



Peace of mind on the open road.

Pioneer Auto Club™

PAY-AS-YOU-GO Program

Membership Terms

Welcome to the Pioneer Auto Club's "Pay-As-You-Go" Program. The following Terms govern your membership in this Program; by applying for and accepting membership in the program, you will be deemed to have accepted, these Terms.

General Membership Terms

1. Benefits are effective when you become a registered member in The Pioneer Auto Club "Pay-as-You-Go" Program (hereafter referred to as the "Program"). However, before you are eligible for membership in the Program, you must be a member of the Pioneer Bonus Bucks Program.
2. For the purposes of this Program, "Member" shall mean the person who is identified as the Applicant on the Pioneer Auto Club membership application, who must also be a member of the Pioneer Bonus Bucks Program.
3. Whether as a Primary or Secondary Member, "Membership" refers to a one-year term starting on the date of registration stated on the Pioneer Auto Club membership application. Secondary Members must be a spouse or child aged 16-25 who live permanently at the home of the Primary Member.
4. All benefits outlined or described in these Terms are personal and individual, and thus nontransferable. This also means that membership covers the Primary or Secondary Member themselves and not the vehicle they own (for example, if a third party who is not a Member of the Program is driving the Member's vehicle, that third party is not entitled to the benefits of the Program).
5. Benefits shall apply solely to matters arising while, and shall be in force only so long as the Membership is in effect and in good standing at the time of an accident or incident.
6. If the Member changes his or her address, the Pioneer Auto Club must be notified immediately. All correspondence to the Member will be at the latest address on our files and if we do not have your latest address you will be deemed to have received notice at the latest address we have on our files.
7. Anything not specifically listed below as a benefit covered under the Program is the responsibility of the Member.

8. Memberships will be renewed automatically at the end of each term.

9. Members may cancel, for any reason, by notifying the Pioneer Auto Club: *By Mail:* Pioneer Auto Club, P.O. Box 5817, London, ON N6A 4T3, Attention: Membership Services. Please provide your name, address, and phone number. *By Phone:* Call toll-free 1-866-590-5752 and provide the Member service representative with your name, address and phone number. Pioneer may cancel any Member's membership for any reason by providing written notice by registered mail to the Member at the address stated on the Member's application (or as that address may be updated from time to time by the Member giving notice to Pioneer in respect thereto), and the membership will be deemed to be cancelled at the date of mailing of such notice. If at any time a Member's membership is cancelled (either by the Member or Pioneer) all Secondary memberships are automatically cancelled at that same time.

10. The Pioneer Auto Club reserves the right to amend and/or change these Terms, and any services, benefits, prices, policies and procedures under the Program upon a minimum of 30 days notice (notice will occur by the posting of the revised/amended terms on the Pioneer Website so that Members should visit that Website periodically to determine what the Program's current terms are), and the revised/amended terms become effective automatically 30 days following posting. Should you decide that you do not want to be governed by the revised/amended terms, you may cancel your membership by simply writing to us or telephoning us at the address/telephone number listed in paragraph 9, and your membership will be cancelled at that time - if you do not cancel, you will be deemed to have accepted the revised/amended terms. Additionally, Pioneer may cancel this Program entirely (or provide the benefits through another service provider) at any time upon a minimum of 30 days notice (notice will occur by the posting of a notice in this regard on the Pioneer Website) and the Program will then automatically cease or change as the case may be at the expiration of that notice period.

11. The Pioneer Auto Club's membership service number is (1-866-590-5752) which may be accessed without toll charges from anywhere in Canada or the continental United States.

12. All dollar amounts, unless specified otherwise, are quoted in Canadian currency.

13. The Program and the Member's membership in the Program is governed by the laws of the Province of Ontario, Canada. These Terms are the only agreement between Pioneer and the Member and no one other than Pioneer has the ability or legal right to amend these Terms and the only amendments that will be effective are those that are posted on the Pioneer Website and then in the form of revised/amended Terms or as such notice may otherwise state.

Best Price Guarantee

DAA will make a reasonable effort to find the lowest Service Provider price in the area where the services take place. If you receive a written quote for the same Roadside Assistance Service from another towing operator in the same market area that is lower than the fee charged through Pioneer Auto Club, simply mail your quote to Dominion Automobile Association at the following address within 30 days of service and they will reimburse you for the difference in the two rates. The Best Price Guarantee applies to tows of less than 50kms and non-towing services. Dominion Automobile Association: P.O. Box 5817, London, Ontario N6A 4T3.

