



## ***Bicycle Benefits Contract***

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24 Hour Roadside  
Assistance

**1-866-732-1427**

### **24/7 Emergency Road and Tow Service**

If your bicycle is disabled and cannot be ridden safely, you may contact the toll-free dispatch service for assistance at **1.866.732.1427**. Please note that the bicycle emergency phone number is separate from the auto emergency phone number.

### **Terms**

- Coverage includes up to 30 miles of transportation for you and your bicycle.
- Coverage includes two service calls per year, per listed member.
- Member must be with bicycle at the time of service.
- Bicycle must be accessible from the road (we cannot dispatch onto bicycle trails or paths).
- Bicycle coverage is available in the US and Canada.

### **Reasonable Accommodation**

If the member is traveling with one other individual when a breakdown occurs, we will attempt to secure transportation for both member and the non-covered bicyclist.

### **Lockout Service**

We cannot dispatch a vendor to help you unlock your bicycle. If you lose your key, you may submit a claim for reimbursement for locksmith services from an accredited locksmith. Maximum value for individual claims is \$50, and claims must be filed within 30 days of occurrence.

### **Excessive Usage:**

In order to maintain fair and reasonable membership dues for all members, Better World Club reviews all memberships that exceed standard call frequency. Use of services that Better World Club deems excessive may result in limitation of the number of claims allowed, non-renewal, or membership cancellation. Better World Club has the right to refuse the purchase of a new membership to anyone. Better World Club has the right to deny any current member from renewing their membership for any reason.

### **Cancellation Policy**

You may cancel your membership at any time simply by calling or writing to our Membership Office. You are entitled to a pro-rata refund of any unused portion of your membership. We may suspend or cancel certain membership benefits during a membership period due to excessive use of the benefits and services we provide. Once you have used both service calls in a single membership year, your coverage is suspended until the beginning of your next membership period. Throughout the suspension period, we will continue to attempt to dispatch a service provider to you if you call us for help. However, you will be responsible for making payment directly to the responding provider for any services rendered.

We may cancel your membership during a membership period for any of the following reasons: 1) failure to pay your membership dues; 2) material misrepresentations or fraudulent submission of a request for reimbursement; or 3) excessive use of the benefits and services we offer. If we cancel or decline to renew your membership, we will send you prior written notice indicating the reason for such action.

### **Service Providers**

Emergency bicycle road service is rendered by our already-existing auto service network. These service providers are independent contractors and are neither agents nor employees of Better World Club. Because these independent contractors have exclusive control over their own equipment and personnel, the Better World Club is not responsible for their acts or omissions or for the quality of any service they provide. Better World Club assumes no liability for property damage or bodily injury, if any, caused by a service provider. Any claim involving such damage or injury should be filed directly with the responsible service provider.

However, we do encourage feedback and would like to know if a vendor behaves unprofessionally.

### **Benefits and Dues:**

Both are subject to change without notice. From time to time, additional benefits and services may be offered.

### **Maps and Custom Trip Planning Service**

Please note that our trip routing program is designed with the automobile in mind and is not currently recommended for bicycle travel. However, we can create routes that avoid interstates.

Maps are free to members and can be ordered at any time for no extra charge. We carry a wide variety of detailed city maps, state maps, regional maps and many bicycle maps. Please allow 7-10 business days for delivery. There is a 10 map limit per household, per year. Check the Better World Club website for a complete list of maps.

### **Member Discounts**

Please visit the Members Only section of our website for discounts on green products and services as well as nationwide hotel and car rental discounts.

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**Please direct all questions, comments, and reimbursement requests to:**

**Better World Club  
Membership Office**  
412 NW Couch St, suite #100  
Portland, OR 97209

**PHONE: 1-866-238-1137**  
(Monday - Friday 8:30am-5:30pm PST)  
**FAX: 503-546-1117**  
**EMAIL: [club@betterworldclub.com](mailto:club@betterworldclub.com)**