BCAA Membership Terms & Conditions

I. DUES AND GENERAL MEMBERSHIP RULES

- First year Membership dues will be charged for all new **Primary Basic**, **CAA Plus**, **CAA Plus RV**, **Premier**, **Premier RV**, and **Student** Memberships and all lapsed Members over 90 days.
- Annual Membership dues in each category are based on a full year enrollment. No refunds can be given.
- Members are allowed to hold only one active Membership in any category at any given time.
- Membership benefits and services are not transferable and are subject to change without notice.
- Pricing subject to change without notice.
- BCAA Membership card is required when claiming BCAA savings or offers.
- Members do not have to own the vehicle they are driving when they require assistance.
- Associate Members must be related to, and living at the same address as the Primary Member.
- A BCAA Member must have permanent residence in BC or the YT unless excepted by affiliated club agreement. Regardless of a BC or YT address on file, if a BCAA Member is no longer a permanent resident of BC or the YT, BCAA reserves the right to cancel the Membership upon expiry.
- Lapsed Members may, during the 90 days following the expiry date, reinstate their Membership to the original expiry date by paying the annual Membership dues in full. If lapsed Members do not wish to reinstate the original expiry date, they must re-join as new Members (In the case of a Primary, first year Membership dues will apply). For lapsed Associate Members to re-join, the Primary Membership must be fully paid.
- Members are eligible for **CAA Plus**, **Premier** and RV Road Assist benefits upon a waiting period of 48 hours from time of purchase or upgrade to a **CAA Plus**, **CAA Plus RV**, **Premier** and **Premier RV** Membership providing coverage has not been purchased for a pre-existing condition.
- New Primary Members are charged an additional $23.81 (plus applicable taxes) *Join on Arrival* fee, in addition to first year Membership dues, if they require immediate Emergency Roadside Assistance coverage upon joining BCAA. New Associate Members are not charged the *Join on Arrival* fee.
- New Members are required to pay additional mileage and charges for special equipment.
- All Primary dues include a $1.00 contribution to the BCAA Road Safety Foundation. Contribution added to dues after tax.
- Westworld magazine is mailed quarterly to the Primary Member in each household. One magazine per household is mailed. A digital format of Westworld is also available to Members who prefer a digital format. Dues include a $2.00 non–deductible charge.

II. BASIC MEMBERSHIP

- Up to four (4) Road Assist calls per Membership year. A fee will be charged for additional calls.
- Towing to the nearest repair facility and/or any destination within 5 km of the point of breakdown. Additional towing charges apply per km.
- Locksmith reimbursement of up to $50 if the key is lost or broken and the vehicle is inoperable or the service provider cannot gain entry. If necessary, towing will be provided. The cost of parts is the Member's responsibility. Reimbursement of this service is considered as one of the service entitlements for the Membership year**.** See section XV Reimbursement Policy for details.
- Fuel will be delivered to the Member's vehicle, allowing the Member to reach the nearest gas station or towing will be provided in accordance with **Basic** towing provisions. The cost of fuel is the Member's responsibility.
- Up to $250 towards Road Trip Interruption Benefits – see section XIV Road Trip Interruption Benefits for details.

III. JUNIOR MEMBERSHIP

- Available for non-driving Associates under the age of 21.
- One Road Assist call per Membership year. A fee will be charged for additional calls.
- Towing to the nearest repair facility and/or any destination within 5 km of the point of breakdown. Additional towing charges apply per km.
- Locksmith reimbursement of up to $50 if the key is lost or broken and the vehicle is inoperable or the service provider cannot gain entry. If necessary, towing will be provided. The cost of parts is the Member's responsibility. Reimbursement of this service is considered as one of the service entitlements for the Membership year**.** See section XV Reimbursement Policy for details.
- Fuel will be delivered to the Member's vehicle, allowing the Member to reach the nearest gas station or towing will be provided in accordance with **Junior** towing provisions. The cost of fuel is the Member's responsibility.
- Members do not have voting privileges at the annual AGM.

IV. STUDENT MEMBERSHIP

- Available for Primary or Associate drivers under the age of 21.
- Up to four (4) Road Assist calls per Membership year. A fee will be charged for additional calls.
- Towing to the nearest repair facility and/or any destination within 5 km of the point of breakdown. Additional towing charges apply per km.
- Locksmith reimbursement of up to $50 if the key is lost or broken and the vehicle is inoperable or the service provider cannot gain entry. If necessary, towing will be provided. The cost of parts is the Member's responsibility. Reimbursement of this service is considered as one of the service entitlements for the Membership year**.** See section XV Reimbursement Policy for details.
- Fuel will be delivered to the Member's vehicle, allowing the Member to reach the nearest gas station or towing will be provided in accordance with **Student** towing provisions. The cost of fuel is the Member's responsibility.
- Up to $250 towards Road Trip Interruption Benefits – see section XIV Road Trip Interruption Benefits for details.

