



## Member Benefit Guide and Club Policies



Emergency Road Service  
Travel Agency  
Auto and Home Insurance  
Member Only Discounts  
Car Care Center  
Financial Services

# AAA.com

# ***AAA Member Benefit Guide***

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# MEMBERSHIP

## AAA Northway's Territory

AAA Northway serves members in the following counties of New York State: Broome, Chemung, Chenango (Town of Greene), Clinton, Delaware (Town of Deposit), Essex, Franklin, Fulton, Hamilton, Montgomery, Saratoga [except Stillwater, Waterford and Mechanicville], Schenectady, Tioga, Warren and Washington.

## Primary Membership

The first membership in a household is called the Primary Membership. Emergency Road Service is available to you, as the Primary Member, for any vehicle needing service whether you are the driver or the passenger. COVERAGE IS ON YOU... NOT THE VEHICLE.

## Membership Renewal Policy

AAA Northway members are required to renew their membership on an annual basis. Memberships will expire on the last day of the month that a member originally joined AAA Northway ("expiration date"). A member who has allowed their membership to lapse will maintain the original membership expiration date with AAA Northway by renewing within two (2) months following their expiration date. Please note, by renewing a membership after the expiration date and within the two (2) month period, AAA Northway will backdate your membership to the member's original expiration date, or lapsed members can elect to avoid backdating of the membership by enrolling as a new member which carries a "new" member entrance fee and expiration date. For example, if a member subscribes for a twelve (12) month period, fails to renew at the end of that period, but then renews it two (2) months later for another twelve (12) months, AAA Northway will backdate the renewed membership to the end of the original membership (2 months prior).

## Automatic Renewal

Authorize your annual AAA Membership dues to be charged automatically each year prior to your expiration date to your Visa, MasterCard, American Express or Discover Card credit or debit card for added convenience.

## Associate Membership

Associate Memberships are available, at an additional cost, to extend complete membership protection and services to the spouse, domestic partner or dependents of the Primary Member.

Special requirements are:

1. Associate Membership is eligible only on a Primary Membership account with the same coverage level.
2. Associate members must be the spouse, domestic partner or dependent child of the Primary Member residing at the same permanent address of the Primary Member.
3. Associate Memberships may be added at any time during the Primary's Membership year.



## Membership Card

The signature on the membership card, whether Primary or Associate, should be the same as your driver's license. Carry your card with you at all times as it will have to be presented in the event that you are in need of Emergency Road Service. Remember, coverage is on whatever vehicle you are in and not on a specific vehicle itself. You'll also need to present your membership card at AAA Discounts & Rewards® partners to receive exclusive member-only discounts.

## Additional Important Provisions

New AAA members and members making renewal payments after their membership expiry date may incur additional fees such as enrollment costs and a non-refundable same day Emergency Road Service charge. Upon joining AAA Northway or adding Plus coverage upon renewal, there will be a 3-day wait period for AAA Plus emergency road service benefits. Classic emergency road service benefits will be rendered, and additional costs will be payable to the service provider. Upgraded coverage (AAA Plus, AAA Plus RV, AAA Premier) can be added or removed from your membership only at the time of renewal. For more information on upgraded coverage benefits see pages 23 – 25.

A member may have only one active membership per membership year. AAA membership are non-transferrable and non-refundable.

The Club will handle cases involving excessive use of emergency roadside assistance on an individual basis. AAA Northway reserves the right to bill a member whose number of requests exceeds the allotted request limit. AAA also reserves the right to downgrade, non-renew or cancel any membership for consumption of emergency roadside assistance deemed excessive, regardless of the number of service requests.

For the Club's privacy notice, please refer to AAA.com. Because benefits and services change from time to time, visit AAA.com for the most up-to-date information.

## Code of Conduct

AAA Northway is a membership organization that proudly relies upon the partnership between our members and our associates. As a place of business, we expect both parties to communicate in a professional and courteous manner. The Club cannot accommodate disruptive and unprofessional behavior toward our associates or other members. Utilizing AAA membership in a fraudulent manner will not be tolerated. Management reserves the right to cancel membership in instances of such behavior or suspected fraudulent use.



