



Northampton County

member handbook



A Letter to our Members

Thank you for choosing AAA as your trusted source for your service needs. At AAA Northampton County we pride ourselves on our reputation for quality service and commitment that makes us a valued and dependable resource for our members.

Look to AAA whenever you have a need, the possibilities are endless. Our Travel counselors are ready to assist with every step of your vacation planning. We promise to cater to your individual interests, while also guaranteeing the ultimate getaway experience that suits your personal budget.

When it comes to protecting the things that matter most in life, AAA's Financial and Insurance experts are also waiting on hand to guide you. Our Emergency Road Services provide peace of mind, knowing that your loved ones are safe at all times.

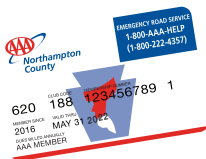
Your AAA membership will make your money and time go further as well. Just show your AAA card at local and national retailers and receive endless savings. Your Membership even entitles you to free notary services, discounted gift cards and discounted attraction tickets.

Visit our local office or AAA.com for more information, or give us a call to find out how we can best assist you.

On behalf of our staff at AAA Northampton County, thank you for belonging. We invite you to explore our options and let us know what you think!



Steven K. Lindemann
President
AAA Northampton County



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Welcome to the Club!

Your AAA membership serves as your passport to valuable benefits, services and discounts. Read on to find out why millions of members rely on AAA's nationwide services.

Our Mission

To provide exceptional service and benefits to our members.

Contact Information & Office Hours

3914 Hecktown Road
Easton, PA 18045
610.258.2371
www.AAA.com

Monday, Wednesday, Friday:	9:30 a.m. - 5 p.m.
Tuesday & Thursday:	9:30 a.m. - 7 p.m.
Saturday:	9 a.m. - 1 p.m.

Membership Features

24-hour Emergency Road Service

Fast, reliable and flexible AAA will assist any time, nationwide. Just call 1-800-AAA-HELP.

Insurance Agency

Receive lower rates with AAA Insurance.

Travel Agency

Exclusive member-only savings.

Financial Services

Let AAA help you reach your financial goals.

Retail Discounts

Save at various participating businesses by showing your AAA card.

ProtectMyID[®]

AAA members get free ID theft monitoring. Enroll in ProtectMyID[®] at www.AAA.com/IDTheft or call 1-877-440-6943.

AAA NOW! Magazine

Member quarterly publication.

Automatic Renewal

AAA can renew your membership by automatically charging your credit card annually so you will never be without coverage (optional).

Passport Photos

Plus & Premier members receive one free set (per member/membership year).

License and Title Services

AAA staff can assist you with your driver's license, vehicle title and registration needs.

Discount Tickets/Gift Cards

Discount attraction tickets and gift cards are available for purchase in advance at the AAA Northampton County office.

Membership Options*

AAA Basic* — Basic members receive standard benefits and are covered in any four wheeled vehicle, even if it's not their own. Benefits include:

- Towing – up to 5 miles.
- Emergency fuel delivered at prevailing pump prices.
- Locksmith services.
- Extrication/winchng service.

AAA Plus* — AAA Plus members enjoy enhanced benefits including:

- Extended Towing – up to 100 miles.
- Emergency fuel delivered at no additional cost.
- Additional locksmith services.
- Additional extrication/winchng services.

AAA Plus RV** — AAA Plus/RV extends Plus benefits to your motor home, camper, travel trailers, 5th wheeled travel trailers, pick-up trucks with campers and motorcycles.

AAA Premier** — The elite membership plan that delivers even more value and peace of mind. Benefits include:

- Extended Towing – up to 200 miles.
- Complimentary one-day car rental.
- Complimentary lockout/locksmith services.
- 24-hour global travel and emergency assistance.
- Worldwide 24-hour concierge.

Associate Membership* — Consider the protection of a AAA membership for every driver in your family. Family members residing in your household can be added to your membership with the same coverage as the Primary Member at a discounted Associate Member rate. A separate membership card will be issued for each person in your household.

Gift Membership — Any day of the year is a perfect time to give the gift of AAA. A AAA membership is a gift to be used throughout the year. It offers all the exclusive benefits and savings that come with being a AAA member.

All members on the same account must carry the same coverage.

**Limitations apply, please see Terms and Conditions for full membership details. **Must purchase AAA Plus to qualify for Plus RV or Premier coverage.*

Automotive

EMERGENCY ROAD SERVICE*

AAA will come to your rescue any time, day or night, if your vehicle breaks down unexpectedly or otherwise malfunctions without warning. Only vehicles that comply with all state and local laws are eligible for service. Vehicles are required to have a valid registration and insurance coverage.

1-800-AAA-HELP
or online at **AAA.com**



Towing & Service Calls* — AAA service vehicles will drive as far as necessary to get you, at no charge. If your eligible vehicle cannot be started or safely driven it will be towed to a destination of your choice, from the point of disablement. Eligible members may use up to **FOUR** Emergency Road Service calls during a membership year.

Mechanical First Aid* — Any time a AAA Facility responds to your call, they will first attempt minor mechanical adjustments to make your car operable. If their efforts do not get your car started again, towing service will be provided in accordance with the club's towing provision.

Tire Service* — If your vehicle's spare tire is inflated and serviceable, it will be installed to replace a flat tire. If no inflated spare is available, the vehicle will be towed in accordance with the towing provisions.

Emergency Fuel Delivery* — Ensures delivery of sufficient fuel to enable you to get to the nearest service facility.

Lockout/Locksmith Services* — If service vehicle operators cannot perform required service, AAA will allow a designated amount for locksmith services to unlock the eligible vehicle or to make it operable.