V. CAA PLUS

- Up to six (6) Road Assist calls per Membership year. A fee will be charged for additional calls.
- Towing to the nearest repair facility and/or any destination within 160 km of the point of breakdown. Additional towing charges apply per km.
- Locksmith reimbursement of up to $100 if the key is lost or broken and the vehicle is inoperable or the service provider cannot gain entry. If necessary, towing will be provided. The cost of parts is the Member's responsibility. Reimbursement of this service is considered as one of the service entitlements for the Membership year**.** See section XV Reimbursement Policy for details.
- Fuel will be delivered (at no cost) to the Member's vehicle, allowing the Member to reach the nearest gas station or towing will be provided in accordance with **CAA Plus** towing provisions.
- Service and towing for motorcycles.
- Vehicle Recovery includes the services of a second tow truck and driver for up to one hour.
- Up to $500 towards Road Trip Interruption Benefits – see section XIV Road Trip Interruption Benefits for details.
- A 48 hour waiting period will apply at time of purchase or upgrade for **CAA Plus** Memberships. During this period only Basic towing services will be available.

VI. PREMIER

- Up to six (6) Road Assist calls per Membership year. A fee will be charged for additional calls.
- Towing to the nearest repair facility and/or any destination within 160 km of the point of breakdown. Extended towing – Up to 320 km on two of six Road Assist calls in a Membership year.
- Locksmith reimbursement of up to $100 if the key is lost or broken and the vehicle is inoperable or the service provider cannot gain entry. If necessary, towing will be provided. The cost of parts is the Member's responsibility. Reimbursement of this service is considered as one of the service entitlements for the Membership year**.** See section XV Reimbursement Policy for details.
- Fuel will be delivered (at no cost) to the Member's vehicle, allowing the Member to reach the nearest gas station or towing will be provided in accordance with **Premier** towing provisions.
- Service and towing for motorcycles.
- Vehicle Recovery includes the services of a second tow truck and driver for up to one hour.
- Up to $1,000 towards Road Trip Interruption Benefits – see section XIV Road Trip Interruption Benefits for details. Two–day rental car reimbursement. Members must arrange the rental car through BCAA by calling: 1–877–325–8888. Limit of 1 two–day car rental per Membership year. BCAA will only cover the base rental fee on intermediate class (C–class). If non–Hertz rental, reimbursement limit maximum of $35/day.
- Free set of 2 passport photos per Membership year.
- One free AAA International map or TourBook per Membership year when a BCAA annual Travel Medical Insurance policy is purchased.
- Travel Assistance Services, see section XIII Travel Assistance Services for details.
- 48 hour waiting period will apply at time of purchase or upgrade for **Premier** Memberships. During this period only **Basic** towing services will be available

VII. RV COVERAGE

- Available only with a **CAA Plus** or **Premier** Membership.
- Service and towing for motor homes, trucks with campers, and recreational trailers being towed at the time of breakdown.
- BCAA cannot tow any trailers/vehicles with livestock inside at the time of service.

VIII. A LA CARTE

- Receives the same Show Your Card & Save and Insurance benefits as the **Basic** Membership.
- Is not eligible for Road Assist services. Should emergency Road Assist be required, the Member must upgrade their Membership and pay the difference from an **A La Carte** Membership.
- Members do not have voting privileges at the annual AGM.

