

it's about the  
*Experience*

**AVIDA OWNERS SAVE \$50**



# **AVIDA** RV HELP

**EMERGENCY ROADSIDE ASSISTANCE**

**24 HOURS | 7 DAYS A WEEK**

**MOTORHOMES | CAMPERVANS | CARAVANS**

Breakdown Assistance Australia:

**1800 78 4357**

Breakdown Assistance New Zealand:

**0508 697 623**

General enquiries (Limited hours):

**02 4728 3344**

Payments - The Experience Hub - [experience.avidarv.com.au/rv-help/](https://experience.avidarv.com.au/rv-help/)

**TOW VEHICLE INCLUDED FOR CARAVAN POLICIES**



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## AVIDA RV HELP

24 HOUR EMERGENCY ROADSIDE ASSISTANCE SERVICE FOR MOTORHOMES, CAMPERVANS & CARAVANS & TOW VEHICLES\*

**Avida RV Help is a 24 hour, 7 days a week emergency roadside assistance program developed specifically for motorhomes, campervans & caravans.**

Anyone is welcomed to join. There are no restrictions on weight, length, height or age of vehicle.

Avida RV Help offers you peace of mind wherever you decide to travel throughout Australia and New Zealand. From minor roadside breakdown assistance such as jump starting and lost key replacement to a competitive towing range when you find yourself immobilised, RV Help has you covered.

### DID YOU KNOW?

- All Avida owners save \$50! (Avida/Winnnebago included)
- Tow vehicle for caravan policies are now covered for emergency roadside assistance with Avida RV Help!\*

**Sign up today. Visit [www.experience.avidarv.com.au](http://www.experience.avidarv.com.au)**



**PEACE OF MIND WITH MINIMUM INCONVENIENCE, AVIDA RV HELP WILL GET YOU BACK ON THE ROAD ENJOYING YOUR TRAVELS AS SOON AS POSSIBLE**

### 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, campervans 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.

**Australian owned | Australian built.**



## 24 HOURS - 7 DAYS A WEEK\*

- ✓ Unlimited call outs when immobilised
- ✓ Technical assistance
- ✓ Battery charge or replacement
- ✓ Flat tyre repaired or replacement
- ✓ Emergency fuel
- ✓ Locksmith assistance - Vehicle key only

\*Conditions apply

Please refer to Terms & Conditions

## ULTIMATE PEACE OF MIND

- ✓ Cover you can count on anywhere in Australia and New Zealand!
- ✓ No restrictions on weight, length, height or age of vehicle.
- ✓ Tow vehicle included on Caravan policies

**If you become immobilised, your vehicle will be towed to the nearest authorised repairer.**

- ✓ Up to 200 kilometres from breakdown
- ✓ Up to \$100 incl. GST towards taxi when 100kms or more from home.



**Additional peace of mind when you are immobilised more than 100 kilometres away from home after being towed\***

- ✓ Up to 7 day car rental at \$100 per day incl. GST
- ✓ Up to 5 nights accommodation at \$150 per night incl. GST
- ✓ Alternative travel assistance
- ✓ Vehicle return assistance at own cost

\*Conditions apply

Please refer to Terms & Conditions



**AVIDA RV HELP**



**Minor Roadside Repairs**



**Technical Advice**



**Parts Replacement**



**Flat Battery**



**Flat Tyre**



**Locksmith Service**



**Emergency Fuel**

# 24 HOURS - 7 DAYS A WEEK

## EMERGENCY ROADSIDE ASSISTANCE

### IMPORTANT NOTICE:

**YOU MUST CONTACT AVIDA RV HELP IN THE EVENT OF BREAKDOWN. DO NOT ATTEMPT TO DRIVE THE VEHICLE UNTIL YOU HAVE OBTAINED DIRECTIONS AND/OR CLEARANCE FROM AVIDA RV HELP. FAILURE TO DO SO MAY DISQUALIFY YOU FROM ASSISTANCE .**

### Please refer to terms and conditions.

Minor breakdown related repairs will be carried out where possible, where available and where safe to do so. You will be responsible for any costs associated with part(s) replacement unless covered by manufacturer's warranty. Please note: It is your responsibility to recover costs if under warranty.

If major parts are required, transport to the nearest authorised repairer will be made under towing allowance of up to 200 kilometres. You will be responsible for any towing costs that exceeds 200 kilometres.

Technical advisors are on hand to assist and provide advice. In the event they cannot assist, Avida RV Help will help connect you through where possible to an authorised repairer, supplier etc, as nominated by Avida RV Help.

Avida RV Help can assist with part replacements where available at your own cost unless covered by manufacturer's warranty (Owner's responsibility to recover if under warranty). Temporary repairs can be carried out if Avida RV Help can assist, where possible. Avida RV Help can also assist where possible with locating the nearest preferred repairer.

In the event of a flat battery, Avida RV Help will attend to test the battery for performance and jump start the flat battery. Replacement can be coordinated if a new battery is required. You will be responsible for all costs associated with replacement excluding labour unless covered by manufacturer's warranty.

