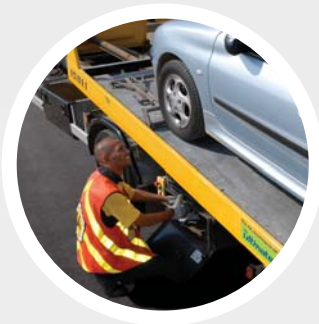


get out there



AA Advantage

Your guide to AA Member benefits



Welcome to the AA

and to **REAL** Roadside Assistance

Introduction

As a Member of the AA, you know that you get so much more than the average roadside assistance service... and because we're a club, you know that the focus of our organisation is YOU.

As a non-profit company, we use all of our resources and Membership fees to ensure you get real benefits that meet your needs, and real value that suits your pocket. Our focus is on keeping our Members safe on the road... and that means YOU!



VISIT
www.aa.co.za
for more
details

24-hour Call Centre

CALL 0861 000 234

- Emergency medical and roadside assistance
- Customer care
- Membership enquiries
- Travel, technical and legal helplines

Visit www.aa.co.za for the latest information about your AA Membership, our services, and the addresses and telephone numbers of all our branches.

E-mail: aasa@aasa.co.za

Post: Customer Care
PO Box 596
Johannesburg
2000

Fax: 086 524 2251

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Emergency Rescue Services

YOU CAN COUNT ON US

We're famous for our roadside assistance but what does it include?

- Do you know that our patrolmen have a 90% success rate with on-the-spot repairs at the side of the road?
- Do you know that you are entitled to roadside assistance as a passenger in someone else's car?

Our fleet of emergency response vehicles includes patrol vans, mobile battery vans and tow trucks, which operate in Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, East London, Bloemfontein, Mbombela and Pietermaritzburg, and where necessary we use AA approved contractors. Our National Call Centre operates 24 hours a day, 7 days a week. If you have an emergency, one call is all it takes.

Roadside assistance

Electrical or mechanical breakdowns

If your vehicle breaks down, our roadside rescue services include:

- Jump-start your vehicle
- Open your vehicle if you've locked yourself out
- Change or repair a tyre
- Fuel to reach a filling station
- Tow when needed
- Battery test and mobile battery sales

Accidents, theft, attempted theft and vandalism

If you are involved in an accident, call us and we'll help you through this traumatic experience. We'll arrange for your vehicle to be towed to the right destination, with costs for your account and provide emergency medical rescue if you are injured.

AA Stand By You roadside security

Request this service when your car breaks down and an armed security guard will stay with you until our patrolman arrives. In addition to personal protection, this service reduces the risk of hijacking and vandalism. It is linked to roadside assistance in major urban centres and is available free of charge to all AA Advantage Plus Members.

AA Mayday emergency medical rescue

In a medical emergency, when speed and quality of service are essential, AA Mayday could make the difference. We provide 24-hour AA Mayday emergency medical rescue for unforeseen emergencies that occur in your vehicle, at home, at work or on holiday. We will arrange and pay for your emergency medical transportation to the nearest appropriate medical facility. Your spouse and children under the age of 26, are covered at no extra cost.

Mayday benefits include medical evacuation, admission to a medical facility, relocation after treatment, a rape crisis advice line, trauma counselling, repatriation of mortal remains, free medical advice and assistance, dispatch of emergency medication or blood, travelling companions for stranded minors, and drug and generic medicine information.

Extended benefits

If the incident happens more than 100 km from your home, you have the option to make use of our extended benefits. The use of these extended benefits will be for your own account.

These include one, or a combination of the following services:

- Accommodation for you and up to four passengers travelling with you
- Or, car rental to get you to your destination
- Or, long distance towing
- If you opted to use the accommodation or car rental benefit during your incident, we will arrange for you to hire a vehicle, for up to 24 hours, to collect your vehicle from the place of repair, provided the place of repair is more than 100km from your home. This will be for your own account.