## ANOTHER GREAT REASON TO

### Auto, Home, Motorcycle, RV, Boat, Snowmobile, Renters and Umbrella Insurance

Trust AAA for all your insurance needs. Offering a full line of insurance products, AAA Insurance will take the worry out of insurance for you and your family. As a member of AAA, you may be entitled to special discounts not found anywhere else except with AAA Insurance.



#### Auto Insurance

For over 100 years, AAA has been there for you on and off the road. You can be sure AAA Auto Insurance will be there for you, too.



#### Home Insurance

Life happens at home, and AAA understands the importance of protecting that special place. Our agents will tailor protection for your needs.



#### Motorcycle Insurance

Whether it's custom parts or specialty equipment, AAA understands the significant investment you've made in your bike.



#### RV Insurance

Protect your investment and take advantage of flexible policy options for RVs, motor-homes, fifth-wheels, pop-ups, campers, and more.

## N TO BELONG - *INSURANCE*



### Boat Insurance

Get flexible policy options for whatever kind of boat you have and coverage for your boat trailer and boat lift.



### Snowmobile Insurance

Ride with peace of mind knowing that AAA has coverage options for custom parts and equipment, accessories, and more.



### Renters Insurance

Protect all your belongings in a rental property.



### Umbrella Insurance

Get protection beyond existing limits and coverages of other policies.

Call AAA Insurance or stop into one of our branches to meet your local agent and request a review or visit us online at [aaa.com/insurance](http://aaa.com/insurance) to request a quote. Our licensed agents will perform a review of your existing policies, no matter who your current agent is. Take advantage of this member benefit, as it is part of your membership!

**1-866-222-0937**

**[insurance@northway.aaa.com](mailto:insurance@northway.aaa.com) and  
[AAA.com/Insurance](http://AAA.com/Insurance)**



# AAA TRAVEL INFORMATION



## Personal Travel Planning

From print to online to mobile, AAA has the travel information you are looking for. AAA makes planning simple with easy access to everything you need for your trip. Do it yourself from home or your mobile device or have a AAA member service associate assist.

- TripTik® Travel Planner – Plan, map and go with AAA's TripTik® Travel Planner.
- TourBook® Guides – Free to members at AAA offices. Also find over 100 popular titles online at AAA.com
- Maps – City, state and regional maps free to members at AAA offices or download maps at AAA.com
- AAA Mobile App – Free to members. Plan your trip, find member only discounts and request roadside assistance should you need it.



You'll also find great rates on accommodations or rental cars at AAA.com. If you prefer, have a AAA member service associate find your hotel and rental car for you. Make AAA your first stop before planning a trip.





# FULL SERVICE TRAVEL AGENCY

## AAA Takes Care of All the Details

AAA members receive many special member benefits through the AAA Travel Agency. Our professional travel agents have been certified to provide the best travel arrangements worldwide while getting the best value for your travel dollars. We have destination specialists in all offices to make your next trip the most memorable ever. Ask about our AAA Vacations and Select Vacations packages.



Here is a sample of how our agents can put together the ideal travel package for you:

- Cruises and cruise tours
- Tour packages, both independent and escorted
- Hotel & resort reservations
- Car rental reservation – domestic and international
- Airline reservations – domestic and international
- Rail tickets
- Group, corporate or leisure travel arrangements
- Tailor-made individual travel arrangements
- Custom-planned motorcoach tours
- Baggage and travel insurance
- Information on visas and other travel documents
- Passport photos and applications

## International Travel Assistance

AAA is the only authorized source in the U.S. for International Driving Permits (IDP's). AAA also provides assistance with passport photos, visa's, foreign maps and tour guides. Trip cancellation, lost baggage and travel insurances are available to safeguard your trip.