Extrication/Winching Service* — AAA provides service vehicle(s) and driver(s) from normally travelled routes, depending upon membership plans.

Battery Boost* — A battery boost will be provided in an attempt to start your vehicle.

SERVICE FEATURES



AAA Battery Service*

Only AAA Battery Service comes to your home, office or other preferred location. When your battery runs down and your car won't start AAA will come to your aid. We'll give your battery a boost and attempt to start your car. We can test, assess, and if necessary, install a new AAA Battery. By calling AAA Battery Service at 610-258-2808 AAA members benefit from:

- Comprehensive mobile battery replacement.
- Free, accurate diagnostics testing.
- Quick, professional installation.
- Exclusive AAA Member discounted pricing.
- Convenience and quality assurance from a name you can trust.



AAA Approved Auto Repair Facilities**

Don't take a chance and play the odds when it comes to auto repair services, look for a AAA Approved Auto Repair (AAR) sign. AAA demands that the automotive technicians have earned certification from the National Institute for Automotive Service Excellence. The garages must have the right tools and equipment to provide a broad range of repairs. AAA members are guaranteed much more than quality auto repair. Members are entitled to:

- Free maintenance inspection with other paid service.
- Limited warranty of 24 months or 24,000 miles.
- Replaced parts returned to you upon request.
- AAA will investigate any dispute between a member and garage.
- A member benefit of 10% off labor up to \$50 on repair services.
- Provide vehicle triage within 60 minutes when towed into the facility.

**Limitations apply, please see Terms and Conditions for complete details. **See Terms and Conditions for a list of AAR facilities in Northampton County.*

AAA Discounts & Rewards

Your AAA membership is now worth more than ever —Just show your AAA membership card at any of these local and national partners and enjoy valuable savings.

save **LOCALLY**....

SPECIALTY SERVICES*

Abundant Graces
Action Karate - Nazareth
Brian's Professional
Cleaning
Fun Affairs
Grandma's Backporch
Herbs To Your Success
Hilltop Landscape Products
Just Around the Corner
K&J Party Rentals LLC
Klair Kennels
Nazareth Pike Self-Storage
On the Spot Dry Cleaners
Southmore Golf Club
Classic Victorian -
Estate Inn
East Penn -
Self Storage
Balloons the Clown
Mountain Laurel Gift Basket & Gourmet Foods-
Delaware & Lehigh National Heritage Corridor
National Canal Museum & Canal Boat Ride

State Theatre Center for the
Arts
Stow-Away Self Storage
TK Clothes, Screen Printing
& Embroidery
White/Singer Sewing
Center
Wilson Wash-A-Teria

RETAIL SERVICES*

American Printing
Unlimited
Aura Ceramic & Supplies
Bouquets N Things
The Flower Cart
Gift Box Floral & Garden
Nazareth Floral Designs
at Donahoe Farms
Something Different
Boutique

**All places, services and discounts
are subject to change.*

**Visit AAA Northampton County located at
3914 Hecktown Rd. in Easton or call
610-258-2371 for more information.**



Easton NeighborRx
Pharmacy
Fisk Camera Shop
Fox Brothers Alarm
Services
Genesis Bicycles
Guitar Villa
Miller's Paint & Wallpaper
Stores
Sherwin-Williams
RESTAURANTS/FOOD*
Dairy Queen -
Palmer Mall
DQ Grill & Chill -
Select locations
Nana's Manna
Sweet N Savories
Burger King -
Wind Gap
Green Harvest -
Food Emporium
Subway -
Select locations
Just A Dream -
Frozen Yogurt
Cousins Pizza
La Perla Tapatia
Perkins Restaurants -
Bethlehem Twsp location

TGI Friday's -
Bethlehem Twsp
Pretzels Plus
So Fun! Frozen Yogurt -
Easton
Texas Roadhouse -
Bethlehem Twsp.
Fuze Nutrition -
Nazareth
The Whitfield Teahouse
Stoke Coal Fire
Pizza & Bar
Frank's Pizza -
3 locations
Pizza Chef Italian Restaurant
Zanette's Nazareth Grill
AUTOMOTIVE*
Advanced Auto Parts -
2 Locations
Amsoil Synthetic
Lubrication
The Brake Shop & Auto Repair
Firestone Complete Auto Care
Midas Auto Service - Easton
Zippy's In & Out Car Care

**All places, services and discounts
are subject to change.*

**Visit AAA Northampton County located at
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610-258-2371 for more information.**

...and **NATIONALLY**
at thousands of locations.

Reebok
OUTLET STORES



LENSCRAFTERS®



SPECIALTY SERVICES*

GoodRX
Atlas Van Lines
AAA Tickets (EBG)
The UPS Store
Universal Studios Hollywood

AUTOMOTIVE*

CARFAX
Hertz Car Sales
Penske Truck Rental
AAA Roadwise Program
Approved Auto Repair
Shell (Fuel Rewards)
NAPA Auto Parts
Auto Buying Program

RETAIL SERVICES*

1-800-Flowers
DELL
HP.com
LensCrafters
Reebok Outlet
Samsonite
SpareFoot
Tanger Outlet Centers

**All places, services and discounts are subject to change.*

Visit **AAA Northampton County** located at
3914 Hecktown Rd. in Easton or call **610-258-2371** for
more information.



Tanger Outlets



TRAVEL*

- Best Western
- Dollar
- Global Hyatt Corp.
- Hertz
- Hilton Hotels & Resorts
- Hyatt Hotels
- J&J Limousine
- Marriott Hotels
- Marriott/Starwood Hotels
- MGM Resorts International
- The Parking Spot
- Thrifty

RESTAURANTS/FOOD*

- Hard Rock Café
- Landry's Restaurants

Affiliate Merchants New

**All places, services and discounts are subject to change.*

Visit AAA Northampton County located at 3914 Hecktown Rd. in Easton or call 610-258-2371 for more information.