Motoring

Motor & Home Insurance

Want insurance you can trust that doesn't cost you an arm and a leg? Give us a call on 0861 000 234 for a no obligation quote (new insurance offering coming soon!).

Where should I have my car repaired?

AA Quality Assured is the AA's unique accreditation programme for service providers and specialised services within the South African motor industry. The main objective of this programme is to help you to identify professional businesses from the rest. Visit our website for more information.

Legally speaking

How to deal with an accident? What to do about a third party claim? We'll give you expert telephonic advice from 8am to 5pm Monday to Friday on road traffic laws, insurance, warranties, guarantees, the purchase and sale of vehicles, accident damage recovery claims and other key motoring issues, free of charge.

From a technical point of view

Why are your gears slipping? Where should you take your car for a service? Give us a call weekdays between 8am and 5pm and one of our technical advisors will give you the best advice.

Are my running costs too high?

They might be. Check our website at www.aa.co.za to calculate your vehicle's operating costs and print your own certificate of confirmation.

Automotive technical investigations

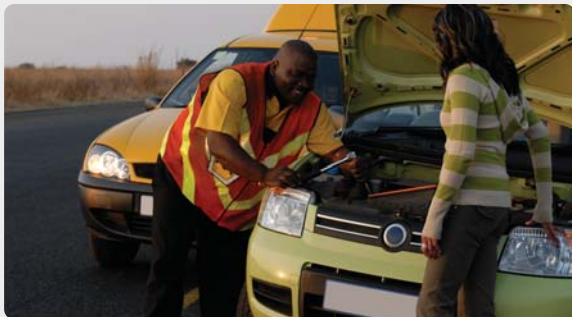
Our qualified technical expert can assist with technical investigations if you feel you have received unfair treatment from an automotive service provider.

BP Ultimate fuels

To get the best out of your car, whatever the make or model, the AA recommends using BP Ultimate fuels. BP Ultimate fuels have been designed to maximise and maintain the performance and fuel economy of your engine. It also cleans your engine as you drive and has up to five times the cleaning power of ordinary fuel.

DEKRA

Keeping your vehicle in peak condition is the best way to ensure your safety on the road as well as reducing your overall motoring costs. Regular inspections can help you identify potential hazards and save you money by preventing additional damage before it happens. It is for these reasons that the AA has partnered with DEKRA, a globally recognised German vehicle-monitoring organisation to make South African roads safer. The DEKRA in association with the AA centres offer a range of professional vehicle examinations, including Roadworthy Inspections. Visit www.aa.co.za to find a centre near you!



Travel

Time to go travelling

Whether it's a self-drive trip round South Africa, a cross-border adventure with your family or an exciting holiday overseas, we'll keep you moving and save you money with special offers and AA Member discounts. Visit one of our AA Accredited Sales Agent stores for help with your arrangements. Visit our website www.aa.co.za for store locations.

A pleasant travel experience

AA Accredited Sales Agent stores are located in major shopping centres nationwide and offer a range of services and products that take the stress out of local and international travel. They offer professional assistance with accommodation, route planning, travel information and travel insurance.

Find your way

You'll find everything you need to find your way including Member touring maps – free for you as an AA Member, as well as atlases, travel guides and helpful staff who'll advise you about road conditions, toll roads, tariffs and detours. Travel information is also available on our website at www.aa.co.za.

Travel documents

Avoid last minute panic. Apply for your International Driving Permit at an AA Accredited Sales Agent store near you or apply online by visiting our website at www.aa.co.za

Apply for a Carnet de Passage (a temporary import permit required when travelling across borders), an International Camping Card, or get advice on applying for a visa. Passport photograph facilities are also available.

Are you covered?

Our AA Accredited Sales Agent staff will help you obtain the correct travel insurance and issue Third Party Insurance for Mozambique and Zimbabwe.

Essential gear

AA Accredited Sales Agent stores are stocked with items you'll need for your trip, from first aid kits, luggage, travel accessories, maps and guides, to adaptors and car care products. Call us or visit our website to find your nearest store.

