



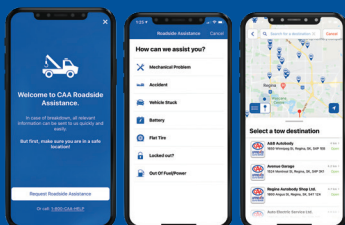
INSURANCE  
TRAVEL  
AUTOMOTIVE  
REWARDS



MEMBERSHIP HANDBOOK

# TRAVEL WITH CONFIDENCE

KNOWING ROADSIDE ASSISTANCE  
IS JUST A TAP AWAY



## HOW TO OBTAIN ROADSIDE ASSISTANCE

### ALL MEMBERS

Request and manage through the CAA App.

Online ..... [caask.ca/roadside](https://caask.ca/roadside)

Toll Free ..... 1.800.222.4357

Alternate line..... 1.306.791.4357

**TTY (HEARING IMPAIRED) . . . . 1.306.780.6788**



### Disclaimer

At time of publication, all the services and benefits featured in this handbook were in effect. However, these services may be cancelled or altered from time to time without prior notice from CAA Saskatchewan, its affiliates, or its suppliers. For the most up-to-date information, please visit [caask.ca](https://caask.ca). All monetary amounts described in this handbook are in Canadian currency.

CAA Saskatchewan has the right to revoke a membership for cause.

We may contact you strictly to update you with important information on the status of your membership.

® CAA, CAA emblem, CAA Plus, AARS , CAA Rewards, CAA Dollars, CAA Discounts and CAA Member Experiences trademarks owned by, and use is authorized by, the Canadian Automobile Association.

® TripTik, TourBook, CAA Rewards registered trademarks are owned and use granted by the American Automobile Association.

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For more information visit [caask.ca/membership](https://caask.ca/membership)

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# WELCOME



## *Welcome!*

It's a great time to belong to the CAA Saskatchewan family.

Your CAA membership opens the door to a world of valuable benefits and savings that travel with you almost anywhere you go in North America, Mexico and even in Europe. We want to provide Members with freedom and confidence when they go exploring.

You are encouraged to take a few moments to read through this handbook and discover the many advantages of being a CAA Member. This valuable information will help ensure you understand how to get the most from your membership.

Along with the roadside assistance, CAA Members appreciate and value the CAA Rewards®, Insurance, Travel, and Automotive benefits that are included with their membership.

If you have any questions or concerns, please visit [caask.ca](http://caask.ca), call us or visit the CAA Store nearest you. We look forward to serving you.

Fred Titanich

A handwritten signature in black ink, appearing to read 'Fred Titanich'. The signature is stylized with a large, sweeping 'F' and a cursive 'Titanich'.

President & CEO  
CAA Saskatchewan

# CAA SASKATCHEWAN MEMBERSHIP COVERAGE

## Membership Comparison Chart

BENEFITS	PREMIER/RV	PLUS/RV	BASIC	VALUE
	Highest Level	Most Popular	Just the Essentials	Everyday
Roadside Assistance Calls	5	4	4	1 Bike Assist
Towing	Up to 160 km plus one tow up to 320 km <sup>1</sup>	Up to 160 km <sup>1</sup>	Up to 5 km <sup>1</sup>	
Battery Boosts	✓	✓	✓	
Tire Changes	✓	✓	✓	
Fuel Delivery	Free Delivery & up to 10L fuel	Free Delivery & up to 10L fuel	Free Delivery	
Locksmith for Vehicle	Up to \$100	Up to \$100	Up to \$50	
CAA Rewards®	✓	✓	✓	✓
Shell Savings	✓	✓	✓	✓
TripTiks® & Maps	FREE	FREE	FREE	FREE
Passport Photos	FREE	\$	\$	\$
Trip Interruption <sup>1</sup>	Up to \$600 breakdown			
Vehicle Return Benefit	Up to \$500			
Two Free Days of Car Rental with Tow <sup>2</sup>	✓			
Ride and Bike Assist	✓	✓	✓	✓ Up to 5 km
Notary Services	FREE	\$	\$	\$
Dedicated Toll Free Telephone Number	✓			
Home Lockout Service <sup>3</sup>	Up to \$100			

Coverages with indicated dollar amounts and numbers, are available as an annual limit per membership year.

