



# Member's Handbook

Your membership card gives you access to tons of benefits and services. Check them out!

Handbook last updated: July 2024

## Main terms and conditions

### Key things about your membership:

- A CAA-Quebec membership is personal (it cannot be transferred).
- It is valid for one year.
- A person cannot have two active Member Accounts at the same time.
- Only Quebec residents may join CAA-Quebec or renew their membership.

**Membership in CAA-Quebec is a privilege. We reserve the right to terminate that privilege for one or more of the following reasons:**

- Non-payment of membership fees
- Violation of any CAA-Quebec regulation or policy
- Excessive or improper use of services offered (e.g., Roadside Assistance)
- Incompatibility of the member's conduct, activities or opinions with the spirit of CAA-Quebec

Please read our [Code of Conduct](#) or more information.

## Membership categories

### Primary member

The primary member (age 16 or older) is responsible for paying the membership fees for all members linked to their Member Account.

They pay the regular membership price.

They are entitled to all our services and benefits, subject to the conditions of their membership option.

## Additional member

An additional member is a member linked to the primary member's file, aged 14 or over and living at the same address as the primary member. They may however live at a different address if they are a full-time student aged 24 or under.

They are entitled to a CAA Classic membership at a reduced price (to which they can add other options).

They are entitled to the same services and benefits as a primary member.

## Membership options

There are several membership options to choose from! See the [comparison chart](#) to find out about the services and benefits associated with the different options.

You can upgrade your membership at any time. Please note that conditions will apply if you require Roadside Assistance services within one week following the upgrade.

## Membership card

Your card is for personal use and non-transferable.

You must always show it to enjoy any of our services or benefits, or those offered by our partners.

## Member Account

The same Account includes the primary member and any additional members, as applicable. All these members can carry out address changes, transactions (including those involving CAA Dollars), requests for information, etc.

You have access to an online version of your Member Account. It is called your [Online Account](#) and can be activated on our website. It includes your contact information, the number of Roadside Assistance services you have used, etc.

## Reimbursement

If you are not completely satisfied with your CAA-Quebec membership during the first 30 days following your payment, you may receive a reimbursement by calling [1-800-686-9243](tel:1-800-686-9243). The cost of any services used during this period, if applicable, and certain administrative fees will be deducted from the reimbursement.

Starting on August 1, 2024, a \$5 administrative fee will be charged for any request to reissue an uncashed cheque following a membership or Roadside Assistance reimbursement.

This fee covers the cost of processing, issuing, labour, administration, printing, and postage of the new cheque. It will apply to members joining or renewing their membership after July 31, 2024.

## Renewal

The membership fee is reviewed annually. Collecting CAA Dollars allows you to lower the cost of your renewal (see the [Rabais Dollars CAA](#) section of our website for full terms and conditions of the rewards program).

You can sign up for automatic renewal of your membership. Payment will be debited from your bank account or charged to your credit card, according to your preference.

## Payment

Your membership is payable in a single annual payment or 12 monthly instalments. However, if a Roadside Assistance service is requested at the time of enrollment, payment must be made in 1 instalment.

If you choose monthly instalments, you commit to making all 12 payments, failing which your access to services will be revoked and you may be subject to legal action.

## Access to services

You can take advantage of Roadside Assistance services 48 hours following receipt of your payment by CAA-Quebec. It is possible to get assistance earlier, but only if you have a breakdown in Quebec. No Roadside Assistance services will be provided outside the province during the first 2 days of membership.

Regardless of your membership option, if a Roadside Assistance service is provided within the first 2 days of enrollment, there will be an administrative fee of \$60 (plus taxes) in addition to the cost of membership.

For the CAA Plus, CAA Premier, CAA Plus RV, and CAA Premier RV options, if you request towing service within the first 7 days of a new membership or a membership upgrade, the towing distance at no additional charge will be limited to 30km per option added. This may be combined with an administration fee of \$60 (plus taxes) if the service is requested within the first 2 days of membership.

