

Hondacare Assistance

How many manufacturers care, once you've driven off the forecourt? Honda do.

Your Honda is entitled to the benefits of Hondacare Assistance which is available 24 hours a day, every day of the year. All our cars are covered by the same benefits throughout their factory warranty period, starting from the date of the vehicle's first registration.

Hondacare Assistance includes:

- **Honda Home Assistance**
If your car breaks down at home, we will send an appointed agent to your doorstep.
- **Honda Roadside Assistance**
If your car breaks down at the roadside, we will get help to you wherever you are in the UK.
- **Honda Recovery Assistance**
If we can't fix your car at the roadside, we will arrange for you, up to four passengers and your vehicle to be transported to any single mainland UK destination.
- **Honda Message Service**
Should the unforeseen arise, it's good to know that we can get a message to a relative or colleague to let them know what's happening, where you are and that you're safe. We'll see to that.
- **Honda European Assistance**
Hondacare Assistance can help you if your car breaks down while you are travelling in Europe. And, if we can't repair it at the roadside, we will get you to the nearest Honda Dealer or approved garage.

Terms and conditions apply to Hondacare Assistance; please call Honda (UK) customer relations for a copy.

Honda Home Assistance

If your car breaks down at home, we'll send an appointed agent to your doorstep. If the car can't be repaired, we'll take it to the nearest Authorised Honda Dealer, or a closer destination, if you prefer. Just so you know, if you have to ask for Honda Home Assistance, you won't be able to use the Honda Recovery Assistance services.

Honda Roadside Assistance

If your car breaks down at the roadside, we will get help to you wherever you are in the UK. Where the car can't be repaired in a reasonable period of time, you can use the Honda Recovery Assistance services.

Honda Recovery Assistance

If we can't fix your car at the roadside, we will arrange for you, and up to four* passengers and your vehicle to be transported to any single mainland UK destination.

This includes the Isle of Man and the Channel Islands (in these cases, you'll have to pay the ferry costs). Even if you are towing a trailer or caravan, this can also be recovered, although there are certain weight and size restrictions (see terms and conditions, available from Honda customer relations).

If we can't fix your car at the roadside we may, at our discretion, choose to provide one of the following:

- A replacement hire car, for up to 72 hours. This would be subject to the terms and conditions of the hire company
- Public transport for you and up to four* passengers
- Transport to, and accommodation at, the hotel of our choice for you and up to four* passengers (on a bed a breakfast basis)

*Up to five passengers for the Honda FRV.

Hire cars are subject to availability and to the supplier's terms and conditions. Among other things these terms and conditions will require, or include:

- Production of a full driving licence valid at the time of issue of the hire vehicle
- Restrictions on acceptability of driving licence endorsements or the absence thereof
- Limitations on the availability and/or engine capacity of the replacement vehicle 23 24
- A cash or credit card deposit e.g. for fuel
- Drivers to be aged at least 21 years or over and to have held a full driving licence for at least 12 months.

Please note: Replacement vehicles cannot be supplied with a tow bar, and therefore your caravan or trailer will, if eligible, be recovered under Hondacare Recovery Assistance with your vehicle.

Honda Message Service

Should the unforeseen arise, it's good to know that we can get a message to a relative or colleague to let them know what's happening, where you are and that you're safe. We'll see to that.

Honda European Assistance

We also provide Honda European Assistance to all Honda owners as part of their standard manufacturer warranty.

Geographical limits

Honda European Assistance applies to the following countries:

Andorra, Austria, Belgium, Bosnia, Bulgaria, Croatia, Cyprus (excluding Northern Cyprus), Czech Republic, Denmark, Finland, France (& Corsica), Germany, Gibraltar, Greece, Hungary, Ireland, Italy (& Sicily, Sardinia & San Marino), Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland (& Liechtenstein) and UK.

We reserve the right to amend the geographical limits to cover in the event of war, civil disturbance, riot or radioactive contamination.

Wouldn't it be good if Honda Roadside Assistance travelled with you?

Hondacare Assistance can help you if your car breaks down while you're travelling in Europe. And, if we can't repair it at the roadside, we will get you to the nearest Honda Dealer or approved garage. If you're towing a trailer or caravan (subject to certain restrictions as detailed in the full terms and conditions available from Honda Customer Relations), we'll transport that too.

Hondacare European Assistance does give you real peace of mind, but we must make it clear that it isn't motor vehicle insurance. Hondacare European Assistance is available for vehicle emergencies only and the period of entitlement is subject to a maximum 90 consecutive days for any one trip. You should also make sure your own travel insurance gives you all the protection you need.

Definitions

Breakdown means the unexpected complete immobilisation of your vehicle due to a mechanical disruption that affects the mobility or security of your vehicle, or renders it unsafe to drive.

To contact the Honda European Assistance team, call any of the numbers opposite. And yes, they all speak English.

Emergency vehicle assistance (24 hours)

00800 33 22 88 77

Or if calling from France:

08 25 87 89 83 or **04 72 17 12 05**

Or from any other location:

00 33 825 87 89 83 or **00 33 472 17 12 05**

This may not be available from a mobile phone in certain areas of Europe.

Additional Travel

If your vehicle is out of action for more than 8 hours we may, at our discretion, choose to provide you with one of the following (up to a maximum total limit of £750):

- A replacement hire car for up to a maximum of 72 hrs
- Standard class rail fares
- Economy class air fares
- Taxi or other form of public transport equivalent to standard class rail fares
- Overnight accommodation to a maximum cost of £400 per party (on a bed & breakfast basis)

Replacement Parts

We'll get any replacement parts you need dispatched directly to the repairing dealer, to get you back on the road as quickly as possible. We'll take care of all costs of parts and labour for warranty repairs carried out at a Honda approved garage.

Vehicle Recovery

Don't let a breakdown ruin your whole trip. We may, at our discretion, arrange for the unaccompanied recovery of your vehicle if your car is out

Vehicle Storage

And we can help you if the driver and all passengers are unable to drive following a breakdown. Hondacare Assistance may, at our discretion, arrange for your vehicle to be stored before collection or repair with a maximum limit of £100.

Vehicle Collection

If you need to return and collect the repaired vehicle we may, at our discretion, provide travel and accommodation expenses from the UK for one person's direct costs up to a maximum total of £600.

Honda Message Services

An 'Urgent Message' service is available 24 hours a day, every day of the year.

Procedure (Hondacare Assistance in the UK and Europe)

All requests for reimbursement, both within the UK and Europe, must be accompanied by proof of purchase, receipts and/or a police report. Please ensure that you retain all relevant documentation. If you need to make such a request, please follow the procedures below:

Relating to the UK:

Send full details with all relevant documentation to:

The Hondacare Assistance Claims,
Agency Accounts,
Fanum House,
Basing View,
Basingstoke,
Hampshire RG21 4EA.

Relating to Europe:

Contact Hondacare Assistance,
Fanum House,
Basingstoke,
01256 493 580.

There are full terms and conditions that apply to Hondacare Assistance. These are available from Honda (UK) Customer Relations on 0845 200 8000.