



## Membership Terms and Conditions

### General Information

A CAA membership is a non-transferrable annual subscription that covers you, the member, and not a vehicle. Memberships will cover you if you are a passenger in someone else's vehicle and require Roadside Assistance Service. The membership does not cover roadside assistance or provide benefits and savings to non-members, relatives, spouses or friends.

A CAA Saskatchewan membership is only available to members that reside in Saskatchewan.

For more information on roadside coverage, refer to our [Roadside Assistance Terms and Conditions](#).

### Pricing and Payment Options

Memberships can be purchased online, in store or over the phone. Memberships are a one-year subscription which are to be paid either annually or in 12 monthly installments. New and existing memberships will be set up to automatically renew each year with either a credit card or by pre-authorized debit through a financial institution or credit union.

Current members who are using an alternate payment method will be exempt from our automatic renewal policy until they **authorize to be set up on automatic renewal**. Members will be responsible for ensuring payment details remain current and valid on their CAA account.

Members will receive, either by mail or ebills, an annual renewal notice ("Annual Membership Statement") approximately 30 days prior to the membership expiry date, which will inform you of your annual membership fees owing, including any associates or additional services you may have on your CAA account. ([www.caask.ca/myaccount](http://www.caask.ca/myaccount)) The annual renewal notice will also indicate if you have any CAA Dollars® you may have accumulated or any applicable discounts.

Annual automatic renewal payments by credit card may be processed 3 – 5 business days prior to your membership expiry date. However, in most cases, annual automatic payments, both credit card and pre-authorized debit, will be processed on the last business day of the month unless that day is a weekend or holiday. In these cases, the annual automatic payment will be taken on the last business day of the month.

Monthly automatic renewal payments (credit card and pre-authorized debit) will be processed on the first business day of the month following the membership expiry date. Pre-authorized debit payments may take up to 5 business day to be processed by your financial institution or credit union. For more information on the Monthly Payment Plan (MPP) terms and conditions, refer to our [MPP Terms and Conditions](#).

If we do not receive any alternative instructions from you, we will process your membership renewal(s) by using the payment method you authorized on your account. Members wishing to make changes or terminate their membership, must provide us with notice before the membership expiry date.

If membership fees are not paid by the membership expiry date, Roadside Assistance Services and all other benefits and discounts will no longer be available to the member(s), and your CAA Dollars® balance will be forfeited.

Prices do not include GST unless stated, and prices and product offerings are subject to change or may be discontinued without notice.



All online memberships will be set up on ebills. Members can manage their profile as well as billing and email preferences by logging into their [online account](#).

### Refunds and Cancellations

Members that pay for their membership annually may cancel anytime however **membership fees are non-refundable**. Notice of cancellation should be provided to CAA Saskatchewan prior to the membership renewal (anniversary) date, which will be the last day of the month the following year the member joined.

Members will be personally billed annually for membership fees due. If, after receiving the Annual Membership Statement, you do not accept the new terms or do not wish to renew your membership, you may cancel your membership as of the date when the change takes effect or on the renewal date.

If the membership lapses 90 days after the expiry date and the member wants Roadside Assistance, CAA Saskatchewan will consider the membership cancelled and Join on Arrival terms will apply. (Refer to the *Join on Arrival* section under the Roadside Assistance Terms & Conditions.)

CAA Saskatchewan has a 30-day grace period (buyer's remorse) on memberships after the payment has been processed. The amount of the refund will be prorated, based on your household's most recent membership(s) payment, and subject to the use of Roadside Assistance or Bike Assist from any members on the account. If services have been rendered, the cost of providing these services will be deducted from the refund. CAA Saskatchewan will not refund your membership after 30 days of receiving payment.

### Primary and Associate Members

The Primary member is the main cardholder on the CAA account and can manage and maintain the membership over the phone, in-store, online, and through the CAA Mobile App. The Primary member will be responsible to pay annual membership fees that are personally billed as well as ensure the accuracy of the information for all household CAA members on the account. Any additional service charges or fees payable for roadside assistance or other member services, must be paid for by the member that requested the service, at the time of service. The Primary member is the default beneficiary of any accrued CAA Dollars, even if they are earned by an Associate member(s).

An Associate member is any individual 16 years old or over, living at the same residence and mailing address, who can be added to the Primary member's CAA account to receive the same coverage. Exceptions are allowed for school attendance away from home. Please note that Associate members can remove themselves from the account and obtain information about their own membership account.

A Donor is a person who purchases or "gifts" a membership to someone else. This can either be a one-time purchase or a recurring annual transaction. The recipient of the gift membership will be considered the Primary member and receive services and benefits depending on the membership coverage purchased but will not be responsible for paying the annual membership dues as long as the Donor has been assigned to the account.

A CAA Saskatchewan member is prohibited from having more than one active CAA Membership account at any given time, and across all CAA Clubs that form part of the federation of the Canadian Automobile Association. Duplicate and/or alias CAA memberships (i.e., using fake/alternate names or information) may be revoked. Refunds will not be provided where services have been used on a duplicate account.



## Member Identification / Validation

Members must be prepared to show their valid membership card (in physical or electronic form) as well as government issued photo identification upon request to a CAA Member Service Representative or a service provider. The member's name must be visible on the photo ID and must match the name listed in our membership database. As a member, you must be present for service when requested.