Discount Attraction Tickets

Use your AAA membership card to purchase discount attraction tickets in advance at the AAA Northampton County office. The following is a list of discount tickets available:

- PHILADELPHIA ZOO
- FRANKLIN INSTITUTE
- DISNEY TICKET OPTIONS - STARTING WITH THE 3-DAY PASS
- UNIVERSAL-ORLANDO PARKS:
 - Islands of Adventure
 - Citywalk
 - Multi-day passes
- SEAWORLD PARKS AND ENTERTAINMENT:
 - SeaWorld
 - Busch Gardens
 - Sesame Place
 - Water Country USA
 - Adventure Island
- ADVENTURE AQUARIUM
- HERSHEY PARK
- DORNEY PARK
- COLONIAL WILLIAMSBURG
- MOVIE TICKETS:
 - Regal Cinemas
 - AMC

**Vendors subject to change without notice.*



Check our guide for additional participating venues. Discount tickets are available at the AAA Northampton County Office: 3914 Hecktown Rd. Easton, PA 18045.

It Pays to Belong...

Your AAA membership pays for itself by providing you with ample savings opportunities in every aspect of life. Just show your card and receive discounts on:

- **Insurance**
AAA members receive a discount on Auto and Home Insurance.
- **Travel packages, travel money services and travel store items**
- **Automotive services and batteries**
- **Financial Services — including CDs, IRAs and Money Markets**
- **Special member benefits offered at approved local and national restaurants and retailers**
- **Discounted Attraction Tickets and Gift Cards**
- **Passport photos**
- **Notary Services**
- **License, Titling and PennDOT Services**

AAA Discounts & Rewards®

Visit the AAA Northampton County office to learn about additional discounts and savings, or call 610-258-2371.

Travel

Our travel agents can arrange every detail of your trip, whether you are traveling by plane, ship or rail. We are ready to assist you in the selection of a vacation destination and will make a recommendation tailored to your individual interests and budget.



Cruises and Tours

With AAA Travel you can arrange cruises on virtually any body of water; we can even arrange an around-the-world extravaganza for the ultimate thrill seeker. The possibilities are endless, as are the savings you will receive when you select a AAA cruise or tour with special member benefits. AAA also offers extra-value cruise groups for those who are looking to travel with a large group.



Air, Car, Rail and Hotel Reservations

AAA travel agents offer full services in everything from airline and rail ticket bookings, to discounted Hertz, Dollar and Thrifty car rentals and hotel reservations - both domestically and internationally.



AAA Travel Store

Visit AAA Northampton County's Travel Store, located inside our office, for all of your travel necessities including:

- Discounted luggage, handbags, and accessories
- Travel accessories
- International travel books, maps and guidebooks
- EZ-Pass and auto accessories
- Passport photos and international driving permits



Auto Travel Trip Planning

AAA provides assistance for every aspect of your driving trip, including destination guides, detailed maps, discounted vacation packages and more.



Trip Insurance

Travel at ease anywhere in the world with low-cost trip cancellation, accident, health and baggage insurance.

AAA MemberPay Visa Prepaid Card

AAA can help you determine the right type of travel money for your next trip. We offer a host of travel money options that cater to the wallet and needs of our members.

This reloadable debit card offers convenience, security and flexibility when you travel home or abroad. Use it to make purchases wherever Visa is accepted, or withdraw local currency at over 900,000 Visa ATMs around the world.

Cards can be purchased for a nominal fee and reloads are free when processed in our office.

Pay smart and stay within your budget goals. With the AAA MemberPay Visa® Prepaid Card, you're in control as you can only spend what you load. It's easy to monitor your card balance and transactions online, with the app, or through email and text alerts. Need to add funds to your budget? The card offers multiple reload methods – many at no cost. Need more cash than you budgeted? Take advantage of over 30,000 MoneyPass ATMs where you can withdraw without a fee. And best of all, there's no monthly fee. Learn more at AAA.com/MemberPay.

Foreign Currency

Arrive at your destination with cash in your hand to avoid exchange rate fluctuations and high commissions.

- Over 100 foreign currencies to choose from. Foreign currency can be purchased in advance from our local office (guaranteed delivery within 48 hours of your request).
- Tip Packs can be purchased on the spot at our office. We offer the convenience of smaller denominations of foreign currency for tipping and other purchases (available in Canadian Dollars, Euros and British Pounds Only).

AAA Visa Gift Cards can also be purchased at our office for a nominal fee.

Call 610-258-2371 or visit our office located at 3914 Hecktown Rd. in Easton for more information.

Travel Materials

Plan your getaway with AAA Travel Materials. AAA materials offer exclusive member-only benefits and offers that are not for sale to the general public.



AAA TripTiks*

At your request, AAA will prepare personalized computerized TripTik routings assembled in an easily managed booklet with each leg of your journey on a separate page. The TripTik routing includes:

- Points of interest along the way.
- An outline of potential construction delays.
- Your choice of route — quickest or scenic.



AAA Maps and Tour Guides*

Regional, state, and city maps are available at the AAA Northampton County office. Informative AAA tour guides make your travel more enjoyable. European maps are also available at a discounted price.



