

CAA Member Handbook 2008



Auto Club

Travel Agency

Insurance

Member Rewards

Welcome to the Club

A warm welcome from all of us at CAA®. You've joined over 5 million Canadians who rely on CAA everyday for a wide range of useful benefits and services.

As a **CAA Member** you belong to the largest network of its kind in North America. Your card is your key to service at over 1,100 CAA and AAA® (American Automobile Association) offices in Canada and the United States. Plus your CAA Membership is recognized and accepted in 110 countries around the world.

The guide is designed to help you use the services offered with your Membership. Please take the time to browse through this booklet and familiarize yourself with it. If you have any questions, our staff at any of our Travel Centres would be pleased to help.

We look forward to serving you in the months and years ahead, whether in person, or on the road.

Sincerely,



Steve McCall
President
CAA (Maritimes)



For Everywhere You Go Today™

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® AAA, TourBook, CampBook, TripTik and Show Your Card & Save trade-marks are owned by, and use is granted by, the American Automobile Association.



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**Stay up-to-date
with CAA Benefits
and Services.**

**Sign up
for our monthly
E-Newsletter
today at
www.caatravel.ca**

Auto Club Membership

Membership Coverage

It's all about you. Take CAA's peace of mind protection everywhere you travel. Since your CAA Membership covers you, the Member, it is not a membership on your car. This means **you are covered no matter what you are driving in!**

Your membership is *non-transferable*... your spouse, for example, would **not be eligible for Roadside Assistance** under your membership. **Associate memberships** will extend coverage to the other drivers in your household. Keep your membership card in your wallet since you must present it anytime you are requesting service. You may carry only one valid CAA Membership at a time.



Primary Member

A **Primary Member** is the first person in a household to join CAA.

Associate Member

Associate Memberships are available for spouses and dependents living at the same address at a reduced rate. Associate Members are entitled to the same coverage as the Primary Member. Associate Members must be of the same membership status as the Primary Member for Basic and Plus coverage. i.e. Plus Primary may only

have Plus Associates and Basic Primary may only have Basic Associates. If the Primary Member has Plus RV coverage, all Associates must have at least Plus coverage.

CAA Plus®

Includes all the benefits of a Basic Membership plus extended towing, lock-out service, Trip Accident Insurance and more. For the ultimate in added value and protection visit your local CAA Travel Centre or call 1-800-561-8807.

CAA Plus RV®

Includes all the benefits of a **CAA Plus** membership plus Roadside Assistance for your **recreational vehicle or trailer**. For more information visit your local CAA Travel Centre, or call 1-800-561-8807.

Membership Renewal

You will automatically receive a renewal notice prior to your membership expiry date. Prompt renewal of your membership ensures there is no interruption in service. For your convenience you may wish to enroll in our **Convenient Credit Card Renewal Program**. This ensures your coverage never runs out by having your dues automatically charged to your credit card each year at renewal time. When a membership is not renewed by the expiry date, membership is considered to be lapsed and all services are suspended until payment has been received. Call your local CAA Travel Centre or 1-800-561-8807.

Moving Out of Province

Be sure to notify us of any change of address. If you are moving outside Atlantic Canada we will notify the local affiliated CAA/AAA club to transfer your renewal. Until then you continue to be covered as a CAA Member.

Membership Refunds

CAA Memberships are **fully refundable within the first 30 days of joining or renewing**. The amount of the refund will be based on your annual dues paid less any services rendered in the first 30 days.

11 ● Roadside Assistance

CAA is here to help you whether your vehicle is disabled in your driveway or thousands of kilometres from home. **CAA Roadside Assistance** is available 24 hours a day, 365 days of the year throughout Canada and the USA.



Roadside Assistance is available to you when the eligible vehicle you are driving or riding in as a passenger is unable to proceed under its own power. Roadside Assistance is limited to making the vehicle operable at the roadside if possible, or towing it back to the servicing facility. Costs incurred to repair the vehicle are the owner's responsibility.

Service Eligibility

All Members, including each Associate, receive **up to 5 Roadside Assistance calls per membership year**. If your requirements exceed 5 calls per year you must pay for the extra services at prevailing CAA contractor rates for the region.

Requesting Service

If you require Roadside Assistance, help is just a phone call away. Call **1-800-CAA-HELP (1-800-222-4357)** accessible throughout Canada and the USA. Cellular phone users call toll free ***CAA (*222)**. These numbers are listed on the back of your Membership card.

Please make arrangements with a repair facility prior to placing your call, to ensure your vehicle will be accepted for repairs, or CAA will assist you to locate an open repair facility.

