



INSURANCE
TRAVEL
AUTOMOTIVE
REWARDS



**MEMBERSHIPS THAT
FIT YOUR LIFE.**

caask.ca

TRAVEL WITH CONFIDENCE

KNOWING ROADSIDE
ASSISTANCE IS JUST
A TAP AWAY



Download on the
App Store



GET IT ON
Google Play



HOW TO OBTAIN ROADSIDE ASSISTANCE

ALL MEMBERS

Request and manage through
the CAA Mobile App.



Online: caask.ca/roadside

Toll Free: **1.800.222.4357**

Alternate line: **1.306.791.4357**

TTY Relay Service: **1.800.855.0511** (Voice
to TTY) or *711 (TTY to Voice)

You can also dial ***222** from a cellphone to
reach ERS.

Disclaimer

At time of publication, all the services and benefits featured in this handbook were in effect. However, these services may be cancelled or altered from time to time without prior notice from CAA Saskatchewan, its affiliates, or its suppliers. For the most up-to-date information, please visit caask.ca. All monetary amounts described in this handbook are in Canadian currency. CAA Saskatchewan has the right to revoke a membership for cause. We may contact you strictly to update you with important information on the status of your membership.

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© TripTik, TourBook, CAA Rewards registered trademarks are owned and use granted by the American Automobile Association.

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WELCOME TO CAA



Welcome!

It's a great time to belong to the CAA Saskatchewan family.

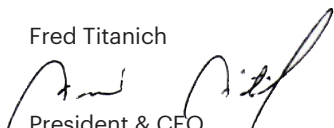
Your CAA membership opens the door to a world of valuable benefits and savings that travel with you almost anywhere you go in North America, Mexico and even in Europe.

We want to provide Members with freedom and confidence when they go exploring. You are encouraged to take a few moments to read through this handbook and discover the many advantages of being a CAA Member.

This valuable information will help ensure you understand how to get the most from your membership. Along with the roadside assistance, CAA Members appreciate and value the CAA Rewards®, Insurance, Travel, and Automotive benefits that are included with their membership.

If you have any questions or concerns, please visit caask.ca, call us or visit the CAA Store nearest you. We look forward to serving you.

Fred Titanich



President & CEO
CAA Saskatchewan

MEMBERSHIP COMPARISON CHART

Benefits	Everyday	Basic	Plus	Premier
CAA Rewards® & Partner Savings	✓	✓	✓	✓
Merchandise Savings	10% off	10% off	10% off	10% off
Roadside Assistance Calls	×	4	4	5
Tire Changes & Battery Boosts	×	✓	✓	✓
Fuel Delivery	×	Free delivery	Up to 10L free & delivery	Up to 10L free & delivery
Locksmith Services ¹	×	Up to \$50 for Vehicles	Up to \$100 for Vehicles	Up to \$100 for Home & Vehicles
Towing	×	5 KM	160 KM	160 KM & one extra tow of 320 KM
Motorcycle	×	×	✓	✓
Dedicated Toll Free Number	×	×	×	✓
Trip Interruption ²	×	×	×	✓ Available after first year
Vehicle Return Benefit	×	×	×	Up to \$500 for transporting your vehicle home if illness or injury prevents completing your trip
2 Free Days of Car Rental with Tow ³	×	×	×	Up to \$75 per day Within 160km from home
Passport Photos ⁴	Member Pricing	Member Pricing	Member Pricing	One Free set of photos per year
Notary Services	Member Pricing	Member Pricing	Member Pricing	Free
Maps & TripTiks®	✓	✓	✓	✓
Bike assist	✓	✓	✓	✓

Coverages with indicated dollar amounts and numbers are available as an annual limit per membership year.¹ Service is restricted to single dwelling entrances listed as the home address on the membership file and does not include main security doors.² See inside for more details.³ Allowed once per membership year. Applicable when Member is within 160 km of their residence. Service must be provided by the preferred rental car provider. CAA Premier and Premier RV Members have up to 48 hours from the time of the tow to call CAA and request the service. The maximum allowable expense for a car rental is \$75 per day. This does not include additional charges for another driver, extra insurance, or convenience fees. One free passport photo per membership year is allowed for Premier members only. Children (16 & under) are eligible for a free passport photo if the parent or guardian is a Premier member.

