

General Exclusions

Aon Roadside Assistance shall not be held responsible for and is not required to provide any services where:

- a) The vehicle is not in a roadworthy condition or the vehicle has not been regularly serviced in accordance with the manufacturer's instructions.
- b) The vehicle is carrying more passengers or towing a greater weight than that for which it was designed, as stated in the manufacturer's specifications, or arising from the improper, unauthorised, reckless or negligent operation of the vehicle.
- c) The breakdown is caused by the fitting of accessories to the vehicle which are not genuine or are not from the original manufacturer or which are not approved by the manufacturer.
- d) The vehicle has undergone modifications not in conformity to the manufacturer's specifications or the vehicle has been modified for racing, trials, or rallying or any accident or any claim for service has arisen in respect of participation in such activities.
- e) The cost of any breakdown results from unauthorised repairs or from faulty workmanship.
- f) The mechanical breakdown is due to driver related damage or misuse of the vehicle.
- g) The vehicle is not accessible by a two-wheel drive recovery vehicle.
- h) The provision of services requested is outside New Zealand.
- i) The loss or damage is directly or indirectly by or in consequence of war, invasion, act of God, terrorism, riot, or civil commotion or sabotage or any other similar events.

In these cases, Aon Roadside Assistance will still provide assistance however the driver will be responsible for all costs.

Aon Roadside Assistance shall not be responsible for any damage to or theft of objects and accessories that are left in or outside the vehicle but will exercise all due care to leave the vehicle secure where able to do so.

Aon Roadside Assistance is promoted by Aon New Zealand.

OFFICES IN: Whangarei • Warkworth • Helensville • Kumeu
• Whitianga • Takapuna • Waitakere • Auckland • East Tamaki
• Thames • Pukekohe • Huntly • Mt Maunganui • Tauranga
• Hamilton • Te Puke • Te Awamutu • Putaruru • Rotorua
• Tokoroa • Te Kuiti • Taupo • Gisborne • Taumarunui
• New Plymouth • Wairoa • Napier • Hawera • Hastings
• Wanganui • Marton • Feilding • Dannevirke • Palmerston North
• Pahiatua • Levin • Masterton • Lower Hutt • Wellington • Nelson
• Richmond • Blenheim • Greymouth • Rangiora • Christchurch
• Ashburton • Timaru • Queenstown • Oamaru • Alexandra
• Dunedin • Gore • Invercargill

The 24 hour telephone and roadside assistance services are provided and administered by:

NZ Roadside Assistance Ltd
99B Hurstmere Rd
Takapuna
Auckland

A scenic landscape photograph of a mountain range with a road winding through a valley. A white SUV is parked on the side of the road in the foreground.

AON

0800 369 914

Aon Roadside Assistance

RoadsideAssist

RoadsideAssist Plus

TERMS & CONDITIONS

Membership

Aon Roadside Assistance is available to all clients of Aon New Zealand with a current motor vehicle insurance policy and provides 24/7 nationwide access to vehicle breakdown assistance services.

Aon Roadside Assistance premiums are marketed on an annual basis and are non-refundable.

To be eligible for Aon Roadside Assistance, the covered vehicle(s) must be well maintained and of sound mechanical and roadworthy condition. A current WOF/COF is required.

Aon Roadside Assistance reserves the right to amend or withdraw services where use is excessive due to lack of regular preventative maintenance, non compliance to rectify any recurring failures or numerous call outs due to driver related error.

RoadsideAssist Policy Benefits

Callouts

Aon Roadside Assistance is available for up to 3 free callouts per vehicle covered per year, covering up to \$60 per event, unless otherwise specified.

Additional events or costs over \$60 will be at the driver's expense.

The driver must be present at the designated time of arrival of the service contractor. If the vehicle is unattended, work cannot be carried out on the vehicle and payment may be required for any subsequent call outs.

Any subsequent call outs required after the initial failure for the same related case will be at the driver's expense.

Flat Tyre Service

Aon Roadside Assistance will replace a flat tyre using the vehicle's serviceable spare and can advise on tyre repair outlets if a new tyre or puncture repair is required.

Flat Battery Parts Replacement

Aon Roadside Assistance will pay for the cost to jumpstart the vehicle or the labour to replace the battery, if required. The cost of any replacement battery will be at the driver's expense.

Emergency Fuel

Aon Roadside Assistance will pay for the delivery of emergency fuel (petrol or diesel only) or transport to the closest refuelling depot. The actual cost of the fuel will be at the driver's expense.

Lock Outs/Lost Keys

In the event of a lost or stolen key, Aon Roadside Assistance will either arrange for a spare key to be delivered to you by taxi or arrange for a locksmith to attend. Parts and costs over \$60 will be at the driver's expense. Aon Roadside Assistance will not attempt forced entry of vehicles unless instructed to do so by the driver. If asked to attempt forced entry Aon Roadside Assistance will not be liable for any damages.

Minor Roadside Repairs

Aon Roadside Assistance will carry out minor breakdown related repairs, where it is possible and safe to do so, at the roadside. However, if major parts or factory diagnostic equipment is required, the vehicle may require transportation to a service centre.

Roadside Recovery

In the event your vehicle is immobilised or is not safe to drive (not due to an accident), Aon Roadside Assistance will cover the initial tow of your vehicle to your choice of repairer or place of safety up to \$60 (or up to \$100 if you are over 100 km from home (RoadsideAssist Plus policy)).

For Motor Homes over 3,500kg Aon Roadside Assistance will arrange for the tow of the vehicle, however the actual towing costs will be at the driver's expense.

Accident Assistance

Aon Roadside Assistance can arrange accident assistance, transporting the registered disabled or damaged vehicle, with all associated costs being at the driver's expense.

Caravan and Trailer Assistance

Aon Roadside Assistance will arrange transport for a caravan or trailer if the towing vehicle requires transportation. This will be at the driver's expense.

Other Services

Other related services can be arranged on request, at the driver's expense.

RoadsideAssist Plus Policy Additional Benefits

The following benefits are available under the RoadsideAssist Plus policy option if the vehicle is immobilised 100 kilometres from the driver's home AND the vehicle cannot be repaired within 24 hours:

Emergency Taxi Transport

Aon Roadside Assistance will arrange taxi transport where the driver's vehicle is immobilised after a breakdown and cover costs up to \$30 per event.

Hotel Accommodation Assistance

Aon Roadside Assistance will arrange and provide hotel accommodation, to a maximum of 3 nights up to \$150 per night (meals, telephone call costs and any hotel sundries are excluded). Hotel Accommodation Assistance will only be provided if Rental Car Assistance has not been provided.

Rental Car Assistance

Aon Roadside Assistance will arrange and provide a rental car, for up to 3 days at a value of \$130 per day. Rental car entitlements cease once the vehicle has been repaired. The hirer of the rental car will be responsible for all fuel costs, excess kilometre charges, any damages to and excess payable on the rental car. Rental Car Assistance will only be provided if the Hotel Accommodation Assistance has not been provided.

Vehicle Repatriation

When the vehicle has been repaired after a breakdown, Aon Roadside Assistance can arrange for delivery of the vehicle to the driver's home or intended destination. Alternatively, arrangements can be made for the driver to return to the repaired vehicle. All costs associated with the provision of this service will be at the driver's expense.

Other

Parts and service location and lifestyle concierge referral services are available on request.

Prices

Unless otherwise stated, all prices and entitlements are current and inclusive of GST. They are subject to change without notice.