## Scope of service

Roadside Assistance is available 24 hours a day. Under your membership, the service will be provided free of charge by a CAA/AAA contractor. This service is available throughout Canada, the United States, Alaska and Hawaii. However, certain benefits may vary from one club to another. Assistance for snowmobile and ATV owners, for example, is available only in Quebec. If a service is not available free of charge in your area, see how to [request a reimbursement](#).

We select Roadside Assistance contractors for their ability to handle service calls, but we cannot guarantee they will always have the necessary parts and equipment to carry out the task.

Should your vehicle remain unfit for use despite the contractor's efforts, CAA-Quebec will help you find a facility that can carry out the repairs. If CAA-Quebec is unable to locate such a facility, we can help you find a hotel room or other means of transportation, which will be at your expense.

For your protection, we cannot provide service when you are away from the breakdown site. In exceptional circumstances, this rule may be waived, provided prior arrangements have been made with CAA-Quebec.

In exceptional situations, and when possible, CAA-Quebec will arrange for you to be transported, at your cost, back to your disabled vehicle and transported after service has been rendered.

## Service calls

You are entitled to a set number of Roadside Assistance service calls per membership year.

**CAA Go:** 1 Bike Assist service

**CAA Classic | CAA Plus | CAA Premier:** Up to 4 Roadside Assistance service calls

**CAA Plus RV | CAA Premier RV:** Up to 4 service calls for your passenger vehicle + up to 4 for your recreational or leisure vehicle

## Important

You must be on site when the patroller arrives, and you must show your valid membership card along with a piece of photo ID. You should also have the registration certificate on hand. However, in certain cases, we can make special arrangements for you.

## Eligible vehicles

The vehicles listed below are eligible for Roadside Assistance services according to your membership option, regardless of where they are registered, provided that the service can be rendered safely using standard equipment. The vehicle must have all its parts, and all parts must be in place. The vehicle must be safe and comply with the Highway Safety Code.

[See the full list of eligible vehicles](#)

## CAA Classic | CAA Plus | CAA Premier

Four-wheel vehicles authorized to travel on a public road without restriction, including:

- Unloaded dual-wheel pickups
- Motorhomes under 3000kg (6614lb)
- Tent trailers under 4.88m (16ft)
- Motorcycles (March 16 to November 30 or weather dependent in Quebec)
- Bicycles (including tandems, recumbents, cargo bikes, electric bikes, fatbikes, and tricycles)

Unloaded dual-wheel pickups are eligible for all Roadside Assistance services except flat-tire repair service.

Some clubs outside Quebec do not include Roadside Assistance in their member services for tent trailers under 4.88m (16ft), motorcycles and bicycles. If this is the case at the breakdown site, you may have to pay for service. For information on how to claim a reimbursement, see the [reimbursement procedure](#).

## CAA Plus RV | CAA Premier RV

All previous vehicles, as well as the following recreational vehicles:

- Class A motorhome
- Class B motorhome over 3000kg (6614lb)
- Class C motorhome
- Caravan (travel trailer)
- Fifth wheel
- Truck camper
- Tent trailer over 4.88m (16ft) in length
- Fifth-wheel tow vehicle

The following leisure vehicles are also covered:

- ATV (quad)
- Dual-seat ATV (side-by-side)
- Off-road motorcycle
- Snowmobile (from November 15 to April 15)
- Snowmobile trailer and ATV trailer

Assistance for these vehicle types is available only within Quebec.

## Ineligible vehicles

The following vehicles are not eligible for Roadside Assistance:

- Limousine
- Vehicle used for commercial purposes
- Cab-and-chassis type truck (cube van)
- Vehicle with a work platform, a ladder or other equipment
- Boat/marine trailer
- Horse trailer

For full [lists of eligible and ineligible vehicles](#), see the Roadside Assistance section of our website.

## Services provided

If the patroller's efforts to repair the breakdown problem or return your vehicle to driveable condition are unsuccessful, towing service will be provided.

### Towing

Towing of your vehicle from the place of breakdown to the service location of your choice, according to the terms of your membership.

