

TYPES OF BUSES COVERED



Articulated Bus



Double-decker Bus



Mini Bus & Coach



Shuttle Bus



School Bus



Coach Bus



Roadside[®]
MASTERS.COM

BUS EMERGENCY ROADSIDE ASSISTANCE MEMBERSHIP



MEMBERSHIP HANDBOOK

This Emergency Roadside Assistance Membership Program is brought to you by RoadsideMASTERS.com and its affiliates. This handbook outlines the contract between RoadsideMASTERS.com and its registered Members.

Bus Plan Membership Services Handbook

Your guide to all benefits and services provided by RoadsideMASTERS.com through your Commercial Bus Emergency Roadside Service Membership registration.

Member Privileges

Program Overview

This **Bus Emergency Roadside Assistance Program** is provided by Roadside Transportation LLC., d/b/a RoadsideMASTERS.com, ("RoadsideMASTERS.com"), and its affiliates.

Upon activation, members are entitled to Emergency Roadside Assistance services for the membership term purchased, which may be one (1) year or a multi-year term depending on the option selected during registration.

Your emergency roadside assistance service activates fifteen (15) days after date of purchase unless your membership card says differently. Service will continue for the period of time you have selected and paid for, unless cancelled. Upon activation, members are entitled to Emergency Roadside Assistance services for the membership term purchased, which may be one (1) year or a multi-year term depending on the option selected during registration.

Coverage applies only to the vehicle registered with your membership (referred to herein as "Covered Vehicle"). Members are responsible for non-covered services and any costs exceeding the per-occurrence coverage limits outlined in this handbook. Members must contact RoadsideMASTERS.com directly to arrange covered services.

This program is a commercial vehicle emergency roadside assistance membership program and ***does not replace your vehicle insurance, mechanical maintenance programs, or warranty coverage.***

Requesting Emergency Roadside Assistance

If you require Emergency Roadside Assistance, contact RoadsideMASTERS.com immediately so that service can be arranged through our dispatch center.

Toll-Free Assistance Number: 1-800-395-4908

This number is printed on your membership card, and operators are available 24 hours a day, 7 days a week, 365 days a year to assist you.

Members must contact RoadsideMASTERS.com prior to obtaining service in order for services to qualify as covered benefits under this program.

The RoadsideMASTERS.com Mobile App

Members may also request Emergency Roadside Assistance using the RoadsideMASTERS.com mobile application, available at no cost.

The app allows members to:

- Request Emergency Roadside Assistance directly from their mobile device
- Provide accurate GPS location information to dispatchers for faster service
- Manage their membership profile and account information
- Access services while traveling

The application features an integrated GPS locator that helps dispatchers quickly determine your exact location, enabling faster service dispatch while allowing you to view the service provider's estimated time of arrival (ETA) in real time. Members can download the RoadsideMASTERS.com App from:

- Apple App Store
- Google Play Store

Instructions and download links are available on the [RoadsideMASTERS.com website](http://RoadsideMASTERS.com).

Membership Terms

Coverage remains in effect for the membership term selected and paid for, unless cancelled or suspended in accordance with these terms.

Covered roadside assistance events are provided at no cost per occurrence, subject to the benefit limits and conditions described in this handbook.

Membership Card and Member Portal

After enrollment, a welcome email will be sent to the email address provided during registration. This email will include your **membership card and account information**.

Before downloading or printing your membership card, please **verify that all membership details are correct**. If corrections are needed, update your information through the membership portal to ensure your eligibility for roadside assistance services. **This membership card is invalid if the policy for which it was issued lapses, expired or is terminated.**

Your membership card and handbook are always accessible through your **Member Portal**, where you can also update your account information. You can also access the Member Portal from our website home page.

Member Portal: <http://www.roadsidemasters.com/memberlogin/>

If your membership card is lost, you may **download and print a replacement at any time through the Member Portal**.

Account Updates and Covered Vehicle Changes

Members are responsible for maintaining **accurate and current membership information**, including the designated Covered Vehicle.

