

RACV *we're there for you*

Emergency Home Assist Terms and Conditions



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Welcome to RACV

This brochure is designed to help you make the most of RACV Emergency Home Assist (EHA) by providing you with an easy to read guide to the terms and conditions applicable to EHA.

We suggest you keep this brochure in a safe place; that way whenever you need to use our services, you will have the necessary information on how we can assist you in a home emergency.

This brochure contains the terms and conditions of EHA. From time to time, RACV may require changes to be made to its products in order to respond to changes in legislation and other environmental factors. Any such changes will be notified to members holding EHA through the RACV website (racv.com.au) and/or using any other means of notification adopted by RACV (in its absolute discretion).

If the member considers, acting reasonably, that a change to the EHA product will have a serious detrimental effect on the Services supplied to the member by RACV, then the member may request that RACV cancel the Services and RACV agrees to refund the unused portion (pro-rata) of any Subscription Fee to the member.

Refunds will not be applied if service calls have been made by the member during the subscription period or if the member has used EHA Pay Per Emergency.

RACV Membership

RACV is a membership organisation, which means that everything we do is for the benefit of our members. This starts with our commitment to deliver a range of great value, high quality products and services, which our members trust and rely on every day. Being part of RACV means our members also get access to a number of worthwhile benefits, which include:

- RACV's Years of Membership Benefits program, which rewards members for their loyalty – so the longer you're a member, the more you save
- Show Your Card & Save program, which gives you discounts at more than 150,000 retailers in Australia and overseas
- 25% off accommodation, when booking direct, at any of our eight RACV Resorts in Victoria, Queensland and Tasmania
- Advocacy, on behalf of members, to help improve Victoria's road and transport system
- Expert advice on a range of topics from motoring to holidays, finance and home services
- Discounts and special offers at RACV shops across metropolitan and regional Victoria
- My Membership Online, which lets you conveniently manage your account online.

RACV is committed to returning real value to our 2.1 million members. It's about being there for every one of our members, in every way we can.

Terms and Conditions

Capitalised words are defined in the Glossary in section 26 and have the meaning given there when they appear in these Terms and Conditions.

1. Availability

- 1.1 Customers can access EHA as either an EHA Subscriber (through an EHA Subscription) or as an EHA Pay Per Emergency Customer (through EHA Pay Per Emergency).
- 1.2 EHA is only available for residential properties of home owners or their managing agents, including houses, duplexes, flats, units and apartments.
- 1.3 EHA is not available to tenants other than as Permitted Persons.
- 1.4 EHA is only available within Metropolitan Melbourne and Nominated Regional Centres.
- 1.5 The EHA User must nominate one property for EHA Services per Subscription or Pay Per Emergency Fee. This will be referred to as the Nominated Property for these Terms and Conditions. The EHA Services are available for Home Emergencies occurring within the property boundaries of that Nominated Property.

2. EHA Subscription

- 2.1 By subscribing to EHA and accepting these terms and conditions, EHA Subscribers authorise RACV to accept call

outs from Permitted Persons and accept any risk associated with this authorisation, including the risk that their call out limit of eight call outs per year may be exceeded and charges incurred (under Section 9).

