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## Top 2 Ways Your Membership Can Pay for Itself:

If your car had a breakdown, you know that just one tow can cover the cost of your Membership.

Here are a couple more ways your AAA Membership can pay for itself!

### 1. AAA Travel Agency

Did you know that all AAA Hudson Valley offices have a worldwide AAA Travel Agency? Book your next vacation with AAA. We'll do the research; all you'll need to do is pack... and relax. You'll get money-saving deals with special member perks, too!

### 2. AAA Discounts & Rewards®

All it takes is your valid AAA Membership card. Thousands of brands give AAA Members a discount across the nation. Members who utilize the AAA Discounts & Rewards program save an average of \$200 annually. Start finding the best deals on brands you love at [AAA.com/Discounts](http://AAA.com/Discounts).

## Welcome to AAA Hudson Valley

Your AAA Membership not only provides peace of mind in the event of an automobile breakdown but also serves as your special passport to valuable benefits, services and discounts. Read on to find out why more than 64 million members nationwide know that *It Pays to Belong*.

## MEMBERSHIP

AAA Membership covers you in most currently registered, four-wheeled vehicles driven for passenger use. Just as your license allows you to drive any car, your Membership covers you when you are in most vehicles.

The first person in a household who joins the Club is referred to as the primary member while other members in a household are associate members. Associate members must be a spouse/significant other, or dependent under twenty-six (26) years of age.

Service is for Members only. You must have your Membership card and photo ID to get AAA service. The AAA Membership card covers only the individual on the card. Cards are subject to immediate seizure when presented by a Non-Member seeking services. Your card contains the telephone number for Emergency Road Service (ERS) and all other member services. All service calls require the Member to be present with the vehicle.

The Club reserves the right to revoke, downgrade, deny or cancel Membership for abuse of benefits, staff, policies, and in other situations where actions are deemed unacceptable by the Club.

### Basic Membership

#### SERVICE CALLS

Four (4) per Membership year in any combination. IE: a jumpstart, tow, tire change, gas delivery, lockout all count as a service call. The member must be with the vehicle at the time of service. One (1) Membership per person is allowed. You may not start a new Membership before your Membership year is over to get more calls.

**TOWING**

Up to three (3) miles to the destination of your choice, EXCEPT in the first 72 hours of the Plus Membership (will have Basic Member Benefits available). Member pays prevailing per-mile rate for tows over three (3) miles.

**EMERGENCY FUEL DELIVERY**

Ensures delivery of sufficient fuel to enable you to get to the nearest service facility. Member pays prevailing pump prices.

**LOCKOUTS**

If you should lock your keys in your vehicle, we will send a service driver to give you access to your vehicle at no additional cost.

**LOCKSMITH SERVICE**

Up to \$50 for parts and labor for lockout service, key replacement and ignition repair for a locksmith will be allowed if service vehicle operator cannot perform required service.

**EXTRICATION/WINCHING SERVICE**

Provides one (1) service vehicle and one (1) driver.

**TRIP INTERRUPTION PROTECTION**

None.

**THEFT REWARD**

\$500 reward for information leading to the arrest and conviction of a person vandalizing, stealing, or causing a hit-and-run accident involving an eligible vehicle registered in the name of the AAA Basic Member.

**PASSPORT PHOTOS**

Discounted for Basic AAA Members

**PET ID TAGS**

FREE.

**BIKE SERVICE**

Bicycles are included as a towable vehicle. Bikes must be brought to nearest access road. Member must be with bicycle at the time of service.

**Plus Membership**

**ALL BASIC MEMBERSHIP BENEFITS PLUS THE FOLLOWING ENHANCEMENTS:**

- **TOWING** - Up to one hundred (100) miles to the destination of your choice. (Long distance tows may not be available at certain times or during inclement weather.) Member pays prevailing per-mile rate for tows over 100 miles.

- **EMERGENCY FUEL DELIVERY** at no additional cost, delivery of sufficient fuel to enable you to get to the nearest service facility.
- **LOCKSMITH SERVICE** - Up to \$100 for parts and labor for lockout service, key replacement and ignition repair for a locksmith will be allowed to make your vehicle operable.
- **EXTRICATION/WINCHING** - Provides a second service vehicle and driver for up to one hour, if necessary, will be provided at no charge.
- **TRIP INTERRUPTION PROTECTION** - If the vehicle you are driving becomes disabled for more than twentyfour (24) hours due to an accident, mechanical breakdown or theft and you are more than 100 miles from home, you may be reimbursed up to \$350 over the next seventy-two (72) hours from this breakdown. Including lodging, food, or a rental car to continue to your trip destination. Original paid receipts in the Member's name for breakdown and expenses along with our Reimbursement Request Form (found on our website at AAA.com) within thirty (30) days of breakdown. Members must be present at the time of breakdown.
- **THEFT REWARD** - \$2,000 reward for information leading to the arrest and conviction of a person vandalizing, stealing, or causing a hit-and-run accident involving an eligible vehicle registered in the name of the AAA Plus member.
- **PASSPORT PHOTOS** - FREE- one (1) set of two (2) identical passport photos per year.

#### **MOTORCYCLE COVERAGE**

For Members with an eligible vehicle that may also drive a motorcycle, Plus Motorcycle offers fuel delivery and towing of up to one-hundred (100) miles for your motorcycle. For your other eligible vehicles, the other applicable services (tire, lockout, etc.) apply.

