

BCAA Membership Terms and Conditions

British Columbia Automobile Association (“**BCAA**”) helps keep British Columbians moving forward through BCAA Membership (“**Membership**”). By purchasing a Membership, you become a member in BCAA, a British Columbian society.

You may request a copy of BCAA's bylaws or our latest financial statements by contacting the BCAA Corporate Secretary, by mail at 4567 Canada Way, Burnaby, B.C., V5G 4T1 or by email: corporate.secretary@bcaa.com.

Your BCAA Membership is here to protect you when the unexpected happens.

Whether you're locked out of your car, need a tow, have a flat tire, or run out of gas, BCAA has got your back.

However, there are a few important things to keep in mind:

Roadside Assistance is designed for emergencies and shouldn't be relied on as a substitute for regular vehicle maintenance. BCAA has set reasonable limitations and regulations in the interest of all Members regarding the number of Roadside Assistance calls per Membership year. When we refer to Roadside Assistance we mean any roadside service that we provide to you on demand (e.g., flat tire changes, battery boosts and replacements, fuel delivery, locksmith services, minor mechanical adjustments, and tows). Your tier of Membership determines your coverage for Roadside Assistance. For more details on the Membership tiers and the applicable Roadside Assistance coverage please see the **Membership Types – Annual Eligible Benefits** section below. Be sure to review these Terms and Conditions to fully understand your benefits.

BCAA may contract with third parties to help provide Roadside Assistance and other Membership benefits. These Terms and Conditions apply when these designated third parties provide you with Roadside Assistance and other Membership benefits on our behalf in accordance with the coverage and benefits provided under your Membership tier. However, they do not apply if you separately engage such third parties to provide you with Roadside Assistance or any other Membership benefits, unless otherwise and only to the extent stated herein.

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 without you as a passenger are not eligible for service.
- You must be present with the vehicle and have your Membership card, a government-issued photo ID and valid insurance documents to receive service. Service is not available to unattended vehicles and is only available to the individual named on the BCAA Membership.
- New Members requiring immediate service within 72 hours of purchase/upgrade (for example; towing, battery service, tire replacement, and any other eligible benefits listed in the chart below) will be charged a one-time, non-refundable, \$75 fee (“**Join on Arrival**”). This fee is waived for BCAA GO Members who upgrade their Membership when requesting Roadside Assistance.
- BCAA may increase the Join on Arrival fee by up to 50% per year (calculated on the preceding year’s Join on Arrival fee on a compounding basis) to reflect changes in the cost of delivering, maintaining, and improving Roadside Assistance, investing in new and enhanced Membership benefits, and launching and

supporting initiatives that benefit all British Columbians. For certainty, any increases made in accordance with this provision will not constitute a change of these Terms and Conditions.

- **Join on Arrival** allows for only Basic Roadside Assistance coverage, regardless of whether the new Member purchases a BCAA Basic, Plus, or Premier Membership. For clarity, Plus or Premier full Roadside Assistance benefits, including RV coverage, if applicable, will become active for (and only for) incidents occurring 72 hours after the Membership has been purchased/upgraded. Towing and tire replacement for RVs are excluded from the Join on Arrival service. For the Join on Arrival service that is provided by an authorized Roadside Assistance contractor, the distance travelled by the contractor to reach the Member is counted towards the 5 km coverage outside city and town centres.

BCAA Membership Upgrades

You can choose to upgrade your Membership coverage at any time, however, restrictions may apply:

- Upgraded benefits of Plus, Premier and RV will become active 72 hours after the upgrade is purchased and do not apply to any issues occurring during or prior to the 72-hour waiting period.
- Upgraded benefits will be provided in accordance with the Standard Roadside Assistance Conditions below. For clarity, upgraded benefits will not cover any pre-existing issues with your vehicle.
- Any additional charges, as further described below, associated with your Membership tier will be at your expense.

BCAA Member Rewards

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

Membership Types – Annual Eligible Benefits

Benefits	GO	Basic	Plus	Premier
24/7 Roadside Assistance	On-demand Access*	Up to 4 Calls	Up to 4 Calls	Up to 4 Calls
Towing Distance	On-demand Access*	Up to 5km	Up to 160km	1 tow up to 320km 3 tows up to 160km
Free Evo & Evolve Membership	✓	✓	✓	✓
Save on Evo & Evolve Driving Rates	✓	✓	✓	✓
Savings at BCAA Rewards Partners**	✓	✓	✓	✓
Shell Fuel Savings	✓	✓	✓	✓
Earn CAA® Dollars	✓	✓	✓	✓
EV Depleted Battery	On-demand Access*	✓	✓	✓