Services Provided

- Mechanical First Aid
- Fuel Delivery
- Battery Boosting
- Flat Tire Service
- Towing
- Extrication/Winching
- Lockout Service

When calling for service, you will be asked for the following information:

- 1 Your membership number and expiry date
- 2 Your name and address
- 3 The exact location of the disabled vehicle
- 4 The vehicle's make, year, color and licence number
- 5 The nature of the trouble
- 6 Phone number where you can be contacted

You must remain at or near the vehicle to receive service. (CAA will accommodate you in extenuating circumstances).

If the problem is resolved before the service provider arrives, please notify CAA immediately to cancel the request as each service call is charged by the club against your record, whether or not completed.

Please have your membership card ready for presentation to the service provider to obtain service.

Vehicle Eligibility

CAA offers three levels of Roadside Assistance: **CAA Basic**, **CAA Plus** and **CAA Plus RV**. The differences in coverage are explained here by eligible vehicle, and throughout the following section by type of Roadside Assistance provided.

CAA Basic: Provides service to licensed four wheel motor driven vehicles of the passenger, pleasure or recreation type (vans and 4 wheel motor homes included) if services can be safely delivered and limited service to dual wheel recreation vehicles.

CAA Plus: Provides service to licensed four wheel motor driven vehicles of the passenger, pleasure or recreation type (vans and 4 wheel motor homes included) and motorcycles with or without side cars and limited service to dual wheel recreation vehicles.

CAA Plus RV: Provides all services to dual wheel drive axle licensed motor homes, dual wheel pickup trucks, campers, and the following types of trailers: travel, horse, snowmobile, utility and boat.

Note:

- CAA Basic and CAA Plus memberships exclude tire and extrication service to dual wheel vehicles (refer to CAA Plus RV coverage). Boosting, fuel delivery and lockout services are provided to all classes of membership. If you are CAA Basic or CAA Plus Member towing a light duty trailer, additional charges for recovering it will be your responsibility.
- Dual wheel unloaded pickup trucks are eligible for all services except tire service.
- Rented passenger and rented commercial vehicles are also eligible for service with the exception of taxis, limousines, school buses and off-road vehicles.

Battery Boosting

CAA Basic, CAA Plus and CAA Plus RV: Service will be provided in an attempt to start your vehicle. If the vehicle cannot be started within a reasonable amount of time, the towing provision will apply.

Extricating/Winching

Your vehicle will be extricated/winched when it can be safely reached from a normally travelled or established thoroughfare. Service *cannot* be rendered in plowed-in, snowbound or ice-covered alleys, streets, lanes or driveways. The service vehicle must have clear and safe access to the disabled vehicle. Shovelling, plowing, salting/sanding is your responsibility.

CAA Basic: One operator and truck will provide service. If special equipment, or more than one truck or person is required, the associated cost will be at your expense.

CAA Plus and CAA Plus RV: the above mentioned service is extended to include a second truck and operator if required, for up to one hour at the scene.



Flat Tire Service

CAA Basic and CAA Plus: On four-wheeled vehicles a flat tire will be replaced with your inflated spare tire. If necessary the towing provision will apply. Service does not include repairs, additional trips to deliver a repaired tire, installation or removal of tire chains, mounting, dismounting or shifting of tires and seasonal tire changeovers. *CAA Plus coverage provides towing services for motorcycles.*

CAA Plus RV: On a dual wheel vehicle or trailer a flat tire will be replaced with your inflated spare tire. If necessary the towing provision will apply. Service does not include repairs, additional trips to deliver a repaired tire, installation or removal of tire chains, mounting, dismounting or shifting of tires and seasonal tire changeovers.

Fuel Delivery

CAA Basic: A limited supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest open service station; or the vehicle may be towed in accordance with the towing provision. Specific brands or octane ratings cannot be promised. The cost of the fuel is at your expense.

CAA Plus and CAA Plus RV: The above mentioned service is extended to include the emergency supply of fuel, free of charge.

Lockout Service

CAA Basic: If your keys are locked inside the vehicle, service will be sent to gain entrance. If your keys are lost, broken or the service provider cannot gain entrance to your vehicle, locksmith service up to \$50 or reimbursement for locksmith service of up to \$50, will be provided. In cases where the vehicle cannot be made operable, towing service will be provided.

CAA Plus and CAA Plus RV: If your keys are lost or locked in the vehicle CAA Plus provides up to \$100 for locksmith service required to either gain access to the vehicle or make it operable.

Mechanical First Aid

CAA Basic, CAA Plus, and CAA Plus RV: Minor/temporary adjustments or emergency repairs not requiring parts or supplies, will be made in an attempt to enable your vehicle to operate safely under its own power. If the vehicle cannot be placed in safe driving condition, the towing provision will apply.