#### **RV COVERAGE**

Plus RV and Premier RV plans offer towing coverage for camping trailers, fifth wheels and motorhomes. Fuel delivery, lockout and jumpstarting for these vehicles is included on all levels of Membership. RV service is capped at \$500. Member is responsible for additional costs.

#### **MEMBERSHIP RENEWAL**

Prior to the expiration date of your Membership, you will receive a renewal notice for dues and a new Membership card for the subsequent twelve (12) month Membership period. Renewal Membership payment is due before your current Membership expiration date.

To make renewal more convenient, and to avoid the possibility of a lapse in Membership coverage, you may choose to have your Membership automatically renewed each year with your Visa, MasterCard, American Express, or Discover credit card. For more information, call 518-426-1000.

#### **ADDING OTHER MEMBERS IN YOUR HOUSEHOLD**

Although other Members in your household are not eligible to use your card, they can receive the same coverage at a discounted rate, and each will receive a separate Membership card. Associate Members must reside in the same

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household as the primary member and be a spouse, significant other or dependent under 26. When appropriate, ineligible associates will be automatically moved to their own primary Memberships at the time of billing.

#### **CANCELLATION POLICY**

Within the first thirty (30) days of purchase, the club will consider refunding the purchase of Membership, prorated based on any usage. In the instance when a road service call has been provided during the first thirty (30) days, the Membership is ineligible for a refund. Membership cards must be surrendered via mail to 618 Delaware Ave, Albany, NY 12209 or dropped off at any AAA Hudson Valley office to be eligible for any refund.

## **AUTOMOTIVE/EMERGENCY SERVICES**

AAA Emergency Road Service (ERS) is available twenty-four (24) hours a day, seven (7) days a week throughout the United States and Canada. **Your Membership covers you, not your vehicle.** You may add coverage for certain family members by purchasing associate Memberships. Membership is designed to assist you in an emergency when the vehicle in which you are either the driver or a passenger becomes disabled. Your Membership covers the emergency and towing services listed in this handbook. AAA Hudson Valley has the right to determine what is considered “emergency service”.

#### **REQUESTING SERVICE**

When you need any emergency roadside assistance, call 518-426-1000. This number is also listed on your Membership card.

This number connects you to AAA, where we take your calls and dispatch help every day of the year. For faster service, please have your Membership card on hand and provide the following information:

- Membership number
- Club name: AAA Hudson Valley
- Club code: 080
- Year, make, model and color of vehicle
- Is vehicle currently registered and plated? The plate number and state?
- Problem with vehicle
- Location of vehicle (address, nearest cross street, city)
- Phone number to keep in contact with you while you are waiting for service

Members can also request emergency road service online. Visit [AAA.com](http://AAA.com) and click on the “Roadside Assistance” link. Simply fill out the online form and AAA will be on the way. You can also download the AAA Mobile App and request service using your smart phone. Regardless of whether you choose to call or place your service request online, Dispatch will call to confirm your information.

AAA Emergency Roadside Assistance must not be mistaken for maintenance or repair service. The club will pay for one (1) tow per disablement. The person named on the Membership card is entitled to AAA service on any eligible vehicle they are in at the time of breakdown. Disablements prior to joining are considered a pre-existing condition and eligible for Basic service only. Service at club expense is not provided to Non-Members using the Member’s vehicle, whether they reside in the same household or not. Associate Memberships are available for qualified persons in those situations. It is required that the Member will be with the disabled vehicle at the time service is provided. The Club reserves the right to request identification, such as a driver’s license in addition to a valid Membership card, prior to providing service.

## **ELIGIBLE VEHICLES**

Vehicles must have current registration/plates and be insured to receive services. Dealer plates and/or transport tag are not eligible for any services.

AAA will provide a service to:

- Four-wheeled motor driven vehicles of the passenger, pleasure or recreational type
- Rented vehicles except for taxi and livery
- Four-wheeled unloaded pickup trucks that are an F350 or 3500 or smaller. No plows, ladder racks, ladders or dump bodies.
- Unloaded vans and box trucks that are not dual wheeled
- Four-wheeled motorized/drivable campers (must have RV coverage)
- Unloaded dual-wheeled pickup trucks are eligible for all services, excluding inner rear tire service
- Dual-wheeled campers and motor homes are covered under Basic, Plus and Premier for jumpstarts, fuel delivery and lockout service at the corresponding Membership level. All towing, winch-outs and tire services require RV coverage.
- Club reserves the right to provide one (1) service call/tow per breakdown
- Club reserves the right to deny service from a repair shop that is capable of fixing vehicle regardless of the reason.

## **Emergency Road Service Rules/Guidelines**

### **MECHANICAL ADJUSTMENTS**

Minor/temporary adjustments will be made in an attempt to get your vehicle to operate under its own power. Members should follow up with a repair shop or mechanic.

### **BATTERY SERVICE**

A jumpstart will be provided in an attempt to start your vehicle. In some areas, battery testing and replacement may be available. A trained specialist may test the battery and the vehicle charging system at no cost to the Member. If the battery needs to be replaced, the Member can request to purchase one, and the technician will install one on the spot. Battery replacement service vehicles carry most batteries that will properly fit approximately 95% of all cars, SUVs and light trucks on the road. If battery service is not available in your area, a service technician will attempt a jump start to get your vehicle operable or provide towing service to a repair facility of your choice. During extreme weather conditions, battery testing and/or replacement may not be available.

