

All you need to know about
Club Marine Assist.
Providing services that
make boating easier.



CLUB
MARINE
ASSIST



Club Marine Assist

1300 00 CLUB (2582)

With over 40 years experience as Australia's market leader in boat insurance, Club Marine offers boat owners and their families an integrated range of insurance solutions designed to protect your boating lifestyle and maximise your enjoyment on the water.

Club Marine is always there for the Australian boat owner, regardless of whether you own a tinnie or a super yacht. We believe boating should be easy, fun and safe for everyone. That's why we are committed to helping take the worry, hard work and risk out of boating.

Insuring your boat with Club Marine entitles you to access a range of free and exclusive membership benefits, including our exciting new service called Club Marine Assist.

In partnership with Mondial Assistance, a global provider of roadside assistance services, Club Marine Assist is a portal for members to contact Club Marine 24 hours a day, 7 days a week, 365 days a year. Club Marine Assist offers members advice, assistance, directions and the kind of personal service never before seen in the Australian recreational boating market.

Club Marine Assist offers the following services:

- Member Assist
- Personal Assist
- Vehicle Assist
- Trailer Assist



Member Assist

You can now contact Club Marine Assist 24/7 by telephone for help, advice, assistance, directions and service, including information from www.clubmarine.com.au and other websites:

- Location of service centres
- Special events
- Travel and accommodation
- Gourmet and dining
- Club Marine Membership Benefits Card

Tide times and weather reports

We'll provide you with tidal and weather information as published by the Bureau of Meteorology and other public websites.

Volunteer Marine Rescue organisations

We'll provide you with contact details, locations and radio call signs for your local volunteer marine rescue or coastal patrol organisation.

Marina locations and services

We'll provide you with all the information you need to know about nearby marinas and safe harbour locations, including contact details, locations and radio call signs for service providers on-site.

Note: All the above information will be supplied from publicly available websites and other publications. The information above may not be available from time to time.



Personal Assist

If things go wrong on land or at sea and you need help or advice, Club Marine is there 24 hours a day to offer assistance with:

Rental vehicle

If your boat is immobilised more than 200kms from point of departure due to a mechanical breakdown and you are returned to an alternative port, a rental vehicle or alternative transport will be provided for up to 2 days to the value of \$200 (*incl. GST, charges in excess of this limit are your responsibility*).

Accommodation

If your boat is immobilised more than 200kms from its place of launch, we will provide you and your passengers accommodation if needed at an alternative port to a limit of \$250 (*incl. GST, room only*) for one night (*charges in excess of this limit are your responsibility*). This entitlement is not available in addition to the Rental Vehicle benefit.

Medical advice

Emergency medical advice and referral is available to you and family members travelling on your boat and to a direct family member at home whilst you are travelling.

Property services

We'll provide referral and follow-up service for property maintenance issues including break-ins, storm damage, emergency plumbing or electrical failures (*all costs for services provided by third parties are your responsibility*).

Legal advice

Free confidential legal telephone advice on ownership and use of your recreational boat. Legal advice doesn't extend to written advice, the preparation of briefs or personal interviews.

Cancellation/Rebooking travel arrangements

Should your trip be interrupted by breakdown, we'll provide assistance with cancellation and rebooking of any pre-arranged travel arrangements, including accommodation and flight reservations (*all costs for services provided by third parties are your responsibility and our assistance is subject to Privacy legislation*).

Vehicle Assist

Club Marine Assist offers a helpful range of services designed to bail you out of trouble. We offer comprehensive roadside assistance for your car and trailer for every trip whether you're towing your boat or travelling to or from your boat at its mooring or storage location.

Flat or faulty batteries

We will jump start the vehicle or co-ordinate a battery replacement for you where necessary (*you are responsible for the cost of a replacement battery*). We will also help coordinate a battery replacement on your boat (*all costs are your responsibility*).

Flat tyres/damaged wheel

We will either change your flat tyre using the vehicle's serviceable spare wheel or take the vehicle to an approved tyre outlet.