CAA Membership Benefits	1 BASIC Coverage	2 PLUS Coverage	3 PLUS RV [®] Coverage
Roadside Assistance	FREE*	FREE*	FREE* <i>for your recreational vehicle **</i>
Emergency Towing	Up to 5 km [†]	Up to 160 km [†]	Up to 160 km [†]
Extra Extrication Service	One service truck	Second truck, if needed	Second truck, if needed
TripTiks [®] , TourBooks [®] & Maps	FREE	FREE	FREE
Fuel Delivery	Free delivery	Free fuel & delivery	Free fuel & delivery
Lock-out Service	FREE Up to \$50	FREE Up to \$100	FREE Up to \$100 <i>Locksmith services if required</i>
Trip Accident Insurance	Up to \$300	Up to \$500	Up to \$500
Travel Accident Insurance	Up to \$100,000	Up to \$500,000	Up to \$500,000

Associate Memberships - Give your family members the same protection for about half the price.

* All Members, including each Associate, are entitled to receive up to 5 Roadside Assistance calls per membership year.

† The vehicle will be towed to the responding facility, a facility on the return route, or to any destination you choose within 5 Km for Basic coverage and 160 Km for Plus.

** CAA Basic covers four-wheeled motor driven vehicles of the passenger, pleasure or recreational type (campers and motor homes) and rented passenger vehicles excluding taxis and limousines, regardless of licence plate designation. Towing an accompanying trailer is at your expense. Dual wheel campers/motor homes qualify for all services except towing, extrication, winching, and tire service. Dual wheel unloaded pick-ups qualify for service except for tire service. Motorcycles (with or without sidecar) are covered under CAA Plus. For full coverage for dual wheel pick ups, campers and motor homes, and recreational type trailers choose CAA Plus RV.

Towing Service

Towing will be provided if your vehicle cannot be placed in safe driving condition. Flatbeds or dollies will be provided when required by your vehicle service manual or CAA Towing Manual at no charge.

CAA Basic: You may have the vehicle towed from the point of breakdown back to the responding service facility, or to any point along the same route at no charge, or to any destination in any other direction within 5 km from the point of breakdown at no charge. A charge per km will be applied to any additional mileage over 5 km.

CAA Plus and CAA Plus RV: You may have the vehicle towed from the point of breakdown back to the responding service facility, or to any point along the same route at no charge, or to any destination in any direction within 160 km from the point of breakdown at no charge. A charge per km will be applied by the service facility to any additional mileage over 160 km. *There is a 48 hour time delay from the time of registration before CAA Plus Roadside Assistance becomes valid.*

Extreme Weather Conditions

During extreme weather conditions, CAA responds to calls on a priority basis, providing service first to those Members whose vehicles are blocking roadways or otherwise posing a threat to public or personal safety. Under severe conditions, CAA reserves the right to suspend service to Members whose vehicles are in a place of safety. Your patience and understanding under these circumstances is appreciated.

Liability

Certain types of American and foreign-made cars (especially those with fibre-glass bodies) and vehicles with owner-made modifications are difficult to tow without causing damage. In such cases, or when lockout services are rendered, you may be asked to sign a release assuming responsibility for any damage that may occur.

The club does not have supervision or control over the operation or management of an official contract facility. In the event of a dispute between the official service contractor for Roadside Assistance and/or charges by the contractor, the club may appoint an arbitrator whose ruling shall be final and binding on both parties.

Emergency Repair Cheque Acceptance

CAA/AAA Roadside Assistance contractors will accept your personal cheque of up to \$400 (\$250 USD) per occurrence for emergency auto repairs when no other means of payment is available. This service is limited to emergency repairs which must be carried out in order to make the vehicle operable. A valid membership card must be presented at the time of payment.

Quality of Service

Our top priority is always to satisfy your needs. If you feel service has been less than satisfactory, please contact **CAA Member Services Department by calling 1-800-471-1611**. In many cases a simple phone call may solve the problem. Any damages resulting from the delivery of service by a CAA contracted provider must be reported to the contractor within 24 hours of the incident and prior to any repairs being rendered. Claims for any damage are between you and the service provider. CAA will assist in settling damage claims disputes.

Roadside Assistance Limitations

In fairness to all CAA Members, CAA reserves the right to refuse service, impose a charge, or cancel the membership of a Member who has used road service to excess. All Members, including all Associates, may receive up to 5 Roadside Assistance calls per membership year.

