



COVERAGE

Your **Canadian Tire Roadside Assistance® Winter Plan** membership begins immediately and ends April 30, 2015. You will receive a maximum of two service calls during this period. If a tow is required, we can arrange for one to the nearest Canadian Tire Service Centre up to a maximum of 50km. If additional kilometres are required, the customer is responsible for the cost. Vehicles must be licenced and insured to be eligible for coverage.

A SERVICE CALL INCLUDES ONE OF THE FOLLOWING:

TOWING SERVICE

Canadian Tire Roadside Assistance will work with our network of Service Providers to arrange towing service. The Service Provider will tow your vehicle to the nearest Canadian Tire Service Centre, within the distance limits of this plan. This service does not include the use of specialty equipment (i.e., flat-bed car carriers and dolly wheels), when deemed necessary by the Service Provider.

BATTERY BOOST SERVICE

We will work with our network of Service Providers to arrange battery boost service. The Service Provider will attempt to re-start your vehicle by boosting the vehicle battery. If the vehicle will not start, a tow can be provided to the nearest Canadian Tire service centre within the distance limits of the plan.

FUEL DELIVERY SERVICE

We will work with our network of Service Providers to arrange delivery of an emergency supply of fuel. The Service Provider will deliver an emergency supply of fuel. You will be responsible for the cost of the fuel. For safety reasons, we are unable to deliver propane. Should you require diesel fuel, we will either provide diesel or tow you to the nearest diesel service station within the distance limits of this plan.

LOCK-OUT SERVICE

We will work with our network of Service Providers to arrange lock-out service. The Service Provider will attempt to open your vehicle through the passenger compartment door only, using lock-out servicing equipment. Members are solely responsible for any damage resulting from this entry attempt. If keys are locked in the trunk and there is access to the trunk from the passenger compartment through a trunk release or fold-down seats, the Service Provider will unlock the doors using lock-out service equipment. If there is no access to the trunk from the passenger compartment, we will provide a tow to the nearest Canadian Tire service centre within the distance limits of this plan.

FLAT TIRE CHANGE

We will work with our network of Service Providers to arrange a flat tire change. The Service Provider will attempt to remove your flat tire and install your spare tire, provided the spare is in safe operating condition. A tow can be provided to the nearest Canadian Tire service centre, within the distance limits of this plan, if your spare is not safely operable. The mounting or dismounting of chains is not covered under this program. If a flat tire change is required while the vehicle is disabled on a busy highway and/or intersection, the vehicle will first be towed to a safer location, and the flat tire will then be changed.

EXTRICATION/WINCH SERVICE

We will work with our network of Service Providers to arrange extrication/winch service. The Service Provider will attempt to extricate the vehicle from any ditch, mud, sand or snow, provided it has become stuck in an area immediately adjacent to a regularly travelled road and can be safely reached with standard automobile servicing equipment. The coverage provides for one tow truck and one Service Provider for 20 minutes.

SERVICES NOT COVERED

WE DO NOT:

- Tow your vehicle from a repair facility.
- Provide a second or additional tow by a Service Provider on the same breakdown. For example, we do not tow your vehicle from one repair facility to another, or tow your vehicle home, then tow it to a repair facility at a later date.
- Provide towing or roadside assistance services where prohibited.
- Shovel snow to free or gain access to a snowed-in vehicle.
- Pay for the cost of a new tire or installation of a new tire or wheel, or install or remove snow tires chains, etc.
- Pay for the cost of any installed parts, labour, supplies or materials.
- Transport you to your disabled vehicle or any destination after emergency service has been provided.
- Pay for the cost of any incidental expenses, such as accommodation, meals, vehicles, rentals, etc. as a result of your vehicle's breakdown.
- Provide service to motorcycles, motor scooters, any vehicles in excess of 3,600 kg (8,000 lbs), all-terrain vehicles, snowmobiles, dune buggies, trailers of any description, taxi cabs, tow trucks, snow plows, tractors, limousines, boats, dual-wheeled vehicles, vehicles used for competition, unlicensed vehicles and impounded or theft-recovered vehicles.
- Tow a vehicle to or from a scrap yard.
- Provide towing or road services applicable to insurance claims (i.e. vandalism, fire, comprehensive claims, etc.).
- Pay for the cost of bridge tolls, ferries or express/toll highways.
- Provide repeated service calls for a vehicle that, in our opinion, needs routine maintenance or repairs.
- Provide service to an unattended vehicle. A licenced driver must be present when service is being rendered.
- Provide a slow battery charging at roadside, or cover the cost later, of slow battery charging.
- Cover the cost of locksmith services for key cutting, lost and/or broken keys or unlocking the vehicle trunk.