**CAA Go:** Not applicable

**CAA Classic:** Up to 5km

**CAA Plus | CAA Plus RV:** Up to 160km

**CAA Premier:** Up to 320km (1 service) or up to 160km (3 services)

**CAA Premier RV:** Up to 320km (1 service per passenger vehicle) or up to 160km (for the other 3 services for a passenger vehicle and 4 services for a recreational or leisure vehicle)

If your vehicle is towing a personal-use light-duty trailer less than 4.88m (16ft) in length or a tent trailer less than 4.88m (16ft) in length, it will be also be towed, subject to the terms of your membership category, and the tow will be counted as two service calls. Certain parts sometimes have to be removed to ensure the towing goes smoothly. However, the reinstallation of these parts is not included in the service.

During the trip, only you, the member, may ride in the tow truck cab, on the passenger side (no animals are permitted). If need be, we will assist any other people accompanying you in finding other means of transportation, at their expense.

## Minor mechanical adjustments

Minor/temporary adjustments made in an attempt to render your vehicle driveable.

## Battery boost

Battery boost provided in an attempt to start your vehicle.

## Battery Service

Test and replacement of your battery (installation service offered for CAA Batteries only).

Not eligible: Recreational vehicles, motorcycles and certain other vehicle models (due to the complexity of the installation process or the location of the battery).

Service schedule varies depending on the region and the time of year (service may be interrupted because of weather conditions or any other situation beyond our control).

[Find out more about this service and the full schedule.](#)

## Flat-tire replacement

Flat tire replaced by your vehicle's spare tire if it is inflated and serviceable.

## Fuel delivery

Sufficient supply of fuel delivered to enable you to reach the nearest service station, or your vehicle towed to that station (whether during normal business hours or not).

**CAA Go:** Not applicable

**CAA Classic:** Price of fuel based on pump price in effect at the time of the breakdown

**CAA Plus | CAA Plus RV | CAA Premier | CAA Premier RV:** No charge

## Charging or towing in case of battery failure

Towing to a charging station if the battery powering the vehicle is dead, or a roadside battery boost for the 12V battery used to start the vehicle and operate its accessories.

**CAA Go:** Not applicable

**CAA Classic:** Battery boost or towing to the nearest public charging station (up to 5km)

**CAA Plus | CAA Plus RV:** Up to 160km

**CAA Premier:** Battery boost or towing to the nearest public charging station (up to 160km)

**CAA Premier RV:** Battery boost or towing to the nearest public charging station (up to 160km for 3 services + up to 320km for 1 service).

Ineligible situations: In the event of a breakdown at home, service is provided only if the problem is related to the charging system, not if the charging system is operational. Towing to a faster charging station is not covered.

In addition, towing service is not provided if the breakdown is caused deliberately (i.e., the member knew they did not have enough power to get to their destination).

## Extricating/wincing

Your vehicle will be extricated/winched if stuck in snow or mud, provided that it can be safely reached from a normally travelled road (possible additional cost if we need to send special equipment, more than one service person, or more than one truck).

**CAA Go:** Not applicable

**CAA Classic:** 1 service vehicle

**CAA Plus | CAA Plus RV | CAA Premier | CAA Premier RV:** 2<sup>nd</sup> service vehicle for up to 1 hour, if required

## Safe Ride Service

If you are temporarily incapacitated and unable to drive, we will tow your vehicle and accompany you to your current residence at the time you make your request (service provided subject to availability of personnel, when there is peak demand for Roadside Assistance). This service is available exclusively to passenger vehicles. Recreational vehicles are not eligible. Extra kilometres travelled will be charged at the rate applicable in the region.

**CAA Go:** Not applicable

**CAA Classic | CAA Plus | CAA Plus RV:** First 25km included

**CAA Premier | CAA Premier RV:** First 50km included

[Find out more about our Safe Ride Service](#)

## Lockout service

Unlocking of your doors if you forget your keys inside the vehicle, for example, or reimbursement for the services of a locksmith if we can't get into the car.

**CAA Go:** Not applicable

**CAA Classic:** Reimbursement up to \$50

**CAA Plus | CAA Plus RV:** Reimbursement up to \$100

**CAA Premier | CAA Premier RV:** Reimbursement up to \$150

## Bike Assist

We will accompany you to the location of your choice with your bicycle, depending on the membership conditions.