Enjoy a good read

is enjoyed by over 60 000 readers, and focuses on motoring, travel and lifestyle topics. This quarterly magazine is available on subscription, and is free for AA Advantage Plus Members. Call us to arrange your copy.

AA Quality Assured Accommodation

Our Quality Assured rating is your guarantee of accommodation that suits your needs... and your pocket, so you can rest assured that your stay over will be just what you were expecting.

Reciprocal services overseas

Members may be able to enjoy the local automobile club's services while on holiday or passing through other countries. Services may vary from one club to another, but will often be the same or similar to those offered to their own Members. Please contact our travel department to find out what services you can enjoy in the country you will be visiting, and to obtain a letter of introduction. Under the reciprocal arrangement, services that result in a cost to our Members are not refundable by the local club or by the AA in South Africa.

Phone our travel helpline anytime between 8am and 5pm Monday to Friday or visit www.aa.co.za for service times of our AA Accredited Sales Agent stores.

— GET THE POWER OF THE AA IN YOUR POCKET —



SMART PHONE

The AA's Mobi app suite

Get the AA Rescue Service

seamless and fast channel for assistance in a roadside emergency:

- We'll know where you are, so you don't need to waste time providing your details
- We'll know exactly where to find you from our accurate geo-location feature
- We'll have your vehicle details, so we'll know what kind of battery you need if yours runs flat... or how to assist you with on-the-spot repairs or key lock-out... and even what kind of vehicle to send if you need a tow.

Remember anyone with a cellphone can register for the AA Rescue Service at www.aarescue.co.za... and never have to worry again about getting stuck on the road.

The help you need at the scene of an accident

AA Accident Assist is the latest update to the AA's FREE mobile phone application, to give you critical help on the road. Simply visit www.aaaccident.co.za and click on register now. It's quick and easy to register and record all the information we'll need to get you essential assistance in the event of an accident. If you don't have internet access, call us on 0861 444 143 and we'll register you. Any details you record at the scene will be automatically uploaded to your online profile to access, amend, edit or complete later. Then, once complete, you can even send a claim notification through to your insurer with all the relevant support documentation like voice recordings, weather conditions, videos and witness statements.

Show Your Card and Save Programme

AA South Africa is part of the global Show Your Card & Save® programme, offering AA Members rewards, savings and discounts across the globe!

This means that you can travel and save on accommodation and other services in countries such as the United States of America, Australia, Canada, Jamaica, Japan and many countries across Europe. To qualify for these exclusive discounts, benefits and savings, simply present your AA Membership card at participating worldwide partners that display the Show Your Card & Save® programme.



For more information,
visit the AA website at www.aa.co.za.

@MyAATraffic

Never get stuck in the traffic again... get LIVE traffic updates for FREE from the AA. Follow our new Twitter account @MyAATraffic to get up-to-the-minute traffic feeds for major metropolitan areas, including:

- Greater Cape Town
- Greater Johannesburg including Midrand
- Pretoria and Centurion
- Greater Durban including Pinetown
- Bloemfontein
- Kimberley
- Port Elizabeth
- Rustenburg
- Polokwane
- Mbombela

Just another way we keep you moving!