CAA Saskatchewan Memberships

A CAA Saskatchewan membership provides 24/7 roadside assistance service and much more! CAA provides competitive insurance products, travel services, and automotive services. We also reward our members with exclusive savings, discounts, and perks with retail partners across Saskatchewan and North America.

A membership covers the Member, not the vehicle, and is not transferrable. That is, any Member who is driving, or is a passenger in, an approved vehicle will be eligible for service depending on their membership level. Memberships do not cover non-members, relatives, spouses, or friends. Membership dues are non-refundable. A 30-day grace period (buyer's remorse) may be applied.

Keep your CAA membership card on hand when requesting roadside assistance and to access all the other Member benefits outlined in this handbook.

Primary Member: Is the main cardholder on the CAA account. You are able to manage and maintain your membership over the phone, in-store, online, and through the CAA Mobile App.

Associate Member: Any individual who is 16 years old or over, living at the same residence and mailing address, can be added to the Primary Member's CAA account to receive the same coverage. Exceptions are allowed for school attendance away from home.

Membership Levels

Depending on your membership level, access to Trip Interruption and Vehicle Return benefits may be available. Refer to this handbook for more details.

Everyday: Is for people who do not need roadside assistance but want the exclusive benefits of a CAA membership that includes savings through CAA Insurance, CAA Travel, and many other retail partners in Saskatchewan and across North America.

Basic: Is recommended for people who live in urban centres or commute short distances, with towing coverage up to 5km, extrication, battery boosts, battery service, tire changes, fuel delivery, and lockout service. CAA also provides coverage for bicycles and will transport you and your bike up to 5km.

Plus & Plus RV: Is best for people who do any highway driving and/or ride a motorcycle. Providing everything in a Basic membership plus additional towing of up to 160 km, free fuel up to 10L, and additional locksmith coverage. With Plus RV, coverage is extended to dual-wheel campers, truck campers, raised-roof vans, motorhomes, and utility/recreational trailers.

Premier & Premier RV: Is recommended for adventurers who like to travel long distances and want the maximum benefits from their membership. Provides everything in the Plus & RV Plus membership with an additional tow up to 320 km and an extra roadside assistance call. Also included is home lockout service, free passport photos, trip interruption assistance, complimentary two-day car rental with a tow, notary service, and a dedicated toll free number for roadside assistance service.

For more information on memberships and roadside assistance, refer to our website.

[**caask.ca/membership/plans**](https://caask.ca/membership/plans)

[**caask.ca/caa-terms-and-conditions**](https://caask.ca/caa-terms-and-conditions)

Privacy Policy

CAA Saskatchewan believes strongly in your right to privacy. We are committed to maintaining the security, confidentiality, and accuracy of all personal information we collect in accordance with applicable laws. We collect and use personal information, as necessary, to administer business, provide superior service, and offer opportunities that may be of interest to members in accordance with applicable laws.

For our complete privacy policy, refer to our website.

[**caask.ca/privacy-policy**](https://caask.ca/privacy-policy)

CAA SASKATCHEWAN'S MEMBER EXPECTATIONS

- ▶ Members will only carry one Club's membership per membership year.
- ▶ Members will only use roadside assistance calls for eligible vehicles.
- ▶ Members will be respectful and professional when communicating with members of our team whether online, in our centres, on the roads, or at our events.
- ▶ Members won't misrepresent a situation to obtain products and services that aren't covered by your membership or where it isn't appropriate for you to receive.
- ▶ Members won't try to do anything to get around the rules and policies we have put in place with our products and services.
- ▶ Members will not make any false or misleading claims about CAA products or the services we provide.
- ▶ If you choose not to renew your membership, call 1.800.564.6222 (Option 2) to let us know. We will ensure your account is updated and automatic renewal, if applicable, is cancelled.
- ▶ As a Member, you will have access to all our Terms and Conditions. You should familiarize yourself with our eligible vehicles to avoid any misunderstandings of vehicles you may not be eligible for services on. In any situation, you are welcome to contact us with questions, compliments, and concerns.

