



Club Offices

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

ALBANY

618 Delaware Ave.
Albany, NY 12209
518-426-1000

TROY

514 Congress St.
Troy, NY 12180
518-649-1699

HUDSON

179 Healy Blvd.
Hudson, NY 12534
518-828-4537

LATHAM

Newton Plaza
595 New Loudon Rd.
Latham, NY 12110
518-649-1700

AAA.com

*Travel with
Someone You Trust.®*

A stylized blue city skyline with a yellow sun rising behind it, set against a light blue sky.

Member Handbook



AAA.com
518-426-1000

Table of Contents

Emergency Roadside Assistance

- 800-AAA-HELP
- 800-222-4357

Member Services

- 518-426-1000
- AAA.com

AAA Travel Agency

- 518-426-1000

AAA Discounts

- AAA.com/Discounts
- AAA.com/Specialoffers

AAA Hertz Car Rental

- 800-654-3080
- AAA.com/Hertz

AAA Hotel Reservations

- 866-AAA-SAVE
- AAA.com/Travel

AAA Prescription Savings

- 866-AAA-SAVE
- AAA.com/Prescriptions

AAA Auto Buying Program

- AAA.com/Autobuying

AAA Deposit Products from Discover Bank

- AAA.com/Deposits
- 888-204-8990

AAA Credit Cards

To Apply

- AAA.com/Applynow
- 800-932-2775

Customer Service

- www.aaanetaccess.com
- 800-732-9194

MEMBERSHIP

2-4

Your Basic Membership • Membership Renewal • Adding Other Members in Your Household • AAA Plus® Coverage • AAA Plus RV® Coverage • Cancellation Policy

AUTOMOTIVE/EMERGENCY SERVICES

5-10

Requesting Service • Eligible Vehicles • Emergency Road Service Guidelines • Approved Auto Repair & Approved Auto Body Programs • Emergency Repair Check Acceptance

AUTO TRAVEL

11-12

TripTiks® • CampBooks® • TourBooks® • Maps • Travel Store Passport Photos • International Driving Permit • Attraction Ticket Discounts • AAA.com

TRAVEL AGENCY

13-16

Hertz Car Rentals • Travel Protection • International Affiliations Corporate Travel Service • Train Travel • Customs Information Group Travel • Tours • AAA Vacations® • Walt Disney World® Resort & Universal Orlando Resort Vacation Packages Cruises • AAA Member Choice Vacations • Hotel Reservations Special Member Benefits

FINANCIAL SERVICES

17-18

AAA Member Rewards VISA® Card • Auto & Home Insurance No-Fee Travelers Cheques • Foreign Currency Exchange VISA® TravelMoney Card • Discover Deposit Products • AAA Gift Card Center

AAA.COM

18

INFO ON THE GO

19

eTourbook • Mobile Apps • AAA Mobile Web

CLUB PUBLICATION

20

Going Places

TRAFFIC SAFETY

20-21

Child Safety Seat Program • School Safety Program • Driver Improvement Program • 5-Hour Prelicensing Class • Senior Driver Programs

PUBLIC AFFAIRS

21

PRIVACY POLICY

22-23

SHOW YOUR CARD & SAVE®

23-24

Top 5 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 5 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 Online Savings Account from Discover Bank

AAA and Discover Bank have partnered to bring members highly competitive, member-only rates on an online savings account. The AAA Online Savings Account is the perfect place to park your money and begin building your rainy day fund.

- Preferred member-only rate – over five times the national savings average¹
- \$500 minimum opening deposit and no minimum balance required
- FDIC insurance up to \$250,000²

To open your Online Savings Account, visit AAA.com/Deposits

¹The APY for the Online Savings Account as of 4/26/11 is more than 5 times the national average APY for interest-bearing savings accounts with balances of \$500 as reported by Informa Research Services, Inc as of 4/26/11. Although the information provided by Informa Research Services has been obtained from the various institutions, the accuracy cannot be guaranteed. Rates are subject to change at any time. Accounts offered by Discover Bank, Member FDIC. ²Accounts are FDIC insured up to \$250,000 per depositor, per deposit category.

3 Hotel Discounts

Booking an overnight stay? Call **866-AAA-SAVE** or log on to AAA.com/travel for reservations. You'll save money with AAA member rates at top hotels.

4 Show Your Card & Save® Discounts

Show Your AAA Card and Save 10-30% off at over 160,000 locations, eMerchants and attractions worldwide. Visit AAA.com/discounts for a comprehensive and up-to-date list of national and local partners, so you can enjoy valuable savings. Check out limited-time offers at AAA.com/specialoffers and save even more!