### **FLAT TIRE**

If your vehicle has a flat tire, we can inflate and install your spare as a temporary solution. AAA is not responsible for vehicle damage caused by spare tire use. If no usable spare tire is available, the vehicle will be towed in accordance with the towing provision of your Membership. Payment will be due to the responding service provider at the time of repair. It is the Member's responsibility to have all proper tools and keys for releasing the spare tire and locking lug nuts. Inboard rear tires on dual-wheeled vehicles are excluded.

### **FUEL DELIVERY**

A limited supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest service station. Specific brands or octane ratings cannot be promised. You will be charged the current pump price for the fuel under basic level Membership. AAA Plus<sup>®</sup>, Plus RV<sup>®</sup>, and higher will provide a limited supply of fuel at no charge to the Member; it

does not include delivery or free fuel for use in portable onboard generators, any type of boat engine, snowmobile or jet ski.

#### **LOCKOUT SERVICE**

If 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 entry, the club shall provide locksmith service up to \$50 for Basic and \$100 for Plus. If necessary, the club will provide tow service. Once the vehicle is at the repair facility, the Member is responsible for the cost of parts and labor.

#### **EXTRICATING/WINCHING**

Your vehicle will be extricated/winchd when it can be safely reached from a normally traveled, established thoroughfare and no further than fifty (50) feet from said thoroughfare. A damage waiver must be signed prior to service. One (1) technician and one (1) service vehicle will be provided at AAA's expense. If special equipment, additional manpower or vehicles are required, the associated costs must be paid for by Member at the time of service, at the prevailing commercial rate. Extended AAA Plus<sup>®</sup> coverage includes delivery of service, by a second truck and/or operator, for an additional one (1) hour at the scene of the disablement. Vehicle recovery service is not covered under Emergency Roadside Assistance. A rollover is considered a vehicle recovery service.

#### **TOWING SERVICES**

When your vehicle cannot be safely driven after any of these emergency services, your vehicle can be towed to a place of your choice, up to three (3) miles from the point of disablement at no charge. Should you choose to have your vehicle towed beyond three (3) miles from the point of pick up, a per-mile charge will apply, payable to the responding service provider by the Member.

AAA Plus<sup>®</sup> provides for towing of eligible vehicles to any destination within one hundred (100) miles of the breakdown. **(Long distance towing may not be readily available depending on the time of day, inclement weather and available drivers.)** Towing beyond one hundred (100) miles, a per-mile charge will apply payable to the responding service provider by the Member at the time of service.

**Only one (1) tow per breakdown will be covered under AAA. Members may not "piggyback" or use two service calls. A pre-existing vehicle disablement is not covered for any extended plus or premier benefit.**

**Towing ordered by police or any other proper entity for vehicles illegally parked or abandoned is not covered by AAA.**

AAA shall render reciprocal services to affiliated club Members, provided the Member presents a valid Membership card.

AAA will do our best to accommodate passengers in the tow truck, however, transportation is not guaranteed. Children under 13 may not ride in the tow truck. It is strongly recommended for children under 13 to ride in the back seat per the Governor's Traffic Safety Recommendations. You may need to make other transportation arrangements.

#### **BICYCLE SERVICE**

Bicycle service is included in all Membership levels at no expense to you. Towing mileage is based on your level of Membership. A bicycle tow will count as one of your four roadside assistance calls for the year. The Member must be present at the time of service and have a valid AAA card. Bicycle service applies to all two-wheeled bicycles including rentals and tandem trailers pulled by a bike.

Bicycle service is limited to transporting the disabled bike to your residence or repair shop of your choosing. Mechanical repairs are not covered, including bicycle lock and flat tire service. Service is provided only along a normally traveled road or street. Bicycle coverage is available in AAA Hudson Valley territory only and is not eligible for reimbursement.

## **EXCESSIVE USE/SERVICE CALL INFORMATION**

In fairness to all Members, Emergency Roadside Assistance is not to be used as a substitute for proper vehicle maintenance. Each AAA Hudson Valley member is entitled to four (4) emergency road service calls within their Membership year. In accordance with this policy the club reserves the right to discontinue Membership. The club may also downgrade Membership to Basic service only.

## **LIMITATIONS**

AAA service is designed to render assistance during road service emergencies. Service will be rendered when the Member is with the vehicle. It is not practical for service technicians to search for a vehicle's owner nor are they authorized to do so. Members must present a valid Membership card to receive service. The service provider may also ask for a photo ID.

Service does not include the cost of parts or labor to complete repairs. Such repair costs are the vehicle owner's responsibility. AAA cannot guarantee the availability of repair service after regular business hours or on weekends and holidays.

Service technicians are required to exercise caution and judgment when servicing, extricating or towing a vehicle. If the service provider deems that unavoidable damage may occur, the Member will be required to sign a liability release, or waiver absolving AAA and the provider from such damage.

AAA Emergency Roadside Assistance is designed to remove a Member's vehicle from the road and get it to a safe place where repairs can be completed.

Towing service is intended for personal, non-commercial use and is only provided for a covered vehicle disablement. AAA Hudson Valley will not provide towing service for the purpose of transporting vehicles due to a purchase, sale, renovation, auction transaction, car show exhibition, charitable donation, relocation or any other similar situation. Such tows are considered "convenience tows" and are not covered emergency roadside assistance services.