For this reason, CAA does not provide:

- Service to a vehicle already in place of repair
- Service to vehicles used in competition at races or drag races
- Service to loaded or altered vehicles where the provision of the service cannot be performed safely and may jeopardize the load or damage the vehicle
- Maintenance and repairs to vehicles
- Service to unattended vehicles unless pre-authorized by CAA
- Service by appointment; service is rendered on a first-come, first-served basis
- Delivery service – CAA does not provide you with taxi service. However, at your request and approval of any additional cost, CAA will arrange for you to be transported to or from the disabled vehicle
- Accident towing, where the policy of an Insurance company preempts CAA Service
- Towing service to a salvage yard
- Service to a vehicle which has failed a safety inspection
- The service and costs associated with legal infractions
- Unlicensed, unregistered and uninsured vehicles
- Second or additional trips or from one facility to another by service staff on one call
- Service to vehicles in an area not normally travelled, i.e. open fields, beaches, private logging roads, river banks, floodway, mud – or “plowed in” or “snowbound” streets, filled driveways or alleys (service persons will not shovel snow), construction sites or other locations which cannot be reached safely
- Commercial vehicles

- Reimbursement of expenses incurred as a result of a mechanical breakdown including lost wages, alternate transportation, accommodations, etc.

Non-CAA Contractor Services

If you have followed the procedure outlined to obtain Roadside Assistance and CAA service is not available, you may obtain your own service, pay for it and submit the original receipt to your Club within 30 days. Reimbursement will be based on the prevailing commercial rate for the region where the vehicle was disabled.

If the CAA service WAS available but not used, reimbursement will be made at the local contract station rate, subject to approval by CAA. CAA will reimburse you for any service normally provided under your CAA Membership. In instances where the CAA contractor access is legally restricted (toll roads, limited-access highways), full reimbursement will be provided for towing back to the service facility or the nearest exit.

Reimbursement will be processed after submission of an original, official, itemized invoice for services rendered by a qualified, registered, auto service or towing facility. CAA Plus enables you to be reimbursed for CAA Plus services obtained at prevailing commercial rates from the facility nearest the breakdown location.

NOTE: Cost of accommodation, meals, alternate transportation and incidental expenses are not reimbursed unless breakdown is the result of an accident involving collision. Please see "Trip Accident Insurance" on page 16.

Submit the original copy of your receipt, (photocopies not accepted) within 30 days for reimbursement consideration to:

CAA - Member Services Department
P.O. Box 310
Saint John, N.B. E2L 3Y2

REMEMBER: If CAA service is available but not used, reimbursement will be made at the CAA Contractor rate, so remember to always call CAA first!

1-800-CAA-HELP
(1-800-222-4357)
***CAA (*222) on your cellular**

Please Note

This guide is intended to provide you with an overview of services and benefits. Not every circumstance may necessarily be covered. Please contact any CAA Travel Centre for details on specific questions or email us at info@caa.maritimes.ca. Programs, policies, benefits and procedures may change without notice. Revisions to this guide will be updated annually.

**For the highest level of Member Benefits,
 ask about CAA Premier.**

Insurance

Coverage from someone you trust®

Protection you can count on at rates you can afford... Many CAA Members are already enjoying superior coverage at lower rates with **CAA Insurance Company**. Why not see if you qualify to save money on your auto and home insurance coverage? In addition to great rates you will receive:



- Superior service and fast, efficient claims assistance, 24 hours a day, 7 days a week.
- Interest-free payment plans with no service fee charges.

Auto Insurance

- Discounts may apply for seniors, multiple vehicles and mature drivers
- Low-mileage discount for pleasure drivers.

Home & Property Insurance

- CAA offers extensive coverage on your home, condominium, or apartment. We can even insure your cottage, boat and other valuables too.
- Discounts may also apply for seniors, smoke detectors, alarm systems, and new homes.
- Replacement cost on contents – at no extra charge.
- Guaranteed replacement on building coverage.
- Sewer back-up coverage included on all our comprehensive and broad home insurance packages.

Note: Auto, Home & Property Insurance are not currently available in Newfoundland.

Call **CAA Insurance Company** today for a no-obligation quote on your Home and Auto Insurance Coverage.

- Halifax 457-2123
- Dartmouth 481-9008
- Charlottetown 892-1612
- Moncton 384-5455
- Saint John 649-6286
- Fredericton 452-8960
- Toll-free 1-800-552-5333

Travel Medical Insurance

No one plans to get sick or have an accident while travelling but it happens to people every day. Provincial government health plans may not cover the total cost of hospital/medical services outside your province of residence. Avoid the risk of high unexpected medical costs with a **Travel Medical Insurance Plan**.

CAA is pleased to offer coverage options that suit your needs, whether you take one or several trips per year. Our staff are trained to assess your needs and medical circumstances in order to quote you the most suitable rate and level of coverage.

Options include:

- Annual Plans
- Annual Vacation Package Plan and Top-Ups
- BounceBack Insurance
- Baggage and Personal Effects Insurance
- Canada Plan
- Collision Damage Protection Insurance
- Daily Plans
- Non-Medical Vacation Package Insurance
- Trip Cancellation and Interruption Insurance
- Travel Accident Insurance
- Visitors to Canada Medical Emergency Insurance
- Vacation Package Plan

Critical Illness Insurance

Critical Illness Insurance is a new type of health insurance that pays you a lump sum while you're still alive. Knowing why you may need Critical Illness Insurance and how it differs from your life and disability insurance can help you make important decisions to better safeguard your family's financial situation.