Replacement of lost keys and Emergency vehicle access

If the keys to your vehicle or boat (while the boat is trailered or securely moored) have been locked in the vehicle or lost, we will provide emergency assistance that is reasonable in the circumstances including:

- (a) locating and delivering a spare key; or
- (b) arranging to retrieve a spare key.

Note: where there is no other alternative but to gain access, we will only attempt to gain access after obtaining written consent from you, the customer. In such circumstances, we will not be responsible for any damage caused in order to access the vehicle.

A limit of \$100 (*incl. GST*) applies to this benefit. All additional costs are your responsibility.



Emergency Fuel – Petrol/Diesel

We'll provide sufficient fuel to your vehicle for you or your driver to reach the nearest available re-fuelling facility. In the case of LPG-fuelled vehicles, we will tow the vehicle to the nearest re-fuelling facility. The delivery and cost of fuel is free where an emergency re-fuel occurs within a capital city or major regional town (*all costs incurred outside these areas are your responsibility*). This service does not apply to boats.

Towing/Transportation

When your vehicle cannot be mobilised at the breakdown location, we will arrange transportation to the nearest place of repair (*all repair costs for services provided by third parties are your responsibility*).

We provide towing free of charge up to a limit of \$200 (*incl. GST*) from the breakdown location (*charges in excess of this limit are your responsibility*).

Accident coordination and Claims notification

In the unfortunate event of an accident involving your boat and/or trailer, we'll coordinate assistance via towing (*at your cost*). We'll also provide accident coordination and initiate processing of your boat insurance claim.



Trailer Assist

Club Marine Assist provides you with a range of helpful services if your trailer lets you down.

- We'll change your tyre (when you have a road-worthy spare) or arrange for a tow to the nearest tyre outlet (see towing limits - Vehicle Assist section).
- We'll undertake minor mechanical repairs such as lightbulb and fuse replacement.
- We'll organise emergency towing.
- We'll refer you to Club Marine authorised repairers if the need should arise.

Trailer Towing

We'll tow your trailer (when immobilised due to a mechanical failure) to the closest Club Marine approved repairer or closest place of repair. Towing costs are covered to the value of \$200 (*incl. GST, charges in excess of this limit are your responsibility*).

Combination Towing (Car + Trailer)

Combined towing costs are covered to the value of \$400 (*incl. GST charges in excess of this limit are your responsibility*).

E.g. If your trailer requires towing but the vehicle is driveable, the limit is \$200 (*incl. GST*). If the vehicle requires towing – vehicle + trailer combination, tow to the value of \$400 (*incl. GST*).

Trailer Recovery (in the event of boat breakdown)

If your boat is towed to a port other than your port of departure by a volunteer marine rescue organisation, another boat or emergency services, we'll provide a taxi or other transport to the value of \$200 (*incl. GST*) to enable you to recover your vehicle and trailer back to the boat for collection (*charges in excess of this limit are your responsibility*).

Note: We reserve the right to obtain proof of towing and immobilisation of the boat prior to authorising this service.

Exclusions

The services provided by Club Marine Assist are not available to:

- a) Unattended vehicles, trailers and boats
- b) Unregistered vehicles, trailers and boats
- c) Vehicles over 10 years of age
- d) Vehicles, trailers and boats located in a remote location.
A remote location is any location that is not accessible by a two wheel drive vehicle
- e) Where the vehicle, trailer or boat is immobilised by inappropriate or insufficient maintenance, repair or is caused intentionally or by negligence by the owner, driver or any other third party

Please refer to the website for detailed terms and conditions and exclusions as they may change from time to time.

Insurance is underwritten by Allianz Australia Insurance Limited (Allianz) AFSL No. 234708 ABN 15 000 122 850 of 2 Market Street, Sydney.

Assistance service is provided by ETI Australia Pty Ltd ACN 097 227 177 (Mondial).

Club Marine Limited (Club Marine) AFSL No. 236916 ABN 12 007 588 347 and Mondial are related bodies corporate and agents of Allianz.

Please read the Product Disclosure Statement (PDS) available by phoning 1300 00 2582 before deciding if this product is right for you.

Find out more

Visit us on-line at

www.clubmarine.com.au

or

Call toll-free

1300 00 CLUB (2582)