AAA cannot guarantee that service will always be available in all areas and under all circumstances, or that you will receive service within a certain amount of time. For example, severe weather/state of emergency may cause unavoidable delays and service limitations, even though all involved are doing their best. In such cases, service will be prioritized to stranded members first. In the event a member calls for service and AAA service is unavailable, the Club may reimburse the member at the Contract rate for covered services.

Towing is by far the most time-consuming service AAA Hudson Valley provides and may be temporarily suspended to avoid excessive delays to members waiting for services. We appreciate your patience and understanding during these emergencies.

## **Service Not Included**

These are services **not** included at AAA's expense:

- Service on vehicle without keys (except when keys are lost or broken – see lockout-service).
- Service on unattended vehicles.
- Service by appointment.
- Service on non-registered or unlicensed vehicles.
- Service on non-maintained roadways.
- Service on private or seasonal roadways.
- Service to vehicles that have not been cleared of snow and/or ice.
- Service in areas where, because of snow, ice, mud or high water, the service truck cannot enter and/or leave safely.
- Installation or the removal of chains, plows or snow tires.
- Service to vehicles with plow attached.

- Members cannot be picked up and taken to their vehicle.
- Towing to or from an impound lot or salvage yard.
- Service to vehicles with livery plates such as taxi cabs and limousines.
- Towing, tire change or extrication for heavily loaded or modified vehicles.
- Service to a watercraft, equipment, utility, or livestock trailer.
- Removal of a vehicle from a closed repair facility.
- Service to a vehicle that was driven into an area such as vacant lots, back, front or side yards, beaches, field or barricaded street.
- Dual-wheeled box trucks and passenger vans are not eligible for tire or towing services.
- Towing of camping trailer attached to a covered vehicle (except under Plus RV rider).
- Towing or tire service to any pull-behind trailer (except a camping trailer under Plus RV rider).

**The Club reserves the right to change the service policies and procedures without notice.**

### **TOLL ROADS**

AAA trucks are not allowed to service Members on restricted roadways such as the NYS Thruway, Parkways and Turnpikes. When you call AAA for service you will be connected to the proper authority that will arrange for service. Some of these roadways have a contract with AAA, but to be eligible for the AAA benefit, you must present your physical AAA card. Many service providers may only tow you to a safe location off the restricted roadway where you will be required to call AAA for towing service to continue to your desired destination. Should you incur out of pocket expenses covered under your level of Membership you may submit for reimbursement consideration. Any reimbursement will be consistent with AAA Hudson Valley's **contract rate** which will be lower than the private garage charge. To receive any reimbursement, the Member must be present at the time of the vehicle disablement with a current Membership card and photo identification. If the club was billed reciprocally for your road service event by the AAA club in the area where the tow occurred, there will be no reimbursement consideration.

### **REIMBURSEMENTS**

All reimbursement forms must be received within thirty (30) days of service and must include the original **itemized**, paid receipt in **the Member's name** to be eligible for reimbursement consideration. To get the form online, visit [AAA.com/Reimbursement](http://AAA.com/Reimbursement). You must make every effort to contact AAA to request service through AAA roadside assistance first. All reimbursement requests are subject to an investigation process. Management has the authorization to deny reimbursements based on their discretion and interpretation of the AAA Hudson Valley Member Handbook Rules and Regulations here within. All reimbursements will be at a contract rate.

Reimbursements will be disallowed for the following reasons:

- Not calling AAA for service first
- Not waiting for a service when service is delayed
- Violations of any traffic safety or parking laws or trying to elude police

If a police-ordered tow is deemed reimbursable, it will be at the AAA contract rate. Should AAA grant reimbursement, it will count as one of their entitlements.

## AAA Approved Programs

AAA's Approved Auto Repair, Approved Auto Body, Approved Service, and Approved Auto Glass programs identify repair facilities that provide consistent, high-quality workmanship and that guarantee their work to AAA Members. Facilities that display AAA approved signs have met our demanding requirements for equipment, appearance, range of services, certified technicians and customer satisfaction.

Members also receive a minimum 24-month/24,000-mile warranty, guaranteed written estimates, AAA mediated dispute resolution plus, on request, a free 24-point safety inspection with any paid repair. In addition, these facilities have agreed to accept AAA as an independent and final authority in the event of a dispute over repairs.

All AAA Approved Auto Repair (AAR) and AAA Approved Auto Body (AAB) shops offer a minimum Member discount of 10% off retail labor costs, up to \$75. AAR and AAB facilities can be found throughout the United States and Canada. For a listing of facilities call your nearest AAA office or visit [AAA.com/AAR](http://AAA.com/AAR).

### EMERGENCY REPAIR CHECK ACCEPTANCE

AAA Hudson Valley guarantees a member's personal check drawn for an amount not over \$250, given in payment to, and to the order of any AAA contract station, for emergency service or repairs which are required because of a breakdown to the vehicle the Member is driving or riding in.

If such a check is dishonored by the bank on which it is drawn, AAA Hudson Valley will reimburse the contract station and will collect from the Member. If the Member fails to make such a loss good, collection procedures will be instituted, and the Membership may be subject to cancellation.