IX. STANDARD ROAD ASSIST GUIDELINES

- Service will be provided to Members who are occupants of the vehicle at the time of breakdown. Member must be present with their Membership card when the service provider arrives.
- Transportation for additional passenger when towing service is required is the Members responsibility. BCAA will assist other passengers accompanying the Member, if any, in finding other means of transportation (e.g. taxi).
- A “repair facility” is defined as a garage equipped and staffed to provide general vehicle repair. If specialty repairs are required, BCAA cannot guarantee they will be available at this repair facility. If a Member chooses to have the vehicle towed to a location beyond these limits, additional costs are the Member’s responsibility. BCAA cannot guarantee that parts will be in stock or that repairs will be immediate. The cost of repairs is the Member’s responsibility.
- Properly licensed four–wheeled passenger, pleasure or recreational vehicles are eligible for all services. Dual–wheeled pickup trucks (two wheels on the front and four on the back) not carrying a load are eligible for all services except tire service.
- Recovery of the Member’s vehicle from a public roadway may incur additional charges if special equipment i.e. more than one truck or more than one person, is needed for traffic control personnel. If vehicle is inoperable after extrication, standard towing benefits will apply.
- Minor adjustments that allow the Member’s vehicle to operate under its own power.
- Assistance if the Member is involved in an accident.
- Provide emergency cheque acceptance up to $375 Cdn. for emergency repairs provided by an AARS centre or road service providers.
- Installation of a spare tire. If a spare is not available or a flat cannot be safely changed, then towing in accordance with towing provisions will apply. Cost of parts will be the Member’s responsibility.
- Battery boost to allow the Member’s vehicle to be driven to the nearest repair facility.
- Opening the doors of the Member’s vehicle when the keys are locked inside.
- Bike Assist – see section XI
- Safe Ride Home – see section XII

X. SERVICE EXCLUSIONS

- Service to an unattended vehicle. Members are required to present their Membership card at the scene of breakdown.
- Towing or service if vehicle was inoperable: 1) before the Member purchased a **CAA Plus**, **CAA Plus RV**, **Premier**, **Premier RV** (Regardless of any waiting period) or 2) at the time the vehicle was purchased.
- Road Assist service provides Members (not the Members’ vehicles) with 24–hour Emergency Road Service. Coverage is not transferable to family or friends.
- Any additional fees associated with stand–by, waiting time or ferry charges.
- Additional towing for the same problem or towing from a garage when repair work has begun, or when the Member vehicle was originally towed into the garage by BCAA.
- Towing or service for a vehicle that was inoperable at the time the vehicle was purchased.
- Service to commercial trailers.
- Service and/or fees related to situations that are the result of illegal actions.
- Vehicles willfully driven into an area or on roads that are poorly maintained and cannot be travelled in a tow truck at normal (e.g. 50–60 km) speeds (i.e. vacant lot, open fields, beaches, impassable private or recreational roads, forest service roads, yards, mud or snow filled driveways and construction sites). The final assessment of road conditions will be made at the location of disablement by the service provider.
- Taxi cabs and limousines.
- Towing for commercial vehicles with more than 4 wheels.
- Any additional fees associated with towing a vehicle that has been modified from original manufacturer’s specifications.

- Service to vehicles not prepared for extreme weather and road conditions.
- Costs associated with specialty towing equipment such as 4 wheel drive and/or flat deck units.

XI. BIKE ASSIST

- Manual (non-motorized) bicycles are eligible for Bike Assist service.
- Bike Assist is available to all BCAA Members who are residents of B.C. (excludes **A La Carte** Memberships).
- Not available outside British Columbia through reciprocal agreement with other CAA and AAA clubs throughout Canada and the United States. Bike Assist is exclusive to BCAA, and is currently not being offered as a permanent Membership benefit by any other CAA or AAA club.
- BCAA drivers/technicians will assess each situation to decide if an on-the-spot repair is possible. If the repair cannot be made at the site of the breakdown, the driver will transport the cyclist and their bicycle. Standard towing benefits will apply based on the Member's level of Membership
- Each call for Bike Assist will be treated as a Road Assist call.
- Same service exclusions apply as would be to a vehicle driven into a non-maintained area.
- For liability reasons BCAA cannot break a bike lock as bike ownership cannot be easily identified.

XII. SAFE-RIDE-HOME SERVICE

BCAA's Safe-Ride-Home Service will help Members who are unable to drive home safely.

- The Safe-Ride-Home Service is available to all BCAA Members who are residents of B.C. (excludes **A La Carte** Memberships).
- BCAA Members are entitled to one safe-ride-home call per Membership year, which will count as one of their annual service calls.
- BCAA Members can call for a tow if they are unable to drive safely due to a medical treatment, injury or consumption of alcohol.
- The tow home is limited to the driver and his/her vehicle. Only the BCAA Member may ride in the tow truck cab, on the passenger side; BCAA will assist other people accompanying the Member, if any, in finding other means of transportation (e.g. taxi).
- No extra charge for the service as long as the distance of the requested tow is within the maximum towing distance allowed at his/her level of Membership (e.g. **Basic** Membership within 5 km) .
- If distance is more than allowed at his/her level of Membership it will cost the Member the prevailing towing rate for that regional area.
- Members must be in good standing at time of incident to qualify.
- During inclement weather or extremely cold temperatures when there is a peak demand for roadside assistance, the BCAA Safe-Ride-Home service will be offered subject to availability of personnel.
- The BCAA driver has the right to refuse service or refuse space in the tow truck cab due to severe intoxication and/or abuse.
- The BCAA Safe-Ride-Home service is not intended for Members who have already attempted to drive home and/or have been stopped by the police.
- The BCAA Safe-Ride-Home service is not available for recreational vehicles or vehicles too large to tow with a standard tow truck.
- Not available outside British Columbia through reciprocal agreement with other CAA and AAA clubs throughout Canada and the United States.