3. EHA Pay Per Emergency

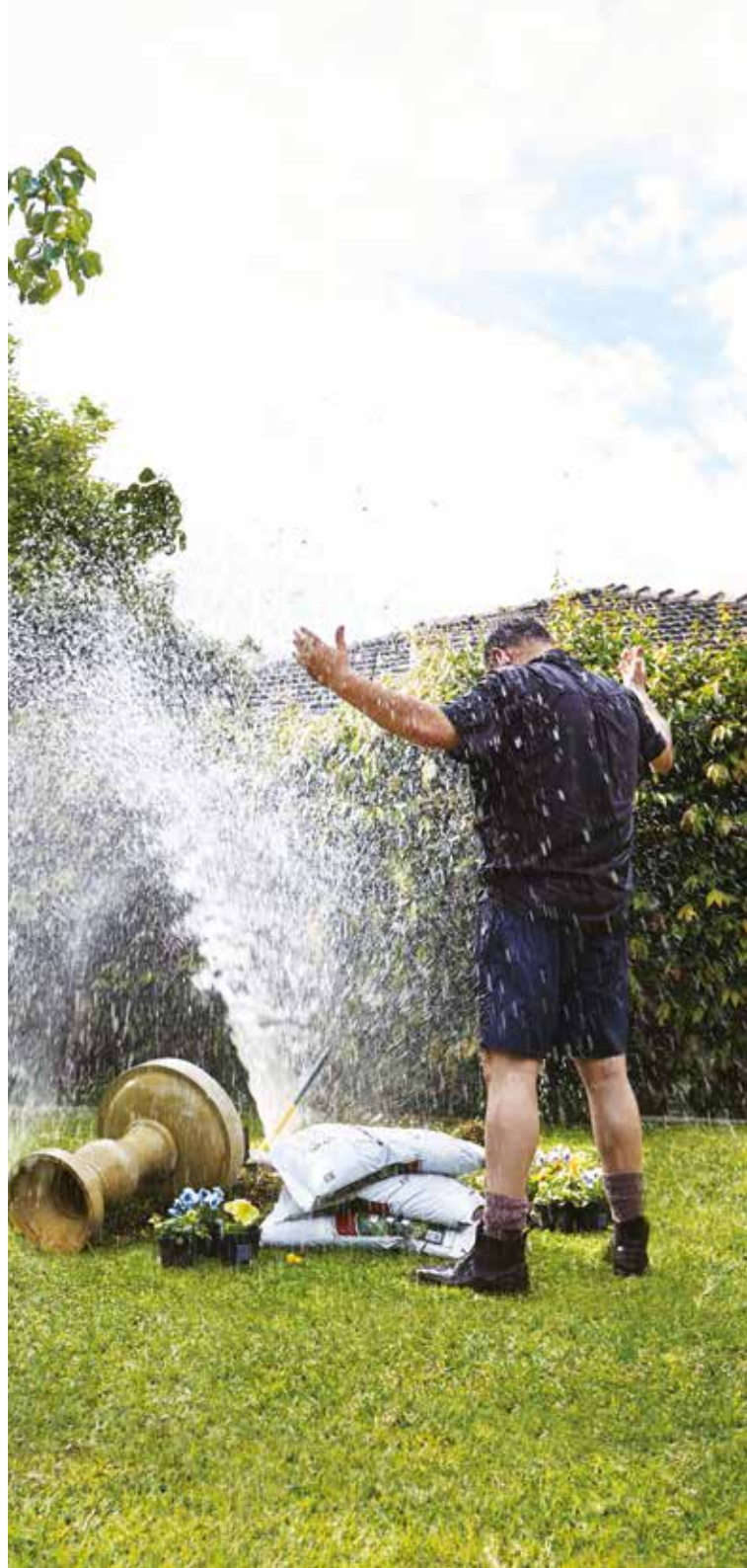
- 3.1 Individual EHA Services can be provided to persons without a current EHA Subscription upon purchase of any individual EHA Service and payment of the applicable EHA Pay per Emergency Fee (or Fees, depending on how many EHA Services are purchased during a call out).

4. Qualifying Period

- 4.1 Persons requiring assistance:
 - (a) within 72 hours of becoming an EHA Subscriber; or
 - (b) who wish to purchase an individual EHA Service and do not wish to purchase an EHA Subscription, will be required to purchase EHA Services as EHA Pay per Emergency prior to receiving Services.

5. Proof of Identity and Validation of EHA User

- 5.1 EHA Users, or their Permitted Persons, must be present at the home during the time of Service provision.



5.2 Where an EHA User requires assistance to enter the Nominated Property, satisfactory proof of identity will be required by the EHA Service Provider.