BCAA Battery Service & Replacement	On-demand Access*	✓	✓	✓
Fuel Delivery	On-demand Access*	✓	✓	✓
Locksmith Coverage	On-demand Access*	✓	✓	✓
Tire Replacement	On-demand Access*	✓	✓	✓
Double Extractions	On-demand Access*	✓	✓	✓
RV Coverage	-	-	Additional fee	Additional fee
Save at BCAA Auto Service Centres	✓	✓	✓	✓
Save on BCAA Insurance	✓	✓	✓	✓
Save on BCAA Auto Marketplace	✓	✓	✓	✓
Save on BCAA Task Marketplace	✓	✓	✓	✓
Safe Ride Home	On-demand Access*	✓	✓	✓
Bike Assist (Non-Motorized)	On-demand Access*	✓	✓	✓
Kids Go Free	-	-	✓	✓
Motorcycle & E-Bike Coverage	-	-	✓	✓
Road Trip Interruption Coverage	-	-	✓	✓
Two Day Car Replacement	-	-	-	✓
Save on Passport Photos	✓	✓	✓	Free

For more details, see below and visit bcaa.com/plans.

**BCAA GO Members can receive Roadside Assistance by upgrading to an eligible Membership tier. If immediate service is required, the one-time fee for immediate service will be waived. Standard Roadside Assistance Conditions apply.*

***As a Member, you may be entitled to receive certain benefits or savings from our Rewards Partners. Rewards Partners are third parties which we partner with from time to time in order to offer Members savings, on things like dining, travel, and shopping. Our Rewards Partners and the associated benefits and savings change from time to time. You can find out more about our current Rewards Partners by visiting <https://portal.caarewards.ca/bcaa>.*

BCAA Membership Fees, Term, Renewal, & Cancellation

- Your Membership is for a one-year term.
- If your Membership is set to automatically renew, your Membership will automatically renew each year unless you provide BCAA with notice of cancellation as set out in these Terms and Conditions.
- You can choose to pay for your Membership:
 - Annually (in full at the start of each Membership year), or
 - Monthly (in installments).
- For clarity, if you choose to pay monthly, you are still responsible for paying the entire one-year Membership term.
- We will provide you with advance notice of renewal in accordance with applicable laws.
- You can stop your Membership from renewing at any time before your renewal date by following the cancellation instructions outlined in your renewal notice. If you cancel your renewal, your Membership will remain active until the end of your current term.
 - For example, if you purchased your Membership on April 1, 2026 it will automatically renew for another year on April 1, 2027 unless you provide us with your notice of cancellation by March 31, 2027.
- You have the option to maintain your Membership without automatic renewal. If you prefer not to have your Membership automatically renew, please contact BCAA to make this change. Where your Membership is not set to automatically renew, the cancellation and refund rights described in this section will not apply. For greater certainty and subject to applicable laws, where your Membership is not set to automatically renew, you may not cancel the Membership mid-term.
- If your Membership renews into a new one-year term, and you wish to cancel that one-year term after the renewal occurs, you may cancel your current Membership. If you cancel your current Membership after it renews, depending on your usage of Membership benefits and payment of Membership fees, you may be entitled to a refund, or if you owe more than the amount of any refund, then you may be required to pay us the balance, plus any applicable taxes. All payments will be calculated as follows:

NOTE: If you have used Roadside Assistance once during your current Membership term, regardless of your Membership tier, you are not entitled to a refund. If you cancel your Membership after using Roadside Assistance but before paying your Membership fees in full, you may be required to pay a Membership Service Fee and Outstanding Membership Fee, as defined below. The reason is that the total value to you and the costs to us of providing one instance of Roadside Assistance are greater than the annual Membership Fees paid in all circumstances.

“Total Refund” = Base Refund Amount – Membership Service Fee – Outstanding Membership Fee – Membership Savings

“Base Refund Amount”: If you paid annually in advance, “Base Refund Amount” is calculated as follows:

Membership Fees paid * (# of full days remaining in your Membership term/# of days in the year).

If you paid in monthly installments, “Base Refund Amount” is calculated as follows:

Membership Fees paid for the current monthly payment period * (# of full days remaining in your current monthly payment period / total # of days in the current monthly payment period).

If you used Roadside Assistance during your current Membership term, the Base Refund Amount is automatically set at \$0.

“Membership Fees”: Refers to the fees that you paid for your Membership in the current term; based on your tier of Membership. Membership Fees exclude any one-time service or product fees (e.g. Join-on-Arrival Fees).

“Membership Service Fee”: A flat fee of \$35 to recover the administrative costs of providing the Membership benefits to you.

