



AVIDA

RV HELP

EMERGENCY ROADSIDE ASSISTANCE
24 hours 7 days a week

1800 RV HELP
(1800 78 4357)

IMPORTANT NOTICE

In the event that you experience a problem with your vehicle potentially requiring roadside assistance, **DO NOT ATTEMPT TO DRIVE YOUR VEHICLE** until you call **AVIDA RV HELP** and obtain clearance and directions from the operator. Failure to adhere to the directions of the operator may disqualify you from **AVIDA RV HELP** benefits in relation to this incident.

AVIDA RV HELP 24 HOUR ROADSIDE ASSISTANCE PROGRAM

Avida RV Help is a 24 hour, 7 day a week roadside assistance program developed specifically for RVs and is intended to address your needs in the event of your RV breaking down or experiencing a technical problem.

Advantage Help (for motorhomes) and Sovereign Help (for caravans) roadside assistance program is included free for the first two years with all new Avida RV's purchased in Australia and New Zealand.

Join the Avida RV Club (for motorhomes) and automatically be upgraded to Prestige Help.

You do not need to own an Avida RV to join the roadside assistance program. This program is one of the few without weight or height restrictions and has been specifically developed for the RV industry.

RV Help offers you peace of mind wherever you decide to travel throughout Australia and New Zealand. Avida RV Help aims to solve problems quickly and efficiently with minimum inconvenience and get you back on the road at the earliest opportunity.

From minor roadside repairs to security system advice and vehicle recovery following breakdown, our roadside assistance program has it covered. Checking electrical problems, jump-starting flat batteries, tyre change and replacement of lost keys are just some of the many areas where we can help.



PEACE OF MIND WITH MINIMUM INCONVENIENCE, AVIDA RV HELP WILL GET YOU BACK ON THE ROAD ENJOYING YOUR TRAVELS AT THE EARLIEST OPPORTUNITY.



ABOUT AVIDA

Avida, a great Australian story, has been manufacturing RVs since 1965 in Western Sydney NSW. Avida remains the number one manufacturer of motorhomes in Australia with over 50 years of experience building RV products like motorhomes and caravans. At a time when much of Australia's manufacturing is fast disappearing overseas to the detriment of local jobs, Avida remains in the original hands of the founder as a true Australian family company employing and supporting hundreds of Australians and their families at the 4 hectare (10 acre) site. You can be very confident you've made the right decision when you purchase an Avida RV.

Avida – Australian owned, Australian built.

ROADSIDE ASSISTANCE PACKAGES – MOTORHOME SPECIFIC

ADVANTAGE HELP

Included when you purchase a new Avida motorhome or campervan for the first 2 years.

MINOR ROADSIDE REPAIRS

Avida RV Help can assist with minor roadside repairs such as: flat battery, flat tyre, out of fuel, replacement fuses, temporary repair to hoses and minor electrical repairs. They can also arrange emergency fuel up to \$10.00 (inclusive of gst) or transport to the closest refuelling depot.

TECHNICAL ADVICE

The technical advisors will explain operation of vehicle components, immobilisers, alarms, ABS, SRS, ECU, etc. They will also provide technical advice regarding engine fluids, warning lights and buzzers, etc.

BATTERY AND PARTS REPLACEMENT

Replacement batteries, drive and fan belts, radiator hoses, where available, will be supplied at your cost. Temporary repairs will be carried out and the customer advised to have an authorised repairer check over the vehicle.

KEY REPLACEMENT OR LOCKSMITH SERVICE

Where the key has been lost, stolen or has been locked inside the motorhome or campervan, either a spare key will be delivered, or a locksmith will attend. You will be responsible for any costs over \$50.00 (inclusive of GST) per event.

The emergency repairer will not attempt forced entry of the vehicle unless requested by you.

URGENT MESSAGE RELAY

In the event of a breakdown or accident Avida RV Help can connect the caller through to family members, friends or business associates to notify them of any possible delays.

ACCIDENT COORDINATION & TOWING

Where the customer's RV has been involved in an accident Avida RV Help can arrange accident towing to transport the vehicle to either an Avida preferred accident repairer or a repairer of the customer's preference. Avida RV Help will also advise the caller of the appropriate information to obtain from other parties involved and advise if the Police, Ambulance or Fire Brigade need to attend the accident. Accident assistance will be provided at the customer cost.

ROADSIDE ASSISTANCE PACKAGES – MOTORHOME SPECIFIC

PRESTIGE HELP

Receive an automatic upgrade to Prestige Help with all of these additional features, as well as the Advantage Help inclusions, when you join the Avida RV Club (motorhomes and campervans only). Prestige Help is also available to purchase for customers with Avida motorhomes / campervans older than 2 years and other brands of motorhomes / campervans. See terms and conditions for a list of exclusions.