5 AAA Prescription Savings*

Even if you have insurance, there may be some prescriptions that are not covered. Even some pet prescriptions are covered under the AAA Prescriptions Savings Program too! Visit AAA.com/Prescriptions to find participating pharmacies, estimate prescription costs, and download a prescription card.

***This is not insurance. Discounts are only available at participating pharmacies. By using this card, you agree to pay the entire prescription cost less any applicable discount.** Savings may vary by pharmacy, drug strength, dosage, and quantity. Savings are based on actual 2010 drug purchases administered by CVS Caremark for this program. The program administrator may obtain fees or rebates from manufacturers and/or pharmacies based on your prescription drug purchases. These fees or rebates may be retained by the program administrator or shared with you and/or your pharmacy. Prescription claims through this program will not be eligible for reimbursement through Medicaid, Medicare or any other government program. Heartworm or flea/tick prevention medications are not covered. Cannot be combined with any other discounts.

Welcome to AAA Hudson Valley!

Your AAA membership not only provides peace of mind in the event of a breakdown, but also serves as your special passport to valuable benefits, services and discounts. Read on to find out why more than 52 million members nationwide know that It Pays to Belong.



Membership

Your Basic Membership

AAA membership covers you in most properly registered, four-wheeled vehicles driven for passenger use. Just as your license allows you to drive any car, your AAA membership covers you when you are in most vehicles. Like your driver's license, you should carry your card with you at all times.

The first person in a household who joins the Club is referred to as the Primary Member. Other members in a household are Associate Members.

Service is for members only. You must have your membership card 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. Additional identification may be requested when receiving service. Your card contains the telephone number for Emergency Road Service (ERS) and numbers of local offices. In the event the card is lost, a replacement card fee of \$3 will be charged to the member's account.

Membership Renewal

You will receive a dues statement and new membership card(s) prior to your annual expiration date. Service will continue upon receipt of renewal dues.

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® or MasterCard® 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 household as the Primary Member. An Associate Member must be a spouse, significant other or child aged 16 to 20 years old. When appropriate, ineligible associates will be automatically moved to a Primary membership.



AAA Plus® Coverage

Members can purchase AAA Plus Coverage with a new membership. Existing memberships can be upgraded to Plus at time of renewal. A 72-hour waiting period applies to both new and upgraded Plus memberships. All Associate Members must have AAA Plus if the Primary Member has AAA Plus.

AAA Plus RV® Coverage (includes motorcycles)

AAA Plus RV may be added to a new AAA Plus membership. Existing memberships can be upgraded to Plus RV at time of renewal. A 72-hour waiting period applies to both new

and upgraded Plus RV memberships. All Associate Members must have AAA Plus RV if the Primary Member has AAA Plus RV.

Plus RV provides for extended towing coverage to your motorcycle, Class A heavy duty motor home or Class C medium duty camping vehicle with sleeping quarters.

Covered Class C Vehicles include motor homes, dual wheeled pickup trucks (and those with with campers), and 5th wheel trailers with sleeping quarters. Payment for towing services provided by a contractor not covered under Plus RV will be due to the service provider at the time of service.

Cancellation Policy

Memberships canceled in mid-year may be refunded on a prorated basis for the unused portion of the membership year, less any road service usage. To receive a refund, the membership card must be returned to AAA Hudson Valley. You can mail your card to 618 Delaware Ave., Albany, NY 12209 or drop it off at any AAA Hudson Valley office.

AAA Basic Benefits

Service Calls: 4 per membership year, per member. Member must be with the vehicle at time of service.

Free Towing: Up to 3 miles to the destination of your choice. Member pays prevailing per-mile rate for tows over 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.

Lockout 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 service vehicle and one 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 member.

Passport Photos: Discounted for AAA members

AAA Plus® Benefits and/or AAA Plus RV®

Service Calls: 4 per membership year, per member. Member must be with the vehicle at time of service.

Free Towing: Up to 100 miles to the destination of your choice from point of disablement. Member pays prevailing per-mile rate for tows over 100 miles. *AAA Plus RV® provides extended coverage for motorcycles and certain recreational vehicles listed in the AAA Plus RV coverage summary on this page.*

Emergency Fuel Delivery: At no additional cost, a sufficient supply of fuel will be delivered to enable you to get to a service facility.

Lockout 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 Service: A second service vehicle and a second driver for up to one hour, if necessary, will be provided at no extra charge.