Membership Options

MEMBERSHIP OPTIONS	AA ACTION 25 Years & under 2 assistances a year	AA ADVANTAGE All ages 5 assistances a year	AA ADVANTAGE PLUS All ages 5 assistances a year	AA ALLIANCE 60 Years & over 3 assistances a year
GET YOU MOVING				
AA Road Patrol Roadside Repair Service: <ul style="list-style-type: none"> Jump-start your vehicle Unlock your vehicle Change or repair a tyre Fuel to reach a filling station 	✓	✓	✓	✓
Battery test and mobile battery sales	✓	✓	✓	✓
Tow: electrical or mechanical breakdown	✓	✓	✓	✓
Tow: accident or attempted theft	Pay on Use		✓	Pay on Use
Long distance tow: If incident occurs more than 100 km from home: <ul style="list-style-type: none"> Overnight accommodation Alternative transport Vehicle repatriation 	Pay on Use		✓	Pay on Use
AA Stand By You roadside security	Pay on Use		✓	Pay on Use
AA Mayday emergency medical rescue	✓	✓	✓	✓
Message relay service	✓	✓	✓	✓
KEEP YOU MOVING				
Motor-related legal advice line	✓	✓	✓	✓
Technical advice line	✓	✓	✓	✓
Show Your Card & Save Programme	✓	✓	✓	✓
Referral to AA Quality Assured repairers	✓	✓	✓	✓
MOVING YOU FORWARD				
Free AA Member maps	✓	✓	✓	✓
Access to AA travel services and products	✓	✓	✓	✓
Access to road and toll information	✓	✓	✓	✓
Discounts on AA publications	✓	✓	✓	✓
Subscription to AA Traveller quarterly magazine	Available on Subscription		✓	Available on Subscription
Reciprocal services	✓	✓	✓	✓

AA Membership is subject to Terms & Conditions.

AA Added Value



Your AA Membership can be enhanced with any one or more of our AA Added Value products.

AA Added Value for accidents

Manages your claim against the Road Accident Fund when you suffer injury in a road accident... making sure you receive 100% of the compensation you're due.

AA Added Value for fines

Alerts you to any traffic fines issued against your name to make sure you don't get any nasty surprises... and saves you money too, with guaranteed settlement discounts, even contesting fines on your behalf where there's a case to do so!

AA Added Value for potholes

AA Added Value for potholes handles any claims you have against a road management authority as a result of damage to your vehicle from roadworks or hitting a pothole... ensuring you receive compensation, and saving you thousands in repair and replacement costs.

AA Added Value products can be bundled

To give you the specific cover you need... you can subscribe to AA Added Value for accidents, fines and potholes, or subscribe to AA Added Value for potholes and accidents.



AA Designated Driver (from April 2015)

The NEW AA Designated Driver service is the safest solution to drinking and driving. It keeps you safe and gives you the convenience of chauffeuring you and your vehicle home safely after a night out. Subscribe now by calling 0861 466 444.

Your Comments

Talk to us

- Can we improve our services?
- What are we doing right?
- What are we doing wrong?

Please let us know by emailing the Office of the Customer in our Service Recovery department at servicerecoveryhelp@aasa.co.za, or call our Customer Care department on 0861 000 234, weekdays between 8am and 5pm.

Keep your Membership up to date

Continue to enjoy all the rights and privileges of AA Membership by remembering to pay your Membership fees. Choose the method of payment that you prefer.

- Cheque, direct deposit, electronic payment, credit card, or EasyPay service.
- Automatic-recurring annual or monthly debit order.

Let us know if your personal or banking details change.

Call 0861 000 234, visit our website www.aa.co.za, or an AA Accredited Sales Agent store near you.

We stand up for your rights

As South Africa's leading motoring advocacy organisation, we constantly interact with government and other motoring bodies to promote safer, more cost-effective motoring for you.

AA Membership cards

AA Membership cards are not replaced annually and can be used for as long as you are an active AA Member. Should you require a replacement card, please contact us on 0861 000 234.



Terms and Conditions

Please do take the necessary time to read our terms and conditions carefully and familiarise yourself with them. If anything is unclear, don't hesitate to phone our Customer Care department on 0861 000 234. As a valued AA Member, we'll be happy to guide and advise you.

DEFINITIONS

The listed terms have the following related meanings:

AA: The Automobile Association of South Africa.

Accident: Damage to body panels or the undercarriage, wheels or suspension because of a collision with another vehicle, a pothole or an object. If mechanical or electrical failure caused the accident, or the vehicle caught on fire, we consider the incident to be an accident.

Breakdown: An occasion when your vehicle cannot be driven as a result of an electrical or mechanical failure, a flat tyre or out of fuel situation.

Insurable risk: Vehicles that require a tow for an accident, attempted theft or vandalism as well as recovered stolen vehicles. These are not classified as breakdowns.