<sup>1</sup> See inside for more details.

<sup>2</sup> Allowed once per membership year. Applicable when Member is within 160 km of their residence. Service must be provided by the preferred rental car provider. CAA Premier and Premier RV Members have up to 48 hours from the time of the tow to call CAA and request the service. The maximum allowable expense for a car rental is \$75 per day. This does not include additional charges for another driver, extra insurance, or convenience fees.

<sup>3</sup> Service is restricted to single dwelling entrances listed as the home address on the membership file and does not include main security doors.

## CAA Saskatchewan Memberships

A CAA Saskatchewan membership provides 24/7 roadside assistance service and much more! CAA provides competitive insurance products, travel services, and automotive services. We also reward our members with exclusive savings, discounts, and perks with retail partners across Saskatchewan and North America.

A membership covers the member, not the vehicle, and is not transferrable. That is, any member who is driving, or is a passenger in, an approved vehicle will be eligible for service depending on their membership level. Memberships do not cover non-members, relatives, spouses, or friends.

Membership dues are non-refundable with the exception of deceased Members.

Keep your CAA membership card on hand when requesting roadside assistance and to access all the other Member benefits outlined in this handbook.

**Primary Member:** Is the main cardholder on the CAA account. You are able to manage and maintain your membership over the phone, in-store, online, and through the CAA Mobile App.

**Associate Member:** Any individual who is 16 years old or over, living at the same residence and mailing address, can be added to the Primary Member's CAA account to receive the same coverage. Exceptions are allowed for school attendance away from home.

## Membership Levels

Depending on your membership level, access to Trip Interruption and Vehicle Return benefits may be available. Refer to this handbook for more details.

**Value:** Is for people who do not need roadside assistance but want the exclusive benefits of a CAA membership that includes savings through CAA Insurance, CAA Travel, Shell, and many other retail partners in Saskatchewan and across North America.

**Basic:** Is recommended for people who live in urban centres or commute short distances, with towing coverage up to 5km, extrication, battery boosts, battery service, tire changes, fuel delivery, and lockout service. CAA also provides coverage for bicycles and will transport you and your bike up to 5km.

**Plus & Plus RV:** Is best for people who do any highway driving and/or ride a motorcycle. Providing everything in a Basic membership plus additional towing of up to 160 km, free fuel up to 10L, and additional locksmith coverage. With Plus RV, coverage is extended to dual-wheel campers, truck campers, raised-roof vans, motorhomes, and utility/recreational trailers.

**Premier & Premier RV:** Is recommended for adventurers who like to travel long distances and want the maximum benefits from their membership. Provides everything in the Plus & RV Plus membership with an additional tow up to 320 km and an extra roadside assistance call. Also included is home lockout service, free passport photos, trip interruption assistance, complimentary two-day car rental with a tow, notary service, and a dedicated toll free number for roadside assistance service.

Some conditions may apply to each membership level. For more information on coverage eligibility and restrictions, refer to the Roadside Assistance Terms and Conditions on our website.

<https://caask.ca/membership/plans>

## Privacy Policy

CAA Saskatchewan believes strongly in your right to privacy. We are committed to maintaining the security, confidentiality, and accuracy of all personal information we collect in accordance with applicable laws. We collect and use personal information, as necessary, to administer business, provide superior service, and offer opportunities that may be of interest to members in accordance with applicable laws.

For our complete privacy policy, go online to [www.caask.ca/privacy-policy](http://www.caask.ca/privacy-policy).

# MEMBERSHIP SERVICES

## Trip Interruption

Trip Interruption is an exclusive benefit for Premier members. It can help offset certain out-of-pocket expenses should you run into trouble with getting home or to your destination.