Trip Interruption Protection: If your vehicle is disabled for more than 24 hours due to an accident, theft or mechanical breakdown while you are more than 100 miles from home, you will be reimbursed for the next 72 hours up to \$350.00 for food and lodging, or for a rental car to continue to your destination.

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/Plus RV member.

Passport Photos: FREE — one set of two identical passport photos per year.

Automotive/ Emergency Services

AAA Emergency Road Service (ERS) is available 24 hours a day, seven 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.

Requesting Service

When you need any Emergency Road Service, call **1-800-AAA-HELP (1-800-222-4357)**. 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. You will need to provide the following information:

- AAA membership number
- Club Name: AAA Hudson Valley
- Club Code: 080
- Year, make and color of vehicle
- Vehicle license plate (number and state)
- Problem with vehicle
- Location of vehicle (address, nearest cross street, city)



- Telephone number from where you're calling

Members can also request emergency road service online. Visit AAA.com and click on the Road Service Online® link. Simply fill out the online form and AAA will be on the way. You can also download the AAA Roadside App and request service using your iPhone or Android phone.

AAA Emergency Road Service must not be mistaken for maintenance or repair service. The Club will pay for one trip between the station and the disabled vehicle in rendering service. The person named on the membership card is entitled to AAA service on any eligible vehicle he or she is in at the time of breakdown. Service at Club expense is not provided to non-members using the member's vehicle whether or not they reside in the same household. Associate memberships are available for qualified persons.

It is expected that the member will be with the disabled vehicle at the time service is provided, but the Club may accommodate members in extenuating circumstances. 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

Basic and Plus Service applies to all legally registered four-wheeled, motor-driven vehicles of

the passenger type including vans. Rented passenger vehicles are eligible for all services except key replacement. Vehicles with livery plates such as taxi cabs and limousines are not eligible for service. Vehicles weighing over 8,000 lbs GBW may require Plus coverage.

Plus RV Service applies to motorcycles, Class A heavy duty motor homes and Class C medium duty camping vehicles with sleeping quarters.

Covered Class C Vehicles include motor homes, dual-wheeled pickup trucks (and those with campers), and 5th wheel trailers with sleeping quarters.

Emergency Road Service Guidelines

Rules pertaining to membership in AAA Hudson Valley:

Mechanical Adjustments

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

Battery Boost

A battery boost will be provided in an attempt to start your vehicle. In some areas, battery testing and replacement service is also available.

Battery Replacement Service

In selected areas, when a AAA member calls for assistance or submits a request online and the problem is believed to be battery related, a mobile battery replacement vehicle may be dispatched.

A trained specialist will 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 specialist will install one on the spot. Battery Replacement Service vehicles carry batteries that will properly fit approximately 90 percent of all cars, SUV's and light trucks on the road.

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 is available, the vehicle will be towed in accordance with the towing provision of your membership. You can also choose to have a flat tire repaired at your own expense. 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.

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. AAA Plus® and Plus RV® 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 a jet ski.

Lockout Service

If your keys are locked inside the vehicle, a service person dispatched by AAA will attempt to gain entry to your vehicle or to make the vehicle operable.

If the vehicle key is lost or broken, or if the service provider cannot gain entry, AAA will provide locksmith service up to \$50 (\$100 for AAA Plus members) or reimbursement of commercial locksmith service up to \$50 (\$100 for AAA Plus member on a single service call). If necessary, AAA will also provide tow service.

Extrication/Winching

Your vehicle will be extricated/winched when it can be safely reached from a normally traveled, established thoroughfare. One technician and one service vehicle will be furnished 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® coverage includes delivery of service, by a second truck and/or operator, for an additional one hour at the scene of disablement.

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 choosing, up to three miles from the point of disablement at no charge. Should you choose to have your vehicle towed beyond three miles from the point of pick up, a per-mile charge will apply, payable to the responding service provider by the member.

AAA Plus® Provides for towing of eligible vehicles to any destination within 100 miles of the breakdown. For services not covered, such as towing

beyond 100 miles, a per-mile charge will apply, payable to the responding service provider by the member.

In instances when your vehicle becomes disabled while towing a light-duty trailer, service will be provided for the trailer. However, you will be required to pay for trailer towing.

Flatbed/dolly service is available free to members where recommended by the manufacturer, or when necessary due to damages caused by an accident.

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

Accident and Warranty Towing will be provided to you in accordance with the AAA Towing Service Guidelines.

AAA shall render reciprocal services to affiliated club members, provided the member presents a valid membership card.