“Outstanding Membership Fee”: Only applies if you have used Roadside Assistance in your current Membership term but have not fully paid your Membership fees for that term at the time of cancellation. In such circumstance, the Outstanding Membership Fee is calculated as follows:

Total Membership Fees owing for the current annual Term – Membership Fees actually received by us as of the cancellation date.

“Membership Savings”: Refers to the monetary value of discounts or savings actually received by you during your current Membership term pursuant to your Membership, including, but not limited to, insurance premium discounts, Evo and Evolve rate discounts, and transaction discounts redeemed with Rewards Partners.

NOTE: If the Total Refund is negative, you may be charged accordingly.

Refunds are calculated on this basis so that we can give our Members the flexibility to cancel renewed Memberships at any time while ensuring that we recover our costs of providing you with the goods and services that you have received. Please see two illustrative examples below.

Example One. Let’s say you purchased your Membership on April 1, 2026 and you paid annually in advance. On April 1, 2027 your Membership renewed and was fully paid and then on January 16, 2028 you cancelled your current Membership term. In this example, you did not use any Roadside Assistance

during the current annual term, and you received \$10 in Membership Savings. In this case, your Membership would be immediately cancelled you would be entitled to a refund equal to 20.5% (75/365) of the Membership Fees you paid for that term less the Membership Service Fee and Membership Savings. The Outstanding Membership Fee is zero as you did not use Roadside Assistance and paid your annual fees in advance.

For greater clarity, if your Membership fee is \$175 per year, and you cancel with 75 days remaining in your term, your Base Refund Amount would be \$35.96. After deducting the \$35 Membership Service Fee and \$10 for Membership Savings, the result would be negative, and you would be required to pay us \$9.64.

Example Two. Let's say you purchased your Membership on April 1, 2026 and you paid annually in advance. On April 1, 2027 your Membership renewed and was fully paid and then on January 16, 2028 you cancelled your current Membership term. In this example, you used Roadside Assistance during the current annual term, and you received \$10 in Membership Savings. In this case, your Membership would be immediately cancelled you would not be entitled to a refund since you used Roadside Assistance, and you would owe us an amount equal to the Membership Service Fee and Membership Savings. The Outstanding Membership Fee is zero as you paid your annual fees in advance.

For greater clarity, if your Membership fee is \$175 per year, and you cancel with 75 days remaining in your term, your Base Refund Amount would be \$0 because you used Roadside Assistance. After deducting the \$35 Membership Service Fee and \$10 for Membership Savings, the result would be negative, and you would be required to pay us \$45.

Example Three. In this example, you purchased your Membership on April 1, 2026 and you elected to pay in monthly installments. On April 1, 2027, your Membership renewed for an additional one year term and you continued to pay in monthly installments. Then, on September 15, 2027, you cancelled your current Membership term. In this example, you did not use any Roadside Assistance during the current annual term, and you received \$10 in Membership Savings. In this case, your Membership would be immediately cancelled and you would be entitled to a refund equal to 50% (15/30) of the Membership Fees you paid that month, less the Membership Service Fee and Membership Savings. The Outstanding Membership Fee is zero as you did not use Roadside Assistance.

For greater clarity, if your Membership fee is \$175 per year, paid monthly (approx. \$14.28 per month), and you cancel with 15 days remaining in your billing period, your Base Refund Amount would be \$7.29. After deducting the \$35 Membership Service Fee, and \$10 for Membership Savings, the result would be negative, and you would be required to pay us \$37.71.

Example Four. In this example, you purchased your Membership on April 1, 2026 and you elected to pay in monthly installments. On April 1, 2027, your Membership renewed for an additional one year term and you continued to pay in monthly installments. Then, on September 15, 2027, you cancelled your current Membership term. In this example, you used Roadside Assistance during the current annual term, and you received \$10 in Membership Savings. In this case, your Membership would be immediately cancelled and you would not be entitled to a refund since you used Roadside Assistance, and you would owe us an amount equal the Membership Service Fee, Outstanding Membership Fee, and Membership Savings.

For greater clarity, if your Membership fee is \$175 per year, paid monthly (approx. \$14.28 per month), and you cancel with 15 days remaining in your billing period, your Base Refund Amount would be \$0 because you used Roadside Assistance. As of the cancellation date, you would have paid approximately \$72.90 in Membership Fees (5 months at \$14.58 per month). The Outstanding Membership Fee would therefore be \$102.10, calculated as \$175 less \$72.90. After deducting the \$35 Membership Service Fee, \$102.10 for the Outstanding Membership Fee, and \$10 for Membership Savings, the result would be negative, and you would be required to pay us \$147.10.