AAA Tourbooks

AAA Tourbook guides are your reference to the cities, states and provinces you plan to visit and include:

- Points of interest.
- Geography, climate, transportation, local laws, maps, restaurants and lodging.
- Exclusive AAA member discounts offered by area accommodations and attractions.
- Visit aaa.com for all New AAA Digital Tourbooks

**Please allow five days notice for material you wish to have mailed to you and /or information you plan to pick up at our office.*

**Call 610-258-2371 or visit our office located at
3914 Hecktown Rd. in Easton for more information.**



AAA Vacations

AAA Vacations Exclusive Cruise and Tour packages offer unique benefits not found anywhere else in the marketplace! AAA members nationwide can now take advantage of the incredible prices and additional amenities which can include Onboard Spending Credit, Priority Boarding, Specialty Dining, Unique Member Experiences, and Pre-Paid Gratuities. (Exclusive benefits vary by cruise or tour partners.)

Special Member Benefits and Additional Savings for Travelers!

AAA's exclusive relationship with preferred cruise, car and tour suppliers provides value-added features for AAA vacation clients.

Enjoy special offers when you use your AAA Member Rewards Visa® credit card on select cruise or tour packages. Don't have a credit card? Most departments at AAA Northampton County can do instant applications for the AAA Member Rewards Visa® credit card so your additional discounts can be applied immediately to your vacation after you qualify.

Following is a listing of our preferred Travel Partners:

CRUISE

AmaWaterways
Azamara Cruises
Carnival Cruise
Celebrity Cruises
Cunard Line
Disney Cruise Line
Holland America Line
Oceania Cruises
Princess Cruises
Regent Seven Seas Cruises
Royal Caribbean
International
Seabourn
Uniworld River Cruises
Viking Cruise Lines

HOTELS

Best Western International
Hilton Hotels & Resorts
Hyatt Hotels & Resorts
Marriott/Starwood Hotels
MGM Resorts International

RAIL

Rail Europe
Railbookers

INDEPENDENT TOURS & PACKAGES

AAA Exclusive Vacations

AAA Member Choice Vacations
Adventures by Disney
African Travel
Alexander & Roberts
American Tours
International
Amtrak Vacations
Avanti Tours
Brendan
Contiki
Insight Vacations
Journese
Micato Safaris
Pleasant Holidays
Rocky Mountaineer
Tauck World Discovery
Trafalgar Tours
Travel Bound
Travel Impressions
Universal Vacations
Walt Disney Travel Company

CAR RENTAL

Dollar
Hertz
Thrifty

List of preferred partners are subject to change.

IDENTITY THEFT PROTECTION

Dont wait for thieves to steal your personal information.

Take control with ProtecMyID from AAA, fueled by Experian - a global leader in identity security. ProtecMyID lets you detect and resolve identity threats, the fast growing crime in the U.S. with a new victim every two seconds.*

Introducing three ways to take control of your identity.

Which level of coverage is right for you?

BRAND NEW

BEST VALUE

ProtectMyID

PLATINUM

\$15.95/month

Go Beyond the Dark Web.

Our most comprehensive level of coverage, with the monitoring of all three credit bureaus, child identities, social media, accounts, payday lending and much more.

ENHANCED

ProtectMyID

DELUXE

\$10.95/month

Protect more of what you care about.

Our most comprehensive level of coverage, with the monitoring of all three credit bureaus, child identities, social media, accounts, payday lending and much more.

BASIC

ProtectMyID

ESSENTIAL

Free for AAA Members

Simple identity protection for added peace of mind.

Includes Experian credit monitoring, lost wallet protection and U.S.-based fraud resolution support.

Enroll at AAA.com/IDTheft or call 877-440-6943

Disclosures

ProtectMyID® Essential, ProtectMyID® Deluxe and ProtectMyID® Platinum are provided by Experian®. To be eligible to enroll in either ProtectMyID Essential, ProtectMyID Deluxe or ProtectMyID Platinum, you must be 18 years of age or older and a current AAA member. A valid email address and access to the internet is required for ProtectMyID Essential. Products subject to change or termination at any time without notice. Certain terms, conditions, and restrictions apply.



CDs, IRAs and Money Markets*

Members receive more with the AAA-Discover Bank Deposit Program. Special benefits include:

- No monthly maintenance fee and easy account renewal on IRAs.**
- A 5 basis point higher rate on a fixed CD.**
- No minimum investment or balance requirement on CDs.**
- Free personalized checks, no monthly maintenance fee, and up to 6 withdrawals per statement cycle on Money Market Accounts.**

**These products issued through Discover Bank **Additional terms apply.*

**Contact AAA Northampton County at
610- 258-2371 or visit our office located at
3914 Hecktown Rd. in Easton for more information.**

AAA Insurance

AAA offers various types of insurance to make sure you're covered in every aspect of life.



Automobile Insurance

You can count on AAA for quality insurance coverage at competitive rates. Choose from a wide range of coverage types, amounts and deductibles.

High Quality Coverage:

- Bodily Injury Protection — up to \$1,000,000.
- Comprehensive and Collision Coverage — to pay for damage from fire, theft, accidents and more.
- Medical Benefits Coverage — up to \$100,000.
- Uninsured/Underinsured Motorist Coverage.

Available Discounts:

- AAA Membership
- Multi-vehicle — available to qualified insured drivers and vehicles.
- Multi-policy — insure both your car and home, and save more.
- Good Student
- Passive Restraint



Homeowner's and Renter's Insurance

Whether you own a house, condo, or rent an apartment, insurance through AAA can provide the coverage you need. It's the largest investment most people ever make, so it's crucial to protect it.

Coverage includes:

- Personal Property Replacement
- Loss Assessment Coverage



Life Insurance

You can be confident that our licensed life insurance professionals will give you the assistance you need as you plan to secure your family's future. AAA offers a portfolio of quality life insurance products including:

- Term, Universal Life and Whole Life Insurance
- IRA's, Annuities and Rollovers

Educational Services & Safety

AAA has been a leader and advocate for the safety and security of all travelers since 1918. Our safety and educational services make the community safer for you and your family.

