



اتحاد
السيارات
العربية

Arabian
Automobile
Association

24 X 7

FREE

ROADSIDE ASSISTANCE

“We guarantee to get you moving”

www.aaaqatar.com



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Profile

Arabian Automobile Association (AAA) is specialized in Automobile Assistance Services in Middle East.

The 'Pearl of the Gulf,' – Qatar has the fastest-growing economy of all the GCC countries. The automobiles and occasional problems related to automobiles are also growing along with it. Arabian Automobile Association (AAA) is specialized in emergency automobile assistance services. We position ourselves as our member's trusted friend at their assistance 24 hours and 365 days.

AAA is a company managed professionally at all levels. Our operations department including the centralized Control Room is manned by qualified, experienced, well trained and above all customer oriented multi-lingual service representatives. Our crew is equipped with modern, state of the art service vehicles including tow trucks, saloon cars and motor cycles that are fully equipped with all necessary tools to render fast, efficient and reliable service to motorists anywhere in the Qatar round the clock. We commit ourselves to provide a positive and fastest possible responses to any service call because we empathize the mental agony of a stranded motorist.

To achieve novel heights, we drive our business partners with passion and provide innovate solutions that are professionally custom made. Being committed and responsible to our stakeholders is our only business.

Emergency Roadside Assistance

Emergency Roadside Assistance is exactly what the name implies – an emergency rendered by official Arabian Automobile Association (AAA) through out Qatar, 24 hour sand 365 days. Emergencies are not preplanned. They can happen anytime anywhere. It can be either when one is going for an important business meeting or a family outing. Or even when one hurrying to catch a flight. But when you are enlisted with AAA Gold & Silver Programme, you can have peace of mind and stay at ease on the road with a confidence that wherever you are, a friend is there just a telephone call away.

The scope of Emergency Roadside Assistance varies with levels of services members are entitled to. The basic service covers all the essential services to assist any member to get necessary vehicle related assistance wherever they are in Qatar. Various services provided by us to our members are described below.



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Services to AAA Silver Card Members

MECHANICAL FIRST AID:

Mechanical First Aid includes minor adjustments of the vehicle at the point of disablement if spare parts or supplies are not required to make the vehicle run on its own. In case the mechanical first aid is to be limited on account of certain reasons like technologically advanced engines or warranty restrictions, the vehicle will be towed to a nearby garage where it can be repaired. No spare parts will be supplied or installed by AAA.

BATTERY SERVICE:

If the battery on your vehicle is dead for whatever reason, we will jump-start the vehicle so you can carry on with your journey. If the problem still persists, the vehicle will be towed to a nearby garage where it can be repaired.

FUEL SERVICE:

An emergency supply of fuel will be delivered to a member's disabled vehicle enabling the member to reach the nearest open petrol station. Note, the service of fuel delivery is free, but the member is responsible to pay for the fuel at current market price.

FLAT TYRE SERVICE:

In case of a flat tyre and availability of usable spare tyre in the vehicle, our service agents will change the tyres on the spot itself. Also we provide information on nearest tyre shops to repair and replace the changed flat tyre. In case there is no spare tyre we will tow the vehicle to nearest repair point.

LOCKOUT SERVICE:

If keys got locked inside the vehicle, our trained customer service representatives try and retrieve the key. If that is not possible, then the vehicle will be towed to the nearest garage.

TOWING SERVICES:

When the vehicle cannot be rendered drivable after attending any of the emergency procedures provided, or in an accident situation or when in the service person's judgment, the vehicle is not in a safe driving condition, then it will be towed to the nearest garage. Note: One towing per disablement. When streets are impassable or when conditions make towing dangerous, a temporary delay of towing may occur.

All the above services are free services for unlimited number of times during the membership period. AAA Terms & Conditions apply for all the service requirements.