- Regarding payment of fees:
 - **Members Who Pay Annually:** If fees are not paid within 30 days of the expiry date of a Membership term, the Membership is considered lapsed. If payment is made after 30 days but within 90 days of the expiry date, the Member can retain their original expiry date and all benefits related to the Membership's length. For greater certainty, a Member is not entitled to any of the eligible benefits associated with their Membership tier during the period in which their Membership is lapsed and before payment is made to restore their Membership status. Payment after 90 days will be considered a new Membership, and Join on Arrival rules will apply.
 - **Members Who Pay Monthly:** If fees are not paid within 15 days of the start of a monthly payment period, the Membership is considered lapsed. If payment is made after 15 days but within 30 days of the start of a monthly payment period, the Member can retain their original expiry date and all benefits related to the Membership's length. For greater certainty, a Member is not entitled to any of the eligible benefits associated with their Membership tier during the period in which their Membership is lapsed and before payment is made to restore their Membership status. Payment after 30 days will be considered a new Membership, and Join on Arrival rules will apply.
 - If Roadside Assistance service is required on a lapsed Membership, the outstanding payment balance will be required, and Basic Membership benefits and towing up to 5 km will apply.
- If any amount is owing by you to BCAA under these Terms and Conditions (including where the Total Refund is negative), we may charge such amount to the payment method you have on file or otherwise request payment from you. You agree to promptly pay any outstanding amount upon request. Any amounts owing to BCAA under these Terms and Conditions constitute a debt owed by you to BCAA, and we may take reasonable steps to recover such amounts in accordance with applicable laws.
- BCAA may increase any Membership fee by up to 10% per year (calculated on the preceding year's Membership fees on a compounding basis) to reflect changes in the cost of delivering, maintaining, and improving Roadside Assistance, investing in new and enhanced Membership benefits, and launching and supporting initiatives that benefit all British Columbians. For existing Members, any price changes will take effect on your next Membership term renewal. For certainty, any increases made in accordance with this provision will not constitute a change of these Terms and Conditions.
- BCAA may increase the Membership Service Fee by up to 20% per year (calculated on the preceding year's Membership Service Fee on a compounding basis) to reflect changes in the cost of delivering, maintaining, and improving Roadside Assistance, investing in new and enhanced Membership benefits, and launching and supporting initiatives that benefit all British Columbians. For certainty, any increases made in accordance with this provision will not constitute a change of these Terms and Conditions.

- BCAA may charge new Members a one-time, non-refundable, sign-up fee (a “**Sign-Up Fee**”). If a Sign-Up Fee is applicable, it will be noted on <https://www.bcaa.com/membership/join>.

Your Membership Details

It is your responsibility to keep your contact details with us up to date; this includes your mailing address, phone number, payment information, and email. We may send notices (e.g. renewal notices and notices about changes to these Terms and Conditions) to you via email so please be sure to keep an eye out for emails from BCAA regarding your Membership.

BCAA’s Expectations of Our Members:

- You’ll only carry one Membership per Membership year.
- You’ll only use your Roadside Assistance calls in accordance with these Terms and Conditions and for eligible vehicles only.
- You’ll be respectful and professional when communicating with members of our team, whether online, in our call centres or service locations, on the roads, or at our events. And we will, of course, commit to treating you the same.
- You won’t misrepresent a situation to obtain products and services that aren’t covered by your Membership or where it isn’t appropriate for you to receive them.
- You’ll adhere to these Terms and Conditions for Membership, including any associated rules, terms and policies that we’ve put in place for our products and services all which are incorporated by reference.
- You will not use Roadside Assistance as a substitute for proper or regular vehicle maintenance.
- You will not make any false or misleading claims about our products or the services we provide to you.
- You will familiarize yourself with these Terms and Conditions to avoid any misunderstandings of the types of service you are eligible to receive. In any situation, you are welcome to contact us with questions, compliments, and concerns.

Right to Refuse Service and Act

- BCAA reserves the right to refuse service or impose a surcharge, as well as to downgrade, cancel, revoke, terminate, or not renew your Membership, for any reason at BCAA’s sole discretion; including (but not limited to) harassment of BCAA staff and personnel, misuse, or abuse of services, providing inaccurate or deliberately misleading information, or your breach of these Terms and Conditions.
- BCAA may take legal action against those people who break the law, threaten, or harass our team or members of the public, cause injury or damage to BCAA property, or the property of others while on BCAA premises.

Standard Roadside Assistance Conditions

- These conditions apply to all instances of Roadside Assistance.
- Roadside Assistance services are meant to be used for emergency, sudden and unexpected situations. They are not intended for use in transporting vehicles that are not roadworthy or are not in regular use. For greater clarity, 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 before purchasing a Membership.
 - Towing from a repair facility.
 - A recently purchased vehicle that was inoperable when it was purchased.

