

AAA WESTERN AND CENTRAL NEW YORK TERMS AND CONDITIONS GUIDE



Your AAA Membership

You should carry your membership card with you at all times. The first person in a household who joins the Club is referred to as the Primary Member. Other members in your household are not eligible to use your card, but they can be added to your membership at a discounted Associate Member rate. A separate membership card will be issued for each person. Associate Members must carry the same coverage, either AAA Basic, AAA Plus, AAA Premier, as the Primary Member. Optional RV benefits also cover every member on the membership.

Extended Benefits

Members may upgrade to AAA Plus or AAA Premier at a pro-rated amount based on the membership's expiry. Please see the comparison chart in Your Guide To AAA Services booklet to compare memberships.

The optional AAA RV Rider is not offered at a prorated amount. AAA Plus, AAA Premier and AAA RV coverage begin 7 days after enrollment or upgrade. All AAA Basic benefits are available during the 7 day wait for extended services. Pre-existing breakdowns are not eligible for AAA Plus, AAA Premier or AAA RV coverage. A Service Fee, in addition to standard membership dues, will be assessed for New or Past Due members in need of roadside assistance, provided at the Basic level, at the time of enrollment.

Membership Renewal

If payment is late and received within 90 days after the due date, the original expiration date of your membership will not be changed, unless you request otherwise. If requested, the revised membership will commence upon payment and will expire the following year on the last day of the month in which payment was received. In that event, an entrance fee will apply. Your membership tenure will not be affected.

Automatic Dues Renewal

Authorize your AAA dues to be charged annually or monthly to your AAA Visa or another credit card (Visa, MasterCard, or Discover) to prevent any lapse in your membership coverage.

The Monthly Payment Plan (MPP) allows eligible members to pay for their annual membership via 12 monthly payments. Members wishing to enroll in MPP must sign up for Automatic Dues Renewal with a valid credit/debit card during the billing period. The members' credit/debit card will be automatically charged each month and will include a \$1 processing fee for each payment processed. Some restrictions may apply. See AAA.com for more specific information, details and requirements.

Membership Refund Policy

Members will receive a refund if the membership is canceled within thirty days of the renewal date or join date. Entrance fees will not be refunded. If road service, travel, or attraction discounts are used, the cost of service or discount will be deducted from the refund.

Scope of Service

Your membership doesn't just cover one car. Your membership covers **you, in any eligible vehicle** you are driving or a passenger, if that vehicle becomes disabled.

When your vehicle cannot be made operable upon providing the services listed in this Terms and Conditions Guide, your vehicle will be towed to the AAA facility rendering the service or a maximum of five miles in any direction from the point of disablement at no charge. When transportation to the repair facility cannot be provided by the servicing facility, AAA will assist you in locating alternative transportation at your expense. If a repair facility cannot be located, we will assist you in locating lodging or alternative transportation, at your expense.

Under your membership, Emergency Roadside Assistance will be provided without charge from the nearest available AAA contract facility. Your service call will include AAA's operator/truck traveling to the disabled vehicle, where the service operator will attempt to make your vehicle operable.

A Service Fee, in addition to standard membership dues, will be assessed for New or Past Due members in need of roadside assistance at the time of enrollment. Extended service – AAA Plus, AAA Premier and AAA RV services – begin 7 days after enrollment or upgrade. Pre-existing breakdowns are not eligible for AAA Plus, AAA Premier or AAA RV coverage.

Charges for service that exceed the benefits listed will be at prevailing hourly or mileage rate of the region where service is provided. Payment is due at the time of service by cash, check or credit card.

Roadside Assistance is provided by AAA owned fleets as well as a nationwide network of independent contractors. We welcome comments concerning your experience and will work with you to resolve any concerns. Call us 24/7 at 1-800-AAA-HELP.

How to Obtain Emergency Roadside Assistance

Emergency Roadside Assistance is available 24 hours per day, 7 days per week by calling 1-800-222-4357 (1-800-AAA-HELP). You may also place your service request or check the status of your service request by visiting AAA.com or downloading the AAA Mobile App. For those members who have a hearing impairment and use a TTY device or relay service, dial 315-451-5020 or 711 respectively.