5.3 Eligibility to receive EHA will be verified over the phone when the User requests Service.

5.4 A service surcharge may apply and be payable before Service is provided if:

(a) eligibility cannot be verified over the phone; or

(b) an EHA Subscriber's renewal fee remains unpaid and immediate assistance is required. The service surcharge may be refunded if eligibility to receive Service is later confirmed.

5.5 Provision of an EHA Service may be refused:

(a) where there is an outstanding amount due at the time of requesting Service; or

(b) the customer is unable to be verified as a Permitted Person; or

(c) if the Nominated Property cannot be verified.

6. Nature of EHA

6.1 EHA provides fast response assistance to EHA Users in the event of a Home Emergency. On-site assistance is provided by skilled, experienced tradespeople who provide a combination of services including assessment,

repairs and temporary procedures that make the home safe and secure where full repairs are not practicable. Service also includes advice on any follow-up work required.

6.2 EHA is not:

(a) a replacement for home insurance.

(b) a general maintenance, preventative or handyman service.

(c) an emergency rescue or disaster response service.

6.3 Where a Home Emergency poses a risk to the personal safety and property of EHA Users and/or others, EHA Users should contact appropriate emergency or rescue services such as the State Emergency Service (SES) or the '000' Emergency Service or appropriate utility or essential services providers prior to contacting RACV for assistance.

7. Home Emergencies

The following events are defined as 'Home Emergencies' under EHA and will be provided to EHA Subscribers upon request (subject to these terms and conditions) or can be accessed as individual EHA Services by EHA Pay Per Emergency customers for the relevant EHA Pay Per Emergency Fee or Fees.

TYPE OF HOME EMERGENCY	DEFINITION
Internal leak	A damaged roof, gutter or downpipe causing an internal leak through the ceiling or walls.
Blocked toilet, pipe or drain	A blocked toilet, pipe or drain prevents smooth water flow, causing overflow or backup into the nearest outlet.
Broken tap or showerhead	Inability to control water flow as the result of a broken tap or showerhead, causing significant water wastage, home or property damage. (Does not include dripping taps).
Burst pipe	A burst pipe or joint, resulting in significant water wastage, home or property damage.
Broken hot water system	Broken or damaged system as the result of gas or electrical problems, faulty components, or the inability to reignite the pilot light.
Broken heating or cooling system	Broken or damaged system as the result of gas or electrical problems, faulty components, or inability to reignite pilot light. (Specialist referral may be required).
Blackout or power failure in the house	Supply of power to all or part of the house has been disrupted. (Excludes area-wide blackouts).
Lock out or broken door/window	Locked out of the house or where home safety or security is threatened as a result of damaged locks or jammed external doors and windows.
Broken glass	Where home safety or security is threatened as a result of damage to broken glass in an external door or window we will make safe and clean up. (excludes glass replacement).
Gas leak	Internal or external gas leaks as the result of damaged gas appliances or leaking gas pipe lines.

8. Service Availability

- 8.1 Subject to these Terms and Conditions, EHA Services are available 24 hours a day, every day of the year within Metropolitan Melbourne and Nominated Regional Centres.
- 8.2 EHA Services will be provided as soon as practicable but a response time is not guaranteed and will vary, depending on location of home and demand for EHA Services, amongst other things.

9. Service Call Out Limits for EHA Subscribers

- 9.1 EHA Subscribers are entitled to receive up to eight (8) Service call outs (or 'Service call credits') per Subscription Year.
- 9.2 One Service call credit will be deducted from available annual entitlements for each call for EHA Services. Unused Service call credits will not be carried over to a subsequent Subscription Year.
- 9.3 A Service call credit will be deducted where an EHA Service Provider has been dispatched and:
- (a) the EHA Subscriber or other person over 18 years of age whose identity has been agreed with RACV, is not at the home when the EHA Service Provider arrives; or
- (b) the EHA Subscriber subsequently advises that assistance is no longer required.