CAA Saskatchewan May Act if Members Disregard Our Expectations

We reserve the right to downgrade your membership, not offer Members the opportunity to renew, refuse service, impose a surcharge or cancel a membership for any reason, including but not limited to members not complying with expectations outlined above or abiding by CAA Saskatchewan's Terms and Conditions.

In rare circumstances, we may take legal action against those people who break the law, threaten, or harass our team, Members, or the public, cause injury or damage CAA property, or the property of others while on CAA premises.

MEMBERSHIP SERVICES

Trip Interruption

Trip Interruption is an exclusive benefit for Premier Members. It can help offset certain out-of-pocket expenses should you run into trouble with getting home or to your destination.

Premier Members may be eligible for Trip Interruption in the event of a mechanical breakdown.

For reimbursement consideration, a vehicle must be disabled for 24 hours or more and the member must be more than 160 km from home. Costs incurred within 72 hours of the incident may be eligible.

Eligibility is based on the membership level at the time of incident which must be in good standing and active for at least a year.

Eligible Expenses

- ▶ Accommodations - \$150/day
- ▶ Meals - \$50/day per Primary/Associate member
- ▶ Car rental/taxi/private transportation - \$75/day
- ▶ Commercial Transportation (bus/train/ferry/air fare) - \$600

Itemized receipts must be in the member's name and are required for all expenses being claimed. The maximum amount allowable is \$600 CAD.

Vehicle Return

Premier (including Premier RV) Members that encounter an unexpected illness or injury that prevents them from completing their trip may be eligible for the Vehicle Return benefit which provides up to \$500 for transportation of the vehicle back to their primary residence. Proof of illness/injury must be provided by a licensed medical facility or practitioner. Terms and Conditions: Trip Interruption and Vehicle Return benefits are only available for travel within Canada and the USA. For more details and the claim form, refer to:

caask.ca/trip-interruption.

VEHICLE MAINTENANCE AND REPAIR

CAA Battery Depot

CAA Battery Depot is a proud member of the CAA family. For over 40 years, the depot has served Regina and area with outstanding customer service, supplying every battery imaginable. From golf cart batteries and power tool battery pack rebuilds to motorcycle and ATV batteries, we've got them all. Owned and operated by CAA Saskatchewan, Members receive 10% off every purchase just by showing their card. Call 306.522.2221.

Approved Auto Repair Services (AARS)

Approved Auto Repair facilities are located throughout the province and across the country. They are CAA approved and provide honest and quality service.

These facilities are identified by the CAA logo on their buildings. A complete list of Saskatchewan locations is available at:

caask.ca/AARS

CAA Battery Service

With CAA Battery Service, we will come to you to test and install a new battery if needed. The test is quick, accurate and, best of all, it's performed by CAA. No need to make an appointment—no need to be towed.

If you require a new battery, you can purchase one on the spot and our technicians will install it while you wait. Our specially-designed Battery Service vehicles are equipped with a full line of batteries and accessories to fit almost any vehicle. For information on vehicle restrictions or requests for warranty work, call 1.800.222.4357. CAA Battery Service is available only in Regina and Saskatoon but is not available 24/7.

TRAVEL

CAA Travel

With 9 CAA Stores in the province, CAA Travel offers a unique range of travel services, and special Member benefits and discounts.

Whatever your destination, CAA Travel Consultants are thoroughly trained and qualified. They proudly display their Certified Travel Consultant (CTC) or Certified Travel Manager (CTM) accreditation. With continuous supplier training initiatives and their professional and personal travel experience, our travel experts can provide you with up-to-date knowledge on the best products and services to satisfy your needs.

For our Members we provide:

- ▶ Special Member pricing with preferred partners.¹
- ▶ Best pricing and packages on travel insurance—to protect your investment and give you peace of mind.
- ▶ Discounts on passport photos. (Free for Premier members.)