Additional towing benefits are provided under a AAA Plus RV membership. See page 4 for list of eligible vehicles.

Scope of Service

Under your membership, Emergency Road Service will be provided by the nearest available AAA contract facility. Your service call will include a trip by the service provider to the disabled vehicle and a reasonable amount of time at the scene to make your vehicle operable. The member must be with the vehicle when the service provider arrives on the scene. AAA does not provide transportation for you to your vehicle, or to your home. The member may

ride with the driver to the vehicle drop off destination. Emergency Road Service benefits vary from state to state. Service will be issued according to the location of the member at the time of the call.

We select ERS facilities for their ability to respond to service calls, but we cannot guarantee that these facilities will always have the parts and the equipment to make immediate repairs.

In most areas, facilities are independent businesses and are not employees of AAA or its affiliates. Responsibility for loss, damage or unsatisfactory workmanship remains with the ERS facility providing service. All claims should be reported to the Club within 30 days from the date of service.

During severe weather conditions, civil disturbances or national emergencies, the service requests might increase to the point that service delays are unavoidable and services may be limited until weather permits. At such times, priority will be given to members stranded away from shelter. **If the car is already in a place of safety, such as a private or public garage, driveway, etc., AAA reserves the right to tow only after the weather emergency is over.**

Excessive Use/Service Call Information

In fairness to all members, Emergency Road Service 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.

The club reserves the

right to terminate or not renew membership. In accordance with its policy of Excessive Use/Service Call Information, the Club reserves the right to terminate or not to renew membership and/or downgrade a membership from AAA Plus to Basic.

Limitations

AAA service is designed to render assistance during emergencies. Service will be rendered when the member is with the vehicle, unless the member is unable to do so due to extenuating circumstances. It is not practical to have service technicians search for a vehicle's owner nor are they authorized to do so.

Members must present a valid membership card in order to receive service. If the card is not available as proof of membership, the service station will require another form of ID.

Service does not include the cost of parts or the labor to complete repairs. These are the car 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 care and judgment when servicing, extricating or towing a vehicle. However, if in their judgment, unavoidable damage may occur, the member may be required to sign a liability release, or waiver absolving AAA and the station from such damage, or to obtain a non-AAA service and reimburse in accordance with the refund policy outlined herein.

Service does not include service to vehicles located

in areas dangerous or inadvisable for travel.

Service is provided only to properly registered vehicles. Towing is not provided for vehicles ordered towed by the police for alleged violations of the law.

AAA Emergency Road Service is designed to remove a member's car from the road and get it to a safe place where repairs can be completed.

Service will not be rendered to snowbound cars. Digging or towing a car out of a snow bank or rendering service to cars on unplowed driveways or streets is not considered to be Emergency Road Service. In addition, the installation or the removal of chains, plows or snow tires is not covered.

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 (exception may be made in case of an accident)
- Service by appointment. Members cannot be picked up and taken to their vehicles unless they are on a direct route to the vehicle.
- Service on non-registered or unplatd, vehicles.
- Service on non-maintained roadways.
- Service involving alcohol or drug-related incidents, or vehicles ordered impounded or removed by the local authorities
- Vehicles with livery plates such as taxi cabs,

and limousines are not eligible for service.

- Towing, tire change or extrication for heavily loaded, or modified vehicles which may not be safely performed.
- Service when the member's vehicle is located in an area where, because of snow, ice, mud or high water, the service truck cannot enter and leave without danger of becoming immobilized, thereby tying up equipment. The club reserves the right to defer service in these cases until snow is cleared or conditions improve.
- AAA Membership does not include service to a boat, watercraft, equipment, utility, or livestock trailer; or box truck or a truck with a dump body.

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

Alternate Service

AAA service contractors should be used whenever possible. In isolated cases when AAA service is not available, members may obtain service from the nearest available garage, pay the bill and submit the original itemized receipt to AAA Hudson Valley for consideration. Reimbursement for those services covered by AAA will be made at prevailing commercial rates for the region. In areas where AAA service is available, refunds for service will be made only in the amount AAA would have paid the contract garage to perform the same service.

The refund request must

be submitted within 30 days of service. Refunds will not be made for money paid to an individual not normally engaged in providing Emergency Road Service. Reimbursement forms can be found in any AAA Hudson Valley office or at AAA.com. All reimbursement requests should be submitted to:

**AAA Hudson Valley
618 Delaware Ave.
Albany, NY 12209**

AAA's goal is to provide you with extraordinary customer service. We welcome any comments you have regarding our products or services.