9.4 Where an EHA Subscriber exhausts his/her Service call credit allowance in a particular Subscription Year or part thereof, the RACV will (at RACV's discretion):

- (a) impose a Service fee for further requests for EHA Services; and/or
- (b) suspend or limit provision of EHA Services to the EHA Subscriber.

10. Service Call Out Obligations

- 10.1 EHA provides up to one (1) hour of labour per call out from the time the EHA Service Provider arrives at the Nominated Property ('Service Period').
- 10.2 Where Make Safe Procedures are required, the Service Period may be extended beyond one (1) hour if necessary for completion.
- 10.3 The decision to repair or implement temporary measures (Make Safe Procedures) is at the sole discretion of the EHA Service Provider attending the Home Emergency and will be determined during the Service Period.
- 10.4 The EHA User will be advised of any further work required, upon completion of the call out. Where specialised or more extensive repairs are needed, the User may request the EHA Service Provider to arrange a quote on their behalf.

10.5 Any repairs or procedures provided by the EHA Service Provider after the Service Period or provided by a third party are at the expense of the EHA User.

10.6 Where the EHA User requests the EHA Service Provider or a third party to do any work outside the Service Period, the arrangement will be between the EHA User and the EHA Service Provider or the third party and will not involve RACV. RACV accepts no responsibility or liability for any work performed by the EHA Service Provider or by any third party outside the Service Period.

11. Change of Nominated Residential Property Address

- 11.1 EHA Subscribers may nominate one property per subscription for EHA Services at any one time. EHA Services will only be provided to the EHA Subscriber or their representative, in respect of a Nominated Property.
- 11.2 Subscribers can change their EHA Nominated Property address once per Subscription Year.

12. Repair and Make Safe Materials

12.1 EHA Services include the cost of minor parts and materials used in repairs or Make Safe Procedures

that are readily available and carried by the EHA Service Provider during the Service Period. The cost of parts and materials used in follow up work outside the Service Period will be borne by the EHA User. (Refer to Condition 15: Parts and Materials, and Condition 18: Repair Limitations).

13. General Exclusions

- 13.1 EHA is not available for:
- (a) non-residential properties;
- (b) properties used for commercial, retail, office, industrial or professional purposes;
- (c) properties used for commercial farming or agricultural properties;
- (d) portable, temporary or non-Fixed Dwellings, buildings or structures such as caravans, trailers, campervans, recreational or other vehicles; or
- (e) properties outside Metropolitan Melbourne and Nominated Regional Centres.
- 13.2 EHA Services (either as Subscriptions or for Pay Per Emergency Fee) are not available to tenants (other than as Permitted Persons)
- 13.3 Service is not available for or in response to:
- (a) events which are not defined as Home Emergencies;
- (b) Major Structural Damage;

- (c) Area Wide Disruption to Essential Services;
- (d) disruption to essential services as a result of disconnection by the relevant authority;
- (e) Major Disasters or Events;
- (f) requests for general maintenance, preventative or handyman work (such as replacement of light globes or tap washers for dripping taps);
- (g) breakdown, loss or damage to portable appliances, saniflo toilets and other mechanical equipment;
- (h) damaged hedges, fences, gates or awnings;
- (i) failure of alarms, home security systems and CCTV;
- (j) damaged swimming pools including parts, components, pumps, motors and plumbing or filtration systems;
- (k) damaged solar power
- (l) damaged internal doors, shower screens or fly screens; or
- (m) damaged garden appliances, sprinkler or watering systems.