- Commercial vehicles, whether currently or previously utilized for commercial purposes, as determined by BCAA acting in its sole discretion, including but not limited to vehicles with more than four wheels and vehicles not factory-built for pleasure or recreational use such as tractors, limousines, passenger buses, school buses (including converted school 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.
- Persons or vehicles with police citations.
- Vehicles involved in a motor vehicle accident.
- 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, on poorly maintained roads, that cannot be safely accessed, and/or that cannot be travelled by a tow truck at 50 km per hour, in BCAA's sole discretion. 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 roads, driveways and laneways that have not had snow removed or plowed, or other locations that cannot be accessed safely. BCAA reserves the right to assess the road conditions and determine accessibility in its sole discretion. The final assessment of road conditions may be made by BCAA at or near the location of the requested Roadside Assistance, or otherwise based on available information, in its sole discretion.
- Vehicles deemed, at the BCAA's sole discretion, 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.
- Vehicles that are restricted as a result of local ordinances, applicable laws, or the rules, requirements, or directives of third parties involved in, or impacting, the provision of services. This includes, without limitation, restrictions imposed by transportation providers (e.g., BC Ferries), property owners, road authorities, or other entities that determine whether or how Roadside Assistance (including towing services) can be provided.
- Vehicles that have been modified may not be eligible for Roadside Assistance. BCAA will assess eligibility at the time of service, in its sole discretion, based on safety, equipment suitability, and whether the service can reasonably be performed.
 - For greater certainty, BCAA reserves the right to refuse service where vehicle modifications require specialized equipment beyond standard roadside capabilities, exceed normal service limits, or create a safety risk.
 - Modifications include, but are not limited to:
 - Permanent or semi-permanent equipment or attachments.
 - Racks, carriers, lifts, buckets, tanks, or mounted tools.
 - Signage, storage systems, or structural changes that affect weight, balance, access, or towing points.
- BCAA reserves the right to refuse to offer Roadside Assistance to vehicles that do not meet the criteria in these Terms and Conditions. BCAA may exercise this right at its sole discretion.

- While BCAA GO does not include Roadside Assistance benefits, BCAA GO Members who find themselves in need of Roadside Assistance can readily access this feature by upgrading their Membership level to Basic, Plus, or Premier. For the initial service, coverage provided will be at the Basic level, regardless of whether the upgrade is to Basic, Plus, or Premier Membership. The usual \$75 Join-on-Arrival fee will be waived for BCAA GO Members who upgrade their Membership.
- **Additional charges will apply for:**
 - Roadside Assistance calls or towing in excess of Membership limit within their tier of Membership.
 - Any parts or costs of repairs required to repair the 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 the 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 crossing times, ferry fees and travel times, border line-ups, and 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 charges will apply for the services of a flag person if required for traffic control or safety.
- **Other Terms and Conditions:**
 - Transportation is only available to one Member and a vehicle. BCAA will assist other people accompanying the Member in arranging alternative transportation, such as taxi service, for example. 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 or alternative transport arrangements must be made by the Member at their own expense.
 - Subject to the terms contained herein, four-wheeled passenger, pleasure, or recreational vehicles insured for road travel are eligible for all services. Subject to the terms contained herein, dual-wheeled pickup trucks (two wheels on the front and four on the back) with a standard pickup box, regularly insured for road travel and not carrying a load, are eligible for all services except tire service.
 - Members can only have one Membership in their name.
 - Membership is only available for residents of British Columbia and the Yukon.
 - Additional Members (Associates) must be family members living at the same address as the Primary Member, except for BCAA GO, which is limited to Primary Members only.
 - 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.
 - If your vehicle is towed to a repair facility, please remove all personal items. BCAA will not be responsible for damage or loss of items in a vehicle or damage to a vehicle left at a repair facility.

- BCAA is not liable for any loss, damage, cost, or expense of any kind (including loss of or damage to a Member's vehicle, its contents, or any other property) arising out of or in connection with the provision, attempted provision, delay, or non-provision of any Roadside Assistance, including services performed by third-party providers, except to the extent caused by BCAA's gross negligence or willful misconduct.