At AAA we promote bicycle, pedestrian and school bus safety programs and have supported local school safety patrols with equipment and training for the past 90 years. AAA is also your community's source of education on the critical importance of child occupant protection. Count on AAA for information and hands-on instruction in the correct use of all types of child seats and seat belt restraint systems.

Driver Improvement Program

This program is to give practical applications to drivers 55 years of age and above. The class provides the latest information on scanning techniques and driver knowledge.

An **insurance discount** is given to drivers who complete the course. To maintain the insurance discount, members are required to attend a refresher course once every three years and to maintain a clear driving record.

License and Messenger Services*

AAA Northampton County is a PennDOT authorized messenger service and Tag Agency. Visit our office for driver's license, vehicle title and registration services. AAA's experienced staff can assist you with:

- Title transfers
- Renewal or replacement of driver's license
- Registration documents, address changes, and many other types of transactions
- If you've just moved to PA, we can also assist in titling and registering your vehicle

**State and service fees apply.*

**Contact AAA Northampton County at
610-258-2371 or visit our office located at
3914 Hecktown Rd. in Easton for more information.**

Terms and Conditions

The following Terms and Conditions describe the membership benefits and services provided by AAA Northampton County and are not necessarily the same as those offered by other AAA clubs. Members are not required to pay additionally for services their membership entitles them to. Membership benefits, terms and conditions are subject to change without notice. AAA Premier, Plus and RV coverage has a 10 day waiting period for benefits to take effect from the date of payment. Basic services are available immediately. Please note that all members are allowed up to **FOUR** service calls. A \$50 service fee will apply to calls requiring same day service. The club reserves the right in its sole discretion not to grant membership to, or to refuse to renew the membership of, any individual.

Summary of Membership Benefits

AAA Basic

- Battery Boost/Battery Service - Only AAA Battery Service comes to your home, office, or other preferred location. When your battery runs down and your car won't start AAA will come to your aid. We'll give your battery a boost and attempt to start your car. We can test, assess, and if necessary install a new AAA Battery.
- Free Towing - When your eligible vehicle cannot be started or safely driven, it will be towed to the ERS facility rendering service or up to 5 miles to the destination of your choice from point of disablement.
- Emergency Fuel - Ensures delivery of sufficient fuel to enable you to get to the nearest service station. Member pays prevailing pump prices.
- Extrication/Winching Service - Provides one service vehicle and one driver from normally travelled routes.
- Lockout/Locksmith Services - If your keys are locked inside the vehicle, service will be sent to gain entrance. If the key that operates or provides access to the passenger compartment of the vehicle is lost, broken or the service provider cannot gain entrance to your vehicle, locksmith service up to \$50.00 or reimbursement for commercial locksmith service up to \$50.00 will be provided. In cases where the vehicle cannot be made operable, towing services will be provided in accordance with AAA Northampton County's towing provision.

AAA Plus - Offers all the benefits of Basic and makes your membership more valuable including:

- Extended Towing - Up to 100 miles to the destination of your choice from the point of disablement.
- Emergency Fuel - At no additional cost, a sufficient supply of fuel will be delivered to enable you to reach the nearest service station.
- Lockout/Locksmith Services - If your keys are locked inside the vehicle, service will be sent to gain entrance. If the key that operates or provides access to the passenger compartment of the vehicle is lost, broken or the service provider cannot gain entrance to your vehicle, locksmith service up to \$100.00 or reimbursement for commercial locksmith service up to \$100.00 will be provided. In cases where the vehicle cannot be made operable, towing services will be provided in accordance with AAA Northampton County's towing provision.

- Extrication/Winching Service - A second service vehicle and a second driver up to 1 hour, if necessary, will be provided at no extra charge from normally travelled routes.
- Passport Photos - One free set (per member per year).

AAA Plus/RV * — AAA Plus RV includes all of the benefits of AAA Basic and AAA Plus AND it extends Emergency Road Service coverage to other vehicles (beyond a car) such as motorhomes, travel trailers, 5th wheeled travel trailers, campers, pick-up trucks with campers and motorcycles.

AAA Premier * — Offers all the benefits of Basic and Plus. With this elite membership plan you now have access to a variety of enhanced services and benefits including:

- Extended Towing - Up to 200 miles from point of disablement, as one of the four allowable service calls per membership year.**
- Complimentary One-Day Car Rental - AAA will reimburse for a one day car rental (up to full size vehicle) per household at no expense to the member when the member's car is inoperable in conjunction with a non-collision covered towing event.**
- 24-hour global travel and emergency assistance while traveling 100 miles or more from your primary residence.
- Worldwide 24-hour concierge assistance while on a leisure trip almost anywhere in the world.
- Fee-waived Hertz #1 Club Gold Membership — Hertz offers a one year free membership in its renter frequency program. Receive the convenience of never repeating required personal information and rental preferences at the time of reservation and by-pass the rental counter when you arrive at your destination.
- Additional Travel/Travel Store Discounts - Receive a 50% discount on service fees charged to purchase rail or air tickets, and every time you shop at our travel store you will receive an extra 10% discount on top of the standard AAA members discount.
- Trip Interruption and Vehicle Return benefits*** - Services provide members greater peace of mind when trips are delayed due to vehicle disablement due to mechanical breakdown, accident, covered illness, injury, death, natural disaster or severe weather condition. Members can be reimbursed up to \$1,500 for covered, out of pocket expenses, and up to \$500 reimbursement for the cost of transporting your motor vehicle to your primary residence due to unexpected injury or covered illness.

