

NZ ROADSIDE MOTOR VEHICLE MEMBERSHIP TERMS & CONDITIONS

1. NZ Roadside Assistance SHALL NOT BE held responsible for and is NOT required to provide any free Service or related costs where any of the following occur:
 - Where the vehicle has been modified for racing, trials or rallying or any claim for Service has arisen in respect to such races, 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 or connection with the improper, unauthorised, reckless or negligent operation of the vehicle.
 - Loss or damage directly or indirectly related by or happening or in consequence of war, 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 involved in or disabled due to a motor vehicle accident, or stolen, or damaged due to theft or vandalism, includes bogged/stuck vehicles and damage caused by driving through flood waters.
 - Provision of Services outside New Zealand.
 - Any person who drives the vehicle who does not hold a valid driver license.
 - Where full payment of NZ Roadside Assistance Membership fees has not been received from the Member.
 - Where it is deemed by the NZ Roadside Assistance Customer Service team that the Membership holder usage of NZ Roadside Assistance Membership is excessive due to lack of preventative maintenance; numerous call-outs due to the 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 NZ Roadside Assistance contractor.
 - Where breakdowns occur resulting from unauthorised repairs or from faulty workmanship.
 - Where breakdowns are caused by the fitting of accessories to the vehicle which are not genuine from the original manufacturer.
 - Where breakdowns occur 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 waiting period.
 - Where the nominated vehicle is under repair on day of vehicle registration expiry.
 - Where NZ Roadside Assistance 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 NZ Roadside Assistance 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.
2. Eligible Vehicles

Only one registered vehicle or motorhome or motorcycle per Membership can be nominated and eligible for NZ Roadside Assistance 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 24-hour waiting period applies on all benefits for NZ Roadside Assistance Memberships. Roadside Assistance is available during this waiting period, but at the cost to the Membership holder. If the Membership is upgraded to a Premium Membership cover, a 24-hour waiting period applies to the additional benefits under the Roadside Premium Membership.
4. Emergency Roadside Membership

NZ Roadside Assistance 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 onto 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.
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 NZ Roadside Assistance 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. You must send NZ Roadside Assistance written confirmation to website@nzra.co.nz or via the website at www.nzra.co.nz. A waiting period of 48 hours from receipt of the Transfer of Nominated Vehicle for the live benefits to become available on the new nominated vehicle.
7. Membership Documents

In the event you lose your Membership documents, contact NZ Roadside Assistance immediately for a replacement or download and print this off our website. 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 toll, storage or parking charges are not payable by NZ Roadside Assistance but at the cost to the Membership holder.

NZ ROADSIDE MOTOR VEHICLE BENEFITS

MEMBERSHIP BENEFIT	Standard Roadside	Premium Roadside	Motorhome Roadside
24 hours, 7 days a week nationwide	24/7	24/7	24/7
Towing Breakdown related only. In the event that your vehicle is immobilized or not safe to drive, we will transport you and your vehicle to the nearest repairer or closest place of safety. Only one tow/assistance can be provided per incident. The costs to recover on-tow trailered vehicles will be at the owner's expense as quoted. If you require the vehicle to be towed beyond the policy cover, we can assist and provide a quote to do so. Accident towing can be arranged but will be at the members expense.	✓	✓	✓
Flat Battery Assistance We will jump start your vehicle or assist you with getting a new battery (battery at additional cost to the vehicle owner) or provide a tow in accordance with membership benefits. Only one assistance/tow can be provided per incident.	✓	✓	✓
Flat Tyre Assistance We will change your flat tyre with your roadworthy spare or provide a tow in accordance with the membership benefits. Only one assistance/tow can be provided per incident.	✓	✓	✓
Emergency Fuel Assistance We will supply 10 litres of regular petrol or diesel where possible (fuel at additional cost to vehicle owner) or provide a tow in accordance with the membership benefits. Only one assistance/tow can be provided per incident.	✓	✓	✓
Lost Keys & Vehicle Lock Out We will cover the cost and provide assistance to gain entry if applicable upon approval by the vehicle owner to retrieve locked in keys. NZRA will not be held liable for any damage from using forced entry to gain access to the vehicle. If a locksmith service is required to replace locks/keys this will be at the members expense as quoted. The vehicle owner must be present at the vehicle when assistance arrives.	✓	✓	✓
Additional Services <i>Minor Roadside Repairs</i> can be carried out if available to do so. Costs of labour and parts will be at the vehicle owners expense if not covered under benefits. <i>Automotive Repair, Parts & Services Locator</i> NZRA will assist in locating the relevant parts and service provider when you are travelling. <i>Urgent Message Relay</i> NZRA will pass on urgent request to relatives or family members while travelling. <i>Accident Coordination</i> NZRA will organise the required services and authorities in accident events, the entire costs of this service will be at the vehicle owners expense.	✓	✓	✓
Motor Vehicle Hire Assistance We will contribute up to \$120 per day for up to 3 days towards the cost of hiring a motor vehicle if your vehicle suffers a breakdown more than 100km from your home that renders your vehicle unroadworthy for more than 24 hours. NZRA must be contacted at the time the breakdown occurs and prior to any assistance being sought. *		✓	
Breakdown Accommodation Assistance We will contribute up to \$120 per night (room charge only) for up to 3 nights for accommodation if your vehicle suffers a breakdown more than 100km from your home - that renders your vehicle unroadworthy for more than 48 hours. NZRA must be contacted at the time the breakdown occurs and prior to any assistance being sought.*		✓	
Taxi Assistance We will contribute up to \$30 fare assistance if your vehicle suffers a breakdown more than 100km from your home that renders your vehicle unroadworthy for more than 48 hours. NZRA must be contacted at the time the breakdown occurs and prior to any assistance being sought.*		✓	

REIMBURSEMENT OF ROADSIDE PLUS BENEFITS

Payment of Breakdown Accommodation, Motor Vehicle Hire and Taxi Benefits is by reimbursement only. NZRA must be contacted at the time the breakdown occurs and prior to any assistance being sought. Reimbursement is made once approved by NZRA on receipt of the invoice/receipt from the service provider sent to NZRA. Only one of the Premium Benefits can be used per event.