14. Property Boundaries

- 14.1 EHA does not extend to a Home Emergency that occurs in or at or involves:
 - (a) any building, structure or land outside the property boundaries of the Nominated Property

address or lot such as public, council, shared or common property;

- (b) areas or equipment reasonably considered to be the province and responsibility of utility providers such as gas or water meters; gas pipelines, electricity cables and grids or water mains.
- ## 15. Parts and Materials
- 15.1 EHA excludes the provision or replacement of:
 - (a) windows, doors, glass, tiles, carpets, fly screens and any other fittings, fixtures or ornamentation;
 - (b) fixed plumbing apparatus such as baths, sinks, taps or cisterns;
 - (c) roofing materials, roof gutters, curbing or drainpipes;
 - (d) galvanized pipes;
 - (e) gas cylinders or watertanks;
 - (f) power generators or motorised units;
 - (g) light fittings, switch boards and circuit breakers;
 - (h) door or window locks, handles, winders, remote controls, keys or key barrels; and
 - (i) parts or components not readily available during the Service Period.

16. General Limitations

- 16.1 The method of delivery of Services will be at the sole discretion of RACV, including without limitation regarding the type, method or provider of the EHA Services.
- 16.2 RACV accepts no liability to any person in connection with any advice given to the EHA User or any other person in the course of or in connection with the EHA Services.
- 16.3 If, notwithstanding the above, RACV is found to be liable to the EHA User and/or any other person in connection with any advice given to the EHA User or any other person in the course of or in connection with the EHA Services, RACV's liability is limited to a sum not exceeding \$10,000 (which shall include legal costs) in respect of the aggregate of all claims during any consecutive period of 12 months.
- 16.4 RACV may amend, vary or withdraw any aspect of the EHA Services at any time and its maximum liability to each EHA Subscriber in respect of same will be the refund of the unused portion (pro-rata) of the Subscription Fee paid by the EHA Subscriber.
- 16.5 Where there is ambiguity, RACV is only liable to provide or pay for the services to the extent clearly and expressly provided for in these Terms and Conditions.

- 16.6 RACV may accept liability for damage to a Nominated Property directly caused by the provision of the EHA Services to it where:
 - (a) notice of that damage is given to RACV within 7 days of the EHA Services being provided; and
 - (b) RACV is given an opportunity to inspect the home or property before further repairs are carried out and considers that the damage was directly caused by negligence on the part of RACV in providing the service.
- 16.7 Notwithstanding the previous paragraph (section 16.6), RACV does not represent that any Nominated Property (or part thereof) to which it provides Service will be, or will remain for any period of time, in working order, and accepts no liability to any person in connection with the EHA Services provided to a Nominated Property, including, without limitation, in connection with damage, accidents or injuries that may occur following EHA Services and whether in tort, contract or otherwise.
- 16.8 If, notwithstanding the above, RACV is found to be liable to the EHA User and/or any other person in connection with EHA Services provided to a Nominated Property, including, without limitation, in connection with damage, accidents

or injuries that may occur following a call out and whether in tort, contract or otherwise, RACV's liability is limited to a sum not exceeding \$10,000 (which shall include legal costs) in respect of the aggregate of all claims during any consecutive period of 12 months.

16.9 RACV does not guarantee that EHA will entitle the EHA User to a level of service that matches or surpasses any other product or service provided by any other person.

16.10 RACV reserves the right to refuse applications for EHA Subscription or EHA Pay per Emergency or extension or renewal of a EHA Subscription.

16.11 RACV accepts no liability for performing repairs or Make Safe Procedures which would void a warranty, cause the EHA User to breach a contractual obligation or prejudice or adversely affect an existing or subsequent insurance claim or legal action involving the EHA User. It is the responsibility of the EHA User to advise the EHA Service Provider not to repair an item where doing so may void a warranty or cause the EHA User to breach a contractual obligation.

16.12 RACV will not be liable or in default for any failure or delay in providing EHA Services, either in whole or in part, where failure or delay arises directly or

indirectly out of causes beyond the reasonable control of RACV including, without limitation: Major Disasters or Events, adverse weather conditions, unavailability of materials, part, qualified personnel, equipment, fuel or the like; failures in telecommunications, satellite and global positioning systems (including loss of coverage in any or all of the Service areas); and otherwise where the relevant Service is not reasonably available.