Please address them to: feedback@aaahv.com or

**AAA Hudson Valley
618 Delaware Ave.
Albany, NY 12209**

Approved Auto Repair & Approved Auto Body Programs



Approved Auto Repair

At home or away, the AAA logo is a symbol you can trust. AAA's Approved Auto Repair Program and Approved Auto Body Program identify repair facilities that provide consistent, high-quality workmanship and that guarantee their work to AAA members. Facilities that display the AAA/AAR and AAA/AAB signs have met our demanding requirements for equipment, appearance, range of services, certified technicians and customer satisfaction. In addition, these facilities have agreed to accept AAA as an indepen-

dent and final authority in the event of a dispute over repairs.

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.

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 as a result 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.

Although services are generally similar in all AAA territories, rules and regulations vary and service will be provided in accordance with the policies of the AAA club servicing that area.

In most areas, Emergency Road Service facilities are independent businesses and are not employees of AAA or its affiliates. Responsibility for loss, damage or unsatisfactory workmanship remains with the ERS facility providing the service. The club will assist by mediating unresolved issues. All claims must be presented within 30 days of occurrence.



Auto Travel

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 counselors 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 fold-out maps.

If you prefer, you can visit AAA.com/TripTik to create and print a TripTik from the comfort of your home.

CampBooks®

AAA's exclusive CampBook guides list over 10,000 campgrounds across the U.S. and Canada.

TourBooks®

AAA publishes and furnishes members with the finest and most up-to-date TourBook® guides covering the U.S. and Canada. These valuable tour guides are provided upon request at no charge.

Each book contains descriptions of numerous tourist attractions, discounts, hours of operation, fees charged, historical sketches, and points of interest. Also included are listings of AAA approved hotels, resorts, and restaurants.

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 now has products designed to make travel easier.

These products are specially priced for AAA members. Some great products available:

- Luggage**
- Kids' Products**
- Car Accessories**
- Travel Products**
- Lug & AmeriBag Bags**
- Baggallini Bags**
- and much more!**

Products and availability 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 the only source in the United States for International Driving Permits (IDP). They are internationally accepted documents that quickly identify you to foreign officials and expedite all matters pertaining to driving while you are overseas. They also serve as an additional form of identification.

Attraction Ticket Discounts

AAA members can purchase discount park tickets at your local AAA branch.

Year Round

Universal Studios
Islands of Adventure
Disney World
Busch Entertainment
Movie Tickets

Seasonal

Enchanted Forest
Hershey Park
Six Flags Great Adventure
Six Flags Great Escape & Splashwater Kingdom
Darien Lake
Six Flags New England
Niagara Falls Adventure Pass
Zoom Flume

Products and availability subject to change.

AAA.com

Auto Travel Services are also available online at AAA.com. Visit the Maps tab 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 eTourbooks for your eReader. Visit the Shop section to purchase attraction tickets and shop the eBags online store.



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 get-aways and get great prices.

AAA Travel is one of the nation's largest full service travel agencies. Whether you want to travel by air, sea or land, AAA's professional travel counselors 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 travel, airline tickets, hotel and motel 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 Someone You Trust*[®].

All your arrangements can be easily made by calling or visiting the AAA Travel agent nearest you or visit AAA.com for online Travel Services.

For fast, no hassle airline, hotel, rail, car rental reservations; and to make reservations for cruises, tours or group vacations, contact any club service center.

Hertz Car Rentals

AAA Travel Agents can assist you with car rental reservations. AAA members are entitled to special discounts when renting cars from Hertz. Whether for business or pleasure, your next AAA car rental discount can help pay for your membership. To reserve a car and get your AAA discount, simply call your AAA travel agent.

Other benefits include:

- No charge for additional drivers who are AAA members
- Guaranteed best Hertz rates available at time of reservation
- 50% off Hertz #1 Club Gold fee

To make reservations on your own, use Hertz's special AAA toll-free number: **1-800-654-3080**, or visit AAA.com/Hertz.

Travel Protection

When you travel in today's world you need to be ready for just about anything. Protect your investment with AAA's travel protection. AAA offers a policy to fit your every need which includes protection for flight, hotel & rental car, medical/dental and even cancel for any reason! Travel Protection is offered exclusively at AAA. Additional features of AAA's Travel Protection include a 24-hour hotline manned by a multi-lingual staff, medical assistance and consultation, lost document and ticket replacement, emergency cash, and medical expense coverage. Contact the AAA Travel Agency for further details.

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.