Reimbursement for Service

- At BCAA's sole discretion, and subject to the terms contained herein, the terms available at bcaa.com/Reimbursement, and the terms in the Online Application for Reimbursement Form, Members may be eligible to receive reimbursement for a service provided by a service provider other than BCAA.
- **Canada and the US:** When a Member is in Canada or the US and a required service is not available first through BCAA, CAA or a AAA affiliate, upon receiving prior consent from BCAA, Members may engage an alternate service provider and BCAA may reimburse the Member for all or a portion of that service. Failure to obtain BCAA's pre-approval to use an alternate service provider could result in a Member not being eligible for reimbursement. Each BCAA-affiliated Automobile Club, such as CAA & AAA, offer different types of coverage. When using a Membership outside of British Columbia for service, Members may need to request reimbursement if the coverage offered by the affiliated Automobile Club is less than BCAA's coverage for an equivalent service. Reimbursement is based on the type of Membership the Member holds. Any additional expenses outside of the scope of Membership will be the Member's sole responsibility.
- **Other Countries:** In certain prescribed circumstances, as determined by BCAA at its sole discretion, reimbursement may be available when Members require service internationally and are charged for a service provided by a local auto club. Members must apply for reimbursement upon their return to Canada. Reimbursement is based on the type of Membership the Member holds. Any additional expenses outside of the scope of Membership will be the Member's sole responsibility.
- **Additional Terms:**
 - The Online Application for Reimbursement Form, processes, and further details can be found on bcaa.com/Reimbursement.
 - Requests for refunds must be made within 60 calendar days of the incident. Original receipts and invoices must be submitted in the name of the Member.
 - Reimbursement is counted as a Roadside Assistance call.

Extreme Service Conditions

BCAA will generally attempt to provide Roadside Assistance under all conditions in accordance with these Terms and Conditions. Severe weather or road conditions and heavy traffic may cause service delays. During extreme 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. We reserve the right to delay or refuse service to Members. Your patience and understanding under these circumstances are appreciated.

Evo & Evolve Benefit

- BCAA Members are eligible for a free Evo Membership and will receive 60 complimentary Evo driving minutes plus a 10% reduction in Evo driving rates, as well as a 10% reduction in Evolve rates (the "Discount"), with the complimentary minutes needing to be used within 30 days of Evo Membership

approval. The Discount is capped at \$110 of total savings per calendar year based on usage. The Discount amount available for BCAA Members will be prorated in the first year of Membership. A valid Membership number must be provided at the time of registration. The Discount cannot be combined with any other offer.

- BCAA may increase or decrease the Discount cap by up to 28% per year (calculated on the preceding year's Discount cap on a compounding basis) to reflect changes in the cost of delivering, maintaining, and improving Evo, Evolve and Roadside Assistance, investing in new and enhanced Membership benefits, and launching and supporting initiatives that benefit all British Columbians. For certainty, any increases made in accordance with this provision will not constitute a change of these Terms and Conditions.

EV Depleted Battery

- If your electric vehicle battery is unexpectedly depleted and you are unable to reach a charging station, we will offer to tow you to the nearest charging station within your Membership's towing allowance or provide Roadside Charging, where available.
- Standard Roadside Assistance conditions apply.

BCAA Battery Service

- Battery Service can come to you to help you get back on the road. If you're experiencing problems with your battery, our mobile Battery Service will test, boost, or replace it. Battery service and purchases may not be available in all the service areas outlined at bcaa.com/BatteryService.
- Standard Roadside Assistance conditions apply.

Fuel Delivery

- Delivery of regular grade fuel is available for Members who have broken down due to running out of gas. Plus and Premier Members will receive up to 10 L of fuel free of charge to help them get to the nearest gas station to fill up. Basic Members are eligible for fuel delivery of up to 10 L but will be responsible for the cost of fuel. If the fuel provided is not sufficient to allow you to reach the nearest gas station, towing will be provided in accordance with your Membership tier towing benefits.
- Standard Roadside Assistance conditions apply.

Locksmith

- At BCAA's sole discretion, and subject to the terms contained herein as well as online at bcaa.com/Reimbursement and within the Online Application for Reimbursement Form, Members may be eligible to receive reimbursement for locksmith services.
- If the vehicle's ignition key is lost or broken and the vehicle is inoperable, or BCAA cannot gain entry, the Member is entitled up to the limit provided in their type of Membership 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 Roadside Assistance call and is limited to once per year.
- The BCAA Member must pay for the service and apply for reimbursement within 60 calendar days of the incident. Original receipt and invoices must be submitted in the name of the Member.
- Reimbursement forms, process, and further details can be found on bcaa.com/Reimbursement.

Tire Replacement

- Installation of a spare tire provided by you is available at the roadside. We recommend visiting an auto repair facility to have your tire(s) replaced as soon as possible after this service. If a spare tire is not available or cannot be installed safely, towing is available at eligible distances, as specified in your Membership tier.
- Standard Roadside Assistance conditions apply.

Double Extrication

- Services of a second tow truck and driver may be available to Members for up to one hour, subject to availability and at BCAA's sole discretion
- Standard Roadside Assistance conditions apply.

