

RV Vacation Care Plan



As a member, Emergency Roadside Assistance is available 24 hours a day anywhere in the United States and Canada. Whether you have a flat tire, a dead battery, or lock your keys inside the vehicle, assistance is just a phone call away.

Services

The Emergency Road Services are provided 24 hours a day 7 days a week on a "sign and drive" basis for:

Towing: Towing of a mechanically disabled vehicle to the nearest qualified repair facility as determined by Coach-Net. Depending on the nature of time of the disablement the service facility will be contacted in order to establish an appointment for the vehicle to be looked at once delivered to the location.

Winching Simple winch out or extraction services are covered up to 100 ft off a maintained road or in a commercial campground. You will be entitled to the maximum of the following winching or extraction services: Two hours of one winching truck and one driver OR One hour of two winching trucks (each with only one driver).

Delivery of Emergency Fluids Gasoline, oil, water, transmission fluid, power steering fluid and brake fluid delivered to your disabled vehicle, as necessary to remedy the disablement (except where prohibited by law). The cost of any such fluids as well as any related labor charges, including but not limited to any labor charge associated with a re-prime on diesel units which run out of fuel, is not covered.

Flat Tire Assistance Changing of your vehicle's flat tire using the vehicle's good mounted and inflated spare tire, delivery of a comparable tire to the disablement site or for towing of your vehicle to a repair facility. The cost of any replacement tire, alignment, mounting and balancing is not covered.

Jump-Start/Battery Boost A jump-start of the vehicle's drained battery. The cost of any replacement battery and labor to install the battery will be at the member's expense.

Lockout - Locksmith Delivery of locksmith services to your vehicle and assistance in the opening of the locked vehicle, and/or obtaining a replacement key. The actual cost of key replacement is at the member's expense.

Mobile Mechanic Depending on the nature and location of the disablement a network of Independent Mobile Mechanic Service Providers may be used to provide timely assistance with the disabled vehicle's mechanical problem thus preventing the need for a tow to a service facility. The actual cost of any replacement parts and labor once on scene will be at the member's expense.

RV Technical Assistance Hotline

Coach-Net's RV Technical Hotline provides you with the peace of mind that comes with having a team of RVDA certified and master certified RV Technicians available to you 24/7. Our qualified staff can guide you through many common operational issues you might experience with your RV and help with basic troubleshooting. Issues like: problems with retracting a slide room, raising or lowering leveling jacks, power problems, and various appliances. Any technical advice or direction provided by Coach-Net and its providers are provided without warranty. Owner performs any maintenance or modification at their own risk.

How to Use This Benefit

In the event you are in need of roadside assistance simply contact us on the following toll-free number 877.250.6731 and provide the customer service representative with the following information:

Your Name

Your Member ID#

Vehicle information

Current Location (including any mile marker, highway number, city, street, nearest intersection or landmark)

Upon verification of your membership, our customer service representative will dispatch services to accommodate your needs.

Any additional costs will be charged to the member based on the prevailing local rates and are due and payable according to the terms stated by the independent road service contractor rendering service.

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RV Concierge Services

RV Travelers can trust Coach-Net Concierge Services to find them the quality service they need, no matter where they are traveling throughout the US and Canada. It's like having your own personal assistant guiding you to the best places during your travel. Coach-Net Concierge Services include:

- Business Locator including: Lowest price gas station, libraries, grocery stores, coffee shops, shopping areas/malls, rest areas and more....
- Car Rental Reservations
- ATM Locator
- RV Campground Referral, Reservation and Activities
- RV Personal Delivery Services: To and From your campsite
- Turn-by-Turn Driving Directions
- Traffic Reports – Including: Road Construction, Road Repairs, Accidents and other related problems.
- Historical site locator
- Local Activities: Bike/Walking Trails, Swimming Area, Fishing Areas and more.....
- Wireless device assistance
- Research Requests
- Theater, music or sporting event tickets
- Restaurant referrals and reservations
- Golf course tee time reservations and referrals
- Floral services
- Door-to-door transportations services
- Up-to-the-minute stock quotes, sport scores, horoscopes and lottery results
- Movie and theater information
- RV accessory look up, purchase or repair assistance

Members can call 877.250.6731 to utilize this benefit – 24 hours a day, 365 days a year.

Concierge Services are non-insurance services provided by LiveTravel Inc. All benefits provided are service benefits, not financial benefits, and are not part of a filed insurance policy. Coach-Net will help arrange services but any cost associated with securing the benefits or services are at the member's sole expense. [Example: Ground Transportation; we will make reservations for the rental of a car, but you are responsible for the cost of renting the car.]

Mechanical Defects and Improper Maintenance

In case of mechanical disablement due to mechanical defects or mechanical disablement due to a) improper maintenance, including but not limited to, use of alternative fuels or improper fuel, improper servicing or draining of fuel separator, failure to maintain the battery, Coach-Net shall assist you in finding assistance for your vehicle but all service provider fees and other costs related to towing or other roadside services shall be at your expense.

Service Provider Network

The Service operates through a network of independent service providers who have arrangements with Coach-Net to perform road and towing services for members. As independent contractors, they have exclusive control over their own equipment and personnel.

Guidelines

The following items are not included as a part of the emergency roadside assistance benefit:

- Cost of parts, replacement keys, fluids, lubricants, or fuel, cost of installation of products, material and additional labor related to towing.
- Non-emergency towing or other non-emergency service.
- Service on a vehicle that is not in a safe condition to be towed.
- Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests and areas designed as not passable due to construction, etc.
- Repeated service calls for a covered vehicle in need of routine maintenance or repair.
- Requests for emergency roadside assistance must be placed through the programs toll free number to the authorized dispatch center. Any emergency roadside assistance retained directly by the vehicle member is not reimbursable. No reimbursement payments will be made to the vehicle member for direct expenses incurred.
- Only one service call per incident is covered
- Someone must be with the vehicle at the time of service unless doing so would put the safety of the individual at risk.