

Member Extras

Terms & Conditions

November 2021

Important information: Please read and retain



Welcome

Welcome to your AA Member Extras. You are entitled to additional benefits as well as the breakdown cover provided under your Membership. This booklet outlines the Terms and Conditions that you need to know about the great benefits that are currently available with your Membership and how to access them. These additional benefits may be amended or withdrawn by us at any time. Please ensure you read the Terms and Conditions of each benefit to understand when these are available and how to access them.

The full Terms and Conditions of AA breakdown cover can be found in the AA Breakdown Membership Terms and Conditions booklet which can be viewed online at theAA.com/policy. Or, to receive a copy in the post, call us on 0343 316 4444.

Text Phone users can contact us using Next Generation Texting by prefixing any of our numbers with 18001. Information is also available in large print, Braille and audio on request. Please call for details on 0800 262 050.

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Vehicle Helpline conditions of use

- The AA Technical advice team provide Members with (1) general technical advice on cars (Technical Helpline) and (2) information on industry-average time(s) taken to complete repairs/service items and on a well-known UK parts supplier's recommended retail price(s) for most OEM, or equivalent, car parts so as to help the member check the reasonableness of their garage quote (Garage Quote Checker).
- The Vehicle Helpline is a telephone service only: written correspondence will not be entered into. In addition, the Helpline does not give advice on, or assistance with, vehicle-related disputes or offer the remote diagnosis of any vehicle-related faults. Vehicle faults should always be confirmed by engineer inspection.
- Member's Technical Helpline and the Garage Quote Checker service are provided by Automobile Association Developments Limited.
- To use these services, please call 0370 142 0002, lines are open 7 days a week, (excluding Christmas Day) 8am-6pm.
- Member's Technical Helpline and the Garage Quote Checker are available to AA Membership policyholders only. You will be required to provide Your Membership number at the start of the call to verify Your Membership status.
- There are no restrictions to the number of times you can call, however Automobile Association Developments Limited (trading as AA Breakdown Services) reserve the right to withdraw the service, or an individual's access to it, if in our reasonable opinion we consider it is being misused and/or abused.

AA Breakdown App: Enhanced features for members conditions of use

- The app can only be used on iPhone or Android phones. The app is not available for other devices. Use of AA App is subject to terms and conditions. See "Legal" section under Account in the App for full details.
- Access to information via App is subject to network coverage.
- Whilst the AA App is available to non-members, only members have access to the following extra features: Fuel, Parking, Charging Points, Smart Benefits, Garages, Vehicle Management and Breakdown reporting.
- Use of the AA App is subject to the App's terms and conditions, as current from time to time, for example Fuel price searches are limited to 5 searches every 24 hours. See App for further details and for the latest terms & conditions. These can also be viewed online at theaa.com/apps/app-terms-and-conditions.
- Some data is provided by third party suppliers. The AA cannot be held responsible for the accuracy of the information.

- Members with Hearing Impairments can activate the Text option in the App settings.

AA company details

Automobile Association Developments Limited, trading as AA Breakdown Services, is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000. It also provides various non-insurance related services. Registered office: Fanum House, Basing View, Basingstoke RG21 4EA. Registered in England and Wales Number: 01878835.

Automobile Association Insurance Services Limited is an insurance intermediary authorised and regulated by the Financial Conduct Authority. Registered office: Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA. England and Wales. Company registration number 2414212.

Useful contact information

Vehicle Helpline including Garage Quote Checker 0370 1420 002

Breakdown Assistance in the UK 0800 88 77 66

AA App Download from
the AA.com/apps