The new CAA Critical Illness Plan, underwritten by The Manufacturers Life Insurance Company (Manulife Financial), offers special rates on coverage from \$25,000 to \$250,000 in the event of life-threatening cancer, heart attack, stroke, kidney failure, coronary artery bypass surgery or major organ transplant.

Personal Accident Insurance

CAA Personal Accident Insurance covers you from loss of life, limb(s), sight, or hearing resulting from an accident with a passenger vehicle (airplane, automobile, boat and motorcycle) – private or public, regardless of whether you are the vehicle's

operator, passenger – or even a pedestrian.

As a CAA Member, you are entitled to exclusive CAA rates on Personal Accident Insurance. To purchase contact your nearest CAA Travel Centre.

Term Life Insurance

As a CAA Member, you can now provide your family with superior coverage at an affordable price. Underwritten by The Manufacturers Life Insurance Company (Manulife Financial), a leading Canadian life insurer, **CAA Term Life Plan** offers you the best combination of features and value.



To ask about low Members-only rates and an application form call 1-877-261-8CAA (1-877-261-8222) or apply on line at www.caainsurance.ca

Guaranteed Life Insurance

Many Canadians aged 50 and older are finding that when it comes to affordable, worthwhile life insurance coverage, their choices become fewer with each passing year. As a CAA Member, you now have a choice.

CAA Guaranteed Life Insurance Plan, underwritten by The Manufacturers Life Insurance Company (Manulife Financial), combines excellent coverage with an exclusive CAA bonus that can increase your benefit by 2% for every year you remain a CAA Member, for up to year 25! This plan offers you access to benefits and many special features to help protect your family's financial standing after you are gone.

Health and Dental Insurance

Thousands of Canadians pay for their medical costs out of their own pockets due to being self-employed, retired or working for a small employer. If you're not covered by a group health and dental plan, or not satisfied with the coverage you do have, you are likely in need of supplemental health coverage.

Our **CAA Health and Dental Plan**, underwritten by the Manufacturer Life Insurance Company (Manulife Financial), is designed exclusively for CAA Members and provides 3 levels of coverage – Essential, Enhanced and Exclusive plan options. For more information, price quotes or an application call 1-866-999-4CAA (1-866-999-4222) or apply online at www.caainsurance.ca

Trip Accident Insurance

If your automobile is disabled as a result of a collision more than 160 kilometres from home, and you are delayed more than 24 hours, reimbursement may be available for meals, commercial lodgings or alternative commercial transportation for the first 72 hours after the accident. Remember to obtain a copy of the police report describing the incident and keep your receipts for repairs and all expenses to support your claim. Allow 30 days for processing. Claims must be filed within 60 days for processing. Only one claim may be submitted per vehicle per case. Basic Members may be reimbursed to a maximum of \$300; Plus Members may be reimbursed up to \$500. **Coverage does not include mechanical breakdown or delays in receiving Roadside Assistance.** Please call 1-800-561-8807 for information on filing a claim.

Travel Accident Insurance

When you purchase a travel ticket (airline, rail or motorcoach) from CAA Travel Agency, you are automatically protected with a **Travel Accident Insurance Policy** at no additional cost. This coverage applies to loss of life or dismemberment. Some exclusion will apply. Complete details are contained in the policy, which may be provided to each Member at time of booking. Coverage up to \$100,000 for Basic Members or up to \$500,000 for Plus Members.



IV. Travel Agency

Travel with someone you trust®

CAA is your world-wide, full-service travel agency. We can take you anywhere and get you there just as smoothly and safely as you would expect from CAA. Drop into one of our full-service CAA Travel Centres or visit us online at www.caatravel.ca and let us help arrange your vacation or business travel.



- Vacation Packages
- Land and Tour Bookings
- Cruise Planning and Reservations
- Airline Reservations
- Rail Packages
- Hotel Reservations – at incredible CAA discounts
- Car Rentals – at Member-only rates
- Exclusive CAA Tours & Cruises at special Member-only prices
- Theme Park Passes at Member Exclusive Prices
- Members save on Service Fees
- Travel and Travel Medical Insurance
- Trip Cancellation Insurance
- Car Rental Insurance
- International Driving Permits
- Passport Applications
- On-the-spot photos for passports and International Driving Permits
- Fee-Free Travellers Cheques
- Overseas Automobile Insurance & Carnet de Passage
- Camping Carnet Internationale (*not valid in North America*)

Approved Hotels

In order to be listed in our TourBooks®, establishments must meet CAA/AAA standards when inspected each year. Look for special Member discounts offered by participating establishments in our TourBooks.