Updates can be made through the Member Portal: <https://www.roadsidemasters.com/memberlogin/>

Please allow **up to seven (7) business days** for changes to take effect. During this processing period, **roadside assistance services will not be available**.

Only vehicles **listed on the membership account** qualify for coverage. Vehicles not listed are not eligible for roadside assistance service.

Once any changes to your membership account have been completed, you will receive **an email confirmation with the revised activation date** of your membership. Please retain a copy of this confirmation for your records.

For assistance, contact the Membership Department:

- **Phone:** 1-800-395-4908
- **Email:** membership@roadsidemasters.com

Independent Service Authorization

If RoadsideMASTERS.com is unable to arrange service directly, members may be issued an authorization number to obtain roadside service from another provider.

To request reimbursement, members must submit:

- The authorization number
- A written reimbursement request
- Valid receipts for the service provided

Reimbursement will be processed according to the coverage limits outlined in these terms and conditions.

Members **must obtain authorization from RoadsideMASTERS.com prior to arranging independent service**. This program **is not a reimbursement program**, and unauthorized services may not be eligible for payment.

Customer Care

Members may submit compliments, concerns, or complaints to the RoadsideMASTERS.com Customer Care Department by phone, email, or mail.

- **Phone:** 1-800-395-4908
- **Email:** membership@roadsidemasters.com
- **Mailing Address:**
Roadside Transportation LLC.
2665 South Bayshore Drive, Suite 220
Coconut Grove, FL 33133

Communications and Privacy

Information provided during enrollment, **including phone number, email address, and mailing address**, may be used to send:

- Membership updates
- Service notifications
- Company announcements
- Product or service information

By enrolling in the program, members agree to receive these communications. Members may **opt out at any time** using the unsubscribe options included in emails or text messages.

For more information regarding how your information is used, **please review the Privacy Policy:**

<https://www.roadsidemasters.com/privacy-policy.php>

Cancellation and Suspension

Membership **cancellation, suspension, and refund provisions** are detailed later in this handbook under:

- **Section C – Cancellation/Refund**
- **Section D – Suspension**

RoadsideMASTERS.com Dispatch Service

A. 24-HOUR EMERGENCY ROADSIDE ASSISTANCE SERVICE – Call the **TOLL-FREE** Number, **1-800-395-4908**, or use the **RoadsideMASTERS.com App** and a service vehicle will be dispatched to your assistance. **Important:** You must be with your vehicle when the service provider arrives, unless it is unsafe to remain with the vehicle. **Service is not available for unattended vehicles.** When calling for dispatch service and it is no longer required after calling for service, you must contact RoadsideMASTERS.com at **1-800-395-4908** immediately within the first twenty (20) minutes to cancel the dispatch request (see **D. Suspension**). Service provided must be a covered benefit under the terms and conditions described in this agreement. **Note:** 24-Hour Emergency Roadside Assistance Service is designed to assist members whose Covered Vehicles are fully disabled (unable to move the vehicle) as a result of unavoidable circumstances. It is not intended to be a substitute for vehicle maintenance or repair. Towing assistance will only be covered from a roadside disablement location. Covered services may not be requested from a residence, dealer, truck stop with repair facility, or from a towing company. Nor is a covered service available if the covered vehicle is broken down next to, or adjacent to, a residence, dealer, truck stop with repair facility, or from a towing company.

To Receive the Fastest Service Possible, please have the following information ready to give the Roadside Assistance Coordinator:

1. Your name and membership number
2. Phone number you are calling from
3. Covered Vehicle description and last 8 characters of the VIN number
4. A text message will be sent to you from dispatch to your cell phone or tablet, **please make sure your location sharing is turned on** so we can access your exact co-ordinates using our proprietary GPS technology to get you the fastest service possible.
5. Nature of disablement (flat tire, won't start, etc.). **For Towing service, make sure to have your chosen towing destination available prior to calling for service.**

B. The following are covered emergencies, subject to the per occurrence limitation noted. You will only have to pay for any costs in excess of the per occurrence limit plus any non-covered costs. Only one disablement during a seven (7) day period and only one (1) call per seven (7) day period will be accepted, except for Fuel Delivery Service, which is limited to one call per year.