TOWING

If the vehicle cannot be mobilised, it will be transported to the closest authorised repairer within 150 kilometres anywhere in Australia or New Zealand. Where the vehicle has been transported to an authorised repairer after a breakdown, Avida RV Help will follow up to ensure that the vehicle is on the road.

EMERGENCY TAXI TRANSPORT

Taxi transport can be arranged when your vehicle is transported after a breakdown up to the value of \$50.00 (inclusive of GST) per event.

Further additional benefits are available when the vehicle is immobilised over 100 kilometres from the home of the registered customer for longer than 24 hours, these include:

HOTEL ACCOMMODATION ASSISTANCE

Hotel accommodation can be arranged up to a maximum of 5 nights at \$120.00 per night (inclusive of GST).

RENTAL CAR ASSISTANCE

A rental car can be arranged for up to 5 days at \$100.00 per day (inclusive of GST).

ALTERNATIVE TRAVEL ASSISTANCE

If a rental car or accommodation is unavailable, transport will be arranged via road, rail or aircraft.

VEHICLE RETURN ASSISTANCE

When the vehicle has been repaired after a breakdown, the delivery of the vehicle can be arranged to the customer's home or intended destination at the customer's cost. This will also cover trailers.

OFF-ROAD RECOVERY ASSISTANCE

In the event that the vehicle is immobilised in an area that cannot be accessed by standard two wheel drive recovery vehicles, Avida RV Help will arrange at the customers cost, all recovery requirements.

AVIDA LIFESTYLE CONCIERGE

Feel like a special night out? Want something for that special someone? Need to fly? Avida RV Help can arrange it all for you including flower and gift delivery, dining information and reservations, special event and show bookings, golf course recommendations and reservations, hotels and holiday resorts, leisure and sports centres, sports events, airline flights and rental car bookings. Naturally you pay for the things that you would like to be organised, but Avida RV Help will try and seek out the most cost effective result, all of this for free.

PARTS & SERVICE LOCATOR

Avida RV Help can assist with locating the closest appropriate preferred repairer, service station, repair workshop, tyre or windscreen outlet anywhere in Australia.

AVIDA SENTINEL PROTECTION

In the unfortunate and stressful event that you lose your mobile phone or your credit cards are misplaced or stolen, Avida RV Help can assist with the cancellation of the stolen or lost items.

AVIDA HOME SOS

While away from home you can contact Avida RV Help to access essential home services in the event of an unexpected household emergency. These services include plumbers, electricians, painters, builders, glaziers, etc.

AVIDA MEDICAL ASSIST

Avida RV Help can provide medical advice 24 hours a day from one of their team of doctors in the event any accident or medical emergency occurs. In the first instance, their medical team will help make an assessment of the situation, which may prevent an unnecessary diversion from your journey.

If further assistance is required, they can liaise with emergency services and call on all resources to ensure appropriate assistance is provided. Avida RV Help can also liaise with relatives, the family physician and local doctors. Should serious injury occur, then they will be able to assist in ensuring relative's needs are met regarding accommodation, transportation and dining at the relative's cost.

In the event that the injured person cannot continue their journey, a medical escort can be arranged to their home or the nearest appropriate medical facility and secure the RV in an appropriate location at the customer's cost.

ROADSIDE ASSISTANCE PACKAGES – CARAVAN SPECIFIC

SOVEREIGN HELP

Included when you purchase a new Avida caravan for the first 2 years. Also available to purchase for customers with Avida caravans older than 2 years and other brands of caravans. See terms and conditions for a list of exclusions.

AUTOMOTIVE ASSISTANCE

Breakdown related problems will be rectified including inflation of a flat tyre, replacement of a flat tyre with the caravan's serviceable spare and jump-starting of a flat battery on the tow vehicle.

Practical tips or advice can be offered in relation to caravan operation, any safety warnings or lights that may appear.

MINOR ROADSIDE REPAIRS

Minor breakdown related repairs to be carried out where possible and safe to do so by the roadside. Where major parts or factory diagnostic equipment are required, transport arrangements to the nearest repairer for the caravan will be arranged (see section on towing).

BATTERY AND PARTS REPLACEMENT

Supply and fitment of emergency parts, where available to effectively mobilise you in the event of a breakdown or where a preferred repairer is not open or within close proximity of the breakdown. If the caravan is an Avida and the part is still under warranty it will be covered by Avida, however if the breakdown occurred as a result of a customer-related fault all costs relating to the repair and the replacement parts will be the responsibility of the customer.

KEY REPLACEMENT, LOCKSMITH SERVICE OR COURIER SERVICE

Where the key has been lost or stolen or has been locked inside the caravan, either a spare key will be delivered, or a locksmith will attend. You would be responsible for any costs over \$50 (inclusive of GST) per event. The emergency repairer will not attempt forced entry of the vehicle unless requested by you.

URGENT MESSAGE RELAY

In the event of a breakdown or accident Avida RV Help can connect the caller through to family members, friends or business associates to notify them of any possible delays.