Check with your Travel Consultant to determine all the benefits of booking your travel with CAA.

Online travel booking available: caask.ca/travel

**Use your CAA Rewards® for travel!
Redeem CAA Dollars® on vacation purchases.**

¹ Conditions apply. Call 1.800.564.6222 or visit a CAA Store for details.

WestWorld Tours

Since 2000, WestWorld Tours has been serving travellers with escorted travel throughout North America and around the world. Catering to the mature adult, they welcome travellers of all ages and thrive on a fun and casual atmosphere. They provide a first-class style of touring, including must see attractions, 'one-of-a-kind' experiences, professional tour directors, courteous drivers, baggage handling, transportation, and excellent accommodations. Contact your local CAA Travel Consultant to explore your WestWorld Tours vacation today.

**Members earn 25 CAA Dollars on every
WestWorld Tours booking.**

INSURANCE

CAA Insurance

CAA Insurance offers a variety of products such as:

- ▶ Auto
- ▶ Property (home, condo, tenant, seasonal, farm)
- ▶ Business
- ▶ Travel
- ▶ Health & Dental
- ▶ Life
- ▶ Pet

CAA Auto Extension Insurance¹

CAA Saskatchewan offers Auto Extension Insurance that works with your SGI plate coverage. CAA Auto Extension Insurance is designed by CAA with the best combination of coverage and rates; underwritten by CAA Insurance Company.

Optional policy endorsements include:

- ▶ Tire pothole and puncture protection
- ▶ Family pet protection

Available insurance discounts may include:

- ▶ CAA members
- ▶ Multiple vehicles insured with CAA
- ▶ Winter tires

As a Member, you could be eligible for First-Claim Forgiveness™.

Home Insurance²

We understand that having the right insurance coverage is important. Your home is likely one of your biggest investments. Protect your home, family and belongings from unexpected events.

Members receive a 10% discount³

Other benefits include:

- ▶ No maximum on discounts
- ▶ Claim forgiveness endorsement

To obtain a quote go to caask.ca/insurance or call **1-844-393-EASY (3279)** or visit a CAA Store.

1 CAA Auto Extension Insurance is underwritten by CAA Insurance Company.

2 CAA Property Insurance is underwritten by CAA Insurance Company.

3 Subject to certain conditions and approvals. Underwriting eligibility rules apply.

Bundle Home & Auto Insurance

Bundle your CAA Auto Extension Insurance and CAA Home Insurance and receive:

- ▶ Additional 10% off your Home Insurance and 5% off your Auto Extension Insurance
- ▶ CAA Tire Coverage⁴; coverage on all repairs and replacements due to a road hazard
- ▶ Combined deductibles

⁴ CAA Tire Coverage is underwritten by CAA Insurance Company.

Travel Insurance

CAA Saskatchewan offers Members emergency medical and travel insurance options which include packages at competitive rates. Top up of existing plans is available. Member discounts are available on selected plans. Get pricing at caask.ca/insurance or call **1.800.564.6222**.

Members save 10% on CAA Travel Insurance.*

Members have access to CAA Choice Care, a convenient way to seek treatment for minor ailments through Telemedicine¹ or House Call services in addition to urgent care or hospital emergency room.

Get a quote at caask.ca/caa-travel-insurance or call **1.800.564.6222**.

*Applies to CAA Members in good standing with dues paid in full by membership expiry date. 10% savings applies to the total premium excluding applicable taxes. Minimum premium applies. Excludes Visitors to Canada Insurance. CAA Travel Insurance, an Orion Travel Insurance product, is underwritten by Echelon Insurance. Certain exclusions, limitations and restrictions apply. A Medical Questionnaire may be required if you are 60 years of age and older. CAA Assistance is provided by Xodus Travel Services Inc. 1 Telemedicine and House Call Services availability may vary depending on geographical locations and current emergency medical conditions.