- Cover the cost of additional towing mileage, storage/impound fees, medium/heavy-duty towing equipment and any other incidental charges which are over and above the limitations established above.

SERVICE UNDER SEVERE WEATHER CONDITIONS

When severe weather conditions prevail, service may be delayed because of heavy demand for roadside assistance. Those calling from an exposed or unsheltered area will be given priority over members requesting service from the safety of a home/office.

Limitation of Liability

Canadian Tire Roadside Assistance strives to provide the finest emergency roadside assistance through an independent Service Provider network across Canada. However, since these Service Providers are independently owned and operated, we cannot assume liability for any loss or damage to a vehicle or personal property, for loss of time or inconvenience, for rental or replacement of vehicle, for personal injury or any other special, incidental, consequential or punitive damages, howsoever caused. In some cases, the Service Provider may ask you to sign a waiver prior to providing service. The Service Provider may refuse service if the waiver is not signed. If any damage has occurred to your vehicle, please contact the Service Provider directly to solve the problem as soon as possible. Any such loss or damage should be reported immediately to the proprietor of the facility who rendered the service and/or to your insurance company before any necessary repairs are carried out. After speaking with the Service Provider, if you require further assistance, please call Customer Service at 1-888-727-7478. We assume no liability for fraudulent or unauthorized use of your plan.

Assignment

Canadian Tire Financial Services Limited reserves the right to assign its rights and obligations hereunder, in whole or in part, to an affiliate or other third party without your consent or prior notice to you. Canadian Tire Roadside Assistance is brought to you by Canadian Tire Financial Services Limited.

Privacy and your personal information

You agree that Canadian Tire Roadside Assistance may collect, use and disclose personal information about you in accordance with the Canadian Tire Privacy Charter (Privacy Charter) including, in particular to (a) administer your membership; (b) process, service, analyze and audit your relationship with us; (c) determine your interest and eligibility for, and where appropriate provide you with products, services, rewards and programs; (d) comply with applicable legal, regulatory and self-regulatory requirements; and (e) better understand your product and services needs and to offer relevant information, products, service and rewards to meet those needs.

As described in the Privacy Charter, Personal Information may be shared with other parties who administer accounts and services and with other members of the Canadian Tire family of companies to develop surveys, contests, individual and direct marketing programs and may be used to market and sell other products and services to you including by way of postal mail, e-mail, facsimile, telephone, text message, or other form of electronic message. If you decide that you do not want to receive marketing offers for products and services, you may always withdraw or refuse your consent by clicking on the unsubscribe link in our email communications or by contacting us at 1-866-846-5841. Your request will be promptly processed but may not be in time to remove you from promotions already in progress. Please note that even if you have opted out of receiving marketing communications, we may still contact you for purposes of administering your account and sending you transactional or operational messages. The Privacy Charter is updated from time to time. You may obtain the most current version of the Privacy Charter online at www.ctfs.com or by calling us at the number on the front of this Member Handbook. When your personal information is transferred to a Service Provider, we require them to protect the information in a manner that is consistent with our Privacy Charter. Our service providers may be located outside Canada and may be required to disclose your personal information under the laws of their jurisdictions.

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