In the event of a flat tyre, Avida RV Help will attend to provide assistance in replacing your tyre if you have a spare. Replacement can be coordinated if a new tyre is required. You will be responsible for all costs associated with replacement excluding labour unless covered by manufacturer's warranty.

Where the motorhome, campervan or tow vehicle (caravan policy only) key has been lost, stolen or has been locked inside the unit, either a spare key will be delivered or a locksmith will attend. Replacement to the value of \$250 incl. GST. You will be responsible for any costs incurred over this amount. Other keys including house and locker/storage keys are not covered.

*Please note: In the event you insist that your car be broken into to recover keys locked inside or for any other reason, Avida RV Help will not, under any circumstances, be responsible for any resultant loss or damage that occurs to your car. This break-in service may not be offered by each of our providers. This service excludes key cutting or replacement services.*

An emergency supply of fuel will be delivered to you if you run out of fuel on the road to ensure you can make it to the nearest re-fuelling facility.

*Please note: Avida RV Help may refuse this service if emergency fuel assistance is regularly repeated within same policy year.*



**AVIDA RV HELP**



**AVIDA OWNERS  
SAVE \$50**

## 24 HOURS - 7 DAYS A WEEK EMERGENCY ROADSIDE ASSISTANCE

**If the vehicle cannot be mobilised, the following assistance will be provided:**

Towing to the nearest authorised repairer as nominated by Avida RV Help within 200 kilometres of the breakdown will be provided. You will be responsible for any towing costs that exceeds 200 kilometres.

Vehicles include nominated motorhome, campervan, caravan or the tow vehicle (caravan policies only). Tow vehicle must have been towing the caravan at time of breakdown.

Tow destination is the closest authorised repairer to your breakdown within 200kms nominated by Avida RV Help. You cannot nominate a different repairer that is further away. If you wish to you will be liable for any difference in towing costs associated. This applies to within and outside the 200kms towing allowance.

When the motorhome, campervan, caravan or tow vehicle (caravans policies only) has been repaired after a breakdown, the delivery of the vehicle can be arranged to the your intended destination or home at your own own cost. Tow vehicle must have been towing the caravan at time of breakdown.

If nominated vehicle is towing a trailer, the trailer can be transported to the same location as the nominated vehicle or nearest place of safety. Additional towing of the trailer from the same location as the nominated vehicle will be at the customers cost. Trailer & length must be advised at time of breakdown so tow provided can be advised.

If towing is required because you have become immobilised, emergency taxi transport can be arranged when your vehicle is being transported after breakdown up to the value of \$100 incl. GST per event. Can only be used when towing is required. Applies if you are more than 100kms away from nominated home address.

**Additional benefits are available when you are immobilised over 100 kilometres from home and repairs cannot be completed within 24hrs.**

Accommodation up to a maximum of 5 nights at \$150 per night incl. GST. Accommodation only. No other incidentals apply. You will be responsible for any excess costs incurred over maximum allowance or any extra nights required over maximum allowance.

A rental car can be arranged up to a maximum of 7 days at \$100 per day incl. GST. Car only. No other incidentals apply. You will be responsible for any excess costs incurred over the maximum amount or any extra days over maximum allowance.

If following a breakdown, the vehicle cannot be repaired and or mobilised on the same day, and neither accommodation or a rental car is available, Avida RV Help can arrange and provide delivery of the vehicle to your intended address. Limited to a total of \$750. To be arranged by Avida RV Help.

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## MEMBERSHIP LEVELS

### **AVIDA OWNERS**

Avida Owners are all Avida/Winnabago owners with an Avida/Winnabago RV less than 15 years of age manufactured by Avida.

### **CLASSIC MEMBERS**

Owners are all other owners excluding Avida/Winnabago owners that have a motorhome, campervan or caravan less than 15 years old manufactured by Avida.

### **AVIDA OWNERS - RVs OVER 15YRS+**

Avida/Winnabago owners with an Avida/Winnabago RV 15 years or older.

### **RVs OVER 15 years + MEMBERS**

Owners that have a motorhome, campervan or caravan 15 years old or older.



[www.experience.avidarv.com.au](http://www.experience.avidarv.com.au)

