

CAA Member Handbook



Auto Club Travel Agency Insurance Member Savings

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.

This 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 CAA Member Service 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 (Atlantic)



For Everywhere You Go Today™

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with CAA Benefits
and Services.**

**Sign up
for our monthly
E-Newsletter
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www.atlantic.caa.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** or any of the other Member Savings 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 Classic and Plus coverage. i.e. Plus Primary may only have Plus Associates and Classic Primary may only have Classic 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 Classic Membership plus extended towing, lock-out service, Trip Accident Insurance and more. For the ultimate in added value and protection visit your local CAA Member Service 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 Member Service Centre, or call 1-800-561-8807.

Ask about Premier... our highest level of coverage

CAA Premier is the perfect way to get even more great services from CAA. Extended benefits offer more assistance when you're on the road, when you're travelling in Canada or abroad – even when you need to make an important decision about your car. See how much more peace of mind you can get with CAA Premier.

* CAA Premier RV is also available, call for details.

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. Visit your local CAA Member Service Centre or call 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.

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

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.

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 Classic**, **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 Classic: 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.

Note:

- Motorcycles (with or without sidecar) qualify for all services. In Canada, motorcycle service within the scope of these CAA PLUS benefits will be provided without cost. Motorcycle service obtained within the United States must be paid for by the Member and refund claimed from the Member's home Club.

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

Note:

- CAA Classic 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 Classic or CAA Plus Member towing a light duty trailer, additional charges for recovering it will be your responsibility.
- Rented passenger are also eligible for service with the exception of taxis, limousines, school buses and off-road vehicles.
- Coverage for horse, snowmobile, utility and boat in Canada are within the scope of CAA Plus RV benefits and will be provided without cost. This service obtained within the United States must be paid for by the Member and refund claimed from the Member's home Club.

Battery Boosting

CAA Classic, 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.

ROADSIDE ASSISTANCE

CAA Classic: 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 Classic 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 Classic: 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 Classic: 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 Classic, 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.

ROADSIDE ASSISTANCE

CAA Membership Benefit	1 CLASSIC Coverage	2 PLUS Coverage	3 PREMIER Coverage
Emergency Road Service	FREE*	FREE*	FREE*
Emergency Towing	Up to 5 km [†]	Up to 160 km [†]	Up to 320 km for one tow Up to 160 km for 4 tows ¹
TripTiks [®] , TourBooks [®] & Maps	FREE	FREE	FREE
Emergency Fuel Delivery	Free delivery	Free fuel & delivery	Free fuel & delivery
Lock-out Service <i>Locksmith services if required</i>	FREE Up to \$50	FREE Up to \$100	FREE Up to \$100
Trip Accident Protection ²	Up to \$300	Up to \$500	Up to \$2000
Travel Accident Insurance	Up to \$100,000	Up to \$500,000	Up to \$500,000
Trip Interruption Protection ³			Up to \$600
Coverage for Motorcycle		✓	✓
Two-Day Complimentary Car Rental with Tow ²			✓
24-Hour Concierge Service ⁴			✓
Dedicated Tel. Number			✓
Hertz #1 Gold Membership			✓
Passport Photos			✓

RV Coverage also available. Visit www.atlantic.caa.ca/join for details.

* All Members, including each Associate, are entitled to receive up to 5 Emergency Road Service 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 Classic coverage and 160 Km for Plus.

1 For Premier Members, we will tow you up to 320 km once during your Membership year, and up to 160 km for your remaining four allowable calls. Some conditions apply. Additional calls are subject to a service charge.

2 Complimentary car rental applies when service call is within 160 km of home and in conjunction with a tow resulting from a breakdown.

3 Benefits apply to leisure trips 160 km or more from home. Some conditions and exclusions apply.

4 Emergency Travel and Medical Assistance and Concierge Services are provided by World Travel Protection Canada, Inc., an independent contractor. Certain restrictions and limitations apply.

5 Motorcycles (with or without sidecar) qualify for all services. In Canada, motorcycle service within the scope of these CAA PLUS benefits will be provided without cost. Motorcycle service obtained within the United States must be paid for by the Member and refund claimed from the Member's home Club.

