



Business Care Terms and Conditions

1. RACV Business Care

If your business depends on keeping your field staff mobile or a transport fleet running, a breakdown can cost you considerable time and money. It can also severely affect your ability to service your clients and, of course, it can adversely affect your reputation.

RACV Business Care provides protection and is invaluable for the smooth running of your business.

RACV Business Care provides five types of products

- Business Roadside Care
- Business Extra Care
- Business Total Care
- Business Light Commercial Care
- Business Care Fee for Service & Taxi vehicle cover

Business Roadside Care

1.1 Emergency Roadside Assistance

RACV Business Roadside Care provides you with reliable emergency roadside assistance services including towing. RACV Business Roadside Care is designed to get your Vehicle moving again and if this is not possible, provide you with towing and extended benefits to assist you in your time of need. RACV will provide you with Emergency Roadside Assistance for the purpose of making your Nominated Vehicle mobile if it becomes disabled.

- Unlimited call outs
- Minor Mechanical Repairs to make your vehicle mobile
- Towing – up to 30km in Metropolitan areas or directly to the attending Service Centre in Country areas.
- If you elect to have your vehicle towed to another destination in country locations, payment will be required direct to the operator on site at this time
- If you elect to have your vehicle towed further than 30km in Metropolitan areas, payment will be required direct to the operator on site at this time
- Free petrol or diesel when you have run out of fuel (up to 5 litres)
- Wheel changing for when you experience a flat tyre; and
- A locksmith allowance of \$200 per incident

1.2 Delivery and installation of mobile products including:

- Battery
- Mobile parts
- These items are charged to your membership monthly as required
- Please note - Non – member prices charged to Business customers if invoiced on account each month

1.3 Extended Benefits

Assistance when *under* 100km from nominated address

Assistance is available if vehicle requires towing – taxi and rental entitlements are available to the business driver on all occasions. A combination of rental vehicle and taxi can be provided.

These entitlements apply to Business Care, Business Extra Care, Business Total Care and Business Light Commercial Care

To assist you if your nominated vehicle becomes disabled and requires a tow RACV will provide:

- Taxi fares per incident
 - Business Care – up to \$60 per trip (2 trips per incident)
 - Business Extra Care – up to \$80 per trip (up to 3 trips per incident)
 - Business Total Care – up to \$100 per trip (up to 3 trips per incident)
 - Business Light Commercial Care – up to \$100 per trip (up to 3 trips per incident)
- Rental Vehicle-4 days per incident (These days can be taken over consecutive days) to the value of \$88 per day, GST inclusive **for all products** (please note that the rental vehicle supplied may not be the same size as the nominated vehicle that requires service)

1.4 Extended Benefits

Assistance when *over* 100km from nominated address – Accommodation, Taxi and Rental entitlements apply to Business Care, Business Extra Care, Business Total Care and Business Light Commercial Care

To assist you if your nominated vehicle becomes disabled and requires a tow RACV will provide:

- Accommodation-4 nights per incident (These nights can be taken over consecutive nights)
 - Business Care – up to \$150 per night
 - Business Extra Care – up to \$170 per night
 - Business Total Care – up to \$170 per night
 - Business Light Commercial Care – up to \$170 per night
- GST inclusive **for all products** and only applies if the vehicle is disabled over 100km from business address.

- Taxi fares per incident
 - Business Care – up to \$60 per trip (2 trips per incident)
 - Business Extra Care – up to \$80 per trip (up to 3 trips per incident)
 - Business Total Care – up to \$100 per trip (up to 3 trips per incident)
 - Business Light Commercial Care – up to \$100 per trip (up to 3 trips per incident)
- Rental Vehicle-4 days per incident (These days can be taken over consecutive days) to the value of \$88 per day, GST inclusive for all products (please note that the rental vehicle supplied may not be the same size as the nominated vehicle that requires service)

Business Care is not available for Taxi or Courier vehicles

Business Extra Care

1.5 Business Extra Care

Business Extra Care can apply to business vehicles under Business Roadside Care product but the cover applies to the nominated vehicle only, there is no personal cover for the driver.

- Unlimited call outs
- Minor Mechanical Repairs to make your vehicle mobile
- Towing – up to 60km in Metropolitan and Country areas.
- If you elect to have your vehicle towed further than 60km in Metropolitan and Country areas, payment will be required direct to the operator on site at this time
- Free petrol or diesel when you have run out of fuel (up to 5 litres)
- Wheel changing for when you experience a flat tyre; and
- A locksmith allowance of \$300 per incident
- Parts to the value of \$33

Delivery and installation of mobile products including:

- Battery
- Mobile parts
- These items are charged to your membership monthly as required
- Please note - Non – member prices charged to Business customers if invoiced on account each month

Business Extra Care is not available for Taxi or Courier vehicles

Business Total Care

1.6 Business Total Care Emergency Roadside Assistance

RACV Business Total Care provides you with reliable emergency roadside assistance services including towing. RACV Business Total Care is designed to get your vehicle moving again and if this is not possible, provide you with towing and extended benefits to assist you in your time of need. RACV will provide you with Emergency Roadside Assistance to attend your nominated vehicle mobile if it becomes disabled.

Note: Business Total Care provides the same benefits as Business Light Commercial Care – the vehicle must be nominated under your business membership to enable service and extended benefits to be available.