Premier Members may be eligible for Trip Interruption in the event of a mechanical breakdown.

For reimbursement consideration, a vehicle must be disabled for **24 hours or more** and the member must be **more than 160 km** from home. Costs incurred **within 72 hours** of the incident may be eligible.

Eligibility is based on the membership level at the time of incident which must be in good standing and active for at least a year.

## Eligible Expenses

- ▶ Accommodations - \$150/day
- ▶ Meals - \$50/day per Primary/Associate member
- ▶ Car rental/taxi/private transportation - \$75/day
- ▶ Commercial Transportation (bus/train/ferry/air fare) - \$600

Itemized receipts must be in the member's name and are required for all expenses being claimed. The maximum amount allowable is \$600 CAD.

## Vehicle Return

### Premier (including Premier RV) Members

Premier Members that encounter an unexpected illness or injury that prevents them from completing their trip may be eligible for the Vehicle Return benefit which provides up to \$500 for transportation of the vehicle back to their primary residence. Proof of illness/injury must be provided by a licensed medical facility or practitioner.

### Terms and Conditions:

Trip Interruption and Vehicle Return benefits are only available for travel within Canada and the USA. For more details and the claim form, refer to [\*\*caask.ca/trip-interruption\*\*](https://caask.ca/trip-interruption).



# VEHICLE MAINTENANCE AND REPAIR

## CAA Battery Depot

Regina Battery Depot (RBD) is a proud member of the CAA family. For over 40 years, RBD has served Regina and area with outstanding customer service, supplying every battery imaginable. From golf cart batteries, power tool battery pack rebuilds, and motorcycle and ATV batteries we've got it. Owned and operated by CAA Saskatchewan, Members receive 10% off every purchase just by showing their card! Call 306.522.2221.

## Approved Auto Repair Services (AARS)

Approved Auto Repair facilities are located throughout the province and across the country. They are CAA approved and provide honest and quality service.

These facilities are identified by the CAA logo on their buildings. A complete list of Saskatchewan locations is available at: [caask.ca/AARS](https://caask.ca/AARS)

## CAA Battery Service

With CAA Battery Service, we will come to you to test and install a new battery, if needed. The test is quick, accurate and, best of all, it's performed by CAA. No need to make an appointment — no need to be towed.

If you require a new battery, you can purchase one on the spot and our technicians will install it while you wait. Our specially-designed Battery Service vehicles are equipped with a full line of batteries and accessories to fit almost any vehicle. For information on vehicle restrictions or requests for warranty work, call 1.800.222.4357. CAA Battery Service is available only in Regina and Saskatoon but is not available 24/7.

## CAA Travel

With 11 CAA Stores in the province, CAA Travel offers a unique range of travel services, and special Member benefits and discounts.

Whatever your destination, CAA Travel Consultants are thoroughly trained and qualified. They proudly display their Certified Travel Consultant (CTC) or Certified Travel Manager (CTM) accreditation. With continuous supplier training initiatives and their professional and personal travel experience, our travel experts can provide you with up-to-date knowledge on the best products and services to satisfy your needs.

*For our Members we provide:*

- ▶ Special Member pricing with preferred partners<sup>1</sup>.
- ▶ Best pricing and packages on travel insurance - to protect your investment and give you peace of mind.
- ▶ Discounts on passport photos.

Check with your Travel Consultant to determine all the benefits of booking your travel with CAA.

Online travel booking available: [caask.ca/travel](https://caask.ca/travel)

**Use your rewards for travel! Members can redeem CAA Dollars® on vacation purchases.**

<sup>1</sup> Conditions apply. Call 1.800.564.6222 or visit a CAA Store for details.

## WestWorld Tours & Women Xplorers

Owned by CAA Saskatchewan, WestWorld Tours has been serving travellers with escorted travel throughout North America and around the world since 2000. Providing a first-class style of touring, including must see attractions, 'one-of-a-kind' experiences, professional tour directors, courteous drivers, baggage handling, transportation, and excellent accommodations. Contact your local CAA Travel Consultant to explore your WestWorld Tours vacation today.