Personal Accident Insurance (PAI)

Personal Accident Insurance covers you in the event of injuries that result in loss of limb or loss of sight resulting from an accident with a motor vehicle, plane, ship, public transport or farm machines (designed to be ridden).

Complete details of the policy benefits, terms, conditions, limitations and exclusions are found in the PAI certificate online at caask.ca/pai, or available from any CAA Store.

Our Personal Accident Insurance is perfect for those that travel frequently, who are not protected with life and/or accident insurance through work, or who simply want to top up their existing coverage.

To purchase PAI, go to caask.ca/pai, call **1-844-393-EASY** or visit a CAA Store.

ADDITIONAL COVERAGE OPTION		ANNUAL FEE
Option 1	\$20,000	\$10.00
Option 2	\$40,000	\$20.00
Option 3	\$50,000	\$25.00
Option 4	\$100,000	\$50.00

Refer to your PAI certificate for complete details.
(Policy No. 0013)

For claims or inquiries call **1.844.975.0445**.

Health & Dental Insurance

Build your own plan with Health care, Dental care and/or Drug coverage.

Life Insurance

Term Life Insurance

- ▶ Three great options: 5 year, 10 year, or 20 year, to protect you and your loved ones

Guaranteed Issue Life

- ▶ No medical exams and rates are locked in forever
- ▶ Coverage will increase by 2% every year at no extra cost for 5 years

For more information, visit caask.ca/insurance/personal-protection

ADDITIONAL SERVICES AND BENEFITS

Advocacy, Safety & Public Affairs

Since CAA Saskatchewan first opened its doors in 1917, the organization has actively represented Members and public interest to provincial and federal governments, decision makers and industry leaders on various safety issues including road and air travel and the environment.

CAA's advocacy and safety programs address public awareness and education on topics such as texting and driving, distracted driving, impaired and cannabis impaired driving, gas prices, senior drivers and road safety and smart infrastructure, plus vehicle and bike safety.

caask.ca/safety

Since 1951, CAA Saskatchewan has owned and managed the CAA School Safety Patrol program. There are more than 3,000 patrollers in close to 100 schools from 42 Saskatchewan communities.

caask.ca/patrollers

School zones are increasingly becoming more dangerous which is why CAA has added School Zone Safety and the CAA School Zone Safety Assessments to our safety programs.

caask.ca/schoolzonesafety

CAA also provides consumer information on driving costs, fuel efficiency, hybrid, electric, autonomous, and connected vehicles, gas price monitoring, e-Bikes, smart infrastructure, and data privacy.

caask.ca/consumer-education

Approved Hotels & Motels

Each year thousands of establishments are inspected to be CAA/AAA approved. Besides meeting the CAA/AAA high standard of quality, many display the CAA/AAA “approved” emblem that indicates a particular interest in serving Members. These establishments are given “Diamond Ratings” (one to five diamonds) to reflect quality.

While these establishments are not required to offer a discount to CAA/AAA Members, if they choose to do so, the CAA Rewards icon appears in the listing.

If you are overcharged or dissatisfied with a service you receive, complete a comment form available at any CAA Store and we will assist you in resolving the problem. Original receipts are required.

Merchandise

CAA Saskatchewan offers a wide variety of merchandise including Samsonite luggage, Tilley Hats & Clothing, and auto and travel accessories. Visit a CAA Store to purchase.

Members receive special pricing on most merchandise and earn 10% in CAA Dollars.

CAA Rewards®

Start using the CAA Rewards program today by showing your membership card at CAA Rewards partners to instantly save, earn CAA Dollars®—or both! With more than 126,000 partner locations worldwide—including the biggest brand-name stores, hotels, and restaurants—you can unlock everyday savings on the things you buy and do most often.¹

Earn and Redeem CAA Dollars®²

CAA Dollars are your exclusive currency to shop at CAA—each CAA Dollar you earn is equal to \$1. Earn CAA Dollars online at caarewards.ca or at participating partner retail locations. You can redeem your CAA Dollars on a variety of CAA products and services such as membership renewals, auto and home insurance policy payments, or for your next vacation when you book with a CAA Travel specialist.

