

Membership Terms and Conditions

What do I need to know if I need Roadside Assistance?

- Your Membership travels with you, not your car. You may receive roadside assistance even if you are a passenger in another vehicle. Non-Members driving your car are not eligible for service.
- You must be present with the vehicle and have your Membership card and photo ID at the scene of breakdown. Service is not available to unattended vehicles and is only available to the individual named on the Membership card.
- Towing or service is not available if the vehicle is not insured or is inoperable prior to purchasing a Membership
- There is a \$50 “Join on Arrival’ fee for new Primary Members requiring immediate service. New Primary Members joining at time of breakdown will be eligible for Basic service and up to 5 km towing, regardless of Membership type purchased.
- If you choose to upgrade your Membership coverage, the applicable roadside benefits will become active, 48 hours after purchase. Service within the first 48 hours of upgrading will be offered with Basic coverage only, any additional costs will be at the Member’s expense.

BCAA Member Rewards

- Member Rewards are only available to the individual named on the Membership card.
- Membership must be shown at time of purchase.

Membership Types-Eligible Benefits

Benefits	Premier	Plus	Basic
Emergency Roadside Calls	4	4	4
Towing Distance Included	2 tows up to 160 km 2 tows up to 320 km	Up to 160 km	Up to 5 km or to the nearest garage
Battery Boost	✓	✓	✓
Deliver Gas	✓ Up to 10 L	✓ Up to 10 L	✓ At cost
Open Locked Doors	✓	✓	✓
Locksmith	Up to \$100	Up to \$100	Up to \$50
Bike Assist	✓	✓	✓
Safe Road Home	✓	✓	✓
Road Trip Interruption Benefit	Up to \$500	Up to \$500	-
RV Coverage	\$	\$	-
Motorcycle Coverage	✓	✓	-
Double Extrication	✓	✓	✓
Kids Go Free	✓	✓	-
Passport Pictures	✓	-	-
International Map or Tour Book	✓	-	-

Membership Fees

- Your Membership is a one-year subscription with non-refundable fees billed annually. You can choose to pay in full on your renewal date or monthly. If you choose to pay monthly, you will be responsible for the full year fees.
 - If fees are not paid within 30 days of the expiry date, the Member is considered lapsed. If payment is made after 30 days but within 90 days of the expiry date, the Member can keep their original expiry date and all discounts related to the length of the Membership.
 - If Roadside service is required on a lapsed Membership, payment will be required and Basic Membership benefits and towing up to 5 km will apply.
 - Paying after 90 days will be considered a new Membership and “Join on Arrival” rules apply.
- Pricing is subject to change without notice.

Roadside Assistance Conditions:

- Towing/Service is not available for;
 - Subsequent towing for the same breakdown using the same or multiple Membership numbers.
 - Uninsured vehicles and vehicles without appropriate license plates to be driven on a public roadway prior to purchasing a Membership.
 - Towing from a repair facility when work on the vehicle has begun.
 - Vehicle that was inoperable when it was purchased.
 - Vehicles with more than four wheels and vehicles not factory-built for passenger, pleasure or recreational use including but not limited to: tractors, limousines, passenger buses, cube vans, semi-trucks, logging trucks, tow trucks, trailers with a commercial or non-recreational load, dump trucks, flat decks, taxis and military vehicles.
 - Unattended vehicles.
 - Person or vehicles with police citations.
 - Vehicles involved in a motor vehicle accident when claiming insurance.
 - Vehicles not prepared for extreme weather or road conditions.
 - Vehicles containing horses, livestock or loaded with heavy goods.
 - Vehicles driven into an area not regularly travelled or on poorly maintained roads and/or cannot be travelled by a tow truck at 50 km per hour. These areas include but are not limited to: beaches, fields, vacant lots, construction sites, unpaved, gravel or forestry roads, impassable private or recreational roads, mud or snow-filled driveways and laneways that have not had snow removed or plowed. The final assessment of road conditions will be made at the location of breakdown by the service provider.
 - Vehicles deemed, by the service provider, as unsafe and not roadworthy.
 - Towing for non-mechanical reasons including but not limited to, towing to/from storage locations, metal recycling facilities, moving locations or the result of sale or purchase.
 - Motorized wheelchairs or other medical mobility devices.

