

**PREMIUM**  
ROADSIDE ASSISTANCE



### Number of Call Outs Unlimited

#### Lockout/Key Retrieval

As per Standard Assist apart from: The Member will be responsible for any costs over **\$100.00** incl. GST payable at the time of service.

#### Jump Starts, Battery Replacement & Tyre Change

All as per Standard Assist.

#### Out of Fuel?

Out of fuel? Forgot to stop in at the last service station? Our roadside assistance agents can carry up to **10L or 50km** worth of emergency fuel (unleaded petrol or diesel) and will be supplied **free of charge**.

#### Towing BREAKDOWN RELATED ONLY

Our roadside assistance tow truck services are ready to take your vehicle to a Brian Hilton Motor Group Service Centre or **100 km in the metropolitan area or 125km in the country areas**. Additional distances and/or destinations can be arranged and quoted upon request. Vehicle towing limited 3 tonnes.

#### Ambulance BENEFIT LIMIT \$400.00 P.A.

In the event of an accident where the registered vehicle is involved and the driver or immediate family of the driver require the services of an Ambulance as a result of that accident, Brian Hilton Motor Group will assist with the ambulance cost. For reimbursement, you must submit the accident report together with a copy of the ambulance invoice.

#### Accident/Major Breakdown Accommodation

**BENEFIT LIMIT \$300.00 P.A.**

If you should require accommodation in the event of an accident where the registered vehicle is involved and the repairs being carried out on the vehicle are a distance of more than 100 kilometres from your registered residence. The Dealer Auto Assist Program will assist with reimbursement of emergency accommodation costs up to \$100 a night, for up to 3 nights (room rate only). This does not include pre-booked accommodation. For the reimbursement of Accident Accommodation, you must submit a copy of the accident report, hotel/motel invoice and vehicle repair invoice.

#### Car Hire BENEFIT LIMIT \$300.00 P.A.

In the event of a mechanical breakdown more than 100 kilometres from home, that renders your vehicle un-roadworthy for more than 48 hours (excluding weekends, public holidays, workshop and suppliers delays) we will assist you with the reimbursement of the car hire. For reimbursement of hire, you must submit a copy of the car hire invoice (fuel & insurance costs not claimable) and vehicle repair invoice.



## THANK YOU

Relax and enjoy total peace of mind knowing you are covered with  
**Brian Hilton Roadside Assistance**

**FOR ANY ENQUIRIES PLEASE CONTACT  
BRIAN HILTON MOTOR GROUP**

**North Gosford**  
600 Pacific Highway,  
North Gosford NSW 2250  
Tel (02) 4328 2888

**North Gosford Honda**  
9 Pemell Street,  
North Gosford NSW 2250  
Tel (02) 4324 5744

**Wyong**  
170 Pacific Highway,  
Wyong NSW 2259  
Tel (02) 4353 1122

**Gosford City**  
325 - 337 Mann Street,  
Gosford NSW 2250  
Tel (02) 4349 8800

**Woy Woy**  
1 Charlton Street,  
Woy Woy NSW 2256  
Tel (02) 4344 1455



# BRIAN HILTON ROADSIDE ASSISTANCE

**BRIAN HILTON**  
MOTOR GROUP THE BIG LOCAL

All Your Motoring Needs In One

Houma Holdings Pty Ltd MD8057, MVRL13351, MVRL32562, MVRL36585, AU01773.  
Brian Hilton Motors Wyoming Pty Ltd MD045900, MVRL50263.

FOR ROADSIDE ASSISTANCE CALL  
**1800 008 616**



## Number of Call Outs 4 Per Year

### Lockout/Key Retrieval

Lockouts/ Key retrievals will be carried out by our service provider and in most cases will be able to gain entry, however if locksmith services are required, this additional service will be at members expense.

We will attempt to open a vehicle when the keys have been locked in the vehicle. In the event that we cannot open the vehicle, we will arrange for a locksmith to attend. The Member will be responsible for any costs over **\$70.00** incl. GST payable at the time of service.