## MEMBER SERVICES

A weekend drive? Business trip? An extended vacation? AAA can supply a range of services and driving aids no other organization can match. At AAA Hudson Valley, experienced Travel Advisors will personally help you plan every phase of your trip. And, when you travel, you have access to the same services at any of our more than 1,000 offices across the U.S. and Canada.

### TRIPTIKS®

AAA's exclusive TripTik® system allows our travel counselors to prepare a complete, personalized routing of your trip, mile by mile. Each TripTik provides turn by turn directions and small maps highlighting your route. Each booklet also includes the total trip distance, estimated driving time, road construction information and maps. If you prefer, you can visit [AAA.com/TripTik](http://AAA.com/TripTik) to create and print a TripTik from the comfort of your home.

### MAPS

Our U.S., regional and state maps are designed exclusively for the automobile traveler. They are updated annually and are free to Members.

### TRAVEL STORE

AAA has products designed to make travel easier. These products are specially priced for AAA Members and are available in our travel store. Some products are also available on our online Travel Store at: [AAA.com/TravelStore](http://AAA.com/TravelStore).

Some great products available:

- Luggage
- Car Accessories
- Travel Products and Accessories
- Kids' Products And much more!

*\*Products and availability are subject to change.*

## **PASSPORT PHOTOS**

Come in anytime – no appointment is needed. Our staff will take your photo and hand you two color pictures in minutes at the lowest prices in town!

## **INTERNATIONAL DRIVING PERMIT**

AAA is one of the most trusted sources in the United States for International Driving Permits (IDP). They are internationally accepted documents that quickly identify with foreign officials and expedite all matters pertaining to driving while you are overseas. They also serve as an additional form of identification.

## **ENTERTAINMENT & ATTRACTION TICKET DISCOUNTS**

AAA Members can purchase discounted tickets at your local AAA Travel Store and online with AAA Tickets popular venues like:

- Universal Orlando Resort
- *Walt Disney World*® Resort
- SeaWorld® Orlando
- Six Flags® Parks
- LEGOLAND® New York Resort
- Regal Cinemas
- AMC Theatres
- Proctors
- Broadway *\*And More!*

For ticket prices and info, visit the AAA Travel store or [AAA.com/Tickets](http://AAA.com/Tickets).

*Products and availability are subject to change. Other attractions may be discounted online or in person at attraction via AAA Discounts & Rewards® partnership.*

## **AAA PET ID TAGS**

Pets are members of the family, too. That's why we have added Pet ID Tags onto our list of benefits! These tags have your pet's name, your AAA Member number and our phone number. If your pet is found, someone can call our 24-hour call center, and we will call you to help reunite you with your furry friend! Pet ID Tags can be ordered online, over the phone or at the Travel Store to can be picked up at any of our three (3) locations. To order online, visit [AAA.com/Pets](http://AAA.com/Pets).

## **INTERNATIONAL AFFILIATIONS**

A number of international auto and touring clubs have formal agreements with AAA. Your AAA Hudson Valley Membership card will help you obtain these reciprocal services while traveling abroad. Call the Club for details.

## **AAA.com**

Select Member services related to auto travel and trip planning are also available online at [AAA.com](http://AAA.com). Visit the Travel section of the website under "Trip Planning" to use the AAA TripTik® online travel planner, download and print maps, or order TripTiks by mail. You can also browse our online travel guides and download AAA Digital Tourbooks® for your eReader.

## MOBILE TIRE SALES & SERVICE

Enjoy the convenience of AAA Hudson Valley's Mobile Tire Service without leaving your home or office. Our Club offers this non-emergency automotive service to Members and Non-Members within the Greater New York Capital Region.

Mobile Tire services include:

- Mount/Balance
- Rotation
- Installation

Our process is designed for your convenience, offering a stress-free way to ensure your vehicle is ready for the road. Need new tires? Our Mobile Tire program has an entire inventory for you to browse and shop. Choose your tires, schedule your service, and relax while we bring tire care to your doorstep. AAA Mobile Tire Sales & Service is there for you when you need it most. We bring the Tire “store” to you! Members receive special savings on select tire services and purchases.

Call us at 518-426-1000 or visit [AAA.com/Tire](http://AAA.com/Tire) to learn more.

## AAA TRAVEL AGENCY

Millions of drivers each year trust AAA to guide and protect them on America’s highways. You can also rely on AAA to plan vacation getaways and get great prices.

AAA Travel is one of the nation’s largest full-service Travel Agencies. Whether you want to travel by air, rail, land or sea, AAA’s professional Travel Agents have the knowledge and experience to help you make the decisions that are right for you. You’ll save time and money on cruises, tours, group travel, rail journeys, airline tickets, hotel and resort accommodations and car rentals. We take care of the details so you can relax and enjoy your vacation, whether at home or abroad. There are so many reasons why it’s easy to travel with AAA.

All your arrangements can be easily made by calling or visiting the AAA Travel Agent nearest you or visit [AAA.com/Travel](http://AAA.com/Travel).

### AIR & RAIL TRAVEL

AAA Travel can reserve your air & rail travel, too. From domestic to international destinations, AAA Travel has you covered. Amtrak tickets in the United States, via rail in Canada or Eurail in Europe. Airline reservations must be made in person at a local office and require valid identification.

\*Service fees apply for air/rail only reservations. Visit [AAA.com/Travel](http://AAA.com/Travel) for a list of service fees.