## FINANCIAL SERVICES

### AAA/Discover Bank Deposit Program

Members save more with the AAA/Discover Bank Deposit Program. Special benefits include:

- Exclusive, member-only rates that consistently beat the national bank average;
- No minimum required to open a CD, IRA or Money Market Account (Money Market Accounts require a minimum balance of \$1,500 after 60 days);
- Quick account set-up by phone, mail or online;
- Easy and secure access to your account information via [AAA.com/deposits](http://AAA.com/deposits).

Discover the AAA difference in high-yield savings accounts. Call 1-888-204-8990 or go online to [AAA.com/deposits](http://AAA.com/deposits) for more information.

# MEMBERS ONLY DISCOUNTS

## Save on Hotels

Stay with a AAA Preferred Lodging Partner where you'll get the best available rate for your dates of stay and a 100 percent satisfaction guarantee! Choose from over 1 million hotel rooms at top-brand hotels including Best Western, Hampton, Hilton, Hyatt, Marriott, and Starwood.

## Save on Car & Truck Rentals

Receive exclusive AAA savings on Hertz leisure and business car rentals. AAA Members also receive discounts on Penske truck rentals.

## Save on Theme Parks and More

Save on multi-day tickets to Walt Disney World, Universal Studios and SeaWorld Adventure Parks. Also save big on tickets to Busch Gardens, The Great Escape, Six Flags and to other popular attractions. Save money on movie passes to Regal Cinema, Bowtie Cinema & Cumberland 12 Cinema. Check your nearest AAA Travel Center or [AAA.com/Tickets](http://AAA.com/Tickets) for current pricing and availability.

## Save on Shopping

Save at local and national retail operations with your AAA membership card. Included in this program are such partners as NAPA Auto Parts, Reebok Outlet Stores, LensCrafters, 1-800-Flowers.com and an extensive list of local businesses available at your nearest AAA Travel Center or at [AAA.com/Discounts](http://AAA.com/Discounts).



**DISCOUNTS»»REWARDS<sup>SM</sup>**

## ADDITIONAL MEMBER BENEFITS



### Travel Money Products

AAA members have a variety of options for cash when traveling. AAA offers convenient packs of banknotes and coins called TipPaks®, to ensure you have local currency in hand. AAA Northway also offers prepaid Visa TravelMoney® Cards, Gift Cards, Foreign Currency and Fee-Free Travelers Cheques.

### Passport Photos

Instant passport photo service is available at all AAA Travel Centers during normal business hours. Members receive two color photos valid for both passports and International Driving Permits. Passport photos are available to AAA members at a discounted rate, based on membership level.

### Travel Store

AAA members may purchase discounted merchandise through AAA Travel Stores, located in each of our Travel Centers. We offer a variety of items such as luggage, travel accessories, E-ZPASS tags, AAA Road Atlases and more – all at special member only prices. If you cannot make it into one of our Travel Centers you can also visit our AAA eTravel Store at [AAA.com/etravelstore](http://AAA.com/etravelstore).

### Notary Public Service

Free notary public service is available to members at all AAA Northway Travel Centers.

Effective May 1, 2017, AAA Northway will be discontinuing the Bail Bond and Guaranteed Arrest Bond Certificate Programs in the former AAA Southern New York region. The program was discontinued in the AAA Northway region on May 1, 2016. This change is a result of extremely limited use of the program by members of the Club over the past several years.

## Identity Theft Protection

Don't wait for thieves to steal your personal information. Take Control with ProtectMyID® from AAA. Enroll at AAA.com/IDTheft or call 877-440-6943.

## Member Publication

Every Primary Member is entitled to a subscription to *AAA Now!* magazine. *AAA Now!*, an official publication of the Club, is an important channel of information between the Club and our members. It provides details of activities in the automotive, highway and legislative fields of particular interest to motorists. Regular features advise you on the care and maintenance of your car, provide vacation suggestions and news of Club activities.

## AAA Defensive Driver Program

AAA Northway offers you a six-hour defensive driving course. This course will allow you to refresh your driving skills and learn preventative techniques for collision avoidance. Upon participation and completion of this course you can:

- Receive a 10% insurance discount.
- Reduce up to 4 points on your current driving record.

