



# RV Vacation Care Plan

## *Rental Conditions of Use*

As a member, Emergency Roadside Assistance is available 24 hours a day anywhere in the United States and Canada. Whether you have a flat tire, a dead battery, or lock your keys inside the vehicle, assistance is just a phone call away.

### Services

The Emergency Road Services are provided 24 hours a day, 7 days a week on a “sign and drive” basis for:

#### Towing and Winching

Towing of a mechanically disabled vehicle to the nearest qualified repair facility as determined by Coach-Net. Depending on the nature and time of the disablement, the service facility will be contacted in order to establish an appointment for the vehicle to be looked at once delivered to the location. If the vehicle becomes stuck and is at least 100 ft. from a maintained road, assistance will arrive to free the vehicle subject to a (1) one hour on-scene time limit.

#### Delivery of Fuel and Emergency Fluids

Gasoline, oil, water, transmission fluid, power steering fluid and brake fluid delivered to your disabled vehicle, as necessary to remedy the disablement (except where prohibited by law). The cost of any such fluids, as well as any related labor charges, including but not limited to any labor charge associated with a reprime on diesel units which run out of fuel, is not covered.

#### Flat Tire

Changing of your vehicle’s flat tire using the vehicle’s mounted and inflated spare tire, or for towing of your vehicle to a repair facility. The cost of any replacement tire, alignment, mounting and balancing is not covered.

#### Jump-Start / Battery Boost

A jump start for your vehicle’s drained battery. The cost of any replacement battery and labor to install the battery will be at the member’s expense.

#### Lockout – Locksmith

Delivery of locksmith services to your vehicle and assistance in the opening of your locked vehicle, and/or obtaining a replacement key. The actual cost of a replacement key is at the member’s expense.

#### Mobile Mechanic

Depending on the nature and location of the disablement, a network of Independent Mobile Mechanic Service Providers may be used to provide timely assistance with the disabled vehicle’s mechanical problem thus preventing the need for a tow to a service facility. The actual cost of any replacement parts and labor once on scene will be at the member’s expense.

#### RV Technical Assistance Hotline

Coach-Net’s RV Technical Assistance Hotline provides you with the peace of mind that comes with having a team of RVDA-certified and master-certified RV Technicians available to you 24/7. Our qualified staff can guide you through many common operational issues you might experience with your RV and help with basic troubleshooting. Issues such as problems with retracting a slide room, raising or lowering leveling jacks, power problems, various appliances and much more. Any technical advice or direction provided by Coach-Net and its providers are provided without warranty. Owner performs any maintenance or modification at their own risk.

#### How to Use This Benefit

In the event you are in need of roadside assistance, simply contact us on the following toll-free number, 877-250-6731, and provide the customer service representative with the following information.

- Your Name
- Your Member ID #
- Vehicle Information
- Current Location (including any mile marker, highway number, city, street, nearest intersection or landmark)

Upon verification of your membership, our customer service representative will dispatch services to accommodate your needs.

Any additional costs will be charged to the member based on the prevailing local rates and are due and payable according to the terms stated by the independent road service contractor rendering service.



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### RV Concierge Services

RV Travelers can trust Coach-Net Concierge Services to find them the quality service they need, no matter where they are traveling throughout the US and Canada. It's like having your own personal assistant guiding you to the best places during your travel.

Coach-Net Concierge Services include:

- Business Locator including: Lowest price gas station, libraries, grocery stores, coffee shops, shopping areas/malls, rest areas and more...
- Car Rental Reservations
- ATM Locator
- RV Campground Referral, Reservation and Activities
- RV Personal Delivery Services: To and From your campsite
- Turn-by-Turn Driving Directions
- Traffic Reports - Including: Road Construction, Road Repairs, Accidents and other related problems
- Historical site locator
- Local Activities: Bike/Walking Trails, Swimming Areas, Fishing Areas and more...
- Wireless device assistance
- Research Requests
- Theater, music or sporting event tickets
- Restaurant referrals and reservations
- Golf course tee time reservations and referrals
- Floral services
- Door-to-door transportation services
- Up-to-the minute stock quotes, sport scores and lottery results
- Movie and theater information
- RV accessory look up, purchase or repair assistance

Members can call 877-264-7598 to utilize this benefit - 24 hours a day, 365 days a year.

*All benefits provided are service benefits, not financial benefits, and are not part of a filed insurance policy. The benefit administrator will help arrange services, but any costs associated with securing the benefits or services are at the member's sole expense. (Example: Ground Transportation; the benefit administrator will make reservations for the rental of a car, but the member is responsible for the cost of renting the car.)*

### Mechanical Defect and Improper Maintenance

In case of mechanical disablement due to mechanical defects or mechanical disablement due to a) improper maintenance, including but not limited to, use of alternative fuels or improper fuel, improper servicing or draining of fuel separator, failure to maintain the battery, Coach-Net shall assist you in finding assistance for your vehicle, but all service provider fees and other costs related to towing or other roadside services shall be at your expense.

### Service Provider Network

The Service operates through a network of Independent Service Providers who have arrangements with Coach-Net to perform road and towing service for members. As independent contractors, they have exclusive control over their own equipment and personnel.

### Guidelines

The following items are not included as part of the emergency roadside assistance benefit:

- Cost of parts, replacement keys, fluids, lubricants or fuel, cost of installation of products, materials and additional labor related to towing.
- Non-emergency towing or other non-emergency service.
- Service on a vehicle that is not in a safe condition to be towed.
- Towing or service on roads not regularly maintained, such as sand beaches, open fields, forest and areas designed as not passable due to construction, etc.
- Repeated service calls for a covered vehicle in need of routine maintenance or repair.
- Requests for emergency roadside assistance must be placed through the programs toll-free number to the authorized dispatch center. Any emergency roadside assistance retained directly by the vehicle member is not reimbursable. No reimbursement payments will be made to the vehicle member for direct expenses incurred.
- Only one service call per incident is covered.
- Someone must be with the vehicle at the time of service unless doing so would put the safety of the individual at risk.