**Members earn 25 CAA Dollars on every WestWorld Tours booking.**

# INSURANCE

## CAA Insurance

CAA Insurance offers a variety of products such as:

- ▶ Auto
- ▶ Property (home, condo, tenant, seasonal, farm)
- ▶ Business
- ▶ Travel
- ▶ Health & Dental
- ▶ Life
- ▶ Pet

## CAA Auto Extension Insurance

CAA Saskatchewan offers extension auto insurance that works with your SGI plate coverage. CAA Auto Extension Insurance is designed by CAA for CAA with the best combination of coverage and rates; underwritten by CAA Insurance Company.

**Optional policy endorsements include:**

- ▶ Tire pothole and puncture protection
- ▶ Family pet protection

**Available insurance discounts may include:**

- ▶ CAA members
- ▶ Multiple vehicles insured with CAA
- ▶ Winter tires

**As a Member, you could be eligible  
for First-Claim Forgiveness™.**

## Home Insurance

We understand that having the right insurance coverage is important. Your home is likely one of your biggest investments. Protect your home, family and belongings from unexpected events.

**Members receive a 10% discount.<sup>2</sup>**

**Other benefits include:**

- ▶ No maximum on discounts
- ▶ Claim forgiveness endorsement

To obtain a quote go to [caask.ca/insurance](https://caask.ca/insurance) or call 1.800.564.6222 or visit a CAA Store.

CAA Property Insurance is underwritten by CAA Insurance Company. CAA Auto Extension Insurance is underwritten by CAA Insurance Company.

<sup>2</sup>Subject to certain conditions and approvals. Underwriting eligibility rules apply.

## Bundle Home & Auto Insurance

Bundle your CAA Auto Extension Insurance and CAA Home Insurance and receive:

- ▶ Additional 10% off your home insurance
- ▶ CAA Tire Coverage<sup>3</sup>; coverage on all repairs and replacements due to a road hazard
- ▶ Combined deductibles

<sup>3</sup> CAA Tire Coverage is underwritten by CAA Insurance Company.

## Travel Insurance

CAA Saskatchewan offers members emergency medical and travel insurance options which include packages at competitive rates. Top up of existing plans is available. Member discounts are available selected plans. Get pricing at [caask.ca/insurance](https://caask.ca/insurance) or call 1.800.564.6222.

**Members save 10% on CAA Travel Insurance.**

Members save 10%\* with CAA Travel Insurance and have access to CAA Choice Care, a convenient way to seek treatment for minor ailments through Telemedicine<sup>1</sup> or House Call services in addition to urgent care or hospital emergency room.

Get a quote at [caask.ca/caa-travel-insurance](https://caask.ca/caa-travel-insurance) or call 1.800.564.6222.

\*CAA Travel Insurance is underwritten by Orion Insurance Company, a CAA Company. Certain exclusions, limitations and restrictions apply. 10% savings applies to the total premium excluding applicable taxes. Excludes Visitors to Canada Insurance.

<sup>1</sup>CAA Assistance is provided by Global Excel Management. Telemedicine and House Call Services availability may vary depending on geographical locations and current emergency medical conditions.

## Personal Accident Insurance (PAI)<sup>1</sup>

Personal Accident Insurance covers you in the event, or injuries that result in loss of limb or loss of sight resulting from an accident with a motor vehicle, plane, ship, public transport or farm machines (designed to be ridden).

Complete details of the policy benefits, terms, conditions, limitations and exclusions are found in the PAI certificate online at [caask.ca/pai](https://caask.ca/pai), or available from any CAA Store.

Our Personal Accident Insurance is perfect for those that travel frequently, who are not protected with life and/or accident insurance through work, or who simply want to top up their existing coverage.

To purchase PAI, go to [caask.ca/pai](https://caask.ca/pai) or call 1.800.564.6222 (press 2), or visit a CAA Store.