**This course is available at a discounted rate for members.** Reservations can be made by calling toll free (888) 761-6058 or take the course online from the convenience of home at AAA.com/Safety.

## Website

On AAA's website, AAA.com, you'll find many of the services that are available to you at our Travel Centers. Book a trip, renew your membership, request Emergency Road Service online, create your own TripTik®, purchase a wide selection of theme park tickets, and so much more. Plus, our website will keep you up to date with all the latest news from the Club.

## Government Affairs

AAA has supported motorists' interests since 1902. AAA monitors local, state and federal legislative activity and lobbies for motorists' rights at all levels. Visit AAANY.com for more information.

## AAA Foundation for Traffic Safety

AAA Clubs support the Traffic Safety Foundation safety research including programs such as School Safety Patrol, Driver Improvement Programs, and the School Safety Poster Contest. AAA is committed to support and conduct programs that enhance safety in the communities we serve.

# AAA MEMBERSHIP COVERAGE COMPARISON



SERVICES	AAA Premier®
Emergency Towing	Up to 200 miles from point of disablement**
Emergency Fuel Delivery	FREE fuel & delivery
Lock & Key Service	FREE (Up to \$100 for parts & labor)
Trip Interruption Protection	\$1500
Winching/Extrication Service	FREE 2nd Driver/ 2nd Truck up to 1 hour
One-Day Complimentary Rental Car	FREE
Home Lockout Reimbursement	Up to \$100
Automotive Information Service (free advice about automotive repair & performance)	FREE
Airline & Rail Service Fees Discount	FREE/No Service Fees
Travel Store Discount	10% discount



AAA Plus®/Plus® RV	Classic
Up to 100 miles from point of disablement	Up to 3 miles from point of disablement
FREE fuel & delivery	FREE delivery; fuel paid by member
FREE (Up to \$100 for parts & labor)	FREE (Up to \$50 for parts & labor)
\$350	Not available
FREE 2nd Driver/ 2nd Truck up to 1 hour	FREE 1 Driver/ 1 Truck
Not available	Not available
Not available	Not available
Not available	Not available
Not available	Not available
Not available	Not available
Not available	Not available

\*For a complete list of Emergency Road Services please see pages 16 – 25.

\*\*One 200 mile tow per membership year.

# EMERGENCY ROAD SERVICE

## What is AAA Emergency Road Service?

Emergency Road Service is designed to aid any member whose vehicle has become unexpectedly disabled and cannot be driven safely under its own power.

AAA Emergency Road Service is not to be mistaken for maintenance, repair, or a convenience service. Members are responsible for the cost of parts and labor. The responding service station will make only one round trip per disablement. Additional trips for the same disablement are at the member's expense.

In fairness to all AAA members, the Club cannot be expected to render repeated service on a vehicle in need of repairs.

Repair facilities are not obligated to perform repair work after regular business hours.

## How to Request Emergency Road Service

When in need of Emergency Road Service, members should call 1-800-AAA-HELP (1-800-222-4357) or visit AAA.com to place your road service request online.

It is required that the member is with the vehicle at the time of service, and able to present their AAA membership card and photo ID. If your emergency problem is resolved before the service vehicle reaches you, please notify AAA immediately. This will avoid your account from being charged with a road service call.

## Additional Important Provisions

Every effort has been made to design an Emergency Road Service program which is able to meet the emergency demands of AAA members. However, the Club cannot guarantee that service will always be available in all areas and under all circumstances. Service within any particular time limit cannot be guaranteed, for example, during periods of extreme weather conditions, when delays can be expected. In addition, rules governing service may vary slightly from one AAA Club to another due to local laws or conditions. In this case, the



member is governed by the rules of the AAA Club where the emergency occurs.

During severe and extended storms or cold weather periods, AAA reserves the right to temporarily suspend towing service to members whose vehicles are in a place of safety, such as parking lots or the member's own driveway or garage in order to give priority to members who may be stranded out-of-doors or in an emergency situation.