Conditions/restrictions apply. Refer to your CAA Guide to Member Services.

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 Classic: 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.

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.

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.

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
- 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 Member Service Centre for details on specific questions or email us at info@atlantic.caa.ca. Programs, policies, benefits and procedures may change without notice. Revisions to this guide will be updated annually.

Insurance

This is Insurance... the CAA Way

Protection you can count on at rates you can afford... Many CAA Members are already enjoying superior coverage at lower rates with **CAA Insurance**. 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.

We Offer:

- Multiple vehicle discounts
- Superior coverage and service
- Complete assessment analysis
- Forgive & Forget® plan

Coverage Available For:

- Car
- Home
- Property
- Cottage
- Recreational vehicle
- Watercraft



Also, our Home & Auto Insurance now includes a Member Discount!
Note: Auto, Home & Property Insurance are not currently available in Newfoundland.

Call **CAA Insurance** 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

www.atlantic.caa.ca/insurance

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

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 Member Service 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.atlantic.caa.ca/insurance

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.atlantic.caa.ca/insurance

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. Classic 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 Classic Members or up to \$500,000 for Plus Members.



Coverage options are valid at time of printing and are subject to change without notice.

IV. Travel Agency

This is Travel... the CAA Way

No matter where in the world your journey takes you, CAA is your single source for the industry's widest range of products and services. CAA Members receive exclusive discounts or benefits on many of the following:



- Cruise and tour bookings
- Hotel, air and car reservations
- Drive vacations
- Tours - escorted and independent
- CAA/AAA maps and CAA/AAA TripTik® routings
- CAA/AAA TourBook® guides
- Fee-free travellers cheques
- Attraction and theme park tickets
- Travel insurance
- International driving permits
- Passport photos and applications
- Member discounts at merchants around the world
- Savings on service fees

Because we are CAA we have so much more to offer our Members than a regular travel agency. Because you are a CAA Member you have so much more to gain by travelling with CAA.

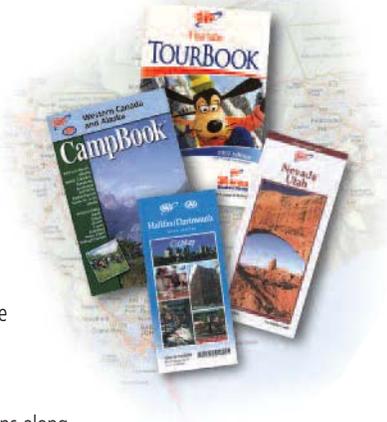


Approved Hotels

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 CAA Member Service Centre for advance planning maps, counselling and to order. Online TripTiks are also available from www.atlantic.caa.ca.

Passport Photos

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

Member Savings



Keep your CAA Membership card in your wallet, because you'll need it every day. CAA Members can save at a wide variety of establishments, attractions, retailers, and merchants throughout North America and Europe. Just show your valid CAA Membership card at businesses that participate in the **Show Your Card & Save®** program. Participating locations offer you immediate savings at the point of sale or provide you with the opportunity to earn **CAA Dollars®** for every purchase that you make.

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

CAA Dollars® \$\$\$

Every time you swipe your CAA Membership card at participating CAA Partner locations or use your CAA MasterCard Credit Card, you can earn **CAA Dollars**. **CAA Dollars** are equivalent in value to real dollars—one **CAA Dollars** equals one Canadian dollar—that means for every one **CAA Dollars** earned on your CAA Membership account, you have \$1.00 to redeem.

CAA Dollars earned are automatically redeemed towards your next CAA Membership renewal or, you can use **CAA Dollars** for products and services purchased through CAA including vacations, luggage and accessories, Membership upgrades, Gift Memberships, movie certificates, and theme park passes. **CAA Dollars** are non-transferrable 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 Dollars** collected will automatically be applied to CAA Membership Renewal unless you specify otherwise. To store **CAA Dollars** in your account for future use, simply contact any CAA Member Service Centre at least 90 days prior to your Membership renewal.

