

SERVICE EXCLUSIONS

1. If the Eligible Vehicle must be towed to residential premises from the breakdown location or service center;
2. If a gas delivery is required to residential premises;
3. If the Eligible Vehicle must be winched from residential premises
4. If a tire change is required for an Eligible Vehicle with a Lock Nut without a key (Eligible Person must provide key to unlock); If eligible, a towing will be provided.
5. If there are signs, upon provision of the Service, that the ability to drive of the Eligible Person or the driver assigned by the Eligible Person is impaired by alcohol, drugs or any other substances;
6. If the Eligible Person or the driver assigned by the Eligible Person does not have a valid driver's license at the time of the Service Request;
7. If the boost service involves a slow charge, the cost of a slow charge or service for a battery other than a 12 volt battery.
8. If the vehicle is not registered, parked, is abandoned, cannot be used on the road, such as a vehicle without an engine or wheels, or is not covered by motor vehicle insurance for civil liability and property damage;
9. If the Service is required as a result of a motor vehicle accident;
10. If the Service is attributed to an incident that occurred while the Eligible Person, or the driver assigned by the Eligible Person, was committing or attempting to commit a criminal offence while driving the vehicle;
11. If the Service Request occurs when the Eligible Person is not duly qualified for the Service or for a vehicle other than the Eligible Vehicle;
12. Repeated Service Requests for an Eligible Vehicle with deficient maintenance or for which routine repairs are required;
13. If the Service Provider is required to clear snow, ice or other elements to provide the Service;
14. If towing is mandated by law enforcement agent(s) due to traffic obstruction, illegal parking, or any other violation of the law or regulations;
15. If the Eligible Vehicle is in an area that is not regularly frequented, including vacant lots, non-maintained roads, fields, construction sites, frozen lakes, muddy or snow-covered entrances, impassable or recreational private roads, beaches or any other inaccessible, prohibited or dangerous area for the Service Provider;

16. If the Eligible Vehicle was used for off-road driving, on a forest road, or for autocross and other forms of off-road travel;
17. If the Eligible Vehicle must be towed from one service center to another;
18. If the Eligible Vehicle is in a location, such as a public road, alley, lane, driveway, parking area or street parking lot where snow or ice has not been sufficiently cleared or removed, or any other place where the vehicle cannot be reached safely;
19. If the Service Request is for the towing of an Eligible Vehicle from or to a tow yard or a storage or towing area by an unauthorized Service Provider;
20. If the Service Request for the towing of the Eligible Vehicle is made to or from a spare parts recovery shop, garbage dump or scrap yard;
21. If the Service Request arises directly or indirectly resulting, in whole or in part, from war, riot, flood, invasion, insurrection or popular uprising or when the Eligible Vehicle that the Eligible Person was driving is used by military or police forces;
22. If the Eligible Vehicle is left unattended, is no longer at the site reported during the Service Request, or the Eligible Person is not present with the Eligible Vehicle upon arrival of the Service Provider. A Service provision shall be deducted from the maximum number of services for the current year;
23. A Service Request is deemed unnecessary, frivolous, or vexatious;
24. If more than one Service Request is made within a 24-hour period;
25. Unless otherwise indicated in the Program, transportation to the Eligible Vehicle or to any other place following the Service provision.