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Services to AAA Gold Card Members

Services for AAA Gold Card Members includes all features of AAA Silver Card, mentioned earlier, along with following value added benefits:

SERVICE – PICKUP AND DROP:

Giving the vehicle for service is a tedious task, the service receptions opens during the standard office working hours. AAA helps Gold Card Members to make this task simpler, we pickup vehicle from any location with in Doha City limits to service centers and drop back to the location after services. This service is free for one time every year and after the 1st complementary service Gold card members can avail this service unlimited numbers of times by paying a minimal service charge. The service is to be booked with AAA Customer Service Center minimum 24 hours prior to requirement of the service.

AIRPORT PICKUP AND DROP:

One of the worries for many people while flying out from the country is who will drop or pick them up from airport. AAA serves the members by giving affordable pickup and drop options. The members can use either their own vehicle and ask AAA service agent to pick their vehicle from Airport and drop it back at their garage or pick their vehicle from garage and be at the arrivals while they are coming in. Another option is AAA service agent will pick from the member from their location and drop them in Airport. This service is available only within Doha City Limits. 1st service is complementary for Gold Card Members and all future services shall be charged within minimal service charges. The service is to be booked with AAA Customer Service Center minimum 24 hours prior to requirement of the service.

AUTOMOBILE REGISTRATION & RENEWAL SERVICES:

AAA provides automobile registration and renewal services to our Gold Card members. The scope of this service includes pick up and drop of vehicles from member's location, within Doha City Limits for statutory checkups for vehicle registrations and vehicle registration formalities with Transport Authority. The owner is charged only for the payments for Vehicle Checkup and Registration Charges. This service is offered as a free service, one time a year, to Gold Card members only. AAA Gold Card Members can avail more number of this service with a minimal service charge depending on service booking availability and locations. The service is to be booked with AAA Customer Service Center minimum 24 hours prior to requirement of the service.

GCC ROADSIDE ASSISTANCE COVER:

AAA Gold Card Members are covered with GCC Roadside Assistance programme which covers Free Emergency Roadside Assistance at **United Arab Emirates, Kingdom of Bahrain, State of Kuwait and Sultanate of Oman.**



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General Terms & Conditions for AAA Gold & Silver card members

1. The AAA membership is valid only for non commercial motor vehicles, less than 10 years old.
2. AAA Membership will be activated after 48 hours & cannot be cancelled after activation nor membership fee will refunded.
3. AAA roadside assistance services are unlimited for Gold & Silver card members. Members who suffer an unnatural number of breakdowns are liable to have their membership cancelled.
4. None of the AAA Services will be provide more than once within 24 hours.
5. Inter-city towing will be free for silver car members.
6. All towing services will be provided to the nearest garage or to the garage of members choice within the city limits
7. AAA membership covers the registered vehicle only. Irrespective of the driver, services will be provided to that vehicle only. No free service is provided if the member drives a vehicle other than the registered one.
8. The AAA membership, except the free & complimentary, is transferable to another vehicle. Any changes in the details of the registration vehicle must be notified in writing.
9. Any change in the registered vehicle must be notified in writing to AAA either by fax or email 48 hours before availing the service.
10. In case of a transfer of membership or the loss of membership card, the member will have to pay QR 50/- for issuing a duplicate card and or/ transfer charges.
11. AAA is responsible for members vehicle during the time it is in their custody.
12. Members are required at all times to display the provided AAA sticker on inside of the rear windscreen.
13. The service will be rejected in case members are not able to provide the membership number. The membership card should be shown to the authorized service personal on request.
14. AAA has the right to reject services if it come to their knowledge that a registered vehicle had a breakdown before activating of the membership. In no case will the membership fee be reimbursed.
15. AAA free Roadside Assistance Services are applicable only on road & near by accessible areas.
16. AAA membership shall be renewed automatically on the expiry unless the intimated otherwise.
17. Any clause or part thereof of this terms & conditions can be changed/modified/deleted/added at the sole of discretions of AAA management.
18. The Coverage area for free Roadside Assistance Services
AAA Silver card Members:State of Qatar
AAA Gold card Members:State of Qatar, United Arab Emirates, Kingdom of Bahrain, State of Kuwait & Sultanate of Oman.