**CAA Go:** Up to 20km

**CAA Classic:** Up to 20km

**CAA Plus | CAA Plus RV:** Up to 160km

**CAA Premier | CAA Premier RV:** Up to 160km for 3 services or up to 320km for 1 service

To receive service, you must be on a travelled road that is accessible to our Roadside Assistance vehicles. Includes towing and Safe Ride Service, depending on the terms of your membership.

Ineligible situations: Unlocking or cutting of padlocks and cables; interruption of a ride due to inclement weather; issues with a bicycle while you are at home.

## Assistance for snowmobiles and ATVs

Service available to CAA Plus RV and CAA Premier RV members, within Quebec only. Snowmobile assistance is available from November 15 to April 15.

Includes towing, fuel delivery, battery boost, extrication/winchng if necessary, and Safe Ride Service, depending on your membership conditions (the vehicle must be on a road that is accessible to Roadside Assistance vehicles).

Ineligible situations: Unlocking or cutting of padlocks and cable; vehicle immobilized due to inclement weather; or a problem that occurs at your home.

## Services not available

- Towing of a vehicle that has not broken down (e.g., to a paint shop)
- Towing of a vehicle that has no licence plate
- Towing of a vehicle where violation of the Highway Safety Code or the vehicle's presence in a no-parking zone is the cause
- Towing of a vehicle stuck in ice
- Repeated service or towing for a vehicle requiring maintenance or repairs
- Second towing for the same breakdown
- Service for a vehicle in an area not accessible by a normally travelled road; e.g., vacant lot, field, beach, private road, road not maintained or graded, snow-filled driveway or alley (personnel will not shovel snow) or other location that is difficult to access
- Assistance to service vehicles or vehicles used for commercial purposes
- Cost of parts, labour, or repairs
- Use of Roadside Assistance for commercial purposes

## Conditions

CAA-Quebec disclaims any responsibility for loss of work time or any other expenses resulting from the time taken to provide service.

For your own safety and that of others, if you wish to take photographs while Roadside Assistance service is being performed, you must obtain the consent of the personnel providing service. We reserve the right to interrupt service if you have not obtained such consent.

In some regions, Roadside Assistance is provided by independent contractors who are not employees of CAA-Quebec or its affiliates. Responsibility for loss, damage, or unsatisfactory workmanship lies with the Roadside Assistance service provider.

## Reimbursable services

If you must obtain assistance service from another provider, you are entitled to a reimbursement. Acceptable reasons for obtaining service elsewhere are as follows:



- Roadside Assistance service is unavailable where you are; e.g., Bike Assist, service for motorcycles and service for tent trailers under 4.88m (16ft) is not available everywhere in Canada and the U.S.
- You followed the procedure to reach CAA-Quebec Roadside Assistance, but the service was unavailable.
- The breakdown occurred on an exclusive towing network.

CAA-Quebec reserves the right to refuse to reimburse you for these reasons:

- You did not contact Roadside Assistance before calling another provider.
- Your invoice is not compliant with the conditions above.
- You have already used all your Roadside Assistance calls for the current membership year.
- The vehicle is not eligible or the service rendered is not included in your membership plan.

## Procedure

- Pay the invoice; make sure the invoice is made out in your name and includes full information on the towing company.
- Write your membership card number on the original invoice.
- Fill in the [reimbursement request form](#).
- Send us the completed form and original invoice within 30 days following the breakdown.

3 ways to submit your request:

- By email to [remboursement@caaquebec.com](mailto:remboursement@caaquebec.com)
- By fax to the attention of the *Service des remboursements* at 1-800-787-6786 or 418-626-3159
- By mail to this address:

Service des remboursements

CAA-Quebec

8000 Rue Armand-Viau, Suite 500

Québec, Quebec G2C 2E2

Reimbursement will be made by cheque, within 4 to 6 weeks, depending on the contracts in effect for the network of affiliates in the area where the breakdown occurred. Certain other costs related to towing are not eligible for reimbursement.