Service cannot be rendered when a vehicle is snowbound. Vehicles must be clear of ice and snow. Driveways, lots and streets must also be cleared of ice and snow. Extricating a vehicle from being in a snowbound driveway, lot or street is not a qualifying Emergency Road Service event.

Service will not be rendered at a repair facility where repair service is available. AAA will not remove a vehicle from a closed repair facility. AAA will not tow a vehicle from the street to the driveway (unless it is obstructing traffic) or from one location to another on the same property.

Emergency Road Service does not apply when a vehicle has been driven into an area not regularly travelled such as open fields, seasonal roads, vacant lots or at a place where it is difficult or dangerous for a tow truck to reach. Charges for manpower and equipment will be at the member's expense.

Safety of AAA members and AAA service providers is paramount to AAA Northway. The service provider may assess the situation for safety, which may impact how or if certain services will be available for each situation. AAA Northway reserves the right to provide only such services as is deemed safe and within the normal course of servicing, including but not limited to using ordinary servicing equipment and servicing vehicles that have not been loaded, altered from their original manufacture or custom manufactured in a manner that interferes with the safe and legal rendering of service.

**Because guidelines covering the Emergency Road Service program are subject to change, Club members are asked to familiarize themselves with updated guidelines which are published on AAA.com.**

## **Emergency Check Acceptance**

AAA/CAA Clubs will guarantee acceptance of its members' personal checks up to \$250 to pay for emergency services or repairs at any independent contract facility. The member must present a valid membership card and other appropriate identification at the time of payment. The member is responsible for insuring that the funds are available to cover the amount of the payment.

## **Eligible Vehicles**

AAA shall provide service to certain four-wheeled motor driven vehicles of the passenger, pleasure or recreational type regardless of license plate designation, if those services can be safely delivered.

In addition, dual-wheeled campers/motor homes, light duty single axle trailers, motorcycles and fifth wheel trailers (excluding livestock trailers) will be provided all services such as towing, extrication and tire service for AAA Plus® RV Members. Dual-wheeled unloaded pickup trucks are provided all services except inboard rear tire service.

Rented passenger vehicles are eligible for service. Some services, such as extricating services and towing, cannot be safely provided to large or heavily loaded vehicles, however, other services will be provided such as battery, gasoline and lockout services.

Vehicles NOT eligible for AAA Emergency Road Service are: vehicles with dump body, dump insert, utility body, box trucks, bus, and ATV/UTV's. In addition, vehicles which are not insured, do not bear valid state license plates or vehicles to be junked are not eligible for service.

AAA members whose bicycle becomes disabled within the AAA Northway territory and is located on a serviceable road are also eligible for towing service.

## **Toll Roads - Parkways – Turnpikes – Thruway Service**

In areas where AAA contractor access is legally restricted such as parkways, turnpikes, or thruway, the member is required to pay for service and submit the paid original receipt in his or her name for reimbursement consideration.

## **Allotted Request Limit**

Members are allowed four (4) service requests during their membership year. Any member requesting additional road service over their four (4) request limit will have a service truck dispatched, however, the member will be expected to pay the driver at the time of service. The Club will handle cases involving excessive use on an individual basis. AAA Northway reserves the right to bill a member whose number of requests exceeds the allotted request limit. AAA also reserves the right to downgrade, non-renew or cancel any membership for consumption of emergency roadside assistance deemed excessive, regardless of the number of service requests.

## **The AAA Road Service Network**

The AAA Emergency Road Service program operates through a Club owned fleet of service vehicles and independent garages who have contracted with AAA clubs to provide service. The Club makes every effort to secure reliable, competent service stations to provide Emergency Road Service. These stations serve as independent contractors and the Club does not assume liability for their acts or the acts of their service persons who are not employees of the Club. Any damages resulting from the acts of service station personnel – or any defects or deficiencies in the goods or repair services which a member may purchase are the sole responsibility of the station and should be reported promptly to the proprietor. The Club will mediate member's vehicle repair and damage complaints resulting from road service provided by AAA/CAA contractors.