Auto Touring

In addition to **free road maps** and **TourBooks®**, your CAA Membership gives you access to **TripTiks®**, **CampBooks®**, and **travel literature** for destinations anywhere in North America. Our counsellors will also take care of your hotel and ferry reservations (for a nominal service fee) and provide information on road conditions along with your itinerary.



TripTiks®

TripTiks® are a series of strip maps assembled in the order of your trip. These detailed strips indicate mileage and driving times in addition to the location of rest areas, gas, food, points of interest and lodging along the way. (For detailed accommodation listings or campground information check the TourBooks® and CampBooks®). As TripTiks® are individually prepared for your requested route, prior notice is required. Please contact any Travel Centre for advance planning maps, counselling and to order. Online TripTiks® are also available from www.caatravel.ca

Bail Bond Assistance

If you are detained for a traffic violation in the United States, our affiliated club will represent you in court with a guilty plea and pay the fine on your behalf. You will have to temporarily relinquish your membership card, but it will be returned to you after you pay the fine through our office. If you wish to be protected by this service, ask for a Bail Bond wallet card at a CAA Travel Centre.

V • Member Rewards

Little card. Big Savings.

Show Your Card & Save® at selected CAA partners for immediate savings OR *Swipe Your Card* and earn valuable CAA Dollars which can be used to purchase CAA products and services.



Valid CAA Membership is required to participate in CAA Member Rewards programs. Various restrictions apply. All discounts, programs and benefits are subject to change without notice.

CAA Dollars \$\$\$

CAA Dollars earned by using your CAA MasterCard or swiping your card at participating partners will be automatically added to your CAA Membership account to pay towards your CAA Membership renewal, Plus upgrade, Associate Memberships or other CAA products and services. CAA Dollars will be automatically applied to your annual Membership renewal statement unless you let us know well in advance to let them accumulate in your account. CAA Dollars are non-transferable and have no cash surrender value. They cannot be used to purchase Travellers Cheques or insurance products. You must have a valid CAA Membership to redeem your CAA Dollars.

CAA MasterCard Credit Card

Use your **CAA MasterCard** every time you shop and earn CAA Dollars equal to 1% of your net retail purchases. Plus earn an additional 1% (for a total of 2%) at registered gas retailers. Other benefits of the CAA MasterCard are no annual fee; travel accident insurance; lost baggage protection; auto rental collision coverage and purchase protection.

To apply for your CAA MasterCard request an application from your nearest CAA Travel Centre or fill out an application online at our website www.caa.ca

Note: The CAA MasterCard is provided by MBNA Canada,® which is a subsidiary of MBNA Corporation, the world's largest issuer of affinity credit cards.

Passport Photos

Get your passport photos taken at any CAA Travel Centre. Special Member pricing means you save big!

Shop & Save...



Save 5% on purchases over \$10 at the Sunnyside Mall, Bedford, N.S. location.



CAA Members save on a variety of insurance products including: Travel Medical, Health & Dental, Life, Personal Accident, and Auto & Property.



CAA Members save 10% off candy bouquets at participating locations.



Save 15% off all small tool rentals.



Save 10% on ink-jet refills.



Members receive special pricing on luggage.



Receive a 10% discount off total in-store purchase or \$10 off any in-store purchase of \$50 or more.



Save 10% on regularly priced footwear and accessories.



Save 5% at Pete's Frootique (on a minimum purchase of \$10).



Save 30% off complete pairs of eyewear, eyeglass accessories and non-prescription sunglasses.



CAA Members receive exclusive savings. Visit www.siriuscanada.ca/caa



Save up to 25% on CDs, music DVDs or music downloads at the on-line music store ww.caa.ca/music

Stay & Save...



Save on Hotels

Contact your CAA Travel Counsellor or ask for the CAA rate when making your hotel reservations and save. For reservations call 1-866-CAA-SAVE

Go & Save...



Save on select cellular plans and activation fees.

CAA Members save 10% on passenger rail fares.



Save on Princess of Acadia fares for crossings between Saint John, NB and Digby, NS.



Members receive a variety of exclusive benefits and discounts.



No fees for Travellers Cheques purchased at a CAA Travel Centre.



Save \$10 per tire on any Goodyear brand All Season or Winter tires purchased at Coast Tire or City Tire & Auto Centre.



Visit CAA Travel and save on bridge passes. Limit 2 per transaction.



Save 5% off regular priced parts and labour at the time of purchase. Some restrictions apply.



Save 10% on all one-day or less sightseeing tours, worldwide.