If a vehicle is towed on the highway network managed by Transports Québec or in an exclusive towing zone in the city of Montréal managed by that city's police department, CAA-Quebec will reimburse the cost of towing only in accordance with the commercial rates in effect in the area where the breakdown occurred. Other costs related to towing are not eligible for reimbursement.

## Towing and Safe Ride Service for members with reduced mobility

When a member with reduced mobility must have the vehicle in which they are riding towed and is unable to board the CAA-Quebec service vehicle, the member can call a paratransit service or adapted taxi, pay the bill, then send CAA-Quebec a request for reimbursement. CAA-Quebec can help the member search for adapted transportation.

The member is then entitled to the equivalent of one Safe Ride Service, i.e. a maximum cost of \$100 for a CAA Classic, CAA Plus or CAA Plus RV membership, and a maximum of \$150 in the case of a CAA Premier or CAA Premier RV membership. The reimbursement is not counted as one of the 4 annual Roadside Assistance service calls to which the member is entitled. Only the towing of the vehicle will be counted.

## Reissue of a cheque

A \$5 administration fee is charged for any request to reissue an uncashed cheque following a membership or Roadside Assistance reimbursement. This fee covers the cost of processing, issuing, labour, administration, printing, and postage of the new cheque.

## Residential lockout service

You are entitled to one locksmith service call per membership year to unlock the door to your primary residence (the address entered in your file) if your keys are lost or broken. You are entitled to one discount on the locksmith's bill or a reimbursement.

**CAA Classic | CAA Go:** \$50 discount or reimbursement

**CAA Plus | CAA Plus RV:** \$100 discount or reimbursement

**CAA Premier | CAA Premier RV:** \$150 discount or reimbursement

You must submit the locksmith's invoice to us within 30 days following the service. It must be in your name and must state the address where the service was provided.

[Find out more about our Lockout Service](#)

## Car rental in the event of a breakdown

As a CAA Premier or CAA Premier RV member, you are entitled to up to two-day complimentary car rental if your personal vehicle has to be towed due to a mechanical breakdown.

### Eligibility requirements:

- The breakdown must occur within 160km of your home.
- Towing and rental must be arranged through CAA-Quebec.
- The broken-down vehicle must be towed to a certified repair shop.
- The following vehicles are not eligible: bicycles, motorcycles, scooters, recreational vehicles, snowmobiles, quads, and commercial vehicles.
- Complimentary car rental is not offered in the event of an accident.
- The request must be made in the 48 hours following the towing.
- Limited to one rental request per year.

Other conditions apply. Please contact us for more information or to make a rental request.

## Travel agency service fees

You either earn CAA Dollars back on most service fees for bookings made through our CAA-Quebec Travel agency, or you pay no fee at all.

**CAA Classic | CAA Plus | CAA Plus RV | CAA Go:** No service fees on Sunshine packages, North American hotel and vehicle bookings, as well as *explore* products; 15 CAA Dollars back on bookings for tours, cruises, Disney packages, trains, hotels, vehicles, and 30-minute consultations; 25 CAA Dollars back on airline bookings.

**CAA Premier | CAA Premier RV:** no service fees

Conditions apply. For full details of service fees, please contact a travel counsellor. Note that you can also earn CAA Dollars back when purchasing selected products, including *explore* trips.

## Trip interruption protection

You are entitled to compensation if you have to interrupt your trip in Canada or the U.S. due to a problem with your vehicle, whether it is a car, motorcycle, or recreational vehicle (snowmobiles, quads, and bicycles are not covered by this protection).

You can claim expenses for accommodations and meals (if the breakdown lasts more than 24 hours) or transportation to reach your destination or return home. The table lists the situations covered and the maximum amounts that you can claim (one claim per year of membership and per family member).