ACCIDENT COORDINATION & TOWING

Where the customer's caravan has been involved in an accident Avida RV Help can arrange accident towing to transport the caravan to either an Avida preferred accident repairer or a repairer of the customer's preference. Avida RV Help will also advise the caller of the appropriate information to obtain from other parties involved and advise if the Police, Ambulance or Fire Brigade need to attend the accident. Accident assistance will be provided at the customer's cost.

PARTS & SERVICE LOCATOR

Avida RV Help can assist with locating the closest appropriate preferred repairer, service station, repair workshop, tyre or windscreen outlet anywhere in Australia or New Zealand.

TOWING

If the caravan is immobilised or is deemed not safe to tow, the caravan will be transported to the nearest preferred repairer or authorised repairer within 150 kilometres anywhere in Australia or New Zealand.

EMERGENCY TAXI TRANSPORT

Taxi transport can be arranged when your vehicle is transported after a breakdown up to the value of \$50.00 (inclusive of GST) per event.

Avida RV Help is available for applicable motorhomes / campervans and caravans sold only within Australia and New Zealand.

Home means your nominated home address for the purpose of Avida RV Help.

Motorhome / campervan / caravan or vehicle is that vehicle nominated for the purposes of Avida RV Help.

An authorised repair centre is that nominated by Avida RV Help.

Avida RV Help policy is non-refundable, however, it is transferable to another person or vehicle if all eligibility rules are satisfied.

To qualify for the Emergency Roadside Assistance, stop where safe to do so and call Avida RV Help to log your issues. Continuing to a repair agent may void some inclusions.

Rental car assistance ceases at the expiry of the limits shown above or once the vehicle has been repaired, whichever comes first.

Hotel accommodation assistance, rental car assistance, alternative travel assistance and vehicle recovery assistance benefits may only be provided in those cases where the vehicle has been transported from the breakdown location to an authorised repair centre, and the vehicle has been off the road for more than 24 hours.

Unattended vehicles cannot be assisted. It is imperative that the driver or a representative wait until assistance arrives. Costs associated with attending an unattended vehicle may be payable by the customer.

Costs relating to parts, labour and any other associated costs for the repair of your vehicle are the owner's responsibility unless those costs are covered by the manufacturer's warranty.

Avida vehicles over 15 years old and other vehicles over 10 years old, unregistered vehicles, vehicles operating as taxis, limousines, rental or hire vehicles or involved in any form of motor sports are not eligible for Avida RV Help. Roadside Assist may be refused where the vehicle is immobilised due to inappropriate maintenance, repair or use, caused intentionally or by negligence by the owner, the driver or any other third party.

Accident damage, classified as impact or collision of any nature, attempted or successful theft or break in of the vehicle is ineligible for roadside assistance.

Call outs due to owner / driver related faults or non-compliance to rectify any recurring faults may be at the owner's cost.

PRIVACY INFORMATION

Personal information you give is for the purpose of providing roadside assistance and may be disclosed to repairers, mechanics, hire car and towing operators to facilitate in the provision of these services.

FOR SAFETY

In the event of an accident or breakdown in a hazardous location, please ensure that your hazard lights are turned on and the occupants are not unnecessarily exposed to danger.

BE PREPARED

To help us provide an efficient service, please have the following information available when calling:

Your name, vehicle registration number and / or serial number

Avida RV HELP membership number, details of the problem

Location including nearest cross street, contact phone number.

TRANSFER OF OWNERSHIP

If the RV is within the included two year period the policy remains with the RV. Outside of the included two year period the policy can be transferred to any new owner upon notification to Avida, providing basic membership requirements are met. You must call the Avida administration team on 02 4735 8116 to complete a change of ownership notification so Avida can register the new owner with Avida RV Help.

There is no refund on policy cancellations.

AVIDA RV HELP

32 David Rd, Emu Plains, NSW 2750

Fax 02 4735 8070

APPLICATION FORM

Avida or ARV Club member number _____

Title Dr/ Mr/ Mrs/ Ms/ Miss

Surname _____

Other Names _____

Address _____

Town _____

State & Postcode _____

Phone _____

Email _____

Model _____

Registration _____

Make _____

VIN/Serial _____

GVM or ATM _____

Vehicle age _____

Km's _____

Payment details: (circle)

Cheque / Money order / Visa / MasterCard

Expiry _____ / _____

Card # _____

Name on card _____

Cheques made payable to AVIDA RV. I have read and understand the benefits, terms and conditions as described in this booklet. Roadside assist is not available until a AVIDA RV Help membership number is issued. I understand that to be eligible for Advantage Help, I must purchase a new AVIDA motorhome and to be eligible for Prestige Help, I must join the ARV Club, and for Sovereign Help I must purchase a new Avida caravan.

Signature _____

Date _____ / _____ / _____