## TERMS AND CONDITIONS

- Avida RV Help is available for applicable motorhomes, campervans and caravans sold only within Australia & New Zealand. Policy applies to the country taken it out in. Policy provides breakdown service for the chassis only.
- Home means your nominated home address for the purpose of Avida RV Help.
- New and expired policies become active 48 hours after payment has been received and processed. Avida RV Help will not attend to pre-existing breakdowns.
- Motorhome, campervan, caravan, or vehicle is that vehicle nominated for the purposes of Avida RV Help.
- The tow vehicle is the tow vehicle used to tow the caravan only. No other tow vehicles apply. Tow vehicle must be attached to caravan or being used to tow caravan at time of breakdown.
- An authorised repair centre is one nominated by Avida RV Help.
- Avida RV Help policy is non-refundable. Any outstanding policy remains with the motorhome, campervan, or caravan therefore can be transferred to new owner. Excludes tow vehicle for caravan policies. Applies to Avida/Winnabago models only.
- To qualify for the emergency roadside assistance, stop where safe to do so and call Avida RV Help to log your breakdown. Continuing to drive to a repair agent may void breakdown assistance.
- Claims can not be made after an incident. Incident must be logged immediately to qualify for assistance.
- Towing is only provided when you become immobilised, and only provided if a call has been logged with Avida RV Help, approved and arranged by Avida RV Help. No pre-arranged towing can be arranged and claimed upon.
- You will be towed to the nearest authorised repairer within 200kms of your breakdown. If a repairer is more than 200kms from your breakdown, you will be liable for towing in excess of 200kms. You cannot specify to be towed to a repairer further away than the repairer nominated by Avida RV Help if your breakdown is within the 200km towing allowance.
- Bugged vehicles/breakdowns are not accepted.
- Rental car assistance ceases at the expiry of the limits shown above or once the vehicle has been repaired. Whichever comes first.
- Accommodation assistance ceases at the expiry of the limits shown above or once the vehicle has been repaired. Whichever comes first.
- Accommodation assistance, rental car assistance, alternative travel assistance or vehicle recovery assistance benefits may only be provided in those cases where the vehicle has become immobilised, a tow has been provided, you are more than 100kms away from home and repairers take longer than 24 hrs. Avida RV Help (not the customer) must arrange this for you unless Avida RV Help communicate otherwise at the time of the breakdown and assistance call logged.
- In the event you insist that your vehicle be broken into to recover keys locked inside vehicle or for any other reason, neither Avida RV Help or the service provider, under any circumstances, will not be responsible for any resultant loss or damage that occurs to your vehicle. This break-in service may not be offered by all providers. This service excludes key cutting or replacement services.
- Unattended vehicles cannot be assisted. It is imperative that the driver or a representative waits until assistance arrives. Costs associated with attending an unattended vehicle may be payable by the customer.
- Costs relating to parts, labour (not covered) 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. It is your responsibility to recover any costs associate with warranty.
- To qualify, vehicle must be roadworthy and well maintained. Breakdown assistance 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.
- Vehicles operating as taxis, limousines, rental or hire vehicles or involved in any form of motor sports are not eligible for Avida RV Help.
- Accident damage, classified as impact or collision of any nature, attempted or successful theft or break in of the vehicle is ineligible for Avida RV Help.
- Call outs due to owner / driver related faults or non-compliance to rectify any recurring faults may be at the owner's cost.
- Any costs not covered under this policy such as parts, repairs, additional towing over 200kms and additional accommodation, car hire or return transport arrangements are liable to be paid by customer and may be required upfront before service is provided. If under warranty, reimbursement will need to be obtained where payment is required upfront.
- Towed location if authorised repairer is not available will be a 'Place of safety'. A place of safety is likely to be the holding yard of towing provider and would be used if towing was to take place afterhours or on the weekend.

### 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

Please provide the following information when calling for breakdown assistance: Your name, vehicle registration number and / or serial number, details of the breakdown, location including nearest cross street, contact phone number.

### TRANSFER OF POLICY

Policies remain with the RV and cannot be transferred to another vehicle. Transfer to new owner permitted for Avida and Avida/Winnabago manufactured RV's only. Applies to sold vehicles with outstanding policy remaining paid in full. New owner must contact Avida to register as a new owner for transfer to take place. To register as a new owner - email [experience@avidarv.com.au](mailto:experience@avidarv.com.au)

- **NO REFUNDS ON POLICIES.**
- **NEW AND EXPIRED POLICIES BECOME ACTIVE 48HRS AFTER PAYMENT HAS BEEN RECEIVED.**
- **PRE-EXISTING BREAKDOWNS ARE NOT COVERED. AVIDA RV HELP HAS THE RIGHT TO DENY SERVICE IF TERMS AND CONDITIONS OF THE POLICY HAVE BEEN BREACHED.**

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# AIDA RV HELP

**EMERGENCY ROADSIDE ASSISTANCE**

**24 HOURS - 7 DAYS A WEEK**

**AUS: 1800 78 4357**

**NZ: 0508 697 623**

## **IMPORTANT NOTICE**

Do not attempt to drive your vehicle if you experience a problem until you have contacted Avida RV Help to obtain clearance and/or directions from the operator. Failure to do so or adhere to the directions of the operator may disqualify you from Avida RV Help benefits in relation to the incident.

The number above is for active policies only and for breakdown assistance

### **Avida RV Help will not provide assistance when:**

- Assistance is required within 48 hours of new policy or renewed expired policy.
- Inadequate resources in the area of your breakdown preventing assistance.
- Circumstances are beyond Avida RV Help's control including unexpected or disruptive events.

**No refunds on policy cancellations | Policy remains with unit**

**Transfers of outstanding policy permitted to sold Avida or Avida/Winnabago units only**

**Tow vehicle covered for caravan policies only | Other tow vehicles are not covered.**

**Always read the terms and conditions before taking out a policy**

**Policy covers chassis only**

**[experience@avidarv.com.au](mailto:experience@avidarv.com.au)  
[www.experience.avidarv.com.au](http://www.experience.avidarv.com.au)**