership, if one exists. Any additional services will need to be paid for by You to the service provider. Receipts will be required to enable the RAC to process any refund claims for the additional services or expenses.

4. Excess Travelling Distance: All excess kilometres travelled by the RAC or an RAC contractors must be paid in cash only by the Member.

5. Fair Use Policy: As a membership organisation, it is RAC's responsibility to ensure that all Members benefit equally from our Roadside Assistance services. Part of this responsibility is to ensure that our services are not being used as an alternative to regular routine vehicle maintenance or requested for the same recurring issues. Therefore, RAC reserves the right to limit services or entitlements to Members in any level of cover where, in the opinion of RAC, the Member's use of service or entitlement is excessive or unreasonable. Once a trend of excessive use has been identified, RAC will notify the Member that further Roadside Assistance services will only be provided at an additional fee per callout to be quoted at the time of the Breakdown for the remainder of the Membership Year.

6. Financial Roadside Cover: Membership fees must have been paid to us prior to the time of service. Your membership card or the Membership Services are not transferable to any other person.

7. Identification: The Member must be present with the Mobility Device and must present his/her membership card and Suitable identification otherwise service may be refused or a Service Fee may be payable at the time of service.

8. Mobility Device under Repair: Roadside Assistance does not include maintenance repairs. Roadside Assistance is not provided to Mobility Devices already under repair or at a repair workshop.

9. No Lifting Members: Service does not include assistance in lifting a person out of Mobility Devices.

10. No Refund Policy: RAC has a no refund policy on annual Membership Fees. Pro-rata refunds are not available. However, if You wish to cancel Your Membership Services because You are moving interstate, You will be able to transfer Your Membership Services to the local motoring club by contacting the club when You arrive.

11. Parts and Supplies: The cost of all parts used for repairs and any supplies such as fuel, lubricants, brake fluid provided is payable by the Member at the time of service.

12. Reimbursements: If a Member is assisted by a service provider and is required to pay for the service, the Member may apply in writing with receipts to RAC within three months for reimbursement of the appropriate RAC allowance. Reimbursements will be paid at the applicable rates at time of Breakdown.

13. Response Time: Roadside assistance will be provided as soon as possible, but response time is not guaranteed and may vary, depending on the location of the end demand for services and other matters such as weather and road conditions which are outside of our control.

14. Roadside Assistance for Mobility Devices: provides You with labour at the Breakdown for up to 30 minutes duration, telephone assistance including arrangement of a taxi to transport You and your Mobility Device to a location of your choice within the Metropolitan Area, in Regional Centres, and a round trip of up to 80km in Country Areas. There is no guarantee that repairs will be immediate, or that RAC will be able to make your Mobility Device mobile.

15. Join on Road Fee: Join on Road Fee means the fee for the immediate provision of Roadside Assistance to a Vehicle that is in a Breakdown situation and does not have current Roadside Assistance Cover. The fee will be quoted at the time of adding the vehicle.

16. Safety Policy: Please note the following Roadside Assistance Safety Policy of the RAC. The RAC recognises that the safety and health of the RAC, Members and the public is paramount when mobilising a Mobility Device. Where RAC suspects that the driver of a Mobility Device is unfit or incapable of driving that Mobility Device a safe manner by reason of being under the influence of drugs, alcohol, or any other factor, the RAC may decide, at its sole discretion, to leave the Mobility Device immobile. Where the decision is made to mobilise the Mobility Device (to avoid any immediate safety and health risk) the incident will be reported by the RAC to the police.

17. Service Areas in Remote Country Areas: We advise You to take appropriate precautions when travelling in remote, regional, rural and country areas. In remote country areas, delays may occur, subject to local conditions.

18. Statutory Warranties: Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to cancel your service contract with us; and to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

19. Taxi Service: Taxi service up to a single trip value of \$55.00.

Up to five (5) trips valued at no more than \$275.00 in total per annum. Members are required to advise RAC at the time of call as to their taxi requirements.

20. Temporary Repairs: Where temporary repairs are undertaken, the Member may be required to sign a release and indemnity.

21. Tyres: RAC does not provide tyres for Mobility Devices. RAC will only fit a tyre if one is available at the Breakdown and it is roadworthy. Where the surrounding conditions make it unsafe to fit a tyre at the Breakdown location. Wheel changing is limited to Mobility Devices less than two and a half (2.5) tonnes as loaded.

Any special equipment or specialised Service Provider that may be required will be at the Member's expense. Service does not extend to tyre repairs.

22. Un-roadworthy Mobility Devices: Roadside Assistance will not be provided to un-roadworthy Mobility Devices.

Privacy Statement

The RAC will collect, store and disclose your personal information in accordance with the Privacy Act 1988 (Cth) and the RAC Group Privacy Policy available at rac.com.au/privacy. By taking out a membership with the RAC you confirm you have read and accept the terms of the RAC Group Privacy Policy. If you wish to access your personal information held by RAC or have any privacy related questions please contact us on 13 17 03 or email us your query via the 'Contact Us' section on our website, rac.com.au

Refund Policy

The RAC has a no refund policy on Fees and Join on Road Fees. Pro-rata refunds are not available. However, if you wish to cancel your Roadside Assistance Cover because you are moving interstate, you will be able to transfer Your Roadside Assistance Cover to the local motoring club. Just contact the local club when you arrive.

RAC Rules

By renewing your Roadside Assistance you agree to be bound by the Rules, By-Laws and Club Policies of The Royal Automobile Club of WA (Inc). Visit rac.com.au/governance for further details.



**Contact
Us**

General enquiries **13 17 03**

 **facebook.com/RACWA**

 **rac.com.au**

For deaf, hearing or speech impaired members:
General enquiries **accesshub.gov.au**

Wheels2go requiring assistance

- » For assistance at any time simply call **13 11 11**.
- » Make sure you have your membership number handy before you call.
- » Make a note of the exact location of your mobility device and which direction you are heading.
- » Also note the nearest cross-street and any significant landmarks.
- » If you know you are unable to safely vacate your mobility device on your own, please contact a carer to assist you or let us know when you call.
- » After calling for assistance, stay with your mobility device until we arrive. To protect your property, we can only help you when you or a representative is with your mobility device.
- » If you no longer require assistance before the RAC Patrol or Taxi service arrives, please let us know immediately on 13 11 11 (if you fail to notify us, you may incur excess travel charges).

For deaf, hearing or speech impaired customers:

Contact us through the National Relay Service via **accesshub.gov.au**, stating you want to contact the RAC on **13 11 11**. Alternatively, contact RAC through National Relay Service by texting **0434 182 877** and providing **13 11 11** as the number you want to call.

If you no longer require assistance, please notify us immediately by text message (if you fail to notify us, you may incur excess travel charges).

Effective 06/2024



RAC is committed to reducing our impact on the environment on an ongoing and sustainable basis. This printed product is produced by an ISO 14001 compliant printer on environmentally friendly manufactured paper.