



## BCAA 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, a government issued photo ID and valid insurance documents in order to receive Roadside Assistance. 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.
- New Members requiring immediate service (for example; towing, battery service, tire replacement, and any other eligible benefits listed in the chart below) will be charged a one-time \$75 fee for immediate service (“Join on Arrival”). Join on Arrival allows for Basic coverage of up to 5 km on an initial service, regardless of whether the new Member purchases a Basic, Plus or Premier Membership. Towing and tire replacement for RVs is excluded from Join on Arrival service. For Join on Arrival service that is provided by an authorized BCAA contractor, the distance travelled to reach the Member is counted towards the 5 km coverage outside city and town centres.

### Membership Upgrades

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

- Upgraded benefits will become active 48 hours after upgrade is purchased.
- 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 Roadside Assistance will be at your expense.

### BCAA Member Rewards

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

### Membership Types – 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	-	Up to 5km or to the nearest garage	Up to 160km	2 tows up to 320km 2 tows up to 160km
Free Evo Membership	✓	✓	✓	✓
10% off Evo Driving Rates	Up to \$80	✓	✓	✓
Savings through BCAA Rewards	✓	✓	✓	✓
Shell Fuel Savings	3¢/L & more	3¢/L & more	3¢/L & more	3¢/L & more



Earn CAA® Dollars	✓	✓	✓	✓
BCAA Battery Service	-	✓	✓	✓
BCAA Battery Replacement	-	\$80 Savings	\$80 Savings	\$80 Savings
Fuel Delivery	-	At Cost	Free up to 10L	Free up to 10L
Locksmith Coverage	-	Up to \$50	Up to \$100	Up to \$100
Tire Replacement	On-demand Access*	✓	✓	✓
Double Extractions	On-demand Access*	✓	✓	✓
RV Coverage	-	-	\$	\$
Save on BCAA Auto Service Centre	✓	✓	✓	✓
Save on BCAA Insurance	-	✓	✓	✓
Safe Ride Home	-	✓	✓	✓
Bike Assist	On-demand Access*	✓	✓	✓
Kids Go Free	-	-	✓	✓
Motorcycle & E-Bike Coverage	-	-	✓	✓
Road Trip Interruption Coverage	-	-	Up to \$600	Up to \$600
Two Day Car Replacement	-	-	-	✓
Passport Photo	\$	\$	\$	Free

For more details see below or visit [bcaa.com/plans](https://bcaa.com/plans).

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

#### Membership Fees and Term

- Membership fees are non-refundable.
- Your Membership is for a one-year term and it will automatically renew on an annual basis unless you provide BCAA with notice of cancellation prior to your Membership anniversary date. A Membership cannot be cancelled mid-term.
  - For example, if you purchased your Membership on April 1, 2022, it will automatically renew for another year on April 1, 2023 unless you provide us with your notice of cancellation by March 31, 2023.

- You can choose to pay for your Membership in full at the start of each Membership year, or you can pay on a monthly basis. If you choose to pay monthly, you will be responsible for paying the entire one-year Membership term with no option to cancel your payments mid-term.
- Regarding payment of fees:
  - If fees are not paid within 30 days of the expiry date of a particular Membership term, 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 Assistance service is required on a lapsed Membership, payment will be required and Basic Membership benefits and towing up to 5 km will apply.
  - Payment after 90 days will be considered a new Membership and Join on Arrival rules apply.
- Membership pricing is subject to change without notice.

#### Standard Roadside Assistance Conditions:

- BCAA towing services are meant to be used for emergency, sudden and accidental situations, and are not intended to be used to transport vehicles which 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 prior to purchasing a Membership.
  - Towing from a repair facility when work on the vehicle has begun.
  - A recently purchased 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 roads, driveways and laneways that have not had snow removed or plowed. The final assessment of road conditions will be made at or near the location of breakdown by the service provider.
  - Vehicles deemed, at the service provider'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.



- BCAA service providers reserve the right to refuse to offer Roadside Assistance to vehicles that do not meet the criteria in these Membership Terms and Conditions. BCAA may exercise this right at their 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 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, 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 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, 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.
  - 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.
  - BCAA 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.