### ESCORTED TOURS

Small group, adventure travel, special interest or locally hosted, AAA Travel has the tour you’ve been yearning for! With the itinerary thoughtfully planned, leaving room for personal exploration and the freedom to create your own memorable moments. Uncover the vibrant culture of Japan, the timeless charm of Italy, the breathtaking beauty of Iceland’s landscapes, or the untamed wilderness of Costa Rica. Travel the world and enjoy exclusive benefits when you book your tour through AAA Travel.

### Theme Park Vacation Packages

Experience the magic of Disney, the excitement of Universal Studios, the thrills of SeaWorld, and the adventure of LEGOLAND, all as only AAA Members can! Special vacation packages to Orlando and other top theme park destinations, with exclusive perks and savings, are yours when you call AAA Travel for your reservations.

## **CRUISES**

With a wide range of cruising options- River, Ocean and Expedition, AAA Travel has the perfect vacation for you! The destinations are endless from the Caribbean, Europe, the Mediterranean, Hawaii, Alaska and beyond. Wherever you want to cruise, we work with trusted travel suppliers who are the leading names in the industry. This includes Princess Cruises, Royal Caribbean International, Celebrity Cruises, Carnival Cruise Line, Viking, Ama Waterways and more. When you book with AAA Travel, you'll receive Members-only benefits! Contact a Travel Agent to learn more.

## **AAA EXCLUSIVE VACATIONS**

These exclusive departures are thoroughly curated to offer a diverse range of experiences, ensuring there's something for every traveler. With special member pricing and a variety of added perks, these hand-picked vacations feature exceptional value. Whether you're seeking adventure, relaxation, or cultural immersion, these carefully selected options are designed to exceed your expectations and deliver an unforgettable travel experience. Exclusive Vacations are handpicked by your local AAA Travel Agent designed with you in mind. Visit [AAA.com/AAAXclusiveVacations](http://AAA.com/AAAXclusiveVacations) for more information.

## **TRAVEL INSURANCE**

When you travel in today's world you need to be ready for just about anything. AAA recommends the purchase of Travel insurance that will protect your investment. AAA and our trusted travel partners offer a policy to fit your every need which includes protection for flight cancellation, travel delay or interruption, medical/dental, hotel, rental car, and even "Cancel Any Time". Additional features of AAA's travel protection include a 24-hour hotline with multi-lingual staff to help with missed port of call, baggage delay or loss, medical assistance and other consultation. Restrictions apply. Contact the AAA Travel Agency for further details.

## **CUSTOMS INFORMATION**

As part of the service to our clients, the AAA Travel Agency maintains reference materials on visa and customs requirements. If you are unsure of the necessary documents or restrictions, please contact a AAA Travel Agent for further information.

## **HONEYMOON REGISTRY**

Getting married? A honeymoon fund registry is a great way for loved ones to contribute to your new life as a married couple by sending you on the honeymoon of your dreams. AAA Hudson Valley Travel Agency's Honeymoon Registry makes it easy for family and friends to help take the stress off you, we'll save you time and provide Honeymoon Registry cards to share with your wedding or shower guest list. These cards make it easy for you to track and acknowledge your Honeymoon Registry gifts. Call 518-426-1000 or email [booktravel@aaahv.com](mailto:booktravel@aaahv.com) to set up a free, Honeymoon Registry consultation.

## **HERTZ CAR RENTALS**

AAA Travel Agents can assist you with car rental reservations. AAA Members are entitled to special discounts when renting cars through Hertz. Whether for business or pleasure, the AAA discount on your next car rental is one of the ways your savings annually demonstrates the daily value of being a Member. To reserve a car and get your AAA discount, contact your AAA Travel Agent at 518-426-1000, by email at [booktravel@aaahv.com](mailto:booktravel@aaahv.com), visit [AAA.com/Hertz](http://AAA.com/Hertz). If you need your rental within 24 hours, call Hertz directly on their dedicated AAA toll-free line: 1-800-654-3080.

Hertz benefits for AAA Members include but are not limited to:

- No charge for additional drivers with valid AAA Memberships
- Guaranteed best Hertz rates available at time of reservation
- Free Hertz Gold Plus Rewards® Membership
- Addition of a free child safety seat to rental
- Young Renter fee waived for AAA Members 20-24 years of age

### **AAA DIAMOND PROGRAM & HOTEL PARTNERS**

We accept only the best for our Members when it comes to hotel accommodations. For more than 80 years, AAA has performed unscheduled annual hotel inspections throughout North America and the Caribbean that include a detailed look at a property's quality, cleanliness and condition. Diamond inspections are conducted by trained experts who evaluate the guest experience with consistent, objective criteria. In addition to the AAA Diamond Program, AAA Members receive exclusive savings from a network of hotel brands like Best Western, Marriott, Hilton, Hyatt, and Choice Hotels. Travel Agents can book these hotels for you, or you can visit [AAA.com/Travel](http://AAA.com/Travel) and book on your own.

## **FINANCIAL SERVICES**

### **AAA Daily Advantage Visa® Signature Card**

Purchases earn cash back.

- 5% at Grocery Store Purchases
- 3% at Gas & EV-charging Stations, Pharmacy, Wholesale Clubs, Streaming Services and AAA Purchases •1% on All Other Purchases

### **AAA Travel Advantage Visa® Signature Card**

Purchases earn cash back.