RV Coverage

- Eligible Members are entitled to service and towing for recreational vehicles and recreational trailers (referred to collectively as an "RV").
- An RV is defined as any vehicle used for leisure and camping activities with permanent, factory-installed living space including kitchen, bathroom and sleeping quarters. This includes but is not limited to: motor homes, fifth-wheel trailers, travel and tent trailers, trucks with campers.
- RV coverage applies for personal utility trailers when unloaded or carrying a recreational load.
- 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.
- Each BCAA-affiliated Automobile Club, such as CAA & AAA, offer different types of coverage. When using a Membership outside of British Columbia for service, Members may need to request reimbursement if the coverage offered by the affiliated Automobile Club is less than BCAA's coverage for an equivalent service. Reimbursement is based on the type of Membership the Member holds.

BCAA Auto Service Centres

- Eligible BCAA Members can have their vehicle towed to a BCAA Auto Service Centre for free, up to 50 kms. For a BCAA Auto Service Centre location near you, please go to www.bcaa.com/automotive/bcaa-auto-service-centre.
- Standard Roadside Assistance conditions apply.

Safe Ride Home

- This benefit is available to Members who 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 an eligible distance, which will count as a Roadside Assistance Call.
- The ride is limited to only one individual who must be with the vehicle at the time of service.
- Subject to availability during inclement weather or peak periods.
- Not available to Members who 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.
- Standard Roadside Assistance conditions apply.

Bike Assist (Non-Motorized)

- Where possible BCAA will attempt to get the Member's manual (non-motorized) bicycle back on the road. If in the opinion of BCAA that is not possible, for whatever reason, acting in its sole discretion, the eligible towing distance will apply for the transport of both the bike and the rider.
- Manual (non-motorized) bicycles are eligible, and the service will be counted as a Roadside Assistance call.
- Bike Assist does not cover motorized bicycles (e-bikes). For information about e-bike coverage, please refer to the "Motorcycle and E-Bike Coverage" section below.
- Available to BCAA Members while in British Columbia and Yukon.
- 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) who live in their registered household address.

- Roadside Assistance is only available within the province of British Columbia and Yukon.
- Members must add their child's name and birthdate to their Membership.
- Multiple children up to the age of 15 years living in the same household as the Primary Member can be registered. Once the child/children reach the age of 16, the "Kids Go Free" option will be removed 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 who require car seats; however these costs are not included.
- Any additional costs incurred on the roadside with this benefit are not included and must be paid at the time of Roadside Assistance.
- Each Kids Go Free usage is counted as one Roadside Assistance call on the Primary Member's Membership.
- Standard Roadside Assistance conditions apply.

Motorcycle and E-Bike Coverage

- Plus and Premier Members are entitled to service and towing for motorcycles, e-bikes, and mopeds/scooters. The eligibility for service and towing support for other vehicle categories is determined at BCAA's sole discretion.
- Standard Roadside Assistance conditions apply.

Road Trip Interruption

- Subject to the terms herein, Members who have maintained their Plus or Premier Membership for a minimum of 1 year gain access to the Road Trip Interruption benefit. This benefit allows eligible Members to request reimbursement for unforeseen expenses arising from a vehicle breakdown that leads to a

disruption to their road trip (the “Incident”). Reimbursement can be sought for up to 72 hours’ worth of eligible expenses, up to a maximum total reimbursement of up to \$300 for Plus Members and up to \$600 for Premier Members to be allocated daily as described below and applied at BCAA’s sole discretion. The Road Trip Interruption benefit is only available when the vehicle breakdown occurs over 160 km away from the Member’s registered home address.

Expense	Maximum Amount Per Day
Accommodation	\$150 per day
Transportation	\$50 per day
Meals	\$50 per day

• **Other Road Trip Interruption Conditions:**

- Limited to one reimbursement per Membership household per year.
- The benefit only applies when the Member selects towing to the nearest garage. If the Member chooses to be towed beyond the nearest garage, they will not qualify for any reimbursements related to the interruption.
- Reimbursement is only available for unforeseen meals, accommodation and transportation expenses.
- 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, and car repairs.
- Reimbursement is for one Member’s expenses only.
- Expenses must occur within 72 hours of the Incident.
- Vehicle must be inoperable for a minimum of 24 hours.
- Benefits only apply for up to 72 hours or when vehicle repairs are complete, whichever is earlier.
- All Road Trip Interruption reimbursements must include a repair invoice as proof of repair.
- The Member must be travelling in the vehicle at the time of the Incident.
- The Member must pay for the service and apply for reimbursement within 60 days of the Incident.
- Original receipt and invoices must be in the name of the Member.
- Not applicable for vehicles involved in a motor vehicle accident.
- Standard Roadside Assistance conditions apply.