### Jump Starts

Vehicle jump starts, battery tested on site, alternator and electrical system test plus condition checks of battery clamps and fittings.

### Battery Replacement

Our roadside assistance service providers carry a wide range of Exide batteries to suit ALL makes & models of vehicles. If the battery requires replacement, free delivery of new battery service is available. Cost of Battery is at the driver / member's expense payable at the time of service.

### Tyre Change Service

**Flat Tyre** tyre changes will be carried out providing that the member has a roadworthy spare tyre to fit to the vehicle. Assistance will not be provided for damaged wheels, fitting of a tyre to a rim or if a roadworthy spare is not available.

### Out of Fuel?

Out of fuel? Forgot to stop in at the last service station? Our roadside assistance agents can carry up to **10L or 50km** worth of emergency fuel (unleaded petrol or diesel) and will charge the fuel at driver's expense.

### Towing BREAKDOWN RELATED ONLY

Our roadside assistance tow truck services are ready to take your vehicle to a Brian Hilton Motor Group service centre or **50 km in the metropolitan area or 75km in the country areas**. Additional distances and/or destinations can be arranged and quoted upon request. Vehicle towing limited 3 tonnes.

## Membership Terms & Conditions

- 1.1 Dealership Roadside Services will provide the member with Roadside Assistance, Australia wide. Membership may be registered under the name of an individual, company or an organisation. The membership will apply to the vehicle, which must be currently registered, described in the application.
  - 1.2 Member services/benefits will become effective 24 hours after receipt of payment. Membership must be paid for and be current to obtain any services or benefits.
  - 1.3 Should you replace your vehicle, your Membership is transferable (conditions apply). In order to organise the transfer you must contact the dealership, during business hours, within 7 Days of vehicle changeover occurring. An administration fee applies. Transfer will become effective 2 working days after notification and payment is received by Dealership. Membership cannot be transferred to another person or to a vehicle with a pre-existing problem.
  - 1.4 All fees paid to the dealership Roadside Services (including administration fees are non-refundable.
  - 1.5 Service will not be provided to a member, who in our view is abusive, threatening or violent to any staff member or contractor, or who attempts to receive service by deception. Should a member behave in this way we may, after full investigation;
    - a) suspend or limit services to the member;
    - b) impose service fees for further service requests;
    - c) void the membership.
  - 1.6 Any changes to the vehicle registration number or change of address must be reported to the dealership, during business hours, within 7 Days of the change occurring.
  - 1.7 When requesting Roadside Assistance you must provide the correct vehicle details and the exact location of the vehicle. All services will be at your expense if we are not able to confirm your membership or locate your vehicle based on the information you have given us.
  - 1.8 Roadside Assistance is only available on any sealed or designated road that the service provider deems to be safe. Roadside Assistance is only provided where the weight of the vehicle is less than 3 Tonnes gross and the length of the vehicle is less than 5.5 metres.
  - 1.9 If your vehicle requires a tow, we can assist you in making Arrangements or the transportation and or storage of any additional items other than your vehicle (e.g. caravan, car-trailer, horse floats etc). This service will be at the driver/member's expense - payable upon request of service.
  - 1.10 There may be rare instances where a service provider is not available to assist you (remote areas). In these instances you will be required to arrange your own rescue or recovery at your own expense.
  - 1.11 Any charges for batteries, excess towing, emergency fuel, locksmiths, holding yards, toll costs or "Emergency join- Up Fees" etc. must be paid by the driver/member to the service provider at the time of service (failure to pay any of these charges will void your membership).
  - 1.12 We will not authorise or pay for any service performed/ carried out prior to the commencement date of the membership.
  - 1.13 If you are not in attendance with your vehicle at the time when the service provider arrives and the service cannot be supplied, one call-out will be deducted from the members' call-outs. Further call-outs related to the same breakdown will be considered a separate call-out.
  - 1.14 Roadside Assistance is provided in the event of an unexpected mechanical breakdown. It does not cover vehicle maintenance or permanent repairs. Temporary repairs may be made at the request of the member/driver to mobilise the vehicle (where able). However, regular maintenance or any mechanical repairs, major or otherwise, is the member's responsibility and will be at the member's expense.
  - 1.15 We will attempt to transport all passengers with the vehicle, provided that each person can be legally transported by our service provider. In the event that we are unable to transport all passengers we will assist in organising alternate transport such as a taxi at the member's expense.
- 1.16 Once a call-out has been provided for a breakdown, any subsequent call-outs arising from the same breakdown will be provided at the member's expense payable at the time of the call-out. This includes towing for a vehicle that has been towed after hours to the member's home, a holding yard or other place of safety and subsequently requires further towing for the same breakdown.
  - 1.17 The dealership Roadside Services is an emergency roadside service only. Therefore:

Roadside Assistance services and / or towing benefits do not apply for;

    - a) a vehicle that we deem to be un-roadworthy, or that is unregistered;
    - b) a vehicle at a motor vehicle repairer;
    - c) a vehicle that is partly or fully dismantled or on which repairs have been attempted by anyone (including a licensed motor vehicle mechanic) or has a pre-existing failure or breakdown;
    - d) a vehicle where the tow has not been arranged by us;
    - e) a vehicle that has been involved in, or suffered damage as a consequence of an accident, flood, theft, fire or malicious damage;
    - f) a vehicle which has been modified in ways that in our view increase the possibility of it sustaining damage during Towing, or in ways that make damage free towing difficult, unless such modifications are removed prior to towing. This includes modified or factory released accessories;
    - g) a vehicle which has been driven or transported to any licensed motor vehicle repairer;
    - h) any parts, labour or other costs related with the repair of a vehicle;
    - i) any financial loss or liability, however sustained, occurring from or in any way connected with a breakdown or accident;
    - j) any freight costs (including sea crossings);
    - k) transportation of a damaged vehicle;
    - l) any costs related to making arrangements for pets and animals;
    - m) a vehicle that has been driven against our instruction or the instruction of a licensed motor vehicle repairer;
    - n) a vehicle that has been transported to a holding or shipment facility;
    - o) a vehicle that has been used in a car rally or motor race;
  - 1.18 In the event the member insists the vehicle be broken into to recover keys locked inside the vehicle, no responsibility or liability is taken by the dealership or its contractors for any damage to your vehicle that may occur as a result. Due to contractor limitations, this service may not be available in all cases.
  - 1.19 If a member makes use of all the service call-outs in a membership year, you will be required to pay a service fee by credit card at the time of the call for each additional service request. Unused call-outs may not be carried forward.
  - 1.20 If a member has received and continues to request Roadside Assistance or Towing for a vehicle repeatedly on an unjust and excessive number of instances in a year we may refuse to provide further Roadside Assistance or Towing and will then offer an alternative service at the member's expense - payable upon request of service.
  - 1.21 The dealership Roadside Services reserves the right to amend prices and inclusions of policies without prior notice.
  - 1.22 The dealership Roadside Services does not cover breakdowns caused by conditions that existed prior to the commencement of membership. Any failure that occurred prior to the commencement of your membership will be at the member's expense and payable at the time the service is provided.
  - 1.23 To be eligible for a complimentary 1 year Brian Hilton Standard Roadside Assistance, you must have a valid Brian Hilton Customer Advantage Membership.
    - a) All new vehicles must comply with the Manufacturers Service Guidelines.
    - b) All used vehicles must be serviced a minimum of 2 routine services at Brian Hilton Motor Group within a 12 month period.
    - c) Customers must have a current Brian Hilton Roadside Assistance account, whether it be from the purchase of a vehicle or paid.
    - d) If a customer misses a routine service, they forfeit their complimentary Roadside Assistance.