- 5% at Gas & EV-charging Station Purchases
- 3% Travel, Restaurants, Grocery Stores, & AAA Purchases
- 1% on All Other Purchases

*Terms and conditions apply.* For information about rates, fees, other costs and benefits associated with the use of this credit card, visit [AAA.com/CreditCard](http://AAA.com/CreditCard).

### **FOREIGN CURRENCY EXCHANGE**

Exchange money before you travel and avoid the hassle of exchanging currency at the airport or upon arrival. AAA offers select foreign currency TipPacks (packages of small denomination bills) at the AAA Travel Store. AAA Members also can order foreign currency from more than 70 foreign countries, with popular currencies available in three (3) business days and other currencies generally available in five (5) business days.

### **AAA PREPAID RELOADABLE CARD**

Whether vacationing across town or across the country, take the AAA VIA Mastercard® Prepaid Card. It's safe, secure, and reloadable. The AAA Via Mastercard® Prepaid Card is issued by Patriot Bank, N.A., Member FDIC.

### **AAA MASTERCARD® GIFT CARDS**

AAA Mastercard® Gift Cards are the ideal choice for everyone on your gift list. To purchase, visit your local AAA branch. The card is issued by Patriot Bank N.A., Member FDIC, pursuant to license by Mastercard International Incorporated.

## **IDENTITY THEFT PROTECTION**

Thieves can wait years to use your stolen information. Your data is at risk every day. When you enroll in ProtectMyID by Experian, you'll get the peace of mind you deserve. Three options let you choose how much coverage you want, including the free Essential plan for AAA Members. Spot early signs of fraud with Dark Web Surveillance and Real-Time Identity Alerts. Fraud Resolutions Agents assist you day or night if you experience identity theft.

## **INFO ON THE GO**

### **AAA.COM**

Visit AAA.com for account maintenance and information on discount offers, financial service products, upcoming events, road trip and destination planning, and more. Our website also gives you the ability to place Emergency roadside service requests, get car battery quotes, book hotels, rental cars, and other vacation packages, purchase discounted attractions tickets and much more. Many features of the desktop site are also accessible on your smart device.

Having trouble accessing the website? AAA.com is a gateway for all AAA Club sites. AAA.com uses your location to send you to the correct site. Look for the AAA Hudson Valley logo in the upper left corner of the page to ensure you are on our website. Call (518) 426-1000 if you still need assistance.

Please note that if your Membership is suspended or canceled, you will not be able to login or pay your dues online. We can take your payment over the phone with a MasterCard, Visa, American Express or Discover credit card, or you can mail your payment to us.

### **AAA TOURBOOK® GUIDES**

Our trusted travel information is now available on-the-go! Adapted from the printed guide format, you can find and research your next getaway with the new TourBook guides, available online for destinations across North America and the Caribbean. These guides provide detailed trip planning information and are searchable by destination or region. They are designed to easily take with you while traveling on your smart device!

### **MOBILE APP**

Download the free AAA Mobile App available for iOS and Android. One app gives you access to emergency roadside assistance, discounts, TripTik directions, car battery quotes, Approved Auto Repair locations, and more. You can even download your virtual Membership card to your mobile wallet. How convenient!

### **CLUB PUBLICATION**

AAA Every Day Magazine is your source for the latest Club information and tips to help you get the most from your Membership. Read each issue for incredible feature articles, destinations and vacations near and far. The magazine also includes shopping guides, seasonal updates, upcoming events, and articles on topics like automotive, travel, insurance, financial services and leisure. Inside the magazine you may also find information on consumer, legislative, and safety initiatives.

AAA Every Day is published four (4) times per year and mailed to primary members. Visit AAA.com/Magazine to access the latest issue digitally on your computer or smart device. If you prefer digital delivery altogether, visit AAA.com/GreenTeam to go paperless!

## **TRAFFIC SAFETY**

Your Membership dollars help to protect AAA Members and Non-Members alike, whether motorists, pedestrians or school children, by promoting safety projects and practices. You can take pride in the club's efforts on your behalf to make our streets and highways safer for everyone.

### **CHILD SAFETY SEAT PROGRAM**

Did you know that four out of five car seats are installed incorrectly? AAA Hudson Valley's Certified Child Passenger Safety Technician can inspect your child's car seat and educate you on proper usage. We also offer a free car seat loaner program to Members who have a temporary need for a car seat. We will help install and educate you on the proper usage of the seat. Car seat inspections and the loaner program are available at our main office in Albany by appointment only.

### **SCHOOL SAFETY PROGRAM**

Otto the Auto is a lively, animated traffic safety robot designed to help children learn, remember and practice important traffic safety habits. Otto will teach children about seat belt use, crossing the street safely, playing away from traffic, stranger danger, and the importance of wearing a bicycle helmet.

AAA School Safety Patrols are school sponsored student volunteers from upper elementary school, middle school, and junior high schools. Patrollers direct children, not traffic. As school-aged leaders in traffic safety, patrollers teach other students about traffic safety on a peer-to-peer basis. They also serve as role models for younger children.

### **DRIVER IMPROVEMENT PROGRAM**

We offer the New York State Department of Motor Vehicles approved 6-Hour Defensive Driving Class. In this Point and Insurance Reduction Program, participants learn to be more observant, recognize an adequate margin of safety, adjust to diverse driving conditions, and handle emergency situations. For more information on how the Driver Improvement Program will reduce your auto insurance, or for a class schedule and to register, visit [AAA.com/DefensiveDriving](http://AAA.com/DefensiveDriving). Classes are offered frequently. Discounts are available for AAA Members and Seniors over 60 years of age.