***Insurance coverage is underwritten by BCS Insurance Company under a Form No. Policy 53.203 (0115). Allianz Global Assistance is the licensed producer and administrator for this plan. For full description of the terms, conditions, and exclusions, please visit your Northampton Membership Website and select Terms & Conditions Under MEMBERSHIP LEVELS AND BENEFITS.

For a complete list of terms and conditions of Premier Benefits, please visit www.northampton.aaa.com/membership/membership-benefits.

**Must already be a Plus member to add RV and/or Premier coverage. ** One per household per membership year.*

Length of Membership

Your AAA membership is effective for a period of 12 months as indicated on your membership card. Benefits will be provided once payment has been received and processed. Membership renewals are billed annually. To remain a member in good standing, be sure to pay your membership dues before your current year expires. Members who renew after their current year expires but within 30 days past their membership expiration will be allowed to retain their current membership number, expiration date and “years of service”. Members who renew after 30 days past expiration, or members who request a new expiration date will be required to rejoin as a new member and are subject to the \$10 “new member” enrollment fee.

Emergency Road Service

You must present a valid AAA membership card to receive service. It is also required that a member be with the disabled vehicle to receive Emergency Road Service. When feasible, the Club will accommodate members in extenuating circumstances. AAA membership covers the member, not the vehicle; therefore, service is not available to non-members when driving a member’s car. ERS is not a substitute for proper vehicle maintenance. Primary and Associate members are entitled to four emergency road service calls during a membership year (please note that AAA Plus, Plus RV and Premier members **do not** receive an increase in the number of allowed service calls). Any member exceeding the maximum number of road service calls in a membership year will be sent service, but will be required to pay a commercial rate for the service. ERS is provided by official club fleet technicians or AAA affiliated service facilities who are paid by the Club.

How to obtain Emergency Road Service

If the vehicle you are in is disabled inside Northampton County, please call our office at **(610) 258-2808** or go to **AAA.com** and **click on the Roadside online link**.

If the disablement occurs anywhere else in the U.S. or Canada, call **1-800-AAA-HELP (222-4357)**.

When calling for ERS please be prepared to provide the following information:

- Club code number “188”
- Membership card
- Year, make, model and color of your vehicle
- Location and telephone number where you can be reached (All calls are recorded and monitored for quality assurance)
- Member must be present at time of disablement with valid photo ID.

Allowable Service Calls & Towing

Members are allowed FOUR service calls during their membership year. Members calling for service after using four service calls will be informed they will need to pay the service provider. If, upon being informed of this, the member desires to have AAA procure service, the call center will dispatch a provider from the AAA network. The provider will be instructed that service is to be a cash call paid for by the member **at the time of service**

Basic membership provides up to five (5) miles of free towing. Should you choose to have your vehicle towed beyond five (5) miles, a per mile charge will apply after the fifth (5) mile, payable to the driver of the responding facility at the time of service. Outside of Northampton County, you will be provided a minimum three (3) miles of towing to a location of your choice. Over-mileage charges will be assessed at the club's prevailing rate and paid to the service provider at the time of service. On certain toll roads, such as the Pennsylvania Turnpike, regulations restrict access for road service and/or towing to service facilities under contract with the local toll road authority.

Mechanical First Aid and Tire Service

Any time a AAA Facility responds to your call, they will first attempt minor mechanical adjustments to make your car operable. If their efforts do not get your car started again, or in the case of tire service — you do not have an inflated, spare tire, the towing service will be provided in accordance with the club's towing provision.

Eligible vehicle service applies to: All four wheeled motor vehicles of the passenger, pleasure or recreational type vans, campers, motor homes and trucks, if those services can be SAFELY delivered. Emergency Road Service will be provided to eligible vehicles that were in operations immediately prior to disablement. Dual wheel campers/motor homes are eligible for all service (unless Plus/Rv coverage is obtained). Dual wheel unloaded pickup trucks are eligible for all services except tire service. Rented passenger vehicles and commercial vehicles are eligible for service with the exception of taxicabs and limousines.

Road/Weather Conditions

During periods of extreme weather or poor road conditions, AAA reserves the right to delay towing or limit towing to the nearest AAA affiliated service facility, or other place of safety. If the vehicle is already in a safe place, AAA reserves the right to dispatch service on a priority system based upon potential danger. Normally, members stranded on the road will be assisted before members whose vehicles are located in a safe place such as a garage, driveway or parking lot. Service will not be rendered to snowbound cars. Digging or towing a car out of a snowbank or rendering service to cars on unplowed streets or driveways is not an Emergency Road Service function. Service will be provided only when driveways, streets or highways are reasonably free of snow in the estimation of the serviceman. Servicemen will not remove snow. During any weather emergency, preferential service must be given to cars that have become disabled on highways. Emergency service does not provide for installation or removal of snow tires or chains.

Check/Credit Card Acceptance

If you need emergency automobile services not covered by your Club membership, or if you need emergency repairs to your car, AAA Emergency Road Service facilities throughout the United States will accept your personal check, credit card, and/or debit card up to \$250. You must present a valid membership card in addition to other standard identification for the club to guarantee your personal check, credit card, and/or debit card. The name on the personal check, credit card, and/or debit card must match the member's name.

Alternate Services

If you contact your own service facility, you may apply for reimbursement based on the amount the Club would have paid to provide the service. If you have followed the procedure outlined to obtain Emergency Road Service and AAA access is legally restricted, (toll roads, limited access highways) the Club will provide reimbursement for covered services at the prevailing commercial rate for the region. Reimbursement for towing from restricted access roads may be limited to the cost of getting the vehicle to the nearest exit. If AAA Northampton County service was available, but not requested, reimbursement will be limited to the amount AAA Northampton County would normally have paid for the covered service. AAA Plus members may receive reimbursement for towing charges up to 100 miles. AAA Premier members may receive reimbursement for towing up to 200 miles; once per household, per membership year. Once the 200 mile tow has been used, all other Premier members on the account are entitled to towing reimbursement up to 100 miles. Please submit reimbursement requests to the Club's Emergency Road Service Department within 60 days of the date of service. Claim forms are available at the AAA Northampton County office, or can be mailed upon request.