Service will be provided to any member driving or riding in an eligible vehicle when it becomes disabled.

When you place your call, please give all information asked for by the operator. Be prepared to give your name, address, membership number, vehicle description, location of vehicle and probable trouble. This information is required for us to properly service you. If you have a physical disability that requires special transportation or needs please let us know at the time of call placement.

When the service provider arrives, you will be requested to present your driver's license or other photo ID and a valid membership card in order to obtain service.

Stay with Your Vehicle

You should remain at or near your vehicle to receive service. Unattended vehicles cannot be put in running order, since they may be stolen or need additional starting if the engine is turned off. Of course, exceptions will be made in extenuating circumstances.

Safety

If you do not feel safe, always call the proper authorities. Also, let our call receiver know so we can expedite your service.

Eligible Vehicles

Service applies to all properly licensed four-wheeled motor vehicles of the passenger, pleasure or recreational type (vans, campers and motor homes) regardless of license plate designation—if those services can be safely delivered.

Dual-wheeled campers/motor homes are eligible for all services except towing, extrication/winch and tire service. Dual-wheeled unloaded pickup trucks are eligible for all services. Dual-wheeled vans, utility, boat and snowmobile trailers are not eligible for service. Rented passenger vehicles and commercial vehicles are eligible for service, with the exception of taxi cabs and limousines.

AAA Plus/RV® and AAA Premier/RV® members receive extended vehicle coverage for all services to include motorcycles, motor homes, pickup trucks with campers, and 5th wheel travel trailers.

Optional RV Coverage

The AAA RV Rider is an optional benefit that can be added, for a fee, to AAA Plus or AAA Premier. The RV Rider extends present ERS benefits to recreational vehicles for all services to include motorcycles, all motor homes, pickup trucks with campers, travel trailers and 5th wheel travel trailers.

AAA RV benefits are effective 7 days after enrollment or upgrade to the extended service. RV calls are taken from the 4 calls allotted to AAA Plus or AAA Premier Membership. RV coverage applies to all members on the account that carries the RV Rider. Service will not be rendered to breakdowns occurring prior to enrollment in the AAA RV Rider.

ERS Call Allowance

In an effort to increase the quality of AAA Emergency Roadside Assistance and decrease delays, each member will be entitled to a maximum of four free service calls per year. After the four free calls, there will be a surcharge payable at the time of service. AAA Plus, Plus/RV®, Premier and Premier/RV® benefits cease after the fourth service call. RV calls are counted against the 4 calls allotted to Plus or Premier membership.

Mechanical Adjustments

Minor/temporary adjustments will be made in an attempt to enable your vehicle to operate safely under its own power. If these attempts are unsuccessful after a reasonable effort by the service provider, the towing provision will apply.

Tire Change

Your spare will be installed to replace a flat tire. For safety reasons, the rim should be free of rust and the tire inflated and serviceable. Dual wheels are excluded for Basic service. Dual wheel recreational vehicles are covered with the RV Rider, on your existing Plus or Premier membership. If the spare cannot be safely installed, the towing provision will apply.

Fuel Delivery

A limited supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest service station. Specific types, brands, octane ratings, or blends, cannot be promised. If the necessary type, brand, octane rating, or blend of fuel is not available for delivery or the vehicle cannot be made operable, towing services will be provided in accordance with the towing provision. AAA Basic® Members will be charged the current pump price for the fuel. AAA Plus and AAA Premier Members will be provided, at no additional cost, a sufficient amount of fuel to enable you to reach the nearest service station.

Battery Service

A battery boost will be provided in an attempt to start your vehicle. All inclusive mobile battery testing and replacement service (at a member discounted rate) is also available to members in many areas. Please contact us for additional information.

Locksmith Service

Lockout Service: If your keys are locked inside the vehicle, service will be sent to gain entrance. If the service provider cannot gain entrance to your vehicle, locksmith service up to \$50 (or reimbursement for commercial locksmith service up to \$50) and/or, towing services will be provided in accordance with the towing provision can be provided.

Lost or Broken Key: If the key that operates or provides access to the passenger compartment of the vehicle is lost or broken, locksmith service up to \$50 or reimbursement for commercial locksmith service up to \$50 will be provided. In cases where the vehicle cannot be made operable, towing services will be provided in accordance with the towing provision.