Reimbursement forms and process can be found on bcaa.com/Reimbursement.

Two Day Car Replacement

Subject to the terms herein, Members who have maintained their Premier Membership for a minimum of 1 year gain access to the two-day car replacement benefit.

- Premier Members are entitled to 1 x two-day (48-hours) car rental reimbursement per Membership year.
- The Member’s vehicle must be inoperable for a minimum of 24 hours to be eligible for this benefit.
- BCAA will only cover the base rental fee to a maximum of \$35/day.

- Member must pay for service and apply for reimbursement within 60 days of incident.

Reimbursement forms and process can be found on bcaa.com/Reimbursement

Passport Photos

- Premier Members are entitled to a free set of passport photos per Membership year.
- BCAA GO, Basic and Plus Members can enjoy an annual set of passport photos at a discounted price.
- Photos must be taken at a [BCAA Service Location](#).

Limitations on Our Liability

- In addition to any other limitation listed elsewhere in these Terms and Conditions, BCAA will not be liable to you or any other person, to the maximum extent permitted by law, for any loss, damage, cost, or expense of any kind arising out of or in connection with these Terms and Conditions, your Membership, or any benefits or services (including Roadside Assistance), except to the extent caused by BCAA's gross negligence or willful misconduct.
- Notwithstanding the foregoing, BCAA will not be liable for any indirect, consequential, incidental, special, aggravated, punitive or exemplary damages directly or indirectly arising from or in any way related to these Terms and Conditions, your Membership, or any benefits or services (including Roadside Assistance or any of its features, services or any other part of it), including loss of profit or revenue, financial loss, loss of business opportunities, breach of privacy or security, property damage, personal injury, or any other foreseeable or unforeseeable loss, no matter how it was caused, even if we were negligent or were advised of the possibility of such damages.
- BCAA will not be liable for the acts or omissions of any third-party service providers.
- In no event shall BCAA's liability arising out of or related to these Terms and Conditions, your Membership, or any benefits or services (including Roadside Assistance) exceed the total amount paid or payable by the Member to BCAA pursuant to these Terms and Conditions for the Membership term in which the event giving rise to the claim for loss, damages or other liability of any kind occurred.

Statutory Cancellation Rights

If you have a right to cancel your Membership under applicable laws, nothing in these Terms and Conditions limits that right and BCAA will process such cancellations, including providing any required refunds, in accordance with applicable laws. If you wish to exercise a cancellation right under applicable laws, please contact us at 1-888-268-2222. To the extent permitted by law, we reserve the right to (i) offset any amounts you owe us (e.g. Membership Service Fees) from any refunds payable to you; and (ii) require you to return any goods that you had received during the relevant Membership term. **Refunds are calculated on this basis so that we can give our Members the flexibility to cancel while ensuring that we recover our costs of providing you with the goods and services that you have received.**

Changes to these Membership Terms and Conditions

- These Terms and Conditions are subject to change. BCAA may unilaterally change *any provision* of these Terms and Conditions to the extent permitted by and in accordance with, applicable laws. BCAA will not make any unilateral change to any provision related to cancellations, returns, exchanges, or refunds if that change would have the effect of increasing our Members' obligations or reducing our obligations to our Members.

- If BCAA decides to unilaterally change these Terms and Conditions, BCAA will provide you with notice via email in accordance with applicable laws.
- All other changes to these Terms and Conditions will be subject to our mutual agreement.

Termination

We reserve the right to cease providing the Membership and to terminate these Terms and Conditions at any time and for any reason, by providing notice to you in accordance with applicable laws.

Miscellaneous

- BCAA does not guarantee the availability, timing, or outcome of any service or benefit.
- Except as otherwise required by applicable law, BCAA may exercise any right, provide, or decline to provide any benefit or service, and make any determination under these Terms and Conditions in its sole discretion.
- Any waiver by BCAA of the strict observance, performance or compliance by a Member with any of our Terms and Conditions shall not be deemed to be a waiver of any rights or remedies available to BCAA.
- Notwithstanding anything contained herein, BCAA reserves all rights not expressly granted in these Terms and Conditions, and may exercise such rights at its sole discretion, subject only to applicable laws.
- Each provision of these Terms and Conditions must be interpreted in a way that is legally valid. If a court determines that any provision is invalid, the rest of the Terms and Conditions will remain in full effect.
- These Terms and Conditions shall be governed by the laws of the Province of British Columbia and the laws of Canada applicable therein. Any action or proceeding commenced shall be with the courts of the Province of British Columbia within the City of Vancouver.
- The Membership is provided by British Columbia Automobile Association.

Current as of: July 28, 2026