¹ Terms and conditions apply. Partners and offers are subject to change without notice.

² To earn and redeem CAA Dollars, you must be an active CAA Member in good standing. CAA Dollars have no cash value. Allow up to 90 days from the date of purchase for CAA Dollars to appear in your account.

Savvy shoppers always take their CAA card with them to save at thousands of partner locations across Canada and around the world. Here are just a few of our partners:



Save 10% on dining, online at montanas.ca, and on mobile app pick up orders*



Enjoy **exclusive savings** on home game tickets*



Save an extra 5% on all products and services*



Save 25% on paint and **10%** on accessories PLUS **earn 3%** in CAA Dollars on paint*



Save 10% or more when booking CAA/AAA rates*



Save 10% online and in-store*



Rewards

For more information, visit
caask.ca/rewards

*Terms and conditions apply. Partners and offers are subject to change without notice.

AUTOMOTIVE SERVICES

Roadside Assistance

CAA Saskatchewan Roadside Members are allowed four (4) calls per year for Roadside Assistance, with the exception of Premier & Premier RV Members who are allowed five (5) calls.

Roadside assistance is available 24/7, without charge, from the nearest available CAA contractor. Roadside assistance service can be requested through the CAA Mobile App or by calling **1.800.222.4357** or **1.800.564.6222** (option 1).

Membership Eligibility

Any Member who is driving or is a passenger in an approved vehicle is eligible for service. A CAA membership covers the member, not the vehicle, and is non-transferable. It will not cover service to non-members, relatives, spouses or friends, nor will it be rendered to an unattended vehicle. Members will be required to show their membership card and photo identification at the time of service. If circumstances (acceptable to CAA) prevent a Member from being present, the Member must advise CAA that a representative will present their membership card when the service provider arrives. The representative may be required to produce two additional pieces of identification. In extenuating circumstances, an exception may be made if prior arrangements have been made with CAA Saskatchewan.

New Memberships - Conditions

A 24-hour waiting period applies to new Basic memberships for roadside assistance services. For new Plus, Premier and RV memberships, all benefits and coverages will apply except for towing, which will be restricted to 5 km during a 7-day waiting period. Additional kilometres exceeding 5 km will be at the Member's expense and a per kilometre rate will apply. After the 7-day waiting period, full towing coverage will take effect as per the membership. These conditions also apply to membership upgrades. For example, the 7-day waiting period will apply to the long tow when a Plus membership is upgraded to Premier.

Terms and Conditions

For more information on vehicle eligibility, restrictions, and complete details on roadside assistance services provided, refer to our Roadside Assistance Terms and Conditions on our website.

caask.ca/caa-terms-and-conditions

Service Comments

CAA Saskatchewan's goal is to provide you with the highest quality roadside assistance services available. All CAA/AAA organizations maintain the highest quality services available throughout Canada and the United States, including Alaska and Hawaii. However, certain benefits may vary from club to club. Any comments you may have will enable us to continue improving our service.

Please address your comments to:

**CAA SASKATCHEWAN
Roadside Assistance Services
200 Albert Street North
Regina, SK S4R 5E2**

or by email to:
notify@caask.ca

CAA Stores

Regina East

2510 East Quance Street
306.791.432

Regina North

200 Albert Street
306.791.4337

Saskatoon East

3110 - 8th Street East
306.668.3770

Estevan

1208 4th Street
306.637.2185

Swift Current

15 Dufferin Street West
306.773.3193

Weyburn

112 - 2nd St
306.842.6651

Moose Jaw

80 Caribou Street West
306.693.5195

Yorkton

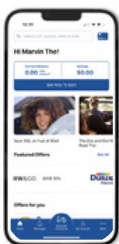
159 Broadway Street East
306.783.6536

Prince Albert

South Hill Mall #29 - 2995, 2nd Avenue W.
306.764.6818

1.800.564.6222

caask.ca



Download the CAA Mobile App



**BATTERY
DEPOT**

200 Albert Street
306-522-2221