Save 5% to 20% on daily, weekly or weekend rentals (free unlimited mileage - most rates). Call your CAA Travel Centre or Hertz toll-free number for details 1-888-333-3120. CDP # 0000277



Save 10% on all oil changes and related services.



CAA Members save 7% on regular priced items. Some restrictions apply.



Save 20% on airport parking services at participating PARK'N FLY locations including Halifax.



Save 10% on Rust Check services.

Play & Save...



Pre-purchase tickets and save 10% on general admission at CAA Travel Centres.



Pre-purchase tickets and save 10% on general admission at CAA Travel Centres.



Pre-purchase tickets and save at CAA Travel Centres. Save 10% on food/merchandise (some restrictions apply).



Pre-purchase tickets and save on resort packages at CAA Travel Centres.



Save on tickets at participating QMJHL Hockey Clubs.



Save at select ski hills.



Save at select attractions, art galleries, museums, art performances and theatres.



Save at select golf courses.

Dine & Save...

Save \$1.00 on any full size sub with the purchase of a beverage.



Receive an exclusive 15% discount.



Save 15% on any regular priced pick-up or eat-in order.



Save 10% on food and beverages as well as merchandise purchases at all Canadian, U.S. and Caribbean locations.



CAA Members receive 10% off regular priced food items.



Members receive an exclusive 10% discount.



CAA Members receive 15% off regular priced food items.



Receive an exclusive 15% discount.



Members receive a 10% rebate on 'Learn & Dine' culinary experiences and catered dinner parties.

Valid CAA Membership Card required. Various restrictions apply. All discounts, programs and benefits subject to change without notice. Offers are not combinable with other promotional offers or discounts.

**VI. Automotive & Information Services****Approved Auto Repair Services® (AARS)**

We have solved the problem of where to find reliable and quality auto repair service. **CAA's Approved Auto Repair Services (AARS)** is a network of repair facilities that have been appraised, approved, and reviewed annually by CAA. There are now over 2,000 facilities in Canada. Every facility that displays this sign has been identified by CAA to be a repair shop that provides consistent, high quality workmanship and these facilities have agreed, by contract, to accept CAA as an independent and final authority in the case of a dispute over repairs performed.

In addition, AARS facilities warranty their work for 12 months or 20,000 km whichever occurs first under normal operating conditions. And, this special CAA Member warranty is honored at all 2,000 AARS facilities across Canada.

Look for the AARS sign when you need repairs, or refer to the following list "AARS facilities in Atlantic Canada". Please contact CAA for the most up-to-date listing of participating garages. When using a AARS garage, be sure to tell them you are a CAA Member. And, let us know too, if you are satisfied with your AARS service by completing a garage evaluation card available at all approved facilities.

AARS Facilities in Atlantic Canada

Don McNeill Shell
707 #2 Highway
Elmsdale, NS B0N 1M0
902-883-9191

Gary Murphy's Automotive Service Ltd.
105 Main St.
Dartmouth, NS B2X 1R4
902-462-6687

C & S PetroCanada
240 Victoria Rd.
Dartmouth, NS B3A 1W9
902-469-5274

Larry Hatt's Auto Service
909 Cole Harbour Road
Dartmouth, NS B2V 1E5
902-435-4288

Metro Mechanical
30 Randall Ave.
Dartmouth, NS B3B 1T2
902-468-9878

Bill Gray Auto Repair
3587 Percy St.
Halifax, NS B3N 2R5
902-431-5191

Ken Kennedy PetroCanada
6389 Quinpool Rd.
Halifax, NS B3L 1A6
902-423-3555

Wonder Auto
64 Chain Lake Dr.
Halifax, NS B3S 1A2
902-450-5424

Dave Brown's Certigard/PetroCanada
1611 Bedford Highway
Bedford, NS B4A 1G1
902-835-2630

K Morse Auto Repair
1262 Bridge St
Greenwood, NS B0P 1R0
902-765-6400

Jeff's Service Centre

RR#2
Falmouth, NS B0P 1L0
902-798-2318

KarMac Auto

3246 Plummer Avenue
New Waterford, NS B1H 1X9
902-862-4010

Hollis Ford Inc.

20 Juniper St.
Truro, NS B2N 5G7
902-895-5000

J J Barrington Ltd.

137 Kings Rd.
Sydney, NS B1S 1A3
902-564-8150

Scotia Chrysler

325 Welton St
Sydney, NS B1P 6K3
902-539-2280

F. Schofield Automotive Ltd.

150 Water Street
Windsor, NS B0N 2T0
902-798-8793

All Island Collision

153 West Drive
Summerside, PEI C1N 4J7
902-436-3344

Coopers Service Centre

18 St. John Ave.
Stratford, PEI C1B 2B4
902-566-3026

MacKinnon Bros Service Ctr.