Covered Benefits:

1. **Towing Assistance** – If your Covered Vehicle is disabled due to a mechanical breakdown, we will arrange towing to the nearest open certified repair facility or dealership of your choice at no charge for up to fifty (50) or seventy-five (75) miles, depending on the program selected, or up to two (2) hours port-to-port, depending on how the service provider bills for towing. Any expenses (includes taxes and tolls) incurred beyond membership limits will be the responsibility of the member, payable directly to the service provider, and are not reimbursable. Limited to one tow or service call per disablement. **See Limits of Services** and accidents.
2. **Flat Tire Assistance** – Service consists of the removal of the flat tire for the Covered Vehicle, and its replacement with the mounted spare tire located with the Covered Vehicle, up to \$150 per occurrence. The bus program for flat tire assistance excludes coverage for trailers if one is attached.

3. **Tire Replacement Assistance** – When a replacement tire is needed for the Covered Vehicle, the cost of the service call to deliver a replacement tire to the disablement site will be covered up to \$100 per occurrence. Coverage does not cover cost of the tire and its installation.
4. **Tire Repair Assistance** – Service consists of a roadside tire repair for a mounted tractor tire, up to \$100 per occurrence. Tire repair assistance excludes service to the trailer tires if one is attached.
5. **Mobile Mechanic Service** – Mobile Mechanic Service is available for the Covered Vehicle in lieu of towing, if the disablement can be resolved roadside, we cover the service call up to a maximum of \$100 per occurrence. You must pay for any mileage, parts, and labor.
6. **Oil, Fluid and Water Delivery Service** – An emergency supply of oil, fluid and water will be delivered if your Covered Vehicle becomes disabled due to running out of fluids, we cover the service call up to \$100 per occurrence. You must pay for the cost of the oil, fluid, or water, if any.
7. **Fuel Delivery Service** – An emergency supply of up to thirty (30) gallons of fuel will be delivered if your Covered Vehicle is in immediate need, up to \$100 per occurrence for the service call to deliver the fuel. You must pay for the cost of fuel, priming, any additional mileage, parts, and labor.
8. **Lock-out/Replacement Key Assistance** – If your keys are locked inside the Covered Vehicle, assistance will be provided to gain entry into the Covered Vehicle up to \$100 benefit limit. In the event there are no keys found, and a replacement key is needed, you will be covered up to the maximum benefit amount of \$100 for the total cost of lockout service and a new key.
9. **Jump-starts** – If battery failure occurs, a jump-start will be provided to start your Covered Vehicle, up to \$150 per occurrence.
10. **Pull Start** – A pull start may be available for the covered vehicle in lieu of a jumpstart, if available, up to \$100 per occurrence.
11. **Replacement Battery Delivery** – In the event a battery is needed, one can be delivered to your location. The cost of the battery, parts, and labor are at your expense. A battery delivery service call will be covered up to \$100 for service call only and will not be covered if the service call was requested after a successful or failed jump start service.
12. **Replacement Part Delivery** – Replacement part delivery, if available, will be provided up to \$100 per occurrence to cover the service call. Member is responsible for the cost of the part(s) themselves. This service may not be available in all regions. Member is responsible for installation and labor.
13. **Light Winching/Extricating Assistance** – Provides for assistance in extricating the Covered Vehicle when stuck in a ditch or other inaccessible area when such location is within 50 feet of a paved road or highway up to a maximum 1/2 hour of labor that is not to exceed \$100, for a single vehicle's service per occurrence. This service does not cover extrication when driving a Covered Vehicle on off-road or unpaved highways.