Member: The individual principal Member in whose name the AA Membership is maintained.

Membership Card: The card issued by the AA to the Member, reflecting the Membership number.

Membership Year: The 12-month period covered by the Member's subscription.

Round trip: The distance from the nearest tow provider's yard, to the scene of the breakdown, to the drop off point and back to the depot or tow provider's yard, or standpoint.

Rural: Any area that is not urban as per the definition.

Spouse: A Member, eligible for a discounted subscription, living at the same address as his/her spouse or partner who is a principal Member.

Subscription: The annual payment required to remain a Member of the AA.

Tow provider: The AA tow truck or AA approved tow contractor.

Urban: Johannesburg, Pretoria, Cape Town, Port Elizabeth, East London, Bloemfontein, Nelspruit, Pietermaritzburg and Durban.

Vehicle: A motorcar, motorbike, caravan, trailer, 4x4 or light commercial vehicle (LCV), with a gross vehicle mass (GVM) of less than 3,5 tons, which can be legally used on South African public roads. This does not include taxis and vehicles used for business purposes. Vehicles must be in a roadworthy condition.

We/us/our: Related to the AA.

You/your: Related to the Member.

EMERGENCY RESCUE SERVICES

You must phone our 24-hour Emergency Call Centre for assistance on 0861 000 234. Calls are recorded for your protection and for training purposes. Payment for any service is not guaranteed unless prior authorisation has been obtained and you quote the AA Case Reference Number.

Roadside Repair Services

Roadside repair services are limited to minor or temporary repairs to get the vehicle on the road again and does not replace the need for permanent repairs and regular servicing.

Assistances

Roadside assistance entitlements:

- AA Advantage Plus Members
 - 5 assistances per 12 month subscription
- AA Advantage Members
 - 5 assistances per 12 month subscription
- AA Alliance Members
 - 3 assistances per 12 month subscription
- AA Action Members
 - 2 assistances per 12 month subscription

We will charge any additional assistances at exclusive AA Member rates. Unused assistances at the end of a subscription year are forfeited and are not carried forward into the next subscription year.

You must provide us with the correct location of your vehicle and enough information on the vehicle being towed. Incorrect or incomplete information may cause a delay in the provision of services and could result in additional costs for your account.

In the event of an assistance, you must remain with the vehicle and produce your AA Membership card and proof of identification when the service vehicle arrives.



Terms and Conditions

Where any breakdown case needs the use of more than one of our resources, such as a road patrol, battery patrol, locksmith or tow provider, we will count these as a single assistance.

Once we have provided assistance for a breakdown, we consider any subsequent assistance for the same breakdown a separate incident. This includes towing a vehicle that was towed after hours to your home, a storage area or other place of repair or safety and then needs a further tow due to the same breakdown event.

If you cancel the assistance after we have dispatched the service vehicle, this is still regarded as an assistance.

If you call on more than one occasion for the same problem, each request will count as an assistance.

If you are not at the vehicle when we arrive and we cannot provide service, this will count as one assistance, and we will not be liable for any damage. If the vehicle is unattended when the tow truck or patrol vehicle arrives, it may leave the scene.

Rural Areas: in all the above instances, you may have to cover AA approved tow contractor costs and request a refund (see section on refunds on page 10). Should this be a long distance tow (greater than 40 km) the additional kms travelled will be for your account.

Should you breakdown with your pet, the AA will transport your pet in the AA tow truck cabin provided your pet can be placed into a proper transporting cage. Should this not be possible, your pet will be required to travel in your vehicle. In the event that you are incapacitated, the AA will coordinate the rescue of your pet from the breakdown scene in conjunction with the SPCA and inform you of your pet's whereabouts as soon as possible. Although every effort will be made to ensure your pet's safety, the responsibility for your pet's well-being remains with you.

Areas we cover

We provide services in South Africa.