## **Who Can Receive Service?**

Emergency Road Service is provided only for the AAA member whose names appears on the AAA membership card and photo ID. You as a member are covered in any vehicle you are driving or are a passenger in. Service, however, does not cover a particular vehicle, nor is service available to any nonmember driving the member's vehicle - even though the nonmember may reside in the same household. Associate Memberships are available at special reduced rates for qualified persons residing in the member's household.

## **Member's Risk**

Before servicing any vehicle where there is the possibility of damage to the vehicle or other property as a result of such service, the member

must assume the risk of damage. Any such circumstance must be fully recorded and reported to AAA within 10 days of the service provided and prior to the vehicle being repaired. It should be understood that the service providers are under contract with the Club to perform such services and are not agents of the Club, nor is the Club an agent for any service provided. In rendering service, the service provider acts as an agent of the member. The Club assumes no responsibility for injuries to persons or property, including damage to member's vehicle, as a result of Emergency Road Service performed by such contracted service providers. Also, AAA will not be liable for service providers' conduct, negligence, or other acts or omissions. The Club will assist by mediating unresolved issues.

## **Reimbursements**

In the event a member calls for service and AAA service is unavailable, the Club will refund the member for the prevailing commercial rate for covered services.

In those instances when a member is unable to obtain AAA Emergency Road Service, an original itemized paid receipt in the member's name must be submitted to the Club within 30 days along with a AAA reimbursement form for reimbursement consideration. Reimbursements are based on the Club's contract rate for services within the scope of these guidelines. Since the contract rate is substantially lower than the regular commercial rates, members can save money by calling AAA first and presenting their membership card and photo ID to the service vehicle driver upon arrival.

Exceptions to this requirement would be cases involving violation of laws including illegal parking, snow routes, driving under the influence, failure to appear for violations, driving on a suspended/revoked driver's license, failure to present evidence of insurance, illegal use or falsification of license or registration, engaging in a felony, attempting to elude/eluding police. In the case of an accident resulting in a police ordered tow, provide a copy of the accident police report when submitting for reimbursement consideration.

## All AAA Members Receive The Following Benefits

### **Battery Service**

For vehicles that will not start, AAA road service technicians may provide certain battery services such as testing of the battery or the vehicle starting and charging systems or attempting to jumpstart the battery. Members may purchase a AAA branded battery, which the technician will install for the member at no additional charge. Service hours and availability vary by location. Battery charging is not covered by AAA emergency road service.

### **Tire Service**

Includes one service trip to replace a tire with an inflated spare tire. (Does not include removing tires from rims, repairing or shifting tires, mounting or removing chains or installing snow tires). Each member is expected to have an inflate spare tire. Tire repairs and additional trips are at the member's expense. Inboard rear tires on dual-wheeled vehicles are not eligible for tire service.

The member may elect to have their vehicle towed in the event the service provider is unable to install a useable spare tire.

### **Ride Assist**

If you are in an accident or your vehicle breaks down, AAA will assist you in obtaining a ride. However, the member is responsible for any associated transportation costs.

## AAA Classic Benefits

### **Towing Service**

A vehicle which cannot be driven safely under its own power may be towed on the basis of one tow per emergency disablement. Members may have their vehicle towed at the Club's expense from the point of breakdown back to the AAA service provider responding to the call, if applicable. If a member desires to be towed to another location, the member is entitled to three (3) free miles of towing. On the start of



the fourth (4th) mile, additional mileage shall be charged to the member at the applicable rate and should be paid to the responding service station at the time service is rendered. AAA stations may require damage inspection and waiver liability if a vehicle is dropped at a closed place of repair or at any location where the member or a representative is not available to accept custody of the vehicle.

If your vehicle must be towed to a repair facility, you should call them in advance to be sure they will accept your vehicle. Due to the demand for automobile repairs, many service outlets will not accept towed vehicles without an appointment.