### **5 HOUR PRE-LICENSING CLASS**

This 5-Hour course is designed to provide information necessary for safe driving and advancement to the road test phase of the licensing process. This is a DMV certified class. Upon completion, you will receive an MV-278 certificate which is required to schedule your road test. You must also take the certificate with you to the road test. Classes are held at our main office at 618 Delaware Avenue, Albany, NY 12209.

### **OTHER SAFETY PROGRAMS**

AAA Hudson Valley Traffic Safety Services offers other classes and programs, such as Winter Driving, Parent-Teen Workshop, and CarFit for seniors. For a complete list of services, visit [AAA.com/Safety](http://AAA.com/Safety).

### **RECOGNITION OF TRAFFIC SAFETY ADVOCATES**

AAA Hudson Valley Traffic Safety Services feels it is important to recognize and encourage those who are leaders in Traffic Safety within our territory. Award programs:

- Safe School Bus Driver of the Year (all school districts in our territory are eligible)
- Safe School Crossing Guard of the Year (all school districts in our territory that employ Crossing Guards are eligible)
- Driver Education Awards (all students of Driver Education at schools in our territory are eligible)

For more information on traffic safety programs, call 518-426-1000 ext. 2440 or email [trafficsafety@AAAHV.com](mailto:trafficsafety@AAAHV.com).

## **PUBLIC AFFAIRS**

Since its founding in 1902 as the American Automobile Association, this association of independent Clubs has been an advocate for motorists and travelers. It has fought motorists' legislative battles, protected them against unduly restrictive legislation, and worked against harsh and unjust prosecutions.

AAA has been in the forefront of the movement for adequate roads and safe use of those roads. It has fought for equitable taxation and stood constant watch over the rights and prerogatives of America's travelers.

A not-for-profit, fully tax-paying organization with more than 64 million Members, AAA is well respected for its credibility and integrity. AAA Hudson Valley is part of AAA New York State, a federation of five (5) New York AAA Clubs. Collectively, these Clubs serve over 2.9 million AAA Members residing in New York State. For information on state legislative or traffic safety activities, visit AAANYS.com.

At AAA Hudson Valley, we recognize that our Members are our greatest assets and that our relationship with you is one that is built upon trust. As a result, we have always carefully guarded any personal information that we may acquire while providing services to you. Recent advances in technology have heightened concerns about privacy and the safeguarding of personal information. Accordingly, we are taking the opportunity to inform you of our policies regarding the collection, use and safeguarding of your personal information.

AAA's goal is to provide you with extraordinary customer service. We welcome any comments you have regarding our products or services: AAA Hudson Valley, 618 Delaware Ave, Albany, NY 12209

## **PRIVACY POLICY**

Providing our Members with high-quality products and services requires that we collect and maintain certain information. With respect to this information, we promise the following:

- To safeguard all personal information against unauthorized access.
- To collect only necessary information to continue to provide you with high-quality products and services.
- To require that companies who perform servicing and marketing functions for us maintain strict confidentiality over any information they acquire.

To notify you annually of our policies on information collection, sharing, and safeguards.

### **CATEGORIES OF INFORMATION COLLECTED**

In the course of providing you with services and products and administering your Membership, we collect the following types of information:

- Information from your Membership application, such as name, address, and phone number.
- Information about use of Membership benefits, products and services.
- Information about transactions with companies selected by us to provide products and services especially for AAA Members.
- Information gathered on our website through online forms, site-visited data and automatic online collection devices known as cookies.

### **HOW WE SAFEGUARD PERSONAL INFORMATION**

We limit access to personal information to authorized personnel who need to use it in the course of their job duties. We also have physical, electronic and procedural safeguards to protect your information from unauthorized access.

## **HOW WE USE PERSONAL INFORMATION**

The information we collect from you is an important part of our ability to provide you with high-quality Member services and to offer benefits, products and services that are relevant to you. In the course of our use of the information, we may share it with others, as follows:

- We may share personal information when we are required to by law, such as a subpoena, to prevent fraud or in response to an inquiry by a government agency.
- We may share personal information with companies who perform services or marketing functions for us or as part of a joint marketing agreement. We require these companies to observe strict confidentiality with respect to any information they obtain from us.

We may also share certain information, such as your name and address, with companies selected by us to provide products or services of interest to AAA Members.

If you do not wish to receive information from companies selected by us to provide products and services especially for AAA Members, complete the form on [AAA.com/Privacy](http://AAA.com/Privacy). Please allow six (6) to eight (8) weeks for processing. This will not prevent unwanted solicitation from companies that received your information from other sources.

All AAA Hudson Valley locations have friendly Member Services Representatives, the AAA Travel Store, and a full-service Travel Agency. AAA Hudson Valley has served members in the Capital Region for over 100 years.

### **Club Offices:**

#### **Albany**

618 Delaware Ave.  
Albany, NY 12209

#### **Latham**

Newton Plaza 595  
New Loudon Rd.  
Latham, NY 12110

#### **North Greenbush**

112 N Greenbush Rd. Troy,  
NY 12180

### **AAA.com**

Sign up for our enewsletter: [AAA.com/enews](http://AAA.com/enews)