



## **Bicycle Benefits Terms and Conditions**

PLEASE NOTE: YOUR MEMBERSHIP IS NOT A LIABILITY OR PHYSICAL DAMAGE INSURANCE CONTRACT, NOR IS IT INTENDED TO COMPLY WITH ANY FINANCIAL RESPONSIBILITY LAW(S).

Roadside assistance services provided by both Better World Club and Roadside Protect 1000 W Irving Park Rd Suite 150, Itasca, IL 60143.

### **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 **866.732.1427**. Please note that the bicycle emergency phone number is separate from the auto emergency phone number, so please listen carefully to the options before selecting.

### **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 all 50 states.

### **Inconsistency**

If there is any inconsistency between the language of this document and information provided by an agent or representative of Better World Club or an independent contractor providing service to a member, the language, terms, limits and conditions of this document shall prevail over any conflicting terms.

### **Reasonable Accommodation**

If the member is traveling with one other individual when a breakdown occurs, we will attempt to secure transportation for both the member and the non-covered bicyclist. There may be out of pocket expenses associated with this.

### **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 from an accredited locksmith service. All claims are capped at \$50.

### **Service Calls**

You are entitled to two service calls for your membership year. If you require more than two, we will still dispatch, however you will be responsible for the payment of that service at the time of the call.

### **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. We may suspend or cancel certain membership benefits during a membership period due to excessive use of the benefits and services we provide. Renewal is not guaranteed.

### **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, less 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.

### **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. In some cases, we will dispatch Lugg, Uber, Lyft or other similar services. 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.

### **Benefits and Dues**

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

### **Reimbursement Requests**

You must call us for authorization first to be eligible for a full refund. If we are unable to dispatch, you will be authorized to file a claim. All other requests are subject to a price cap of \$50. Reimbursement is not guaranteed if you receive/require service during a lapse of coverage due to a late renewal.

Driving companies such as Lugg, Lyft, Uber, and professional taxis are eligible for reimbursement provided you call us for authorization of those services at the time of need.

Send us your written request within 90 days using the Claim Form found on the Member Site of [www.betterworldclub.com](http://www.betterworldclub.com). All submissions must be made electronically and sent to [club@betterworldclub.com](mailto:club@betterworldclub.com)

We reserve the right to deny any request submitted more than 90 days after the date of service (subject to certain state restrictions), containing receipts and/or supporting documents which cannot be verified. (No time limit applies for Utah and Wisconsin residents.) Please allow 4-6 weeks to receive your check in the mail. Incomplete documentation may slow down the processing of your request.

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

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

**Phone: 866-238-1137**  
(Monday - Friday 8:30am-5:30pm PST)  
**Email: [club@betterworldclub.com](mailto:club@betterworldclub.com)**  
Web: [betterworldclub.net](http://betterworldclub.net)