XIII. TRAVEL ASSISTANCE SERVICES

- Available only with **Basic**, **CAA Plus**, **Student** and **Junior** Memberships. (**Premier** Memberships receive this service free of charge).
- Travel Assistance Services is provided to BCAA Members by World Travel Protection and offers Emergency Information and Arrangement Assistance.
- Up-to five Emergency Information Assistance and Emergency Arrangement Assistance calls per Membership year.
- Regardless of when the service is sold, the coverage will end with the Member's expiry date; there is no pro-rated amount.
- This is a referral service only and is not emergency medical insurance. None of the emergency services (such as medical services) are performed by World Travel Protection.

XIV. ROAD TRIP INTERRUPTION BENEFITS

BCAA Members are entitled to compensation for expenses (accommodation, meals & transportation) incurred as a result of trip interruption for circumstances when traveling by auto and when the breakdown and repairs occur more than 160 kilometers away from home. Level of coverage corresponds to Membership type. Please see chart below for details and coverage limits. Coverage starts in the second year of Membership.

CRITERIA:

- Applicants must be BCAA Members in good standing both at the time of incident and the time of claim.
- The incident and repair must occur a minimum of 160 km from your residence on file with BCAA.
- The vehicle must have been disabled for more than 24 hours.
- Eligible expenses must be incurred within 72 hours of incident and in the area of the repair location.
- BCAA Member must have been travelling in the vehicle at the time of occurrence.
- For all claims, a repair invoice and any related police report must be included with the claim.
- **Plus** and **Premier** towing cannot be used in conjunction with the Road Trip Interruption Benefits; vehicles must be towed to the nearest repair facility to be eligible for reimbursement.
- Original detailed receipts must be submitted (no photocopies or credit card slips).
- Expenses cover Members only – claims for non–Member expenses will be denied.
- Member must pay for expenses first and apply within 60 days of incident for reimbursement.
- Products and Services not eligible for reimbursement include: alcoholic products, tobacco products, gratuities, toiletries, or car repair service costs.
- Other products and services may not be eligible at BCAA's discretion.
- Car rental drop fees and insurance expenses are not eligible for reimbursement.
- BCAA does not reimburse expenses that have been paid by any other third party.
- Rules and limits are subject to change without notice.

ROAD TRIP INTERRUPTION BENEFITS CLAIMS LIMITS – STARTS IN SECOND YEAR OF MEMBERSHIP

ROAD TRIP INTERRUPTION BENEFIT CLAIMS LIMITS – STARTS IN YEAR 2			
	BASIC/STUDENT	**CAA PLUS/CAA PLUS RV**	**PREMIER/PREMIER RV/VALUE BUNDLE**
Total limit per year per Member	**$250**	**$500**	**$1,000**

To Make A Claim or for More Information

Please call your local BCAA office at 310–2345, BCAA Contact Centre at 604–268–5555 or visit

www.bcaa.com/rtib.

XV. REIMBURSEMENT POLICY

If the Member does not use an affiliated CAA/AAA road service provider, the Member will be reimbursed only for the amount BCAA would have paid. When CAA/AAA road service providers are not available, Members are reimbursed according to their service coverage option. Each reimbursement is counted as a service call for the Membership year. Members must pay expenses first and apply to BCAA for reimbursement within 60 days of the incident. Members are required to complete a reimbursement form, available online at BCAA.com or at all BCAA offices. All invoices or receipts submitted for reimbursement consideration must be the original copy and in the Member's name.

XVI. MEMBERS' CODE OF CONDUCT

In fairness to all Members, Road Assist is not to be used as a substitute for proper vehicle maintenance. BCAA reserves the right to cancel a Membership if it becomes apparent that the Member is abusing the service due to negligent vehicle maintenance, non–payment of dues or as decided by the Board of Directors. BCAA also reserves the right to refuse service to Members for inappropriate or abusive behavior. Extended Membership service options beyond the **Basic** Membership are offered at an additional cost.