ADDITIONAL COVERAGE OPTION		ANNUAL FEE
Options 1	\$20,000	\$10.00
Options 2	\$40,000	\$20.00
Options 3	\$50,000	\$25.00
Options 4	\$100,000	\$50.00

Refer to your PAI certificate for complete details.  
(Policy No. 0013)

For claims or inquiries call 1.844.975.0445.

**Health & Dental Insurance**

Build your own plan with Health care, Dental care and/or Drug coverage.

For more information, call 1.866.999.4222.

**Life Insurance**

**Term Life Insurance**

- ▶ Three great options, 5 year, 10 year, or 20 year, to protect you and your loved ones

**Guaranteed Issue Life**

- ▶ No medical exams and rates are locked in forever
- ▶ Coverage will increase by 2% every year at no extra cost for 5 years

For more information call 1.877.942.4222

## ADDITIONAL SERVICES AND BENEFITS

### CAA Saskatchewan Magazine

The informative and popular CAA Saskatchewan Magazine in digital, PDF format, is available quarterly in the spring, summer, fall and winter at [caask.ca/magazine](https://caask.ca/magazine).

Members can enjoy timely news and updates from CAA Saskatchewan plus the latest trends and insights on Travel, Insurance, and Automotive. As a dedicated safety advocate, Members will learn more about the club's advocacy and safety programs for motorists, cyclists, pedestrians, and travellers. Consumer education topics on EVs, e-Bikes, fuel efficiency, and data privacy are also covered.

### Advocacy, Safety & Public Affairs

Since CAA Saskatchewan first opened its doors in 1917, the organization actively represents Members and public interest to provincial and federal governments, decision makers and industry leaders on various safety issues including road and air travel and the environment.

CAA's advocacy and safety programs address public awareness and education on topics such as texting and driving, distracted driving, impaired and cannabis impaired driving, gas prices, senior drivers and CarFit, road safety and smart infrastructure, plus vehicle and bike safety.

[caask.ca/safety](https://caask.ca/safety)

Since 1951, CAA Saskatchewan has owned and managed the CAA School Safety Patrol program. There are more than 3,000 patrollers in close to 100 schools from 42 Saskatchewan communities.

[caask.ca/patrollers](https://caask.ca/patrollers)

School zones are increasingly becoming more dangerous which is why CAA has added School Zone Safety and the CAA School Zone Safety Assessments to our safety programs. [caask.ca/schoolzonesafety](https://caask.ca/schoolzonesafety)

CAA also provides consumer information on driving costs, fuel efficiency, hybrid, electric, autonomous, and connected vehicles, gas price monitoring, e-Bikes, smart infrastructure, and data privacy.

[caask.ca/consumer-education](https://caask.ca/consumer-education)

## Approved Hotels & Motels

Each year thousands of establishments are inspected to be CAA/AAA approved. Besides meeting the CAA/AAA high standard of quality, many display the CAA/AAA “approved” emblem that indicates a particular interest in serving Members. These establishments are given “Diamond Ratings” (one to five diamonds) to reflect quality.

Saskatchewan has two Four Diamond hotels including Saskatoon’s Delta Bessborough and the Hotel Saskatchewan, Autograph Collection, in Regina.

While these establishments are not required to offer a discount to CAA/AAA Members, if they choose to do so, the CAA Rewards icon appears in the listing.

If you are overcharged or dissatisfied with a service you receive, complete a comment form available at any CAA Store and we will assist you in resolving the problem. Original receipts are required.

## Merchandise

CAA Saskatchewan offers a wide variety of merchandise including Samsonite luggage, Tilley Hats & Clothing, auto and travel accessories. Shop online at [caask.ca/shop](https://caask.ca/shop) or visit a CAA Store.

**Members receive special pricing on most merchandise and earn 10% in CAA Dollars.**

## CAA Rewards®

The CAA Rewards program offers Members savings, discounts, and offers on hotels, dining, shopping, and more!