AAA Plus and AAA Premier provide added coverage or reimbursement up to \$100 in parts and labor for locksmith service if such service is required to unlock your vehicle or make it operable.

AAA Premier provides reimbursement for up to \$100 per household once per membership year in commercial locksmith services to gain access to member's primary residence from the outside with proof of primary residence.

Extrication/Winch

Your vehicle will be extricated/winch when it can be safely reached from a normally traveled or established and maintained thoroughfare. If special equipment, more than one truck or more than one person is required, the associated costs may be at your expense.

AAA Plus and AAA Premier provide coverage to include the delivery of services by a second truck and operator for one hour at the scene.

Towing Services

When your vehicle cannot be safely driven after attempting any of the listed emergency services, your vehicle will be towed to the AAA facility rendering the service or a maximum of five miles in any direction from the point of disablement at no charge. When transportation to the repair facility cannot be provided by the servicing facility, AAA will assist you in locating alternative transportation at your expense. If a repair facility cannot be located, we will assist you in locating lodging or alternative transportation, at your expense. If you have a physical disability that requires special transportation please let us know at the time of call placement. In instances when your vehicle becomes disabled while towing a trailer, towing service will be provided for the trailer (excludes fifth-wheel trailers) to the same repair facility as your vehicle. You will be required to pay for trailer towing (except for trailers covered under the optional RV rider). Flatbed service may require an additional fee if it is requested but not required. Towing is limited to one tow per breakdown. Tows exceeding the allowed mileage will pay a discounted rate for each additional mile, payable at the time of service. In the event that your vehicle requires towing service from an automobile-related facility (such as a repair facility or impound lot), the vehicle will be towed during the facility's regular business hours.

AAA Plus provides up to 100 miles of free towing in any direction from the point of disablement to the destination of your choice. AAA Premier provides up to 200 miles of towing on one of your four allowable service calls, and up to 100 miles of towing on the three remaining allowable calls.

Bicycle Assistance

Transportation services will be provided for you and the bicycle you are riding when it has become disabled and can be reached from a normally traveled road. If you are on a bike path, trail, or other restricted pathway, the service vehicle will meet you at the closest point of entry for motor vehicles. We'll take you and your bicycle to the location of your choice according to the towing benefit included with your membership. Any additional mileage is at the member's expense and due at the time of service. Bicycle repairs and tire changes are not available. Bicycle Assistance is included in your annual allowance of four-free service calls. Members should be with the bicycle at time of service. Outside Club territory, Bicycle Assistance will be rendered when available or reimbursement will be offered for covered services.

Canceling Calls

If your car starts or you remedy your problem before the service provider arrives, please call to cancel your request so service can be expedited for others and to assure the call won't count as one of your 4 yearly service calls.

When Services Do Not Apply

Emergency Roadside Assistance will not be rendered to any vehicle when towing is requested other than for mechanical breakdown or accidents. Proper vehicle registration and licensing is required to provide service.

Unavoidable Delays

Because of our geographic location, calls for service can number well over 3,000 per day on especially severe weather days, with every piece of equipment in use around the clock. In these circumstances, long delays cannot be avoided. We appreciate your patience and assure you that you will receive service as quickly as possible.

Alternate Service

If you have followed the procedure outlined to obtain roadside assistance and AAA service is not available or AAA contractor access is restricted (toll roads, limited-access highways), the Club will provide reimbursement for covered services at the prevailing commercial rate for the region, based on your level of membership. Full reimbursement for covered services will be provided for police-ordered tows and where AAA access is legally restricted. Storage fees will not be reimbursed.

If AAA service was available but not requested, reimbursement may be limited to the amount the Club would normally have paid for the covered service.

You must submit the original receipt within sixty days of service for consideration. The Club may adjust or deny reimbursement for service provided by individuals or companies not normally engaged in providing roadside assistance.

Call 1-800-836-2582 or visit AAA.com to obtain a reimbursement form. For reimbursement consideration, complete the form and send it, along with receipts to: ERS Reimbursements, 100 International Drive, Williamsville, NY 14221.

