



THE NEW ZEALAND
AUTOMOBILE ASSOCIATION
INCORPORATED
(AA)

MOBILITY CARE

--GET HOME SAFELY PROGRAMME--

Mobility Care

ASSISTANCE CENTRE SERVICE

The programme will be managed through AA's national assistance centre network, located in Penrose, Auckland, delivering a more efficient and effective service by assistance operators who not only know the service areas and the patrol personnel operating within it, but who identify with customers calling for assistance under conditions that only highly skilled and trained operators could identify with.

The assistance centre is fitted with the latest communication, information systems, national mapping and technology, enabling all assistance requirements to be professionally managed and attended to efficiently and with minimum delay.

The customers will access the services via a free national 0800 number (0800 734 543), which offers customer's access to the Services specified for any nominated Mobility Scooter. The 0800 number will be answered "Welcome to the AA, The Mobility Scooter Programme".

AA ROADSIDE ASSISTANCE

AA Roadside Assistance will be provided 24 hours per day, 365 days per year for any Nominated Scooter. AA Roadside Assistance will be provided in the North Island and the South Island of New Zealand on public roads, to a similar professional level as that provided to members of the NZAA.

Where a nominated Mobility Scooter becomes immobile, the AA will either:

- (a) Deliver the owner to their home address and arrange for the Mobility Scooter to be delivered to the owner's home address as soon as practicable.
- (b) If the driver wishes to remain with the Mobility Scooter, the AA will arrange for recovery of both the driver and Mobility Scooter to the owner's home address, by means of a taxi van. The cost of the taxi is charged back to the AA. The member does not have to pay for the taxi costs.

Taxi Assistance –Metropolitan areas only

Within the metropolitan area where Mobility Vans are available, the AA will make all the necessary arrangements to ensure both the client and the scooters are transport to the owner's home address or any other address as specified by the client at the time, providing the distance is equal.

Unattended Mobility Scooters

Nominate Mobility Scooters, which are found to be unattended will not receive service under any circumstances. The driver must wait with the Mobility Scooter until the AA service provider arrives.

Emergency Repairs The AA will not attend any Mobility Scooter that is immobile at the Owner's home address, which requires repairs to be carried out.