Corporate Travel Service

AAA Travel Agency offers a special Corporate Travel Service for business travelers. Our Executive Travel agents are familiar with the special needs of business travelers. Please contact our Travel Agency to set up an Executive Travel account.

Train Travel

AAA Travel Agency is an appointed agency for the issuance of Amtrak tickets in the United States and for Eurail and Britrail passes in Europe and Great Britain. As with airline tickets, we are automated and can issue most tickets for you.

Customs Information

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

Group Travel

AAA can arrange trips, tours, or cruises for your group. Traveling with a group of friends or family members is always fun and it can save you money.

AAA is often able to negotiate special group rates!

We also work with churches, school groups, and other organizations to arrange affordable, worry-free trips.

We'll gladly tailor a trip to any location, for any length of time, at the lowest costs.

Tours

Small group, adventure travel, special interest, escorted, self-guided – AAA Travel has the tour you've been yearning for! Discover the mystique of the Orient, the nightlife of Las Vegas, the romance of Europe, the natural splendor of the Canadian Rockies, or the call of the wild in Alaska. Travel the world, and get a world of benefits, when you book your tour through AAA Travel.

AAA Vacations[®]

Great rates, guaranteed pricing and no hassles? That's the AAA Vacations difference. Booking your trip with AAA Vacations means you also get AAA members only benefits.

Experience an incredible vacation with amazing value on select AAA Vacations tour and cruise departures.

Book with AAA Vacations. You'll save money with our Best Price Guarantee and enjoy a worry-free trip with 24/7 Member Care. Terms and conditions apply. Call **426-1000** or visit **AAA.com/vacations** for full details.

Walt Disney World® Resort & Universal Orlando Resort Vacation Packages

Experience the magic of Disney and the excitement of Universal Orlando as only AAA members can! Special Orlando vacation packages with exclusive perks and savings are yours when you call AAA Travel for your reservations.

Cruises

The Caribbean, Europe, the Mediterranean, Hawaii, Alaska – wherever you want to cruise, AAA Travel has the vacation for you! Select from the leading names in cruise lines: Princess, Royal Caribbean, Holland America Line, Carnival, Crystal Cruises, Celebrity and more!

When you make reservations at AAA Travel, you'll receive member-only benefits such as cabin upgrades and shipboard credits worth up to \$200 on selected sailings.

AAA Member Choice Vacations

Member Choice Vacations, an exclusive product of AAA, has created vacations exclusively for AAA members. These vacations combine the convenience of escorted touring with the flexibility of independent travel – a combination that is truly unique.

Vacations feature premier destinations, unique activities, many included meals, and the quality accommodations you would expect from AAA.

Hotel Reservations

Members receive exclusive savings from a network of hotels and motels across North America (see box on next page), plus special member rates from Hertz, AAA's exclusive preferred partner for rental cars. To reserve a hotel and receive your AAA discount, call your AAA Travel Agent.

To make reservations on your own, call: **1-866-AAA-SAVE**, or log on to **AAA.com/travel**.

Special Member Benefits

AAA's exclusive relationship with preferred travel partners provides value-added features for AAA Travel Agency clients.

Preferred Travel Partners:

AAA Vacations®

Adventures by Disney
Aulani by Disney
Disney's Hilton Head Island Resort
Disney's Vero Beach Resort
Disneyland® Resorts
Walt Disney World® Resorts

Cruise

Azamara Club Cruises
Carnival Cruise Lines
Celebrity Cruises
Crystal Cruises
Cunard
Disney Cruise Line
Holland America Line
Oceania Cruises
Princess Cruises
Regent Seven Seas Cruises
Royal Caribbean International
Uniworld Boutique River Cruise Collection

Hotels

aloft by Starwood Hotels
Best Western
Courtyard
element by Westin
Fairfield Inn
Four Points
Hampton Inn & Suites
Hilton
Hyatt
Hyatt Place
Hyatt Summerfield Suites
La Quinta
Le Meridien
Marriott
Renaissance Hotels & Resorts
Residence Inn
Sheraton

Spring Hill Suites
St. Regis
The Luxury Collection
Towne Place Suites
W Hotels
Westin

Independent Packages & Tours

AAA Member Choice Vacations®
African Travel
ATI Getaways
Avanti Destinations
Brendan Vacations
Canada a la Carte
Contiki Vacations
Continental Kapers
General Tours
Gray Line
Grand Canyon Railway
Insight Vacations
Micato Safaris
Pleasant Holidays
Tauck World Discovery
Trafalgar Tours
Travel Bound
Travel Impressions
Universal Parks & Resorts Vacations®