### Reimbursement for Service

- At BCAA's sole discretion, and subject to the terms contained herein, the terms available at [bcaa.com/Reimbursement](http://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 BCAA 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 BCAA 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. Member 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](http://bcaa.com/Reimbursement).
  - Requests for refunds must be made within 60 calendar days of the incident. Original receipt and invoices must be submitted in the name of the Member.
  - Reimbursement is counted as a Road Assist call.

### Extreme Service Conditions

BCAA will make every effort to ensure that service is available under all 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. 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.

### 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. BCAA also reserves the right to cancel a Membership if they suspect a Membership is being used for commercial purposes, for non-payment of dues, or for any other reason as determined by BCAA's President and CEO at their sole discretion. BCAA also reserves the right to refuse service to Members or to cancel a Membership entirely for inappropriate or abusive behavior.

### Out of Range

If your electric vehicle battery is unexpectedly depleted and you are unable to make it to a charging station, we will offer to tow you to the nearest charging station within your Membership towing allowance or provide Roadside Charging, where available.



### Evo Car Share Benefit

New BCAA Members are eligible for a free Evo Membership and will receive 60 complimentary driving minutes plus a 10% reduction in driving rates (the "Discount"), with the complimentary minutes needing to be used within 30 days of Evo Membership approval. The Discount is unlimited for Basic, Plus and Premier Members. The Discount for BCAA GO Members is capped at \$80 of total savings per calendar year based on usage. The Discount amount available for BCAA GO Members will be pro-rated in the first year of Membership. Valid BCAA Membership number must be provided at time of registration. The Discount cannot be combined with any other offer.

### 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 areas outlined at [bcaa.com/BatteryService](http://bcaa.com/BatteryService).

### Fuel Delivery

Delivery of regular fuel is available for Members that have broken down due to running out of gas. Plus and Premier Members will receive gas to get to the nearest gas station up to 10 L of fuel free of charge. Basic Members are eligible for delivery of fuel but will be responsible for the cost of fuel. If the fuel required is more than what the service provider is able to carry, towing benefits will apply.

### Locksmith

- At BCAA's sole discretion, and subject to the terms contained herein as well as online at [bcaa.com/Reimbursement](http://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 the service provider cannot gain entry, 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 Road Assist call and is limited to once per year.
- Member must pay for service and apply for reimbursement within 60 calendar days of 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](http://bcaa.com/Reimbursement).

### 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.

### Double Extrication

- Services of a second tow truck and driver for up to one hour is available to Members in certain circumstances.
- 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 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.
- Each BCAA affiliated Automobile Club such as CAA & AAA offer different types of coverage. When using a BCAA 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 BCAA Membership the Member holds.

#### BCAA Auto Service Centre

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](http://www.bcaa.com/automotive/bcaa-auto-service-centre).

#### 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.

#### 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 (e-bikes). Please refer to the "Motorcycle Coverage" section below for information about e-bike coverage.
- Available to BCAA Members while in British Columbia and Yukon.
- 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.

#### 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.

#### Motorcycle 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 an automobile breakdown that leads to a disruption to their road trip. Reimbursement can be sought for up to 3 days' worth of eligible expenses, up to a maximum total reimbursement of \$600 to be applied at BCAA's sole discretion. The Road Trip Interruption benefit is only available when the automobile breakdown occurs over 160 km away from the Member's registered home address. Other conditions include:

- Limited to one reimbursement per Membership household per year.
- Benefit only applies when Member selects towing to the nearest garage. If 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, car repairs.
- 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.
- All Road Trip Interruption reimbursements must include a repair invoice as proof of repair.
- 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 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](http://bcaa.com/Reimbursement).

#### Two Day Car Replacement

- Premier Members are entitled to 1 two-day (48-hours) car rental reimbursement per Membership year.
- Member's 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.
- BCAA GO, Basic and Plus Members can enjoy a set of passport photos at a discounted price of \$10.89.
- Photos must be taken at a [BCAA Service Location](#).

#### Changes to Membership Terms and Conditions

These Membership Terms and Conditions are subject to change without notice to Members, and all such changes will be effective upon posting to BCAA's website at [bccca.com/terms](https://bccca.com/terms) as of the date indicated below. By continuing to use the BCAA services after such date you will be deemed to have accepted any such changes.

Current as of: September 22, 2023