A PAID, original itemized receipt including the member's name, vehicle and services rendered must accompany the completed form to be eligible for consideration. Delays in service response are sometimes unavoidable due to high demands for service, weather conditions and heavy traffic.

Alternate service sought due to such delays may not be reimbursable. Reimbursement for services, including services received outside of AAA Northampton County's club territory will only be considered for those membership services which AAA Northampton County provides without charge. Reimbursement will be considered for breakdown service received only in the U.S. and Canada. Certain terms, conditions and exclusions apply and are subject to change without notice. When reimbursement is provided one service call will be deducted from your allowable four (4) service calls per year. Reimbursement considerations should be sent to AAA Northampton County Attn: ERS Reimbursements.

Scope of Service and Liability

Emergency Road Services facilities are selected for their ability to handle service calls; however, we cannot guarantee that these facilities will always have the parts and equipment to make repairs. When your vehicle cannot be made operable upon providing the services listed in this brochure, AAA Northampton County will assist you in finding the nearest open place for repair. If a repair facility cannot be located, AAA Northampton County will assist you in obtaining lodging or alternate transportation. In most cases, Emergency Road Service facilities are independent businesses and are not employees of the American Automobile Association or its affiliates. Responsibility for loss, damage or unsatisfactory workmanship remains with the ERS facility providing the service. These ERS facilities are required to carry insurance. Any alleged liability or property claim must be presented to the AAA affiliate service facility prior to any repairs. The club will assist by mediating in unsolved issues.

In the event that AAA ERS is unavailable, the dispatch center will assist members in obtaining appropriate commercial service for covered services. During severe weather conditions, civil disturbances or national emergencies, AAA reserves the right to temporarily suspend service to members who are in a place of safety.

Limitations and Exclusions (services not provided)

- Vehicles not accessible from a regularly traveled and maintained public road or thoroughfare.
- Service when street or weather conditions do not allow safe movement, especially on unplowed or non-maintained roads.
- Service when the disabled vehicle cannot be safely reached and properly serviced without damage to either the disabled vehicle or to the service vehicle. Loaded vehicles, which may require special equipment or which may cause providing service to be dangerous.
- Vehicles modified in ways that inhibit service.
- Service to taxicabs or limousines.
- Towing or reimbursement for towing of vehicles that are not disabled and/or removed/impounded from private property.
- Towing, storage or impound charges for police-directed tows for violation of laws or ordinances.
- Locksmith services used for anti-theft devices ("The Club").
- Box, flatbed, stake-body trucks or any vehicle equipped with a snow plow.
- AAA Plus RV: Service to travel trailers, fifth wheel trailers not equipped with living quarters or horse trailers, except for those with full living quarters with livestock removed.
- Utility, cargo and boat trailers.
- Fuel beyond that needed to get the disabled vehicle to the nearest open service station or fuel deliveries when the vehicle is located in a gas station parking lot.
- Vehicles which are currently located at a place of repair.
- Vehicles without a valid registration and insurance coverage.

Bicycle Service

An innovative new member benefit to fit your lifestyle. If your bicycle becomes disabled, AAA Northampton County has you covered by providing roadside assistance for you and your bike. Whether you use your bike to commute or for recreation, if it breaks down, AAA Northampton County will come rescue you, just as if the vehicle you were traveling broke down.

The same rule applies: AAA Northampton County must be able to reach you from any normally traveled, maintained road, and this service event will count as one of your four (4) roadside assistance events per year that come with your membership. Your bike will be secured to the service vehicle, and you will be taken to wherever you need to go - your car, a bicycle repair facility, home, etc. Your membership level determines the distance covered. Roadside repair or tire change on your bicycle is not available.

Automobile Theft-Reward Protection

AAA will pay a \$500 (\$1,000 for AAA Plus and Premier members) reward for information leading to the arrest and conviction of persons stealing, damaging or vandalizing a vehicle registered in the member's name. All information must be reported to the police and entered on an official police report. The AAA theft-reward sticker gives warning that the Club will pay a \$500 reward for Basic members and \$1,000 for Plus, Plus RV and Premier members for information leading to the arrest and conviction of anyone stealing a member's automobile. Reward claims must be submitted within 60 days of conviction. Law enforcement officers, the Primary/Associate member(s) and relatives of the household are ineligible to receive the reward.

Notary Service

Free service to AAA Northampton County members. Certain restrictions apply.

Approved Auto Repair (AAR)

Show your AAA membership card at any Approved Auto Repair facility and receive these benefits:

Written Estimate: A member benefit of 10% off labor up to \$50 on repair services.

Warranty: A Limited 24 months or 24,000 miles, whichever comes first, under normal operating conditions.

Replacement Parts: On request, any replaced parts will be made available, excluding parts to be returned to the manufacturer under warranty or refund policy.

Dispute Resolution: The repair facility will cooperate fully with AAA in the investigation and resolution of any dispute involving the facility and a AAA member, and abide by AAA's decision.

Maintenance Inspection: The approved facility will perform a maintenance inspection, at no additional charge, when servicing the member's vehicle. A written recommendation of any needed maintenance or repairs will be given to the member upon request.

Provide vehicle triage within 60 minutes when towed into the facility.