### Coverage in the event of mechanical breakdown

**CAA Classic | CAA Go:** Not applicable

**CAA Plus | CAA Plus RV:** Up to \$200

**CAA Premier | CAA Premier RV:** Up to \$200, or up to \$400 if the incident occurs further than 320km from your home

### Coverage in the event of fire, theft or accident

**CAA Go:** Not applicable

**CAA Classic:** Up to \$500

**CAA Plus | CAA Plus RV:** Up to \$800

**CAA Premier | CAA Premier RV:** Up to \$800, or up to \$1500 if the incident occurs further than 320km from your home

### Eligibility requirements:

- The incident must take place further than 160km from your primary residence (CAA Premier and CAA Premier RV members are entitled to more compensation if the incident occurs more than 320km from their residence).
- You must be underway (not yet at your destination).
- The vehicle must be unusable.
- Your claim must be received by CAA-Quebec within 30 days of the incident.

[Learn more about trip interruption protection and the procedure](#)

## Allowance for return of vehicle

Forced to interrupt your road trip due to illness or injury?

If you are a CAA Premier® or CAA Premier® RV member and are forced to interrupt your trip due to unforeseen injury or illness, which requires you to have your vehicle towed or returned home, you are entitled to a reimbursement of up to \$500. Only the towing and transportation of the vehicle are covered.

**Eligibility conditions:**

- This coverage is exclusive to CAA Premier® and CAA Premier® RV members.
- The member must be underway (not yet at their destination).
- The location where the event takes place must be more than 160km from the member's primary residence.
- The claim must be received to CAA-Quebec within 30 days of the event.
- Only one request may be submitted per vehicle, per event, per membership year and per family.

**Required supporting documents:**

Original, itemized invoices for towing or transporting the vehicle and medical evidence must be provided upon filing the claim. For full details, please contact CAA-Quebec's *Service des remboursements* (Reimbursement Service).

# Privacy

Your Member Account contains the following information:

- Information about your membership and membership renewal
- Requests for information you have made
- Information on goods, services and benefits you have obtained from us and/or our affiliates and partners
- Information about any other members linked to your file

Only our employees or representatives as well as the people you have authorized have access to your Member Account. We will not disclose your personal information to our partners or to anyone else without your consent, except for our affiliated companies and providers who must perform certain tasks on our behalf.

You have the right to consult your file and, if necessary, have the information in it corrected. Given that one file includes all members linked to it, the primary member as well as all additional members can access it.

[Find out more about our Privacy Policy.](#)

# Code of Conduct

**CAA-Quebec's expectations of its members**

- You will keep only one CAA-Quebec membership per membership year.
- You will only use your Roadside Assistance calls for eligible vehicles.
- You will behave respectfully and professionally when communicating with members of our team, whether online, in our centres, on the roads, or at our events. It goes without saying that we will behave in the same way with you.
- You will not misrepresent a situation to obtain products and services that are not covered by your membership or to which you should not have access.
- You will not attempt to bypass the regulations and policies we have put in place for our products and services.
- You will not make any false or misleading claims about our products or the services we provide to you.

- If you decide to withdraw and not to renew your membership, you will contact us to let us know. This will ensure that your Account is updated and that your automatic renewal is cancelled, if applicable.
- As a member, you will have access to our [Main Terms and Conditions](#) page. It is important to familiarize yourself with the eligible vehicles listed on this page in order to avoid any misunderstandings as to which vehicles are ineligible for service. In any case, feel free to contact us with any questions, comments or concerns you may have.

#### **CAA-Quebec may take action if members fail to meet our expectations**

- On our end, we reserve the right to downgrade your membership, not offer you the opportunity to renew, refuse you service, impose a surcharge or cancel your membership for any reason, including but not limited to you not living up to your responsibilities above or abiding by the terms and conditions listed in detail on our website.
- In exceptional circumstances, we may take legal action against individuals who break the law, threaten or harass our team, members or the public, cause injury or damage CAA-Quebec property, or the property of others while on CAA-Quebec premises.

## Contact information

[Contact us](#) to share your comments.

You can also get in touch with us if you no longer wish to receive offers from us or our partners.

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- [CAA-Quebec Magazine](#)
- [Newsletters](#) (CAA-Quebec, *Rabais Dollars CAA*, Travel, Boutique)
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## Notes and conditions

Handbook last updated: July 2024

CAA-Quebec and its partners reserve the right to modify or terminate the services and benefits at any time, in whole or in part, without prior notice. All amounts mentioned in this Handbook are in Canadian currency.

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