Roadside Assistance Terms

1. Roadside Assistance will be dispatched from the nearest available service provider facility.
2. Roadside Assistance services apply to non-commercial passenger vehicles only and include the following services:
 - (a) Battery boosts or cold-weather starting: a service provider will attempt to start the Member's vehicle.
 - (b) Fuel Delivery: an emergency supply of gasoline will be delivered to the Member to enable the Member to reach the nearest available service station. The Member will be responsible for the cost of the gas.
 - (c) Tire Changes: a service provider will install the Member's inflated and safely operable spare tire. In the event the spare tire is deemed to be unsafe, the vehicle will be towed to the nearest qualified repair facility. Service providers do not repair tires on-site.
 - (d) Lockout Services: should a Member lock his or her keys in a vehicle, a service provider will attempt to open and/or gain access to the passenger compartment of the vehicle and/or its trunk if accessible through such compartment. Parts, excessive labour and/or services of a locksmith will be at the Member's expense.
 - (e) Winching/Extrication: a Service provider will attempt to extract the Member's vehicle from mud, snow, or a ditch.
 - (f) Towing due to Mechanical Breakdown: should a Member's vehicle not be fit to operate safely under its own power following a mechanical breakdown, it will be towed to the nearest qualified repair facility. A qualified facility is defined as a garage or service station which employs a licensed mechanic with capabilities of providing automobile repairs during their normal operating/business hours. No guarantee may be given on the availability of parts and/or specialty repairs.
3. All service operators providing roadside assistance to Pioneer Auto Club Members are independent contractors and are not employees of the Pioneer Auto Club. Therefore, the Pioneer Auto Club cannot and does not assume any liability or responsibility for any loss or damage to the Member's vehicle or personal property resulting from the rendering of such service. Any loss or damage is the sole responsibility of the servicing facility and should be reported to the proprietor of the facility and the Member's own insurance company within 24 hours prior to any repairs being carried out.
4. The Member shall be solely responsible for the cost of parts and/or labour to the Member's vehicle.
5. Loaded or altered vehicles or trailers of any type may not be covered. The Member may be asked to unload the vehicle before service is rendered.
6. Pioneer Auto Club will not provide service for:
 - (a) Unattended and/or unlicensed vehicles;

(b) Vehicles disabled or stuck in a non-regularly traveled area; i.e. vacant lot, open field, beach, private or impassable road, unplowed snow covered roads or private driveway, mud trail, construction site;

(c) Taxis, limousines, school buses, commercial vehicles and/or any other vehicle of any description that cannot be serviced with standard/regular duty automobile servicing equipment.

7. Upon calling for a roadside service the Member will be informed of the estimated service time and the cost of the service including taxes. Upon agreement to the time and price the Member will be asked for his/her valid credit card number (Visa, MasterCard or American Express) and expiry date. The estimated cost of the service will be processed real time. Upon acceptance, a tow truck will be immediately dispatched to assist.

8. Once the tow truck is dispatched, the Member will be charged a cancellation fee of \$25.00 if he/she calls to cancel or is not at the scene when the tow truck arrives.

LIMITATION OF LIABILITY

Pioneer Auto Club services are provided by Dominion Automobile Association (2004) Limited ("DAA") and the DAA's service providers/contractors. Pioneer Petroleums Limited Partnership and its related and parent companies (collectively, "Pioneer") are not affiliated with DAA or the DAA's service providers/contractors, and are not responsible for the delivery of any services or liable in connection with the quality of the services provided and without limiting the generality of the foregoing, since all services (including customer assistance and customer satisfaction) are provided by DAA and/or its service providers/contractors, the Pioneer Group Inc. does not assume any liability of any nature no matter how caused including in relation to DAA and/or its service providers/contractors not providing any services or providing any services in a manner that the Member is unhappy with (even should DAA and/or its service providers/contractors not be negligent in the provision of those services and including in relation to customer assistance and customer satisfaction or should DAA and/or its service providers/contractors act in a verbally abusive manner) or for any loss or damage to a member's vehicle or personal property, for loss of time or inconvenience, for rental or replacement of vehicle, for personal injury or any other losses (including emotional, physical or other harm), special, incidental, consequential, or punitive damages, howsoever caused; all such liability is the sole responsibility of DAA and/or its service providers/contractors: IF YOU DO NOT WANT TO ACCEPT THIS LIMITATION OF LIABILITY, YOU MUST CANCEL YOUR MEMBERSHIP by writing to the Pioneer Group Inc. or telephoning the Pioneer Group Inc. at the address/telephone number identified in paragraph 9 above. IF YOU DO NOT CANCEL YOUR MEMBERSHIP YOU WILL BE DEEMED TO HAVE ACCEPTED THIS LIMITATION OF LIABILITY. Visit www.pioneerautoclub.ca for updates on the Program's Terms and Program services.

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