## **Fuel Service**

An emergency supply of fuel will be delivered to a member's disabled vehicle enabling the member to reach the nearest service station; or towed to a facility where fuel is available in accordance with the Club's towing provisions. Classic Members will be charged for the fuel at current pump prices.

## **Lockout Service**

If keys are locked inside the vehicle, service will be sent to gain entrance. If the key that operates or provides access to the passenger compartment of the vehicle is lost, broken, or the service provider cannot gain entry, the Club shall provide locksmith service up to \$50. If necessary, the Club will provide tow service. Once the vehicle is at the repair facility, the member is responsible for the cost of parts and labor.

## **Extricating Service**

The vehicle will be extricated/winched when it can be safely reached from a normally traveled road or established thoroughfare. One operator with one tow truck at the scene is included.



## **AAA Plus® & Plus® RV Benefits**

AAA Plus® & Plus® RV Members receive all the same benefits as Classic AAA Members do, and they are also entitled to the following extended benefits.

### **Towing Service**

AAA Plus® and Plus® RV benefits include up to one hundred (100) miles of free towing from the point of disablement to a destination of the member's choice. On the start of the 101st mile, additional mileage shall be charged to the member at the applicable rate and should be paid to the responding service station at the time service is rendered.” AAA Plus® RV benefits allow for your motorcycle, motor home, 2 or 4 wheeled trailers (excluding livestock trailers) and pick-ups with campers to be covered as well.



### **Fuel Service**

AAA Plus® and Plus® RV benefits include at no additional cost a delivery of a sufficient amount of fuel to enable the member to reach the nearest service station.

### **Lockout Service**

AAA Plus® and Plus® RV benefits include up to \$100 in parts and labor for lock and key service to make vehicle operable.

## Extricating Service

AAA Plus® and Plus RV® benefits include a second truck and operator for one full hour at the scene of disablement at no additional cost.

## Trip Interruption Protection - up to \$350

If the vehicle you are driving or are a passenger in is disabled for more than 24 hours due to an accident, theft, or mechanical breakdown while you are more than 100 miles away from home, you will be reimbursed for up to 72 hours from the time of disablement at a maximum of \$350. This includes lodging, food (excluding alcoholic beverages) and a rental car to continue to your destination. Original paid receipts in the member's name for all expenses must be submitted along with a AAA reimbursement form within 30 days of disablement. Trip Interruption reimbursement applies to only one member who is present at the time of breakdown.

## AAA Premier® Benefits

AAA Premier® Members receive all the same benefits as AAA Plus® Members do, and they are also entitled to the following extended benefits.

## Towing Service

AAA Premier benefits include up to one (1) two hundred (200) mile free tow per AAA Premier Membership account, per membership year, from the point of disablement to a destination of the member's choice.

On the start of the 201st mile, additional mileage shall be charged to the member at the applicable rate and should be paid to the responding service station at the time service is rendered.

## Trip Interruption Protection - up to \$1500

If the vehicle you are driving or are a passenger in is disabled for more than 24 hours due to an accident, theft, or mechanical breakdown while you are more than 200 miles away from home,





you will be reimbursed for up to 72 hours from the time of disablement at a maximum of \$1500. This includes lodging, food (excluding alcoholic beverages) and a rental car to continue to your destination. Original paid receipts in the member's name for all expenses must be submitted along with a AAA reimbursement form within 30 days of disablement. Trip Interruption reimbursement applies to only one member who is present at the time of breakdown.

## **Automotive Information Service**

If you have questions about the safety of your vehicle, AAA offers you free advice about automotive repair and performance from our automotive experts here at the Club.

## **Premier Rental Car Benefit**

If your vehicle is towed on one of your four allowable service calls due to a breakdown, AAA will arrange for a one day complimentary standard class rental car at no charge. The one day complimentary rental car is allowable once per membership year per household.



