

- **Bicycle Roadside Assistance**



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| Q. | Is the bicycle service available to all members? |
| A. | Yes, the bicycle service is available to all AAA Mid-Atlantic Members, including Basic, Plus, Premier & RV (both Primary and Associate). The bicycle service is not available to Members of other AAA clubs. |
| Q. | Do I need to enroll in a separate bicycle membership to take advantage of the bicycle service? |
| A. | No, all Members are automatically enrolled effective May 1, 2015. |
| Q. | What's the cost? |
| A. | Bicycle Service is included as a benefit to all AAA Mid-Atlantic Members at no additional charge. |
| Q. | Who's covered by the bicycle service? |
| A. | Coverage is for the Member whose bicycle is disabled or inoperable and accompanying minors. (Teenagers who are old enough to drive or enroll in an Associate membership do not qualify for this exception.) |
| Q. | If I'm too tired to continue with my bike ride, will AAA pick me up? |
| A. | No, the bicycle service does not cover rider fatigue or physical inability to continue with the ride. |
| Q. | How many bicycle service calls am I allowed? |
| A. | Any of the Members roadside assistance calls can be used for bicycles. |
| Q. | Does a bicycle service call count towards my automotive service call allotments? |
| A. | Yes. Bicycle service calls are combined with a Member's existing automotive service call allotment. |
| Q. | Do I have to show my AAA membership card to obtain service? |
| A. | Yes. Just like with vehicle roadside assistance, you must show a valid AAA membership card and another form of identification. |
| Q. | Can I use the AAA mobile app or Passbook app on my iPhone as proof of membership for the bicycle service? |
| A. | Yes, when receiving bicycle roadside assistance, you can show your AAA membership card on the AAA mobile app or Passbook app, as long as you have another valid form of identification. |

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| Q. | If I'm not a current member of AAA Mid-Atlantic Member, can I sign up for just the bicycle service? |
| A. | No. At this time, we do not offer a separate bicycle membership. However, bicycle coverage is included at all membership levels at no additional charge. |
| Q. | If I'm not a current AAA Mid-Atlantic Member and I place a bicycle service call, will I be subject to a same-day service charge? |
| A. | Yes, to become a Member and receive services that same day, an additional service charge will apply. |
| Q. | Are there specific towing restrictions I should be aware of? |
| A. | Bicycle towing mileage is the same as the vehicle towing mileage limit - 3 miles for Basic, 100 miles for Plus/Premier and one 200 mile tow for a Premier household. Additional towing miles – same per mile rate as vehicles. |

Eligible Bicycles

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| Q. | What types of bicycles do you cover? |
| A. | We cover non-motorized bicycles that can be transported on standard bike racks. If you've rented a bicycle, as long as it fits on a bike rack, it's covered, too. Excluded from coverage are bicycle taxis or bicycles used for commercial transportation, motorized bicycles or scooters, mopeds, impound bicycles, bikes that require breaking or cutting a lock to transport or unattended bicycles. |
| Q. | Are recumbent bicycles, 3-wheel trikes (triplets), tandem and other more unusual bikes included? |
| A. | No. We cover bicycles that can be serviced using our standard vehicles that have been equipped with bike racks. |
| Q. | Will we provide service for small trailers being towed by bicycles (the kind typically used to tow a young child or groceries)? |
| A. | Trailers will only be transported if they can fit in the service vehicle. Otherwise, we can assist you in obtaining alternate transportation at your own expense. |

Bicycle Roadside Assistance

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| Q. | What phone number do I call for bicycle service? |
| A. | Call 1-800-AAA-HELP (1-800-222-4357), the same as you would for automotive roadside assistance. |
| Q. | What's the procedure for placing a bicycle service call? |

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| A. | When calling for bicycle service, identify yourself by your AAA membership number and name. Be certain to specify that you need assistance with your bicycle. |
| Q. | Where is service provided? |
| A. | Service is available on normally traveled roads within the AAA Mid-Atlantic Club territory, which consists of Delaware, Maryland and Washington D.C. and parts of Pennsylvania, New Jersey and Virginia. To see the full list of counties in these states, click here . |
| Q. | What if my bike breaks down off-road, like on a bike path, beach, field or wooded area? Can I still get service? |
| A. | Service will be provided if you can safely move the bicycle to a normally traveled road. |
| Q. | Will you provide bicycle repairs at the roadside? |
| A. | No. Roadside assistance is limited to transporting a bicycle (back home, to a bike repair shop, etc.) due to breakdown disablement. |
| Q. | Do I have to be with my bicycle to receive service? |
| A. | Yes, we will not service unattended bicycles. |
| Q. | What happens if I'm out riding with my young children and my bike breaks down? Will you also transport my children and their bikes? |
| A. | We're limited as to how many passengers and bicycles we can safely transport with our service vehicles. If we can't accommodate all passengers, we can assist you in obtaining alternate transportation at your own expense. |
| Q. | Can I combine two bicycle service calls so I can avoid being charged for excess miles? |
| A. | No. |
| Q. | If I call for bicycle service within the AAA Mid-Atlantic coverage area, but it's not available, can I get reimbursed? |
| A. | Within the AAA Mid-Atlantic territory, when bicycle service is not available, you should seek bicycle transportation service on your own, pay for the service and send the original, itemized bill and explanation of the circumstances to AAA within 30 days. If the request is approved, you will be reimbursed for covered services at the prevailing rate for the region. |
| Q. | Can I get reimbursed for bicycle service received outside the coverage area of AAA Mid-Atlantic coverage area? |

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| A. | No, service is provided only within the AAA Mid-Atlantic Club territory, which consists of Delaware, Maryland and Washington D.C. and parts of Pennsylvania, New Jersey and Virginia. To see the full list of counties in these states, click here . |
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Bicycle Service Exclusions

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| Q. | Can I use the bicycle service to transport my bike from my home to a bicycle repair shop or other destination? |
| A. | No, the bicycle service is available only when you're out riding and something goes wrong with your bicycle, leaving it disabled or inoperable. |
| Q. | Can I transfer one of my bicycle calls to another member or nonmember? |
| A. | Generally speaking, no. The only exception is that a member parent or guardian can use their bicycle service calls to cover their minor children's disabled bicycles. (Teenagers who are old enough to drive or enroll in an Associate membership do not qualify for this exception.) |
| Q. | What types of two-wheeled vehicles are excluded from coverage? |
| A. | Motorcycles, electric scooters, mopeds, motorized bicycles or motorized vehicles of any kind and any bicycles that don't fit on standard bike racks are excluded from coverage. |
| Q. | Will you help me unlock my bicycle? |
| A. | No. Because the ownership of the bicycle cannot be verified, we will not service bicycles secured with a lock for which the Member has no key or combination. |
| Q. | Do I have to be with my bicycle to receive service? |
| A. | Yes, we will not service unattended bicycles. |
| Q. | Do Trip Interruption, Free Rental Car, Theft Reward or Legal Fee Reimbursement benefits apply to bicycles? |
| A. | No, bicycles are not eligible for Trip Interruption, Free Rental Car, Theft Reward or Legal Fee Reimbursement benefits. |