Passport & Visa Service

Travisa

Car Rental

Hertz

Airlines

Air by Pleasant
Premier Gateway/DER Air

Rail

Amtrak
Rail Europe
Grand Canyon Railway



Financial Services

AAA Member Rewards VISA® Card

AAA Member Rewards Visa® Credit Card – A value-packed credit card that allows you to earn points on every purchase and then to redeem them for cash, travel, merchandise and unique adventures. Best of all, there are no tiers and no limits on points! You'll start off with 2,500 bonus points after your first qualifying purchase† and add more points with these everyday purchases:

TRIPLE points for qualifying AAA and travel purchases

DOUBLE points for grocery, gas and drug store purchases

SINGLE point per dollar for all other purchases

This impressive rewards program includes things like AAA Vouchers for purchases at AAA branches (including AAA Travel) as well as for repairs, tires and bodywork at AAA Approved Auto Repair facilities. Or, cash in your points for top-of-the-line merchandise and gift cards redeemable at more than 100 national retailers and restaurants.

For information about the rates, fees, other costs and benefits associated with the use of this card, please call toll-free 866-665-3581 or visit AAA.com/creditcard †You will qualify for 2,500 bonus points if you use your new account to make at least one purchase transaction that posts to your account within 90 days of the account open date. Limit (1) 2,500 bonus points credit per new account. Allow 8-12 weeks from qualifying for the bonus points to post

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Auto & Homeowners Insurance

Call **426-1000** for the latest AAA Insurance offers.

No-Fee Travelers Cheques

To make travel easier, the Club offers AAA American Express U.S. Travelers Cheques. (dual and single signature). They're safer than cash, accepted worldwide in millions of establishments, and are easily refunded if lost or stolen.

Foreign Currency Exchange

Exchange money before you travel to over 70 different countries. Avoid the hassle of exchanging currency upon arrival.

VISA® TravelMoney Card

Whether vacationing across town or across the country, take the AAA VISA® TravelMoney Card. It's safe, secure and reloadable.

Discover Deposit Products

AAA members get premium rates on Savings Accounts, Money Market Accounts, Certificates of Deposit and IRAs. No minimum deposit is required to open an account. Call **888-204-8990** or visit AAA.com/deposits to apply.

AAA Gift Card Center

AAA VISA® Gift Cards are the perfect choice for everyone on your gift list. To purchase, call **1-866-674-9622**, or visit your local AAA branch.

AAA.com

AAA.com is a gateway for all AAA club sites. AAA.com uses a cookie with your zip code 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 site. Call **426-1000** if you need assistance accessing our site.

Membership

Items in the Membership menu include:

- Join AAA form
- Gift membership form
- Plan details and pricing
- Login/registration page

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 or VISA credit card, or by mail.

Automotive

You can request Emergency Roadside Assistance using the link on the top of every AAA Hudson Valley web page. The Automotive menu also includes links to:

- Emergency Roadside Assistance information
- Battery service information
- Approved Auto Repair
- Traffic Safety

Travel

Under this section you'll find information on the worldwide AAA Travel Agency, and our online booking options. Menu items include:

- Air & Rail
- Rental Cars & Shuttles
- Hotel Reservations
- Disney Parks and Resorts
- Universal Parks and Resorts
- Tours and Packages
- Cruises
- Traveler Tools

Shop

Log on to AAA.com and shop online from the comfort of your home. Your shopping menu includes:

- Attraction Tickets
- Show Your Card Save
- AAA Travel Store info
- eBags store

Financial

Save money with AAA Financial products.

- Reward Credit Cards
- Credit Card Login
- Savings Products
- Insurance
- Travel Money

Maps

TripTik Directions, maps and TourBooks are available online too.

- Online maps
- Online TripTik directions
- TripTik mail order
- eTourBooks
- Online Travel Guides



Info on the Go



eTourBooks

Our trusted travel information is now available on-the-go! Visit AAA.com/ebooks for portable electronic formats that can be synced with today's most popular mobile eReader devices.

Available exclusively for AAA and CAA members, AAA eTourbooks guides provide detailed trip planning information for top travel destination locations across North America, including national parks.

Each eTourbook title is available in file formats compatible with Amazon Kindle, Barnes & Noble Nook, Sony Reader, Apple iPad, and smartphones equipped with an eReader application.

As the eTourbook guides are a member-only offering, a membership login is required to complete a download.

Mobile Apps

Visit AAA.com/mobile to download our free AAA mobile apps available for the iPhone and Android smartphones.