16.13 To the extent permitted by law, RACV will not be liable to any person for any indirect, special or consequential loss or damage in connection with the EHA Services, whether in contract, tort (including negligence), statute or otherwise.

16.14 RACV may refuse to provide any EHA Service where in the reasonable opinion of RACV or the EHA Service Provider, the EHA User or any person at the Nominated Property is acting or behaving in a manner that is inappropriate, improper, hostile, threatening, abusive or dangerous.

16.15 RACV may refuse to provide any EHA Services where the EHA User has any payments owing to RACV under these Terms and Conditions until such payments have been paid by the EHA User.



17. Location and Accessibility

- 17.1 Where it is difficult to locate, determine or access the source of a problem, ability to repair or implement Make Safe Procedures may be limited to what is reasonably practicable in the circumstances.
- 17.2 Where a problem occurs, originates or extends outside the boundaries of the property, repairs and Make Safe Procedures will be limited to work which can be carried out within the boundaries of the Nominated Property.

18. Repair Limitations

- 18.1 Ability to fully repair a problem during the Service Period may be limited where the EHA Service Provider determines:
- (a) full repair is estimated to take longer than one hour due to the complexity and magnitude of the problem (in which case the EHA Service Provider will implement Make Safe Procedures if possible);
 - (b) materials, components or equipment required to resolve the problem are not readily available at the time of the EHA Service;
 - (c) specialist brand-specific knowledge, equipment and/or components are required to resolve a problem – for example, where heating and

- (d) the situation presents environmental, occupational health and safety risks to the EHA Service Provider such as wet roofs, 2-storey buildings (or where a building has a high-pitched roof) or where asbestos is present;
- (e) destruction or demolition of property including walls, floors and ceilings is required; or
- (f) blocked or damaged pipes are the result of extensive root damage.

- 18.2 Additional costs are applicable to repairs that are subject to Repair Limitations. Refer to clauses 10.4 to 10.6 for additional information.

19. Response Times

- 19.1 Severe weather conditions or heavy rain may affect EHA response times and limit availability of appropriate tradespeople in the area at the time. During such periods, RACV will provide assistance as quickly as practicable.
- 19.2 In the event of such conditions mentioned in section 17.1, assistance may be limited to Make Safe Procedures aimed at reducing damage or loss.

cooling specialists are required or where specialist equipment such as water-jets or drain cameras are required;

20. Removal of Debris

- 20.1 EHA does not include removal of broken appliances, fallen trees, branches or other general debris from the property.

21. Environmental and Occupational Health & Safety

- 21.1 EHA will not be provided or may be limited where, in the opinion of the EHA Service Provider attending the Home Emergency, there is a real risk of danger to the life, health, safety or property of any person or where this is a real risk of causing significant damage to the environment. This may include situations such as wet roofs generally, 2-storey buildings (or buildings with a high-pitched roof) or the presence of asbestos.

22. Transfer, Cancellation and Refunds

- 22.1 An EHA Subscription cannot be transferred or assigned by the EHA Subscriber to any other person.
- 22.2 The EHA Subscriber may cancel their subscription to EHA at any time by notifying RACV by telephone, mail or at any RACV Shop.
- 22.3 RACV may cancel the EHA Subscriber's subscription to EHA immediately and without penalty where, in the reasonable opinion of RACV, the EHA Subscriber has:

- (a) materially breached these Terms and Conditions and the breach has not been or cannot be remedied; or
 - (b) acted in a manner that is inappropriate, improper, hostile, threatening, abusive or dangerous.
- 22.4 Except as expressly set out in these Terms and Conditions, the EHA Subscriber is not entitled to a refund of any part of the Subscription Fee upon cancellation of their subscription.
- 22.5 Subscription Fees may be refunded (in whole or in part) prior to the end of the subscription period in the following circumstances:
- (a) where a EHA Subscriber cancels a three-year paid in advance subscription package, save that the current year will be non-refundable.
 - (b) an EHA Subscriber dies, and the spouse or de facto partner of the deceased EHA Subscriber does not want a pro-rata credit applied to their Subscription; or
 - (c) an EHA Subscriber's Nominated Property is destroyed as the result of a Major Disaster or Event and declared a total loss; or
 - (d) during the current Subscription Year, a Subscriber sells the nominated property and provides satisfactory evidence of the sale (e.g. copy of Contract of Sale).