- Unlimited call outs
- Minor Mechanical Repairs to make your vehicle mobile
- Towing – up to 100km in Metropolitan and Country areas.
- If you elect to have your vehicle towed further than 100km in Metropolitan and Country areas, payment will be required direct to the operator on site at this time
- Free petrol or diesel when you have run out of fuel (up to 5 litres)
- Wheel changing for when you experience a flat tyre; and
- A locksmith allowance of \$350 per incident
- Parts to the value of \$33

Examples of vehicle types covered under Business Total Care

- Passenger, Utility, SUV

Delivery and installation of mobile products including:

- Battery
- Mobile parts
- These items are charged to your membership monthly as required
- Please note - Non – member prices charged to Business customers if invoiced on account each month

Business Total Care is not available for Taxi or Courier vehicles

Business Light Commercial Care

1.6 Business Light Commercial Care Emergency Roadside Assistance

RACV Business Light Commercial Care provides you with reliable emergency roadside assistance services including towing. RACV Business Light Commercial Care is designed to get your vehicle moving again and if this is not possible, provide you with towing and extended benefits to assist you in your time of need. RACV will provide you with Emergency Roadside Assistance to attend your nominated vehicle mobile if it becomes disabled.

Note: Business Light Commercial Care provides the same benefits as the previous Business Total Care – the vehicle must be nominated under your business membership to enable service and extended benefits to be available.

- Unlimited call outs
- Minor Mechanical Repairs to make your vehicle mobile
- Towing – up to 100km in Metropolitan and Country areas.
- Free petrol or diesel when you have run out of fuel (up to 5 litres)
- Wheel changing for when you experience a flat tyre; and
- A locksmith allowance of \$350 per incident
- Parts to the value of \$33

Delivery and installation of mobile products including:

- Battery
- Mobile parts
- These items are charged to your membership monthly as required
- Please note - Non – member prices charged to Business customers if invoiced on account each month

Examples of vehicle types covered under Business Light Commercial Care

- Coaster Buses, Light Truck, Removalist vans driven with standard driving licence

Business Light Commercial Care is not available for Taxi or Courier vehicle

Towing and Vehicle Dimensions cover

Towing options for Business Care products

Product	*Metro Towing	*Regional Towing
Business Care	Up to 30km	To RACV service centre
Business Extra Care	Up to 60km	Up to 60km
Business Total Care	Up to 100km	Up to 100km
Business Light Commercial Care	Up to 100km	Up to 100km

**NOTE: Payment is required on site if driver selects any other towing destinations or distance*

Weight/Dimensions for Business Care products

Product	GVM#	Height	Width	Length^
Business Care	4.0t	2.1m	2.3m	5.5m
Business Extra Care	8.0t	3.3m	2.5m	9.0m
Business Total Care	8.0t	3.3m	2.5m	9.0m
Business Light Commercial Care	8.0t	3.3m	2.5m	9.0m

#GVM (gross vehicle mass) of a vehicle means the maximum loaded mass of the vehicle, including passengers and cargo regardless of whether the vehicle is loaded at the time of the incident.

RACV will not transport any vehicles carrying dangerous goods as defined under the Dangerous Goods Act 1985 (Vic.) including explosive, flammable, combustible, toxic radioactive, corrosive or other dangerous goods.

^Length - includes total length of vehicle and any attachments (tow bars etc)

Business Care Fee for Service & Taxi Cover

1.7 Emergency Roadside Assistance

RACV Business Care Fee for Service will provide you with Emergency Roadside Assistance to attend your nominated vehicle mobile if it becomes disabled. This is the only product available for Taxi and Courier vehicles

IMPORTANT INFORMATION

Under the fee for service program, all service and/or towing activities are charged to the business customer each month, these charges are summarised in the table below.

Services provided under this program are:

Service calls

- Service calls to make your vehicle mobile where possible (each incident charged to business account monthly depending on breakdown location)
- Free petrol or diesel when you have run out of fuel (up to 5 litres)
- Wheel changing for when you experience a flat tyre
- Lockout if keys have been left in your vehicle

Towing

- *Towing – up to 20km in Metropolitan areas or directly to the attending Service Centre in Country areas with each incident charged to business account monthly
- If you elect to have your vehicle towed to another destination in country locations, payment will be required direct to the operator on site at this time
- If you elect to have your vehicle towed further than 20km in Metropolitan areas, payment will be required direct to the operator on site at this time in addition to the amount charged by RACV for the first 20km as listed in the table below

Delivery and installation of mobile products including (Taxi clients pay for products on site)

- Battery
- Mobile parts
- These items are charged to your membership monthly as required
- Please note - Non – member prices charged to Business customers if invoiced on account each month

No extended benefits apply to Business fee for service products

The incident pricing is listed below

Incident	Pricing
Metro service call	\$104.00
*Metro tow (up to 20km)	\$145.00
*Metro service and tow	\$249.00
Country service call	\$115.00
*Country tow (to attending service centre)	\$145.00
*Country service and tow	\$260.00

- Incident prices include GST

**NOTE: Additional payment is required on site if driver selects any other towing destinations or distance within metro and country locations*

Business Care Conditions, Limitations and Exclusions

Please note that conditions, limitations and exclusions apply. Please refer to section 6 and 7 of emergency roadside assistance terms & conditions through the link below for more details under General Conditions, Exclusions and Limitations.

All vehicles used for business and commercial purposes must be covered under the relevant Business Care product range. (five products available)

Page 16 of this document outlines that 'ineligible vehicles' for Roadside Care, Extra Care and Total Care are described as Commercial vehicles which include Taxis.

Link to General terms & Conditions

<https://www.racv.com.au/content/dam/racv/documents/on-the-road/era/era-terms-and-conditions.PDF>