Emergency Repair Payment Acceptance

Your personal check, valid credit or debit card will be accepted by AAA facilities providing emergency road services or repairs for AAA members, up to \$250. If a facility cannot accept a credit or debit card for any reason, AAA will process the transaction on your behalf. PIN-only debit cards are not accepted. A valid membership card and identification must be presented at the time of payment. The name on the check must match the member name and be drawn on a US bank.

Hit-Run Reward

The club offers a \$500 reward for civilian information leading to the arrest and conviction of hit-run drivers in cases where personal injury or death is involved. This is one more effort the Club makes to promote safety on streets and highways.

Anti-Theft Reward

Your club pays a \$500 reward for civilian information leading to the arrest and conviction of anyone, anywhere stealing a member's car. This protection discourages professional thieves from stealing a member's car.

Trip Interruption Protection

In the event an auto trip is delayed overnight or canceled due to mechanical disablement, a collision causing disablement or theft of your eligible vehicle, AAA Plus and AAA Premier provide reimbursement for food and lodging **or** a car rental. At the member's option, a rental car can be secured to continue the trip or return home **or** the member may seek temporary lodging and food while waiting for repairs (**not both**). Terms of the Trip Interruption Protection benefit are as follows:

- **AAA Plus Members**:** Up to \$350 reimbursement per membership year; One claim allowed per incident
 - **AAA Premier Members**:** Up to \$1500 reimbursement per membership year; One claim allowed per incident
 - **Distance Requirement:** Mechanical disablement, collision causing disablement, or theft must occur 100 miles or more from permanent or alternate residence
 - **Maximum Duration of Claim: For Car Rental:** The sooner of 72 hours from time of disablement/theft or upon returning home; **For Food and Lodging:** The sooner of 72 hours from time of disablement/theft or upon repair
 - **Proof of disablement:** Proof of tow required; Dated & itemized repair receipt required
 - **Repair facility:** Repair facility must be a state certified auto repair facility
 - **Food and drink:** Alcohol not covered
 - **Food and lodging establishments:** Establishments must be properly licensed to do business; Establishments must be in the same vicinity as the breakdown
 - **Lodging reservations:** Pre-booked reservations are not covered
 - **Car Rental:** Dated and itemized rental receipt required; Reservation enhancements not covered
 - **Time to submit claim:** 90 days from disablement/theft
- **Trip Interruption Protection begins 7 days after Plus or Premier enrollment or upgrade. Pre-existing breakdowns are not eligible for Trip Interruption Protection. Members who have previously utilized all four free road service requests for the membership year are not eligible for Trip Interruption Protection.*

Only payments made via cash, check, or credit/debit card with acceptable documentation of payment are eligible for reimbursement under the Trip Interruption Protection benefit. The Club will not reimburse cash to a member who purchases services with loyalty points or free service credits.

To obtain a Trip Interruption Claim form contact AAA Member Services at **1-800-836-2582** or visit **AAA.com/Help**

Premier Complimentary 1-Day Rental Car

AAA Premier provides a full size rental car for one day per membership year in the event of a breakdown within the Western and Central New York area. Members are required to contact AAA in the event of a roadside service issue to provide service. Rentals taking place outside the Western and Central New York area are reimbursable with receipt and proof of tow. Upon determination that a tow is required, AAA Western and Central New York will contact

the rental company on the member's behalf for the rental to qualify for this membership benefit.

Liability Protection: Premier Members will be required to protect themselves, the rental company and AAA Western and Central New York from liability exposure. Liability will be carried by, and maintained at the member's expense on their personal auto policy or by purchasing supplemental coverage from the rental company. The member assumes full financial responsibility for damage or loss to the rental vehicle. In the event that the rental term exceeds one day, the member will be responsible for the cost of the rental for any time period beyond the first day.

Vehicles under these terms will be available in Western or Central New York during regular business hours. After business hours, reservations may be made in order to acquire a vehicle immediately the next business day. Members may upgrade the vehicle at their own expense. AAA is not responsible for the rental company hours of operation, locations, inventory or service.

This offer is available to renters/members ages 25 and up with a valid credit card in their name. Those under age 25 are subject to surcharges payable to the rental company.