22.6 A member has 21 days from the date of purchasing an EHA Subscription Product to cancel their EHA Subscription, and will be entitled to a refund of any Subscription Fee paid, if no service calls have been made.

22.7 Refunds can only be offered when no service calls have been made in the Subscription Year.

22.8 Refunds may be granted in other extraordinary circumstances (at RACV's discretion).

23. Fair Use Policy

23.1 It is important to RACV that all EHA Users are able to access entitlements and our expectation is that Users will maintain their home in good order. Therefore, RACV reserves the right to limit or refuse to provide Services to an EHA Subscriber where, in the opinion of RACV, the User's use of the Services is excessive, unreasonable or not reasonably required by EHA Subscriber in the circumstances.

23.2 Circumstances that may constitute a breach include multiple service calls for the same reason (e.g. a blocked toilet, pipe or drain, unstable pilot light in heating systems). An EHA Subscriber is expected to take reasonable steps to resolve the underlying issue causing the fault and a Pay Per Emergency Customer acknowledges that they will be charged a Pay Per Emergency

Fee for each call out (regardless of whether the same underlying issue causes the fault).

23.3 Without limiting the circumstances in which RACV may apply to this policy, RACV will apply this policy if any use of the Services or an entitlement by a User is considered to be fraudulent or adversely affects the provision of the Services to other Users.

24. Consent to Photograph or Film Services

24.1 You agree that RACV may take photo or film of existing damage and the repair/make safe work provided as part of the provision of EHA Services. In doing so, RACV will ensure that any such photos and film do not identify you or your property without your specific consent.

25. Privacy

25.1 Information on how we handle your personal information is explained in RACV's Privacy Charter which you can obtain from any RACV shop or on the RACV website at www.racv.com.au/privacy. RACV may use your personal information to notify you about other products, services and special offers. You can request not to receive this material by contacting the RACV MemberLine on 13 RACV.

26. Glossary

Area Wide Disruption to Essential Services

means where essential services in an area are disrupted or affected due to an event or incident (e.g. where there is a power blackout affecting a street or suburb caused by electricity lines or the local electricity grid being down due to a major storm).

EHA

means the product or service named RACV Emergency Home Assist as described in these Terms and Conditions.

EHA Pay Per Emergency

is a non-subscription, single use of individual EHA Services made available upon payment of a Pay per Emergency Fee (or Fees if more than one EHA Service is accessed during a single call-out).

EHA Pay per Emergency Customer

means a person who uses EHA for individual EHA Services made available upon payment of a Pay per Emergency Fee or Fees.

EHA Service or Services

means the services associated with the events defined as 'Home Emergencies' under EHA and which can be provided to EHA Subscribers during their Subscription or to EHA Pay per Emergency Customers on a Pay Per Emergency basis.

EHA Service Provider

means an employee, agent or contractor engaged by RACV to provide the Services on its behalf.

EHA Subscriber or Subscriber

means a person or managing agent who has paid the Subscription Fee to receive

an EHA Subscription and whose subscription has not expired or been cancelled.

EHA Subscription

means an annual subscription product providing access to EHA for a Subscription Year following payment of a Subscription Fee

EHA User or User

means either an EHA Subscriber or an EHA Pay Per Emergency Customer.

Fixed Dwelling

means a fixed and permanent residence, building, part of a building or structure which is self-contained and lockable; (e.g. house, unit, flat, garage or bungalow). Fixed Dwellings must be situated within the boundaries of the Nominated Property.