- Additional charges will apply for:
 - Roadside Calls or towing in excess of Membership limit.
 - Any parts or cost of repairs required to repair vehicle.
 - Use of specialty towing equipment or additional towing equipment, including but not limited to: dollies, flat deck tow trucks or four-wheel drive tow trucks when not required by the vehicle manufacturer.
 - Fees associated with towing a vehicle that has been modified from original manufacturer's specifications
 - Fees associated with waiting time, stand-by time or crossing a provincial or international border. Stand-by/wait times include but are not limited to: ferry line-ups, ferry fees and travel time, border line-ups, pre-planned construction wait times. The recovery of the Member's vehicle from a public roadway may incur additional charges if specialized equipment or services are required. For example, additional costs apply if more than one truck is required for vehicle extrication or the services of a flag person if required, by police, for traffic control or safety. BCAA Plus and Premier Members are entitled to the services of a second tow truck for up to one hour.

- Other Guidelines
 - Transportation is only available to one Member and vehicle. BCAA will assist other people ("Third Parties") accompanying the Member in arranging alternative transportation such as taxi service however, these costs are not included in your Membership. Pets accompanying the Member, other than registered service animals, must be secured and remain in the towed vehicle.
 - Four-wheeled passenger, pleasure or recreational vehicles insured for road travel are eligible for all services. Dual-wheeled pickup trucks (two wheels on the front and four on the back) regularly insured for road travel and not carrying a load are eligible for all services except tire service.
 - Members can only have one BCAA Membership in their name.
 - Additional Members (Associates) must be family members living at the same address as the Primary Member.
 - Our goal is to get your vehicle operating under its own power, towing or fuel will only be provided if we are not successful.
 - Only one Membership can be used per incident/vehicle.
 - During extreme weather conditions, BCAA responds to calls on a priority basis, providing service first to those Members whose vehicles are blocking roadways or posing a threat to personal or public safety. Under severe conditions, we reserve the right to delay service to Members whose vehicles are in a place of safety. Your patience and understanding under these circumstances are appreciated.



Reimbursement for Service

- If service is not available through a CAA/AAA affiliate, Member must receive consent from BCAA before engaging an alternate service provider. Failure to obtain BCAA's pre-approval for an alternate service may result in a reduction of refunds available to the Member.
- Reimbursement is counted as a Road Assist call.
- Requests for refunds must be made within 60 days of the incident. Original receipts must be submitted in the name of the Member.
- Reimbursement forms and process can be found on bcaa.com/Reimbursement.

Member Code of Conduct

Road Assist may 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, use for commercial purposes, 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.

Battery Service

Battery Service can come to you to help you get on your way. If you are experiencing problems with your battery, our mobile Battery Service will test, boost, or replace your battery. Battery purchase may be available in the following areas bcaa.com/BatteryService.

Locksmith

- If the vehicle's ignition key is lost or broken and the vehicle is inoperable, or the service provider cannot gain entry, Member is entitled up to limit provided for the services of a locksmith to gain entry or to replace the lost or broken key or fob.
- Use of this service is considered a Road Assist call and is limited to once per year.
- Member must pay for service and apply for reimbursement within 60 days of incident. Original receipts must be submitted in the name of the Member.
- Reimbursement forms and process can be found on bcaa.com/Reimbursement.

Bike Assist

- Manual (non-motorized) bicycles are eligible and service will be counted as a Road Assist call.
- Bike Assist does not cover motorized bicycles (ebikes) however, electric scooters and mopeds are only covered under Plus or Premier coverage.
- Available to residents of British Columbia while in British Columbia.
- BCAA (or its contracted service provider) will attempt an on-the-spot repair. If repair is not possible, eligible towing distance will apply for transport of bike and rider.
- Standard Roadside Assistance Conditions apply.