Should the breakdown occur in Lesotho, Swaziland, Botswana or Namibia, we will arrange for the vehicle to be towed to the nearest place of safety or repair, subject to the availability of a suitable AA approved tow contractor. You must pay the tow provider for the tow and request a refund from the AA of up to R 643 (incl VAT) on your return to South Africa.

Roadside security is available to Members who specifically subscribe to the service, in conjunction with a roadside assistance, and only in certain urban

areas in South Africa, subject to the availability of our AA appointed service provider.

Please refer to AA Stand By You terms and conditions, available on our website www.aa.co.za.

We also provide AA Mayday emergency medical rescue if you travel to Lesotho and Swaziland and if it is medically justifiable.

Please refer to AA Mayday terms and conditions, available on our website www.aa.co.za.

Response times

We provide roadside assistance as soon as possible in response to your request. We do not guarantee response times, which vary depending on location, traffic, road conditions, weather conditions and the demand for assistance at the time of your request.

ROAD PATROL SERVICES

Road patrol services are only available in urban areas and exclude motorbikes. In instances where an AA resource is not available one of our AA approved contractors may be used. If assistance for your vehicle exceeds the 40 km round trip distance, the additional mileage will be for your account and will be charged at our preferential AA rate per kilometre.

Keys locked in vehicle

If keys are locked in the vehicle we will arrange for an AA patrolman or locksmith to attend. Where the services of a locksmith are needed to open the car or boot, you will be entitled to claim reimbursement of labour costs up to an amount of R 415 (incl VAT). Where we pay the locksmith directly, any additional labour costs or kilometres charged by the locksmith will be for your account. We will not refund locksmith charges for the repair/replacement of locks, ignition switches or key cutting. Should a tow be necessary arrangements and costs will be for your account.

Flat tyre change

We will attempt to repair or change your tyre on-site. Where necessary, we will tow the vehicle in accordance with your Membership benefit entitlements. We are not responsible for damage should your tyres or rims be damaged, because the tyres are flat, or as a result of pothole or other damage.

Emergency fuel

If your vehicle runs out of fuel at a location other than a filling station, we will supply up to 10 litres of fuel to reach the nearest petrol garage. If necessary, we will provide a tow to the nearest filling station within your Membership benefit entitlement.

Terms and Conditions

Battery service

If your vehicle's battery cannot be jump-started, our battery patrols can sell and fit a new battery on-the-spot. The mobile battery replacement service is subject to availability and in urban areas only. All batteries come with a national 24-month battery guarantee.

TOWING

If your vehicle breaks down and cannot be repaired on-the-spot, we will tow your vehicle to the nearest place of safety or repair within a 40 km round trip. The first night's storage is free to AA Members, and any storage requirement over and above this will be for your account.

In instances where an AA tow truck is not available one of our AA approved contractors may be used.

In exceptional circumstances, where specialised recovery or salvage equipment is needed, the cost of equipment and labour will be for your account. We are not responsible for damages caused to the vehicle. Any tow not arranged through the AA's 24-hour call centre will be for your account.

Excess kilometres

If a tow for your vehicle is in excess of the 40 km round trip distance for which you are eligible, the excess distance will be for your account, and will be charged at our preferential AA per kilometre towing rate.

Additional transportation

We can assist you in arranging additional transport for passengers who cannot be accommodated in the tow truck, for your account.

REFUND OF CHARGES

Refund of towing charges

In rural areas, if you are required to pay tow charges in full directly to our AA approved tow contractor, we will refund only that portion of the charge, which you paid up to the amount calculated by:

- Calculating the round trip distance
- Multiplying this distance by our preferential per kilometre towing rates plus VAT

We will cover up to a maximum of R 643 (incl VAT) per tow.

Refund of locksmith charges

Where the services of a locksmith are needed to open the car or boot, you will be entitled to claim reimbursement of costs up to a maximum of R415 (incl. VAT).

Claims

Claims can be posted to: AA Claims, PO Box 30168, Kyalami, 1685 or faxed to 086 524 2251, alternatively it can be handed in at the nearest AA Accredited Sales Agent store. All claims must quote your AA Case Reference Number and include our AA approved contractor's receipted invoice displaying the contractor's VAT number. If the receipted invoice is not available you may submit an affidavit confirming the incident and the amount paid by you.