Additional Services to AAA Gold card members

1. All the below additional Services to AAA Gold Card Members are Complimentary for 1st time every year. AAA Gold Card Customers can avail more number of services after 1st complementary service by paying the applicable service charges, the charges are to be paid in front before the vehicle is handed over to AAA service agent. However, AAA reserves the right to reject any service request without giving any reason what so ever.
2. The additional Services to AAA Gold Card Members along with standard Roadside Assistance Service are:
 - A. Annual Registration & Renewal Services
 - B. Service Pickup & Drop
 - C. Airport Pickup & Drop
3. Member is responsible for payment of any payment obligation of service centre/inspection agency/traffic department/parking fees or any other parties involved for above services.
4. Member must provide all the documents required for registration & renewal services, booking for the service with the service centre for service pickup & drop.
5. AAA will collect the vehicle, key & requisite documents from the member at a single location as mutually agreed. Vehicle must be in proper working condition & contain sufficient fuel.
6. All the above services are for single attempt of the service, in case if the service is not able to complete for whatsoever reason, AAA is not obligated to re-do service, unless member pays the additional charge.
7. All the Service requests should be booked with AAA Call Center minimum 24 hours prior to requirement of service. The services facilities are limited & served in first come– first serve basis. In case of all the facilities are booked for time required by the member, the member will be offered next available slot.
8. The Coverage for additional services for AAA Gold card is Doha Limits Only.



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AAA Membership Benefits at a Glance:

BENEFITS	AAA - Silver	AAA - Gold
Mechanical First Aid	YES	YES
Battery Service	YES	YES
Fuel Service	YES	YES
Lockout Service	YES	YES
Flat Tyre Service	YES	YES
Towing Service	YES	YES
Number of Roadside Assistance Services per year	UNLIMITED	UNLIMITED
Inter-City towing services	FREE	FREE
Service Pickup and Drop	NO	1 FREE
Airport Pickup and Drop	NO	1 FREE
Automobile Registration and Renewal Service	PAID	1 FREE
International Roadside Assistance	NO	YES



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Membership Charges

Standard AAA Memberships are available through AAA Call Center or Customer Service agents. The service scope of membership is limited to the terms and conditions provided along with the membership cards.

Standard annual membership charges are:

AAA GOLD CARD : QAR 500.00
AAA SILVER CARD: QAR 250.00

How to Apply:

1. Fill application form and fax to +974 4813 899
2. Apply Online, visit: www.aaaqatar.com
3. Fill application form and email to aaa@aaaqatar.com
4. Call AAA Call Center (4810500) and request for sales executive to visit at your location

Payment Terms:

1. Cash on delivery of membership cards at your location
2. Credit card authorization on delivery of membership card

APPLY NOW:

AAA Application Form in Next Page

“We guarantee to get you moving”

www.aaaqatar.com

APPLY FOR YOUR AAA MEMBERSHIP RIGHT AWAY !



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GOLD **QR-500**

SILVER **QR-250**

Name: Mr./Mrs./Miss

Company :

P.O. Box: City :

Occupation :

Nationality : Date of Birth :

Tel.Off : Fax : Res :

Mobile : Email :

Type of Car :

Model : Year of Manufacture :

Car Registration Number : Expiry :

Driving License Number : Expiry :

Mode of Payment (Please one of the following)

MASTER CARD : VISA CARD

CHEQUE : CASH :

LOCATION :

Membership Card Type:

Membership Fee : QR.

Member's Signature:

Date :

Note :
1. Your signature above signifies your acceptance of the AAA Terms & Conditions.
2. Membership will be activated after 48 hours of receiving application.
Cancellations are not allowed after activation.

24 Hours

FREE

Roadside Assistance

365 Days A Year

GCC Roadside Assistance

www.aaqatar.com

**We Guarantee
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