Arrangements can also be made directly with the rental company for renters who do not possess a credit card in their name.

Premier Travel Discount

The Premier Travel Discount provides one discount of \$25, \$50, or \$100 per membership year, per household. One discount per trip on tour, cruise, or group packages booked through AAA. Automatic void of benefits upon downgrade. Membership must be at Premier status at time of travel booking. Not valid on purchase of airline tickets. Discount must be redeemed through AAA Western and Central New York and is not available with online bookings. Discount cannot be combined with any other discount program or travel coupons.

Premier Used Car History Info

Premier members receive up to two free vehicle history "Car Fax" reports per membership year.

Premier Home Lockout Service

AAA will reimburse the cost of gaining entry to the Premier member's home, up to \$100. Proof of residency required, one covered use of benefit per membership year.

Service Comments

It is our goal to make your AAA membership invaluable. Certain benefits may vary from Club to Club. Any comments you may have will enable us to continually improve our services.

Please address your comments to: AAA Western and Central New York, Member Relations Department, 100 International Drive, Williamsville, NY 14221, or call 1-800-836-2582 to speak to a representative.

Membership Review

AAA Western and Central New York is a not-for-profit organization. With annual membership dues funding member services, it is the responsibility of the organization to periodically review individual member expenses in order to maintain reasonable membership dues for all members.

During review, memberships that have service expenses significantly exceeding generated revenue could be reduced to the Basic level of membership the next membership year. When these members have exceeded the four allowable calls under AAA membership, they will be subject to increased surcharge fees when purchasing additional roadside calls and service fees – in addition to membership dues – when adding associate members onto their accounts.

Code of Conduct

AAA Western and Central New York is a member organization that proudly relies upon the partnership between our members and our associates. As a place of business, we expect both parties to communicate in a professional and courteous manner and cannot accommodate disruptive and unprofessional behavior toward our associates or other members. Utilizing AAA membership in a fraudulent manner will not be tolerated. Management reserves the right to cancel membership in instances of such behavior or suspected fraudulent conduct, on the part of the member or representative, without obligation to refund any remaining months of membership to expiry.

Hertz Gold Plus Rewards® Membership

Members must enroll at AAA.com/HertzGold. Hertz Gold Plus Rewards Bonus Points will be provided to member's account up to 4 weeks from the first Gold rental return. Gold profile and reservation must include your AAA/Hertz CDP# 84. Only paid rentals of \$25 or more will qualify for this promotion.

AAA Insurance

Insurance is provided by AAA Members Insurance Agency of Western and Central New York Inc.

AAA Member Rewards Visa® Card

For information about rates, fees, other costs and benefits associated with the use of this credit card, or to apply, see a AAA representative and refer to the disclosures accompanying the application.

How You Earn Points: You earn points when you use your card to make purchases, minus returns, credits and adjustments ("Net Purchases"). The following transactions are not considered purchases and will not earn points: Balance Transfers and Cash Advances (each as defined in your Credit Card Agreement), fees, interest charges, fraudulent transactions and certain other charges.

1 Point: Earn 1 point (base point) for every \$1 of Net Purchases charged to the credit card each billing cycle. **2 Points:** Earn 2 points (consisting of 1 bonus point and 1 base point) per \$1 for Net Purchases made with the card at any eligible gas, grocery store, wholesale club and drugstore merchant categories as designated by Bank of America. **3 Points:** Earn 3 points (consisting of 2 bonus points and 1 base point) per \$1 for Net Purchases made with the card through any participating AAA Club when AAA is the merchant of record, or at eligible retail travel merchant categories as designated by Bank of America. **Points Expiration:** Points expire 5 years after the month they were earned. **Points Forfeiture:** If the owner(s) of the card account voluntarily closes the card account, or if for any reason we close the card account, any unredeemed points associated with the account are subject to immediate forfeiture, unless specifically authorized by us. **Rewards Program Rules:** Program Rules containing additional details will be sent to you with your new account materials. Other significant terms apply. Program subject to change.

This credit card program is issued and administered by Bank of America, N.A. Visa is a registered trademark of Visa International Service Association and is used by the issuer pursuant to license from Visa U.S.A. Inc. ©2021 Bank of America Corporation ©2021 AAA.