CAA MasterCard® Credit Card

Use your **CAA MasterCard** every time you shop and earn **CAA Dollars** equal of up to 1.5% of your net retail purchases. Plus earn an additional 2.5% at Circle K. That's on top of earning **CAA Dollars** already enjoy at Circle K. Other benefits of the **CAA MasterCard** include; travel accident insurance; auto rental collision coverage and purchase protection.

To apply for your **CAA MasterCard**, request an application from your nearest CAA Member Service Centre or fill out an application online at our website www.applycaatl.mycaamastercard.ca or call us at 1-888-612-4375.

®*MasterCard is a registered trademark of MasterCard International Ltd and is used pursuant to license.

MEMBER SAVINGS



Earn CAA Dollars with Circle K

When you fill up- your car or your shopping bag- at any of the participating Circle K stores across Atlantic Canada, you'll earn CAA Dollars for your purchase. CAA Members earn up to two cents per litre of gas and 3% on all merchandise* back in CAA Dollars. If you're a CAA RV Member, your gas earnings increase to up to three cents per litre.

*2¢/litre CAA Dollars rebate available when paying with a CAA MasterCard, Debit Card, or Cash (including Circle K Prepaid Cards). Any other Credit Cards provide a CAA Dollars rebate of 1¢/litre. Only on Irving Fuel at participating Circle K locations in Atlantic Canada. The 3% CAA Dollars rebate on merchandise purchased at Circle K remains unchanged and is applicable with any form of payment.

Shop & Save... MORE!



Save 10% on all purchases including sales merchandise.



Save 10% on select Mobility Plans.



Save 10% on fine jewelry and ring settings, FedEx shipping and 30-day return program.



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



Save on a variety of insurance products.



Save 15% on all small tool rentals.



Save up to 20% when pre-purchasing general admission tickets or Night Out at the Movie packages in-store at CAA.



Save 10% on all purchases including sales merchandise.



Save 25% on select brands of paint.

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1-800-561-8807 • www.atlantic.caa.ca

MEMBER SAVINGS



Save 15% on Magellan merchandise and map updates and free second-year warranty on selected Magellan Units when you purchase online.



Save 10% on pre-paid lawn care programs.



Save 25% off all Olivier Soap products.



Save 10% on regularly priced footwear and accessories.



Save 5% on purchases over \$10.



Save up to 30% on eyewear, eyeglass accessories and non-prescription sunglasses or save an additional \$5.00 off promotional offers.



Save 10% on cleaning services.



Earn up to 40 CAA Dollars®.



Save \$20 off the tag price of non-prescription sunglasses of \$100 or more with coupon: www.caa.ca/sunglasshut.pdf.



Save up to 25% at the online music store www.caa.ca/music.



Save up to 15% on products and services.

Stay & Save... MORE!



Save on Hotels

CAA Members have access to the best hotel rates in North America.

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MEMBER SAVINGS

Go & Save... MORE!



Save 10% on all services.



No fee AMEX Travellers Cheques available in-store at CAA.



Price Match Guarantee, earn 100 CAA Dollars®, 45 days free storage, 40% off packing supplies, 25% off packing rates.



Exclusive travel benefits and discounts and special Member pricing on luggage and accessories at CAA Travel.



Save \$10 per tire on any Goodyear branded All Season or Winter passenger tires plus save 5% on auto service.



Save \$10 per tire on any Goodyear branded All Season or Winter passenger tires plus save 5% on auto service.



Earn 2 CAA Dollars® for each Confederation Bridge pass pre-purchased in-store at CAA.



Save up to 20% on car rentals.



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



Save 5% on service and regular priced auto parts.



Save 7% on regular priced items. Some restrictions apply.

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MEMBER SAVINGS



Save 20% on airport parking services at participating locations including Halifax.



Save 12% on local truck rentals and moving supplies.



Save 10% on Rust Check services.

Play & Save... MORE!



Save at select attractions across Atlantic Canada.



Save 20% on daily rates/gallery admission.



Receive exclusive savings when pre-purchasing tickets in-store at CAA.



Save 10% on all regular priced tickets for the Charlottetown Festival and Live @ the Centre shows.



Save 10% on rentals and purchases.