The following are not covered

- Labour charges, overtime charges, cellular phone charges, assistance fees, toll fees, weekend levies, parking fees, storage charges, hitching / salvage / recovery fees, collection and conveyance of spare parts, the cost of spare parts and other related expenses.
- Repair charges.
- Charges for assistance required due to or other insurable risks. We will assist with arrangements for your account.
- Charges for further towing of the vehicle for purposes of repair, if you do not accept the quotation of the repair centre nearest to the point of breakdown, or if you make arrangements directly with the AA approved tow contractor.
- Towing charges incurred outside the borders of South Africa, Lesotho, Swaziland, Namibia and Botswana.
- If the vehicle is loaded, we are not responsible for the load. We may require you to remove the load before rendering any service.
- Payment or refunds for assistance by private persons or other roadside assistance providers.
- Compensation for any loss of income or earnings due to a breakdown that required assistance from the AA or any of our approved contractors.

Terms and Conditions

Extended benefits that apply 100 km or more from your home

The extended benefits provide extensive cover anywhere in South Africa for you and up to four passengers travelling with you, when your vehicle breaks down, is stolen, or is involved in a collision more than 100 km from home. The cost for these benefits will be for your own account, if you are not an AA Advantage Plus Member.

Should your roadside emergency occur more than 100 km from home and your vehicle cannot be repaired the same day, the AA's Emergency Call Centre will determine and manage the most appropriate benefits combination from the following available options:

Accommodation

We will arrange for overnight accommodation, subject to availability, for you and up to four passengers travelling with you. The cost for this benefit will be for your own account.

Or

Transportation arrangements

If you prefer to continue your journey, or to return home, we will arrange transportation to help you reach your destination by the most direct route. If car hire is the most suitable arrangement, a group 'B' vehicle will be hired for up to a maximum of 24 hours. The car hire service provider's terms and conditions will apply. The cost for this benefit will be for your own account.

Or

Long distance towing

Where the repair of your vehicle will take several days, the Emergency Call Centre will apply set criteria to determine whether we will provide a long distance tow in place of providing overnight accommodation or transportation. If the tow exceeds the 40 km round trip distance, you will be eligible for the excess distance at our preferential AA towing rate per kilometre of R7.70 including VAT (valid for 2015 only).

Collecting your vehicle

If you opted to use the accommodation or car rental benefit during your incident, we will arrange for you to hire a vehicle, for up to 24 hours, to collect your vehicle once it has been confirmed that your vehicle has been repaired, provided the place of repair is more than 100km from your home. The cost for this benefit will be for your own account.

The choice of car hire supplied or alternative transportation is at the discretion of the AA Emergency Call Centre and is subject to availability. Please see the terms and conditions for car hire service providers that will apply.

Terms and Conditions

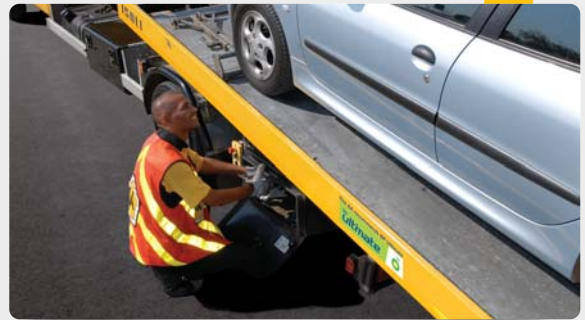
Car hire service provider terms and conditions

The car hire service provider's terms and conditions will apply, these require that you:

- are over age 23 years
- have an active credit card
- have a valid and applicable Driver's Licence

In addition:

- The car hire company may also require you to pay a fuel deposit.
- You will be required to return the car with a full tank of fuel, or be liable for the cost of refuel at the service provider's rates.
- The hired car must be returned to the depot from which it was collected in order to avoid additional charges, which will be for your account.
- Should you be involved in a collision with the hired car, you will be liable for the insurance excess.
- Should you require the hired car for commuting purposes for longer than the initial 24 hours, you must enter into a new car rental contract with the car hire company, for your personal account, at a preferential rate.