Simply show your CAA membership card at participating retail locations or shop online <https://portal.caarewards.ca/caask/shop-online/>



Rewards



**DISCOUNTS  
REWARDS®**

The CAA Rewards program offers Members two ways to save:

**CAA Discounts®:** Immediate, point of sale discounts on merchandise or services at participating partners.

**CAA Dollars®:** Earn CAA Dollars in-store and online when you shop at participating partner locations.

Every CAA Dollar earned is worth \$1 Canadian. Track your earned CAA Dollars through your online account or the CAA Mobile App.

Redeem your CAA Dollars on a variety of CAA products and services including travel, merchandise, insurance, at a CAA Car Care Centre, or use them towards your membership renewal

For more information, go to [caask.ca/membership/rewards](https://caask.ca/membership/rewards)



## Roadside Assistance

CAA Saskatchewan Members are allowed four (4) calls per year for Roadside Assistance, with the exception of Premier & Premier RV Members who are allowed five (5) calls.

Roadside assistance is available 24/7, without charge, from the nearest available CAA contractor. Roadside assistance service can be requested through the CAA Mobile App or by calling 1.800.222.4357 or 1.800.564.6222 (press 1).

## Membership Eligibility

Any Member who is driving or is a passenger in an approved vehicle is eligible for service. A CAA membership covers the member, not the vehicle, and is non-transferable. It will not cover service to non-members, relatives, spouses or friends, nor will it be rendered to an unattended vehicle. Members will be required to show their membership card and photo identification at the time of service. If circumstances (acceptable to CAA) prevent a member from being present, the member must advise CAA that a representative will present their membership card when the service provider arrives. The representative may be required to produce two additional pieces of identification. In extenuating circumstances, an exception may be made if prior arrangements have been made with CAA Saskatchewan.

## New Memberships - Conditions

A 24-hour waiting period applies to new Basic memberships for roadside assistance services. For new Plus, Premier and RV memberships, all benefits and coverages will apply except for towing, which will be restricted to 5 km during a 7-day waiting period. Additional kilometres exceeding 5 km will be at the Member's expense and a per kilometre rate will apply. After the 7-day waiting period, full towing coverage will take effect as per the membership.

## Terms and Conditions

For more information on vehicle eligibility, restrictions, and complete details on roadside assistance services provided, refer to our Roadside Assistance Terms and Conditions on our website.

<https://caask.ca/membership/plans>

## Service Comments

CAA Saskatchewan's goal is to provide you with the highest quality roadside assistance services available. All CAA/AAA organizations maintain the highest quality services available throughout Canada and the United States, including Alaska and Hawaii. However, certain benefits may vary from club to club. Any comments you may have will enable us to continue improving our service.

Please address your comments to:

**CAA Saskatchewan**

**Roadside Assistance Services**

**200 Albert Street North**

**Regina, SK S4R 5E2**

**or by email to [notify@caask.ca](mailto:notify@caask.ca)**

## CAA Stores:

### Estevan

1208 4<sup>th</sup> Street  
306.637.2185

### Moose Jaw

80 Caribou Street West  
306.693.5195

### North Battleford

2002 - 100<sup>th</sup> Street  
306.445.9451

### Prince Albert

South Hill Mall  
#29 - 2995, 2<sup>nd</sup> Avenue W.  
306.764.6818

### Regina East

2510 East Quance Street  
306.791.4323

### Regina North

200 Albert Street  
306.791.4337

### Regina South

4528 Albert Street  
306.791.4322

### Saskatoon East

3110 - 8<sup>th</sup> Street East  
306.668.3770

### Swift Current

15 Dufferin Street West  
306.773.3193

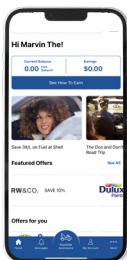
### Weyburn

#28 - 110 Souris Avenue  
306.842.6651

### Yorkton

159 Broadway Street East  
306.783.6536

**1.800.564.6222**  
**caask.ca**



**Download the  
CAA Mobile App**



**BATTERY  
DEPOT**

200 Albert Street  
306 522-2221