For the greatest savings on Disney Parks theme park passes and resort packages contact CAA in-store or by phone.



Save at select golf courses.



Save 10% on all boutique products.



Save on regular season game day tickets.

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MEMBER SAVINGS



Save 10% on admission rates.



Save 20% on rates.



Save up to 15%.



Save up to \$3.00 on admission.



Save \$1.00 on admission.



Save 10% on select subscriptions or save 10% off the top ticket price.



Save 10% on admission.



Save \$1.00 on admission.



Save 15% on admission.



Save at select ski hills.



Save 10% off the gate price when pre-purchasing theme park passes at CAA in-store or online.



Save up to 15%.



Save up to 15%.



Save 10% on single ticket purchases.



Save \$1.00 on regular admission.

MEMBER SAVINGS



Save 20% on tours.



Save \$1.00 on regular admission and 10% at the gift shop.



Save on the gate price when pre-purchasing theme park passes at CAA. Save 10% on select merchandise and dining within CityWalk.



Save up to 25%.

Dine & Save... MORE!



Save 10% on regular priced entrees.



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



Save 10% on dining.



Save 10%.



Save 10% on dining.



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



Save 10% on food and beverages as well as merchandise.



Save 10% on dining.

MEMBER SAVINGS



Save 10% on dining.



Save 10% off steak orders.



Save 10% on dining.



Save 10% on dining.



Save 10% on regular priced food items.



Save 15% off regular priced food items.



Save 10% on dining.



Save 10% on dining.



Save 15% on dining.



Save 10% on dining at Sushi Nami.

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.

For details on these offers and a complete listing of all *Show Your Card & Save*® partners, visit: www.atlantic.caa.ca/savings.

AUTOMOTIVE & INFORMATION SERVICES

M. 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 an 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

McNeill's 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

Ok Tire

1262 Bridge St.
Greenwood, NS B0P 1R0
902-765-6400

Jeff's Service Centre

2065 Highway 1
RR#2
Falmouth, NS B0P 1L0
902-798-2318

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

Brian Pellerin's Moncton

Rust Check Auto Centre
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
Rothsay, 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

AUTOTEC

90 Duke Street
Saint John, NB E2L 1N3
506-653-9020

Garage Daniel Bois

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



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Automotive Information

CAA offers you up-to-date information on a wide range of automotive topics and products. This service is free of charge to you and uses data collected from a variety of sources, presented in an unbiased manner.

- Automobile purchasing advice
- Fuel consumption ratings
- Red Book market values on used cars and light trucks
- New vehicle pricing information including options (manufacturers suggested retail price)
- Recalls and manufacturer bulletins

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

Your CAA Member Magazine

You automatically receive a subscription to *CAA Magazine*. Published quarterly, this colorful informative magazine features articles on lifestyle, travel, automobile, new CAA benefits and services, and local CAA news and events. *CAA Magazine* is also online, visit www.caamagazine.ca for top travel stories, CAA Advice and much more.



Legal Advice

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.



Saint John, New Brunswick

Phone: 506-634-1400
Fax: 506-653-9500

Fredericton, New Brunswick

Phone: 506-452-1987
Fax: 506-450-7100

Moncton, New Brunswick

Phone: 506-857-8225
Fax: 506-857-8761

Halifax, Nova Scotia

Phone: 902-443-5530
Fax: 902-443-5660

Darmouth, Nova Scotia

Phone: 902-468-6306
Fax: 902-468-6303

Charlottetown, Prince Edward Island

Phone: 902-892-1612
Fax: 902-368-3599

St. John's, Newfoundland

Phone: 709-579-4222
Fax: 709-579-4607



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**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.**

Service not available in all areas.



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

Please Note

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

*Programs, policies, benefits and procedures are available at time of publishing and are subject to change without notice.
Revisions to this guide will be updated annually.*

Auto Club Travel Agency Insurance Member Savings

Auto Club

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



Travel Agency

Flights
Cruises
Cars
Hotels
Packages



Insurance

Health
Auto
Home
Travel
Life



Member Savings

Save when you shop, play, stay, go, and dine.



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