ADDITIONAL BENEFITS

14. **Discounted Hotel Stays** – If your vehicle is down and repairs can't be completed right away, we've got you covered. Our discounted hotel program offers 24/7 assistance to help you quickly find nearby accommodations at the best available rates. We recommend signing up in advance, so you're prepared when you need it. Visit our [hotel discount page](#) to learn more about how it works.
15. **Engine overhaul Financing (\$500 Coupon)** – When your Covered Vehicle has engine problems and is in need of a major engine overhaul, members can now apply for financing for your engine overhaul and receive \$500 towards the repair. Subject to credit approval. Available only to borrowers that are approved and financed by CAG Truck Capital. Not all who apply will qualify for this offer. Substantial down payment and/or clear title on the vehicle are

required. Membership in RoadsideMASTERS.com does not guarantee approval for this offer. Please request more information on this benefit from CAG at 1-800-932-CASH or email credit@cagcorp.com, mention "RoadsideMASTERS.com \$500 Discount".

16. **Vehicle Financing (\$500 Coupon)** – When your Covered Vehicle has gone its last mile and you're ready for a new vehicle, members can now apply for financing for your vehicle and receive \$500 discount towards the vehicle. Subject to credit approval. Available only to borrowers that approved and financed by CAG Truck Capital. Not all who apply will qualify for this offer. Substantial down payment and/or clear title on the vehicle are required. Membership in RoadsideMASTERS.com does not guarantee approval for this offer. Please request more information on this benefit from CAG at 1-800-932-CASH or email credit@cagcorp.com, mention "RoadsideMASTERS.com \$500 Discount".
17. **Lease Buyout Financing (\$500 Coupon)** – If your Covered Vehicle is a Lease Purchase, you may qualify for financing to buy out that lease and receive \$500 towards the purchase. Subject to credit approval. Available only to borrowers that approved and financed by CAG Truck Capital. Not all who apply will qualify for this offer. Substantial down payment and/or clear title on the vehicle are required. Membership in RoadsideMASTERS.com does not guarantee approval for this offer. Please request more information on this benefit from CAG at 1-800-932-CASH or email credit@cagcorp.com, mention "RoadsideMASTERS.com \$500 Discount".

IMPORTANT: Authorized Service Providers are independent contractors, not agents or employees of RoadsideMASTERS.com. Therefore, RoadsideMASTERS.com is not liable for damage to your vehicle resulting from service, or for personal items left inside. Any claims for personal injury or property damage must be filed directly with the servicing provider. RoadsideMASTERS.com shall be held harmless from any liability arising from the service provided.

The following items are not included as part of the emergency roadside assistance benefit:

1. Pre-existing conditions prior to membership activation and /or while membership is suspended. An ongoing condition in which service was already provided for, or prior disablement work done on a vehicle not done correctly that resulted in a breakdown. (Note, this is not a maintenance program and should not be treated as such).
2. Vehicles that fail DOT inspections. (Again, this is not a maintenance program and should not be treated as such).
3. Motorcycles, automobiles.
4. Service to vehicles with expired safety inspection sticker(s), license plate sticker(s), and/or emission sticker(s) where required by law.
5. Vehicles located at storage facilities.
6. Cost of parts, replacement tires, fluids, lubricants, cost of installation of products, material, and additional labor relating to towing.
7. Priming of the fuel system.
8. Any fees relating to issues on the drive shaft or differential.
9. Tire repair on Trailer Tires.
10. Tire replacement at any location other than a roadside disablement site.
11. Any and all taxes, fines or tolls.
12. Towing due to tire issues, including but not limited to mounting or removing of any tires, snow tires, off-road tires, chains or similar items, and other non-emergency services.
13. Shoveling snow from around a vehicle.
14. Service when a vehicle is snowbound in unplowed areas such as snowbanks, snowbound driveways, or curbside parking.
15. Damage or disablement due to flood, fire, negligence, or vandalism.

