

****Please fill out all portions of this form and make a copy for your files****

CAA Niagara Application for Emergency Road Service Refund

Mail to: CAA Niagara
3271 Schmon Parkway
Thorold, ON
L2V 4Y6

*****FORM MUST BE COMPLETELY FILLED OUT*****

CAA's 24 Hour Communication Centre 1-800 -CAA-HELP (1-800-222-4537) or *222 from cell phone (in Canada only)

SECTION 1 – Identification please PRINT clearly

Membership number: 620-288 _____ phone #: _____

Name: _____ email: _____

Address: _____ Postal Code _____

SECTION 2 – Requesting Service

Did you attempt to call CAA? _____

Why was alternate provider used? Police called _____ CAA did not transfer _____ CAA not available _____

Other: _____

SECTION 3 – Service call information

Date of service (mm/dd/yy) _____ time of service _____ AM PM amount paid for road service only \$ _____ CDN / U.S

Vehicle information: make _____ model _____ year _____ did your vehicle have valid plates/sticker? _____

Name of towing Company that provided the service _____

Were you present when service was provided to the vehicle? yes no If no, who was with vehicle _____

Exact location of breakdown _____ city _____ prov / state _____

SECTION 4 – Service provided

what type of service was provided: tow start tire gas unlock locksmith winching

other (specify) _____

if vehicle was towed please continue

reason for tow: stolen legal infraction mechanical breakdown accident please provide a legible copy of the accident report

other (specify) _____

vehicle was towed to: home garage for repair impound yard accident reporting centre other (specify) _____

*** tow destination** _____

****How many kms / miles was vehicle towed** _____ Was a police officer **present** ? yes no

Accident / stolen vehicle claim: **FOR CLAIM TO BE CONSIDERED IN AN ACCIDENT, ALL FIELDS MUST BE COMPLETED**

Name of insurance Co. _____ Phone number of Insurance Co. _____

Policy number _____ have you or will you be submitting a claim? Yes _____ no _____

If yes, please explain why insurance is not covering the cost of the tow _____

Please provide copy of policy confirming no coverage.

I understand that reimbursement will be considered based on the Club's Emergency Road Service Guidelines. I am submitting or have submitted my original, itemized receipt, not a photocopy. In signing, I declare that no insurance or other roadside program has paid or will pay all or any portion of this claim

X _____ date _____

Emergency Road Service Refund Application

To ensure that CAA members receive quality Road Service, CAA has contracted qualified facilities to provide members with road side assistance 24 hours a day, 365 days a year. Due to the volume of service we can provide to these facilities, we are able to negotiate a rate lower than normal retail rate. This in turn helps us to maintain your annual membership dues at a reasonable level.

CAA understands that there are times when it is not possible to call CAA for road service, but, when Members obtain road side assistance from other sources, it reduces the effectiveness of our Emergency Road Service program. Therefore, please always attempt to contact CAA first at 1-800-CAA-HELP (222-4537) or use *222 when calling from a cell phone(In Canada only).

- * New members are eligible for basic service immediately. Plus, Plus RV, Premier and Premier RV services are activated after 48 hours.
- * Each primary member is allowed up to a maximum of 5 service calls per membership year. Each associate member is allowed up to 4 service calls per membership year.
- * Basic memberships are allowed up to a maximum of 10 km towing and \$50 for locksmith
- * Plus memberships are allowed up to a maximum of 250 km towing and \$100 for locksmith
- * Plus RV memberships have the same allowance as Plus with the additional coverage to RV's, motorhomes and trailers ****See below
- * Premier memberships allowed up to 5 service calls, one of their tows at 500 km and **** 1 car rental (see below)

The following refund provisions apply:

- Reimbursement will be considered only if it is a service CAA would provide under your membership coverage free of charge.
- CAA memberships are personal and therefore non-transferable. Only the Member whose name appears on the card is eligible for a refund and must have been present when the service was provided.
- If CAA service was available, and you elected to use another source for roadside assistance, reimbursement will be adjusted according to the CAA contract rate
- HST will be refunded only if the receipt includes the HST number.
- U.S state tax is non-refundable.
- Exchange rates will be based on the rate the day the refund is processed.

- Member must submit an **“official receipt”** that bears the name, address and phone number of a qualified, registered auto service or towing facility. Generic or hand written receipts will not be accepted. Cash register receipts are not acceptable unless they itemize the charges
- Receipt must bear the name of the member and be signed by the member. Altered receipts will not be accepted.
- Receipts must be submitted to CAA within 30 days of service.
- To avoid delays, the original receipt must be submitted, please make a copy for your files

Hwy 407 charges –If CAA towed your vehicle and used hwy 407 without prior authorization, then we will issue a refund to the Member for the amount charged. Please submit the portion of the bill that indicates date of service, entry point and exit point. Please write your membership number on the receipt.

**** Premier member will qualify for a car rental only if they have had their vehicle towed by CAA. Car rental must be arranged at time of breakdown and through a CAA representative only. If there is no Hertz in the area of breakdown, CAA may advise member to obtain their own rental and refund is limited to 2 days base rental charges with a maximum capped refund that includes the tax.

**** RV coverage – CAA / AAA will make every effort to provide service to RV's / Trailers. Due to location of breakdown or vehicle size, service may not be available by the Club and member is advised to seek own service. Roadside repair charges provided by a mobile repair unit are not part of RV coverage.

Did you know

If you require service and do not have your CAA card, you can call CAA and we can locate you by name in our database. When the driver arrives, you need only to show photo I.D.

Refund exclusions: your Membership does not cover:

- * Incidental expenses such as taxi fare, hotel costs, meals, cell phone charges, toll or bridge charges as a result of the vehicle requiring service
- * Additional charges to member for service not provided under warranty.
- * Re-towing a vehicle for the same problem – from repair facility to repair facility or from repair facility to home.
- * Vehicle that has been purposely driven into an area not regularly travelled e.g. vacant lots, open fields. Beaches, impassable private or recreational roads, yards, mud or snow filled driveways or alleys, construction sites or other locations which cannot be reached safely.
- * Battery “recharging.” A battery boost is a temporary measure, while a battery charge is considered a repair involving labour charges
- * Unlicensed, unplatd vehicles
- * A vehicle that impounded due to a legal infraction
- * Towing to a salvage yard
- * Unattended tow to a dealer for basic car maintenance
- * Non-member service – membership is non transferable
- * Extra charge for an extended cab to take additional passengers
- * Motorcycles for basic members
- * Basic member second truck for winching
- * Pick-up fees
- * Services that may be chargeable to an insurance company as the result of a fire, theft or vandalism
- * A vehicle that has failed a safety check
- * Impound and storage fees
- * Abandoned vehicles
- * Extra charges relating to a reduced rate call – service over the 5 call limit
- * Charges for parts, labor and repairs
- * Non-RV members – service to a motor home, trailer or RV
- * Refund on promotional card
- * Cube vans and “for hire” vehicle such as taxi and limousine