Northampton County AAR/AAB Facilities*

Midas Auto Service Experts

2914 William Penn Hwy.
Easton
610-253-9070

933 S Broadway
Wind Gap
610-810-4124

The Brake Shop Auto & Repair

158 S. 3rd St.
Easton
610-253-2566

Young Volkswagen Collision Center**

191 Commerce Park Dr.
Easton
610-991-9115

Wrenchtec

20 East Lawn Rd.
Nazareth
610-759-7581

Alex's Tire Center

102 Commerce Way
Stockertown
610-759-8473

T & D Automotive

1400 S. 25th St.
Easton
610-253-0212

Murante Auto Repair

126 W. Beil Ave.
Nazareth
610-759-6121

Jeff's Automotive Service

4110 William Penn Hwy.
Easton
610-253-6565

Easton Auto Body***

128 Elm Street
Easton
610-252-6502

** Subject to change **Approved Auto Body ***Approved Auto Repair & Approved Auto Body*

Legal Reimbursement

Up to a maximum of \$1,000 in legal service reimbursement will be considered for AAA Plus and Premier members only. If you require the services of a lawyer to defend you against specific traffic charges.

Reimbursement Processing:

To process your claim for covered expenses, AAA must receive within one year of the charge(s) a completed claim form, (or letter with the same information) with attorney's signature and a dated receipt. The claimant's membership must be in good standing at the time of the charge(s). The amount of reimbursement is not intended to fix the fee charged by an attorney for your defense. AAA will not assist in the selection of an attorney.

Limitations:

AAA's Legal Reimbursement Program does not cover the defense of charges involving:

- Persons who are not members of AAA Northampton County.
- Member's use of drugs or alcohol.
- Members driving with a suspended or revoked license or in an attempt to evade a law enforcement officer.
- Members traveling in commercially-licensed vehicles.
- Personal injury or property damage suits.
- The bringing of suits or collecting claims.
- Payment of fines, court costs, witness fees and photos.

Travel Reservations and Services

Accommodations and restaurants rated in the AAA TourBook guides are rigorously inspected at least once a year and have been found to meet AAA's standards for quality. Some of the TourBook® guide establishments have agreed to offer special AAA member-only rates. If you choose to make your own reservations, you must identify yourself as a AAA member and specifically request the AAA rate when making reservations. Please refer to the AAA TourBook® Guides which cover your travel routes and destinations for more information on available discounts. Reservations can be made on our website at AAA.com, or by calling (610) 258-2371.

Trip Interruption and Vehicle Return***

Coverage applies to the Insured Person and any Covered Traveler during each Eligible Trip within the Policy Territory, up to the limit specified in the Schedule of Benefits, when the Insured Person is either a driver or passenger in the Motor Vehicle or Rental Car used for the Eligible Trip. The company will provide benefits for Trip Interruption due to vehicle disablement due to mechanical breakdown (excluding tire trouble), substantiated by garage or repair facility or rental car company report. Accident or theft of motor vehicle or rental car, substantiated by a police report. Illness, injury, or death of the insured person, covered traveler, or insured person's family member or adult with whom the insured person resides who is not traveling with the insured person, natural disaster or severe weather. For vehicle return benefits are provided in the event of illness or injury of the insured person or covered traveler or driver of the motor vehicle, if other than the insured person or covered traveler. The benefit will provide reimbursement for out of pocket expenses incurred by the insured person or covered traveler up to the limit specified in the schedule of benefits for the cost of additional accommodations, meal expenses, and the cost of substitute transportation to continue the eligible trip, the cost of transporting the motor vehicle to the insured person's place of primary residence. The following conditions apply, overnight interruption of the eligible trip is required, if the trip interruption is due to illness or injury of the insured person or covered traveler, a physician must recommend that the person interrupt the eligible trip due to the severity of the person's condition. If the trip interruption is due to illness or injury of the insured person's family or an adult with whom they reside who is not traveling with them, the illness or injury must be life threatening, require hospitalization, or he or she must require the insured person's care. The insured person or covered traveler must contact the company prior to making arrangements, unless it is not reasonably possible to do so and the motor vehicle must be operable and transportation must be performed by an accredited transportation company. Only expenses incurred in the first ninety-six (96) hours from the initial interruption of the eligible trip are covered.

Exclusions:

- Alcohol or substance abuse or use, or conditions or physical complications related thereto
- War (whether declared or undeclared), acts of war, military duty, civil disorder or unrest
- Participation in a professional or amateur sporting events (including training)
- All extreme, high risk sports including but not limited to : bodily contact sports, skydiving, hang gliding, bungee jumping, parachuting, mountain climbing or any other high altitude activities, caving, heli-skiing, extreme skiing, or any skiing outside marked trails
- Scuba diving (unless accompanied by a dive master and not deeper than 130 feet)
- Operating or learning to operate any aircraft as a pilot or crew
- Nuclear reaction, radiation or radioactive contamination
- Epidemic
- Pollution or threat of pollutant release
- Any unlawful acts committed by the insured person or covered traveler
- Any expected or reasonably foreseeable event
- The motor vehicle is a rental vehicle or has an original lease term of less than one year
- The transportation of the motor vehicle could have been performed by the insured person, a covered traveler or the driver to the motor vehicle if other than the insured person or covered traveler

TRAVEL MADE EASY



Download now to stay on the road
and on the go. AAA.com/mobile

MOBILE ACCESS TO TRUSTED AAA SERVICES

The enhanced AAA Mobile app makes it easier than ever to enjoy your membership every day.

DISCOUNTS exclusively for members at over 164,000 locations

CHEAPEST gas prices at nearby stations

TRAVEL planning tools including Drive Trips and Travel Guides

RELIABLE roadside assistance and instant battery quotes