Terms and Conditions

GENERAL

1. AA Membership

AA Membership and benefits are non-refundable, non-transferable and personal to you. Membership entitlements do not cover incidents that happened before you joined us.

We reserve the right to deny services to any Member who, in the AA's opinion is, or has been, abusive, threatening or violent toward any AA staff member, or who attempts to receive service by deception, with no requirement to refund. AA Membership is personal and does not automatically cover your spouse and dependants, who should become Members in their own right.

2. Resolving disputes

We accept no liability for loss or damage to the vehicle or any of its components or accessories or contents while it is unattended, or while in the custody or under the control of any service provider or repairer. We will assist you in every way possible, including telephonic legal advice, to resolve disputes with our AA approved tow contractors where loss or damage may have occurred while the vehicle was in their care.

We carefully select our service providers for value added services, but cannot guarantee quality of service. These service providers are not our agents or employees. We cannot be held responsible for their actions or omissions, or for any damage caused by their performance or failure to perform. Where there is a need for clarification of terms and conditions or relating to your entitlements, our interpretation will be final.

3. Right to amend benefits, terms and conditions

We constantly strive to provide new and improved services to you. We reserve the right to amend the terms, conditions and benefits, including changing third party service providers. We will notify Members of material amendments in our Member communications.

4. Up to date subscription

Your subscription must be up to date for you to be eligible to use your Membership.

5. Cancellation of Membership

Should you wish to discontinue your Membership benefits, please provide 30 days notice prior to your Membership anniversary date to avoid any cancellation fees.

- Members who have taken out AA Membership as a result of a direct marketing offer have the right to cancel their Membership in writing within five business days of the date on which the Membership agreement was concluded.
- The following refund policy will apply for Members cancelling within the five day period:
 - (a) If the Member has utilised the AA's assistance within the five day period, the Member will receive a full refund of the total Membership fee paid, less the AA's charges for assistance provided.
 - (b) If the Member did not utilise the AA's assistance, the Member will receive a full refund of the total Membership fee.
- The Member must not, in any event, make further use of the cancelled Membership.
- Please note that there will be no separate or additional cooling off period(s) during the Membership year, regardless of any changes that are made to the Membership.
- AA Membership is a 12-month subscription product and is activated from the date payment is received.
- AA Members will be notified in writing through the mail, between 40 and 80 days of their approaching Membership renewal date, irrespective of their preferred payment method. Please ensure your contact details are kept up to date by calling 0861 000 234, or updating your details on our website www.aa.co.za.
- Members who wish to cancel within their current 12-month subscription period must provide 30 days notice in writing, and will remain liable for any amounts incurred in the rendering of services during the current Membership subscription period, as well as a cancellation fee, which will be calculated at the time of cancellation.
- Members who have selected an annual or monthly debit order payment method will be automatically renewed on a month to month or annual basis until cancelled by the Member.

Terms and Conditions

6. Debit Orders

In instances where your initial debit order was unsuccessful, we'll advise you of the rejected debit order through an SMS and automatically re-submit the debit order on the next debit order run (1st, 15th and 25th) to ensure your service continuity.

Unfortunately, any bank charge penalty imposed will not be refundable from the AA.

7. Your privacy rights

We hold your personal information securely and will not disclose it to any other person or organisation unless authorised by you.

We have the right to access and correct the information at any time.

As an AA Member you agree to abide by our terms and conditions. Your details will be used for administrative purposes, and to provide you with information relating to products and services from time to time. Where you are a Spouse Member, we may offer products and services to both of you in the household jointly, or singly.

For this purpose, we include ourselves and any division, subsidiary, third party under contract or joint venture companies including AA Insurance.

ERRORS AND OMISSIONS EXCEPTED.