419 Mt. Edward Road
Charlottetown, PEI C1A 2A1
902-892-7781

B & J Auto Service

549 Victoria St.
Dalhousie, NB E8C 2V6
506-684-3673

Curt's Auto Repair

2525 St. Peter's Ave.
Bathurst, NB E2A 4A7
506-545-7978

Dalhousie Muffler Ltee.

439 Adelaide St.
Dalhousie, NB E8C 1B7
506-684-5522

Mundles Services Ltd.

5 Ramsay St.
Campbellton, NB E3N 1T2
506-759-8881

Craig Electric Co. Ltd.

912 Union St.
Fredericton, NB E3A 5H1
506-458-9402

Dana's Collision Center

369 St. Mary's St.
Fredericton, NB E3A 2S5
506-458-9272

Jensen's Power Train

175 Sunset Drive
Fredericton, NB E3A 1A2
506-444-8373

Firestone Service Center

315 Brunswick St.
Fredericton, NB E3B 1H2
506-458-8262

O'Leary Pontiac-Buick-GMC

1135 Hanwell St.
Fredericton, NB E3C 1A5
506-453-7000

Auto Surgeon

180 Collishaw Street
Moncton, NB E1C 9R3
506-859-1213

Champlain Auto Body

596 Champlain St.
Moncton, NB E1A 1P4
506-857-0222

Moncton Rust Check Auto Center

111 Lewisville Rd.
Moncton, NB E1A 2K5
506-384-7878

Taylor Ford

10 Lewisville Rd
Moncton, NB E1C 8M7
506-857-2300

KV Auto & Truck Center

64 Marr Rd
Rothesay, NB E2E 3J8
506-849-8000

Coast Tire & Auto Service Ltd.

184 Crown St.
Saint John, NB E2L 2X7
506-674-9600

Downey Ford Sales Ltd.

35 Consumers Drive
Saint John, NB E2J 4Z7
506-632-6000

King Collision Center

434 Rothesay Ave.
Saint John, NB E2J 2C4
506-634-2200

Saint John Toyota

410 Rothesay Ave.
Saint John, NB E2J 2C4
506-633-7070

Tri Star Fine Cars

368 Rothesay Avenue
Saint John, NB E2J 2C4
506-634-1940

Garage Daniel Bois

264 Rue Principale
Saint Basile, NB E7H 1H8
506-263-5972

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Automotive Information

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To request this information call our Consumer & Technical Services Department toll free at 1-800-268-3750.

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If you need legal advice arising out of the operation of your motor vehicle, CAA provides 50% of a solicitor's fee up to \$100 (\$300 for Plus Members) providing your problems do not involve parking, drugs, alcohol and criminal code violations. Legal fees for representation remains the responsibility of the Member.

Car Theft Allowance

If a car registered to a CAA Member is stolen, you can receive \$15/day to a maximum of \$150 starting 72 hours after reporting the theft to police or until your car is recovered. Members must submit a copy of the police report to CAA.

CAA Privacy Policy

All information you provide to CAA is for your CAA club use only. By joining CAA, you express an interest in receiving information about the products and services CAA and its partners offer Members. All information will remain confidential and will not be sold to a third party. Should you not wish to receive promotional materials from CAA or any of its subsidiaries and/or partners, simply contact CAA and request that your name be removed from our offer-distribution lists.



Nova Scotia

3514 Joseph Howe Drive, Suite 5
Halifax, NS B3L 4H7
Phone: 902-443-5530
Fax: 902-443-5660

133 Ilsley Avenue, Unit H
Dartmouth, NS B3B 1S9
Phone: 902-468-6306
Fax: 902-468-6303

Prince Edward Island

193 Malpeque Rd.
Charlottetown, PE C1E 0C4
Phone: 902-892-1612
Fax: 902-368-3599

New Brunswick

378 Westmorland Rd.
Saint John, NB E2J 2G4
Phone: 506-634-1400
Fax: 506-653-9500

418 York Street
Fredericton, NB E3B 3P7
Phone: 506-452-1987
Fax: 506-450-7100

60 King Street
Moncton, NB E1C 4M2
Phone: 506-857-8225
Fax: 506-857-8761

1-800-561-8807
www.caa.ca

**For 24 Hour Roadside
Assistance Call
1-800-CAA-HELP
(1-800-222-4357)**

anywhere in Canada or the USA, or
***CAA (*222)** on your cellular phone



**For all other
Member Services
contact your nearest
CAA Travel Centre**

Please Note

This guide is intended to provide you with an overview of services and benefits. Not every circumstance may necessarily be covered. Please contact any CAA Travel Centre for details on specific questions or email us at info@caa.maritimes.ca

*Programs, policies, benefits and procedures may change without notice.
Revisions to this guide will be updated annually.*

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Membership that covers you in any car you are driving in.



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