Safe Ride Home

This benefit is available to Members that are unable to drive home safely due to medical treatment, injury or impairment such as ingestion of alcohol or drugs.

- Available to residents of British Columbia while in British Columbia.
- Eligible Members are entitled to one safe ride home per year within eligible distance, which will count as a Road Assist Call.
- Ride is limited to only one individual who must be with the vehicle at time of service.



- Subject to availability during inclement weather or peak periods.
- Not available to Members that have attempted to drive home and have been stopped by the police.
- Service is only available to vehicles that can be towed with a standard tow truck.

Road Trip Interruption

Individuals who have been Members for more than 1 year are entitled to reimbursement of expenses at the rates and expense types set out below for a maximum of 3 days to cover unforeseen expenses resulting from trip interruption due to an automobile breakdown that occurs more than 160 km from your home address of record.

Expense	Maximum Amount Per Day
Meals	\$30 per day
Accommodation	\$100 per day
Transportation	\$40 per day

- Limit to 1 reimbursement per Membership household per year.
- Reimbursement is for one Member’s expenses only.
- Expenses must occur within 72 hours of incident.
- Vehicle must be inoperable for a minimum of 24 hours.
- Member must be travelling in the vehicle at time of incident.
- Member must pay for service and apply for reimbursement within 60 days of incident. Original receipts must be in the name of the Member.
- Reimbursement forms and process can be found at bcaa.com/rtib
- Not applicable for vehicles involved in a motor vehicle accident.
- Products and services that are not eligible for reimbursement include, but are not limited to, car rental drop off fees, insurance, alcohol, tobacco, gratuities, toiletries, car repairs.
- Standard Roadside Assistance conditions apply.

Tire Replacement

- Installation of a spare tire is available, and we advise you to visit an auto repair facility to have your tire(s) replaced as soon as possible. If a spare tire is not available or cannot be installed safely, then towing is available at eligible distance.

RV Coverage

- Eligible Members are entitled to service and towing for recreational vehicles and recreational trailers.
- An RV is defined as any vehicle or trailer with permanently installed living space and/or amenities used for leisure and camping activities. This includes but is not limited to: utility trailers, dual-wheeled campers, motor homes, fifth wheel trailers, travel and tent trailers, camperized vans and trucks with campers.
- RV coverage is required for towing of unloaded horse trailers, non-commercial trailers, boat trailers and utility trailers. Due to safety concerns, trailers normally designed to transport horses or other livestock must be empty at the time of service.
- Standard Roadside Assistance conditions apply.



Motorcycle Coverage

- Plus and Premier Members are entitled to service and towing for motorcycles.
- Standard Roadside Assistance conditions apply.

Double Extrication

- Services of a second tow truck and driver for up to one hour is available
 - Standard Roadside Assistance conditions apply.

Kids Go Free

Kids Go free is available to eligible Plus or Premier Primary Members for the protection of children (15 years and under) that live in their household.

- Emergency roadside assistance is only available within the province of British Columbia.
- Members must provide their child's name and birthdate to their BCAA Membership.
- Multiple children up to the age of 15 years living in the same household as the Primary Member can be registered. Once some child/children reach the age of 16 the "Kids Go Free" option will be dropped from the Primary Member's Membership on their next renewal date without notice.
- Service vehicles are not equipped with car seats. BCAA will assist in arranging alternative transportation such as taxi service for adults travelling with children requiring car seats, these costs are not included.
- Any costs incurred on the roadside with this benefit must be paid at the time of Roadside Assistance.
- Each Kids Go Free usage is counted as one Road Assist call on the Primary Member's Membership.

Two Day Car Rental

- Premier Members are entitled to 1 two-day (48-hours) car rental reimbursement per Membership year.
- Members vehicle must be broken down to be eligible for this benefit.
- Members must arrange the rental car through BCAA by calling: **1-888-268-BCAA (2222)**.
- BCAA will only cover the base rental fee on intermediate class with a reimbursement limit to a maximum of \$35/day.

Passport Photos

- Premier Members are entitled to a free set of passport photos per Membership year.
- Photos must be taken at a BCAA Service Location.