Home Emergency/ies

means one or more of the incidents set out in section 7 of these Terms and Conditions for which EHA Services can be provided.

Instalment Fee

means the additional fee applied to members who have chosen to pay the Subscription Fee as an Instalment Payment.

Instalment Payment

Any one direct debit payment representing a partial payment of the Subscription Fee (whether monthly, quarterly or bi-annually).

Major Disasters or Events Include:

- (i) earthquakes
- (ii) tornadoes, hurricanes or cyclones
- (iii) explosions
- (iv) fire
- (v) flood

- (vi) political or industrial disturbances, riots or civil commotion
- (vii) tsunami, tidal wave, storm surge, landslide
- (viii) acts of terrorism
- (ix) war
- (x) use, existence or escape of any nuclear or radioactive material or any biological, chemical or nuclear pollution or contamination.

Major Structural Damage means damage to the structural or supporting details of a house such as beams, joists, trusses and rafters or major damage to roofing, wall cladding or glazing.

Make Safe means to make a Home Emergency situation as safe as practicable by applying or implementing Make Safe Procedures.

Make Safe Procedures means precautionary and temporary measures undertaken until further repairs can be carried out. Such measures are used to contain a Home Emergency situation by reducing the risk of further damage occurring and creating as far as is reasonably practicable a secure and safe environment until further repairs can be carried out.

Metropolitan Melbourne means such areas or postcodes as determined by RACV from time to time having regard to the Metropolitan & Outer Suburban Taxi Zones contained in the Melway Greater Melbourne Street Directory from time to time.

Nominated Property means a property eligible for EHA under these Terms and Conditions that is nominated by the owner for Service under EHA Subscription or nominated for Service under EHA Pay per Emergency.

Nominated Regional Centres coverage is widely available across regional Victoria. Availability in your area can be checked by visiting www.racv.com.au/eha.

Pay per Emergency Fee means the single call out fee determined by RACV from time to time that is payable by a Person prior to provision of an EHA Pay per Emergency Service.

Permitted Persons means the EHA User or residents, tenants or managing agents of the Nominated Property. The Permitted Person must be over 18 years of age.

RACV means Royal Automobile Club of Victoria (RACV) Limited ABN 44 004 060 833.

Service Period has the meanings given in section 10.1 and 10.2 of these Terms and Conditions.

Subscription Fee means the annual fee or Instalment Payments determined by RACV from time to time that are payable by a person for receiving EHA Subscription.

Subscription Year means any 12 month period after the date a EHA Subscription was purchased or renewed. This includes an annual subscription or a subscription paid in Instalment Payments.

For Further Information

Further information for this product, including these Terms and Conditions, is available from our website racv.com.au/eha, or can be obtained by calling 13 RACV (13 7228) or visiting any RACV shop.

All complaints, disputes or feedback relating to RACV Emergency Home Assist should be directed as follows:

By telephone:
13 HOME (4663)

By mail:
RACV Emergency Home Assist
Level 7, 485 Bourke Street
Melbourne VIC 3000

In person:
By visiting any RACV shop

RACV EHA Contact Numbers

To request emergency assistance call:
1300 427 228
24 hours/day; 7 days/week

RACV MemberLine:
(Member Enquiries & Subscription)
13 RACV (13 7228)
7 am – 11 pm; 7 days/week

Hearing Impaired TTY:
National Relay Service (NRS)
133 677

Feedback & Complaints:
13 RACV (13 7228)

Email:
care@racv.com.au

Website:
racv.com.au/eha

Telephone calls to the above numbers may be recorded to assist us with the provision of high quality service to you.



**Royal Automobile Club
of Victoria (RACV) Ltd**

ABN 44 004 060 833

Level 7, 485 Bourke Street

Melbourne VIC 3000

RACV MemberLine 13 RACV (13 7228)