AAA Insurance App
An auto accident can be traumatic. AAA can help! This app makes it easy to gather the necessary information when you have been involved in an auto accident.



AAA TripTik App
Get the trip planning resource you know and trust on your smartphone, complete with maps, directions, AAA approved hotel and restaurant information, updated gas prices and so much more!



AAA Roadside App
AAA's legendary roadside assistance is available using your smartphone. Your current location and specific information about your vehicle's trouble is automatically sent to AAA, and help will be on the way!



AAA Discounts App
Get discount information for more than 160,000 locations in the United States and Canada. The app can pinpoint your location and display nearby Show Your Card & Save partners.



AAA Mobile Web
In response to expanding browser capabilities for mobile phones, AAA.mobi has been relaunched after a redesign and enhancement to make it easier to use with expanded capabilities. AAA.mobi offers a variety of tools:

- Request road service
- Online battery quote
- AAA branch finder
- AAA Approved Auto Repair shop finder

Visit AAA.mobi from your smartphone.

Club Publication

Going Places

AAA Going Places magazine is your source for the latest Club information and tips to help you get the most from your membership. You'll get the latest automotive, travel and discount news. Going Places is published four times per year. A \$2.00 non-refundable subscription is included with your annual dues.

In addition to featuring domestic and international travel destinations for individuals or group travel, Going Places provides information on consumer, legislative, and safety initiatives.

Any changes in policies and procedures at AAA Hudson Valley, as well as new services and member benefits, are published in Going Places, which is mailed to all of our primary members.

Child Safety Seat Program

Did you know that four out of five car seats are installed incorrectly? AAA Hudson Valley's Traffic Safety team are certified Child Passenger Safety Technicians. We 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 need for a car seat for short periods of time and will help install and educate you on the proper usage. Car seat inspections and the loaner program are available at our main office in Albany.

School Safety Program

A part of your membership dollar goes toward the support of AAA's Safety Programs which are designed to protect school children and create a safer environment for the youth of the nation.

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.

For more information on Traffic Safety Programs, call **426-1000 ext. 2440** or email us at trafficsafety@aaahv.com.



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 helmet when riding a bike.

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

Driver Improvement Program

We offer NYS DMV approved 6-hr. Defensive Driving Classes. 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 may reduce your auto insurance or for a class schedule, visit AAA.com/DefensiveDriving. Classes are offered frequently. Discounts are available for AAA members.

5-Hour Prelicensing 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 a certificate to take to your Road Test. Classes are held at our main office at 618 Delaware Avenue, Albany, NY 12209.

Senior Driver Programs

Safe driving is a learned skill that improves with experience. However, driving ability can be affected by changes to our bodies as we age. We're dedicated to keeping seniors driving as long and as safely as possible. Visit AAA.com/Seniors for more information.

Public Affairs

Since its founding in 1902 as the American Automobile Association, this association of independent clubs has been an advocate for the motorist and traveler. 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 52 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 New York AAA Clubs. Collectively, these clubs serve over 2.7 million AAA members residing in New York State. For information on state legislative or traffic safety activities, visit AAANYS.com.

Privacy Policy

Privacy Policy

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 in the course of 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.

Our Privacy Promise

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 that information necessary 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 this form below and mail it to us as indicated. Please allow six to eight weeks for processing. This will not prevent unwanted solicitations from companies that received your information from other sources.

Suppression Request

Name _____
 Membership # _____
 Address _____
 City _____
 State _____ Zip _____ Phone # _____
 Email Address _____
 Signed _____

Please complete and mail to: **AAA Hudson Valley**
618 Delaware Ave., Albany, NY 12209



Show Your Card & Save® Discounts

It pays to be a member. Your AAA card opens the door to incredible savings. Simply look for the Show Your Card & Save® sticker on the door of your favorite retailer. Show Your Card and Save 10-30% at over 160,000 locations, eMerchants and attractions worldwide. Visit AAA.com/discounts for a comprehensive and up-to-date list of national and local partners, so you can enjoy valuable savings.

Check out just some of our national partners on the following page!

Hosted on <https://tonybassogm.com/>

AAA Prescription Savings • barnesandnoble.com
New York & Company • Payless
FTD • Amtrak • Lenscrafters • Hertz
Penske • NAPA • Hard Rock Cafe • Six Flags



NEW YORK & COMPANY



LENSCRAFTERS **Hertz**



Landry's Restaurants



Busch Entertainment



Best Western • Hilton • Hyatt
Hampton • Sheraton



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for a complete list