

# EMERGENCY TRAVEL SERVICE CERTIFICATE

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## **Membership agreement and general conditions**

The Esso Auto Club, hereinafter called the EAC, agrees to provide to the member named in the application for EAC membership, the benefits as listed in the certificate, subject to the terms and conditions as defined below.

The records of the EAC determine the commencement and termination dates of your coverage and will be evidence of your eligibility to claim the benefits.

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## **General conditions**

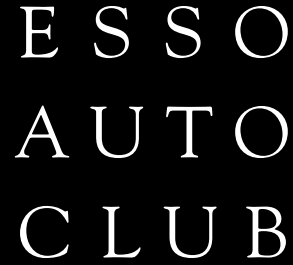
To be eligible for the benefits outlined in this certificate, the following conditions must exist:

1. The ETS benefits outlined in this certificate are an extension of the services already provided to you in your EAC membership and are subject to the same conditions.
2. You must be driving a motor vehicle with a G.V.W. not exceeding 8,000 lbs./3,600 kg (10,000 lbs./4,500 kg for the province of Quebec) or a recreational vehicle licensed for travel on a public thoroughfare at the time you encounter the hazardous driving conditions.
3. Hazardous travel conditions are defined as the following: snow, hail, ice, fog, flooding, forest fire, avalanche, tornado, hurricane, landslide, or any other natural condition which causes the closing of a public thoroughfare by the police. The condition must exist at the time you are operating your vehicle and must leave you stranded at least 80 kilometres away from your place of residence.
4. Reimbursement will be provided only for those expenses incurred within 24 hours after you encounter the hazardous conditions. A limit of two claims per membership year will apply.
5. Verification of weather conditions may be requested by the EAC in the form of a police report or a newspaper description of the hazardous situation.
6. Only originals of receipts and/or charge copies submitted by the member will be accepted for consideration for reimbursement. The EAC will return the originals at the member's request. Any alteration on a bill for service will render it invalid for claims reimbursement.

The services of the Esso Auto Club are provided by Sykes Canada Corporation, London, Ontario.

\*Trade mark of Imperial Oil Limited. Imperial Oil, Licensee.

## Emergency travel service certificate

The logo for the Esso Auto Club, featuring the words "ESSO", "AUTO", and "CLUB" stacked vertically in a white, serif font on a black rectangular background.

ESSO  
AUTO  
CLUB



We're drivers too™

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Congratulations on enhancing your Esso Auto Club coverage with the Emergency Travel Service (ETS)!

As motorists in Canada, we have all experienced the inconvenience and uncertainty of hazardous weather and poor driving conditions. With this coverage, you are now entitled to the following benefits should you encounter hazardous driving conditions due to snow, hail, ice, fog, flooding, forest fire, avalanche, tornado, hurricane or landslide, leaving you stranded 80 km or more away from home.

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**Emergency accommodation and meals – Up to \$200.00**

The Esso Auto Club will help cover the cost of hotel and motel accommodations and meals for you and your passengers should hazardous driving conditions leave you stranded and unable to continue your travel. Reimbursement will be provided for expenses incurred up to a maximum of \$200.00 for total accommodation and meals.

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**Emergency communication – Up to \$50.00**

**When using the Emergency Accommodation benefit, the Esso Auto Club will reimburse you for the following additional expenses:**

In addition to covering you for accommodation and meals, the Esso Auto Club will help cover the cost of one phone call to a member of your family to advise them of your situation. To be eligible, the call must be made through the motel or hotel switchboard and must show as a charge on the itemized account you receive upon checkout. You are eligible for reimbursement up to a maximum of \$50.00.

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**Personal necessities – Up to \$50.00**

Another benefit included in the Emergency Accommodation benefit is reimbursement for personal necessities which you can purchase for you and your passengers while you are stranded and staying at a hotel or motel in the area. You are eligible for reimbursement up to a maximum of \$50.00.

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Should you be hospitalized for 2 nights immediately following a traffic accident while driving your vehicle on a public thoroughfare, the Emergency Travel contingency fund will pay you a lump sum of \$150.00 to help you handle the extra non-medical expenses such as taxi costs for family members, extra telephone calls, child care costs and extra recuperation expenses.

The hazardous driving condition must cause you and your vehicle to be stranded 80 km or more away from your place of residence and result in your being admitted to a hospital for two (2) consecutive nights immediately following the accident.

**Extra non-medical expenses while hospitalized – Up to \$150.00**

**Note**

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Should you and your passengers be stranded away from a place of safety and require the services of an emergency rescue operation, the Esso Auto Club will reimburse you for up to \$400.00 of the actual cost of the rescue service.

This benefit applies to you personally and your passengers and not to the vehicle you were driving at the time you were stranded.

**Personal rescue – Up to \$400.00**

**Note**

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1. Contact the Esso Auto Club within 30 days of your encounter with hazardous driving conditions. A questionnaire will be mailed to you for your completion and return.
  2. Please indicate the details of the conditions encountered and provide any verification you may have of the existence of hazardous weather conditions which prevented your travel (newspaper article, police report or other).
  3. Enclose original receipts indicating rescue services, lodging, meals or personal necessities required or other applicable expenses incurred.
  4. Upon receipt and confirmation of this information, the Esso Auto Club will send you a reimbursement cheque.

**How to claim**

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In Canada      1-800-387-1947 Toll-free  
Outside Canada    (519) 434-3221 Call collect  
Our address      Esso Auto Club,  
                         P. O. Box 5845,  
                         London, Ontario N6A 4T4