16. Towing to a certified repair facility or dealership that is NOT OPEN to receive the covered vehicle. (We cannot drop it off in the street due to liability issues).
17. Towing from or repair work performed at a service station, garage, truck stop with on-site repair facility, dealership, or repair shop.
18. Service on a turnpike where only State service providers are authorized to operate.
19. Service on a vehicle that is not in a safe condition to be towed or serviced or that may result in damage to the vehicle if towed or serviced.
20. Towing by other than a licensed service station or garage; vehicle storage charges; a second tow for the same disablement.
21. Any service or towing as a result of an accident.
22. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc.
23. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
24. Towing for the purpose of disposal (e.g., salvage facility).
25. Towing of vehicle off a boat dock or marina unless such facilities are used for intermodal and ocean freight purposes.
26. Transportation for the member to the Covered Vehicle for service or from the Covered Vehicle to another destination after service has been rendered.
27. Towing from any location other than a roadside disablement site.
28. Requesting covered services from a residence, dealer, repair facility, towing company, or casino.
29. Requesting covered services if the covered vehicle is broken down next to, or adjacent to, a residence, dealer, truck stop with on-site repair facility or repair facility.
30. In the event of roadside assistance emergencies resulting from the use of intoxicants or narcotics, or the use of the Covered Vehicle(s) in the commission of a felony.
31. Repeated service calls for a Covered Vehicle in need of routine maintenance or repair.
32. Excessive claims for covered services will result in cancellation and possibly non-renewal of the membership. Excessive use is defined as three claims within a 3-month period.
33. More than one disablement during any seven-day period. (Subject to "excessive claims").
34. Services received independently from RoadsideMASTERS.com without prior authorization from RoadsideMASTERS.com.
35. Service while at scales.
36. Jump-start service that exceeds the benefit limit of \$150.
37. Flat Tire Assistance that exceeds the benefit limit of \$150.
38. Fuel Delivery Service that exceeds the benefit limit of one call per year.
39. Service to airbags and lift gates.

*****THIS IS NOT A ROADSIDE ASSISTANCE REIMBURSEMENT PROGRAM*****

Cancellation/Refund & Suspension

C. CANCELLATION/REFUND – As a member, you have the right to cancel your membership at any time. You may cancel this membership within fifteen (15) days for a full refund of the amount paid by contacting RoadsideMASTERS.com. Your request for cancellation must be submitted in writing to the RoadsideMASTERS.com office address or email to membership@roadsidemasters.com. No refunds will be issued after the first fifteen (15) days, and no refund will be due should the cost of claims paid out exceed the membership fee.

All cancellation requests must be submitted in writing to RoadsideMASTERS.com and signed by the member. If you choose to make the cancellation request via email, please include your Full Name, Address, Telephone Number, current membership number and the current registered vehicle information (year, make, model and VIN) in the email.

Members enrolled in RoadsideMASTERS.com monthly payment plan who would like to cancel their membership subscription can notify RoadsideMASTERS.com in writing or by email to membership@roadsidemasters.com and RoadsideMASTERS.com will immediately stop future credit card charges on your monthly payment plan. **No refund will be due on monthly payment plans.**

D. SUSPENSION – Members who missed a monthly payment; your membership will be immediately suspended. It will take five (5) business days (excluding holidays) from time payments received for your membership to be reinstated. **Payment will include an additional \$9.99 subscription reinstatement fee.** During that time Emergency Roadside Assistance service will not be available. Payments can only be processed during business days, excluding holidays. Any prior disablement known to RoadsideMASTERS.com during the suspension period will not be honored immediately after reinstatement.

When calling for dispatch service and it is no longer required after calling for service, you must contact RoadsideMASTERS.com at **1-800-395-4908** immediately within the first twenty (20) minutes to cancel the dispatch request. Any member who requests service and departs prior to notifying the dispatcher will be immediately suspended or cancelled until full restitution is made to RoadsideMASTERS.com for the cost of the GOA (gone on arrival fee, charged by vendor).

RoadsideMASTERS.com **OFFICE ADDRESS:** 2665 South Bayshore Drive | Suite 220 | Coconut Grove, FL 33133

CONTACT INFORMATION

MEMBERSHIP RELATED INQUIRIES CONTACT
ROADSIDEMASTERS.COM

1-800-395-4908

membership@roadsidemasters.com

EMERGENCY ROADSIDE ASSISTANCE CONTACT
ROADSIDEMASTERS.COM

Dispatch Service: 1-800-395-4908 (24 hours a day)