## Types of Memberships

**Value Membership:** 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 Membership:** 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. A 24-hour waiting period applies to roadside assistance service when purchasing a new Basic membership.

**Plus / Plus RV Membership:** Is our most popular membership and 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. A 7-day waiting period applies on long tows (above 5 km) when purchasing a new Plus or Plus RV membership or when upgrading to a Plus membership.

**Premier / Premier RV Membership:** Is our highest level of membership and 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. A 7-day waiting period applies on long tows (above 5 km) when purchasing a new Premier or Premier RV membership. If upgrading from a Plus to a Premier membership, a 7-day waiting period applies to the 'additional tow up to 320 km'.

Exclusive benefits to Premier and Premier RV members include:

- a. Home lockout service – Applies only to single dwelling entrances listed as the home address on the membership account. Does not include lockout service to main security doors.
- b. Free passport photos – One free passport photo (print or digital) per membership year is allowed. Children (16 & under) are eligible for a free passport if the parent or guardian is a Premier member.
- c. Trip Interruption – Helps to offset certain out-of-pocket expenses if a Premier member runs into trouble with getting home or to their destination due to a mechanical breakdown. This is provided to members that have a Premier or Premier RV membership that has been active for at least a year and is in good standing at the time of the incident.



## CAA SASKATCHEWAN TERMS & CONDITIONS

To be eligible for reimbursement consideration, the vehicle must be 160 km or more away from home and be disabled for 24 hours or more. Costs incurred within 72 hours of the breakdown may be eligible. The claim must be submitted within 60 days of the incident, with all applicable itemized receipts.

Full details and the claim form are available at <https://caask.ca/automotive/roadside-assistance/trip-interruption>

- d. Vehicle Return Benefit – When an unexpected illness or injury prevents the completion of a vacation, Premier and Premier RV members may be eligible for reimbursement to transport their vehicle back to their primary residence. The Vehicle Return Benefit does not apply to rental cars, and is only available when the member, or someone they are travelling with, cannot safely drive the vehicle home.

Members must have a Premier or Premier RV membership that has been active for at least a year and be in good standing at the time of the incident. The claim must be submitted within 60 days of the incident, with all applicable itemized receipts. Documentation from a licensed medical facility or practitioner that confirms the illness/injury and inability to operate the motor vehicle will be required.

Full details and the claim form are available at <https://caask.ca/automotive/roadside-assistance/trip-interruption>

- e. Complimentary 2-day car rental with a Premier tow – the following conditions apply:
- 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.
  - CAA Premier members are responsible for making their own arrangements directly with the rental company for extra day rental charges, upgrades, vehicle insurance, mileage and fuel charges, and any other charges, fees and taxes. Normal rental qualifications, including age and other restrictions, apply.
- f. Notary service – Premier and Premier RV members have access to free notary services to certify contracts, deeds, and other documents. For more information or to find availability near you, call 1.800.564.6222 (Option 2).
- g. Dedicated toll-free number for roadside assistance

### Upgrades and Downgrades

Members can choose to upgrade their membership coverage at any time however restrictions may apply. Upgraded towing benefits will become active 7 days after the upgrade is purchased. Upgraded benefits will not cover any pre-existing issues with your vehicle.

Membership downgrades can only occur at the time of renewal.



### CAA Saskatchewan's Expectations of Our Members

1. Members will only carry one Club's membership per membership year.
2. Members will only use roadside assistance calls for eligible vehicles.
3. Members will be respectful and professional when communicating with members of our team whether online, in our centres, on the roads, or at our events.
4. Members won't misrepresent a situation to obtain products and services that aren't covered by your membership or where it isn't appropriate for you to receive.
5. Members won't try to do anything to get around the rules and policies we have put in place with our products and services.
6. Members will not make any false or misleading claims about CAA products or the services we provide.
7. If you choose not to renew your membership, call 1.800.564.6222 (Option 2) to let us know. We will ensure your account is updated and automatic renewal, if applicable, is cancelled.
8. As a member, you will have access to all our Terms and Conditions. You should familiarize yourself with our eligible vehicles to avoid any misunderstandings of vehicles you may not be eligible for services on. In any situation, you are welcome to contact us with questions, compliments, and concerns.

### CAA Saskatchewan May Act if Members Disregard Our Expectations

1. We reserve the right to downgrade your membership, not offer members the opportunity to renew, refuse service, impose a surcharge or cancel a membership for any reason, including but not limited to members not complying with expectations outlined above or abiding by CAA Saskatchewan's Terms and Conditions.
2. In rare circumstances, we may take legal action against those people who break the law, threaten, or harass our team or members or the public, cause injury or damage CAA property, or the property of others while on CAA premises.

### Changes to Membership

The terms, conditions, services, benefits, prices, policies and procedures of your CAA Saskatchewan membership is subject to change at any time. These terms will be updated at [caask.ca](http://caask.ca). If after reviewing any change to the terms of your membership, you do not accept the new terms or do not wish to renew your membership, you may terminate your membership as of when the change takes effect.

### Voting Rights

As a Primary or Associate member, you are entitled to vote at our Annual General Meetings. CAA Members elect our Board of Directors, receive a copy of our consolidated financial statements and approve significant changes to the CAA Saskatchewan mandate. Members may attend the Annual General Meeting in person or submit a proxy form appointing someone else to vote on your behalf.