# APPROVED AUTO REPAIR, APPROVED AUTO BODY REPAIR AND APPROVED SERVICE MEMBER BENEFITS



**Approved  
Auto Repair**



**Approved  
Auto Body**

Repair facilities in the AAA Approved Auto Repair, Approved Auto Body and Approved Service programs have been inspected and certified by AAA to meet stringent quality standards in the areas of: community reputation, facility appearance, customer service, staff qualifications and training, and tools and equipment. As a AAA member, you receive the following benefits when you employ the services of a AAA approved facility:

- **FREE MAINTENANCE INSPECTION** – On request, when having paid repair work done by an AAR facility, your vehicle will be inspected at no charge for items that most frequently contribute to roadside breakdowns. When you pick up your vehicle you will receive a written recommendation of any needed maintenance or repairs. Available at AAA Approved Auto Repair facilities only.
- **WRITTEN ESTIMATE** – You will be provided a written estimate of the cost of all work to be performed on your vehicle. The cost of the work performed may not exceed the estimate by more than 10 % unless authorized by you in advance. Local and state regulations will take precedence regarding notification of repair costs.



- **WARRANTY** – Unless otherwise specified in writing prior to the start of work, all repairs (both parts and labor) are guaranteed for a minimum of 24 months or 24,000 miles, whichever comes first.
- **RETURN OF PARTS** – As evidence of work performed, all replaced parts will be returned to you, provided you request them at the time you deliver your vehicle for service. Parts that must be returned to the manufacturer under a warranty or exchange program are excluded, but must, on request, be available for inspection when you pick up your vehicle.
- **DISPUTE RESOLUTION** – AAA will investigate any dispute between you (a AAA member) and the facility. AAA's resolution decision is binding on the facility, but you are not bound by AAA's decision and may seek recourse through other avenues.
- **10% DISCOUNT ON REPAIR LABOR**

AAA.com/AAR

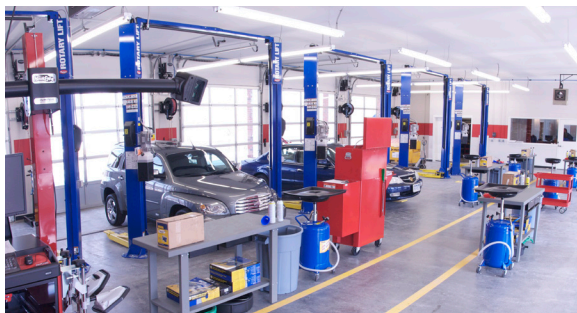
## AAA CAR CARE CENTER



**Car Care Center**  
1647 Route 9  
Halfmoon, NY 12065

Owned by the club, AAA's Car Care Center is a full service auto repair facility open to AAA members and nonmembers. As a AAA member, you receive a 10% discount on repair labor.

Plus, AAA members receive a 2 year, 24,000 mile guarantee on all work done at our Car Care Center. Our ASE Certified technicians will complete your repairs at the quoted price and to your satisfaction. If you are not 100% satisfied, we will fix your car again. That is AAA's guarantee and promise. To find out more about our Car Care Center visit [AAA.com/carcare](http://AAA.com/carcare) or call 518-831-1861.





## Offices to Serve You

### **Halfmoon Car Care and Travel Center**

1647 Route 9  
Halfmoon, NY 12065  
Car Care: 518-831-1861, Travel: 518-831-1860

### **Plattsburgh Travel Center**

20 Booth Drive  
Plattsburgh, NY 12901  
518-563-3925

### **Queensbury Travel Center**

345 Bay Road  
Queensbury, NY 12804  
518-792-0068

### **Saratoga Springs Travel Center**

26 West Avenue  
Saratoga Springs, NY 12866  
518-587-8529

### **Schenectady Travel Center**

1626 Union Street  
Schenectady, NY 12309  
518-374-4696

### **Vestal Travel Center**

3701 Vestal Parkway East  
Vestal, NY 13850  
607-722-7255

## **Emergency Road Service**

1-800-222-4357  
518-374-4100

# AAA.com