

## **Honda Digital Roadside Assistance Complimentary Period Terms and Conditions ("Terms")**

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### **Definitions**

<b>"Accident"</b>	means an incident such as a minor road traffic accident or collision in relation to which a Relevant Vehicle may be authorised to receive Honda Assistance, as described in more detail in Part 2 of these Terms.
<b>"Assistance Period"</b>	means 3 years from the date of first registration of the Relevant Vehicle.
<b>"Authorised Driver"</b>	means any person driving a Relevant Vehicle with the lawful authority to do so, including (but not limited to) the registered owner.
<b>"Authorised Repairer"</b>	means an authorised Honda service outlet.
<b>"Breakdown"</b>	means an incident such as a mechanical breakdown in relation to which a Relevant Vehicle may be authorised to receive Honda Assistance, as described in more detail in Part 2 of these Terms.
<b>"Home"</b>	means the Authorised Driver's permanent residential address.
<b>"Honda", "we", "us" or "our"</b>	means Honda Motor Europe Limited as described in more detail below which, where the context requires, includes any sub-contractors and service providers which provide Honda Assistance.
<b>"Honda Assistance"</b>	means the services from time to time making up Honda Digital Roadside Assistance as described in more detail in these Terms and on the Honda website.
<b>"Honda Assistance Patrol"</b>	means the roadside patrols operated by Honda or its sub-contractors and service providers from time to time in order to provide Honda Assistance.
<b>"Onward Mobility"</b>	means certain onward mobility services as described in more detail in Part 9 of these Terms and on the Honda website.
<b>"Recovery Services"</b>	means certain vehicle recovery services as described in more detail in Part 4 of these Terms and on the Honda website
<b>"Relevant Vehicle"</b>	means a new Honda vehicle sold by a Honda dealer in any of the Service Countries which is eligible and entitled to receive Honda Assistance in accordance with these Terms.
<b>"Roadside Assistance"</b>	means certain roadside assistance services as described in more detail in Part 3 of these Terms and on the Honda website.
<b>"Service Countries"</b>	means the countries shown Figure 1 below (as may be updated by Honda from time to time).
<b>"Vandalism"</b>	means an incident such as malicious damage in relation to which a Relevant Vehicle may be authorised to receive Honda Assistance, as described in more detail in Part 2 of these Terms.

### **Information about these Terms**

We are Honda Motor Europe Limited a limited company registered in England and Wales and our registered address is Cain Road, Bracknell, Berkshire, England RG12 1HL. Our company number is 00857969 and our VAT number is GB 711019584.

You should read these Terms carefully before you use any of the services from time to time making up Honda Digital Roadside Assistance. You understand that by using Honda Assistance you shall be deemed to have accepted these Terms and at this point of acceptance a legally binding agreement between you and Honda shall be formed in relation to your use of Honda Assistance. If you do not agree to these Terms then you should not use Honda Assistance.

**The availability and scope of Honda Assistance is provided at Honda's absolute discretion and, subject at all times to that discretion, Honda will use reasonable efforts to provide you with Honda Assistance in the event of a Breakdown, Accident or Vandalism as further described in these Terms.**

Honda has sub-contracted the provision the services making up Honda Assistance to its carefully selected provider(s) who provide these services on Honda's behalf. Nothing in these Terms shall create any contractual relationship between the Authorised Driver and Honda's sub-contractor's and service providers.

If you have any questions about these Terms or Honda Assistance you can: (i) view the frequently asked questions and answers section of the Honda website ("**FAQ Pages**") at [honda.co.uk/cars/owners/my-honda-plus/frequently-asked-questions.html](https://honda.co.uk/cars/owners/my-honda-plus/frequently-asked-questions.html), or (ii) contact us using the contact methods and contact details which are available on the FAQ Pages or otherwise notified to you by Honda.

These Terms were last updated on: 01/07/2020.

## **Part 1 - General Terms applicable to Honda Assistance**

### **Provision of Honda Assistance**

1. Honda Assistance may include Roadside Assistance, Recovery Services and Onward Mobility and is provided on a complimentary basis for the Assistance Period only.
2. At the end of the Assistance Period you may be able to continue receiving Honda Assistance but this will not be on a complimentary basis (unless Honda confirms or agrees otherwise) and will be subject to separate terms and conditions which will be notified to you by Honda at the time.
3. Honda Assistance is provided at our absolute discretion meaning that we are ultimately able to decide whether Honda Assistance will be provided or not. However, we will use our reasonable efforts to provide Honda Assistance subject to and in accordance with these Terms. In order to request Honda Assistance, please contact Honda.
4. Where Honda Assistance can be provided we will provide prior authorisation. Subject to such authorisation being granted, during the Assistance Period, Honda Assistance is available to the Authorised Driver if a Relevant Vehicle is immobilised as a result of a Breakdown, Accident or Vandalism within one of the following Service Countries:

Figure 1

<b>"Service Countries"</b>	<p>Honda Assistance may be authorised for incoming calls from Authorised Drivers in a Relevant Vehicle who have an unexpired Assistance Period and are eligible to receive the requested services in the following countries:</p> <p>United Kingdom (including Isle of Man and Channel Islands), Germany, France, Italy, Spain, Poland, Belgium, Netherlands, Luxembourg, Switzerland, Sweden, Denmark (including Faroe Islands), Norway, Austria, Czech Republic, Slovakia and Hungary.</p>
	<p>At Honda's absolute discretion, Honda Assistance may also be authorised for incoming calls from Authorised Drivers in a Relevant Vehicle who have an unexpired Assistance Period and are eligible to receive the requested services where Accidents, Breakdowns or Vandalism occur in the following countries:</p> <p>Albania, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Finland, Gibraltar, Iceland, Latvia, Liechtenstein, Lithuania, Moldova, European part of Turkey, Monaco, Andorra, Greece, North Macedonia, Romania, Montenegro, Portugal, Ireland, Estonia, Malta and Slovenia.</p>

5. In the event of a Breakdown, Accident or Vandalism where the Authorised Driver requires assistance and related services from Honda for a Relevant Vehicle, the Authorised Driver should always contact the Honda Assistance team directly.
6. If, following a Breakdown, Accident or Vandalism, the Authorised Driver contacts a Honda dealer or garage independently of (or instead of) the Honda Assistance team, the Authorised Driver will be required to pay the Honda dealer or garage directly for any services provided and will not be entitled to seek reimbursement for such services under Honda Assistance.

### **Digital Roadside Assistance**

7. Depending on the compatibility of your device, Honda Assistance may be accessible through the My Honda+ mobile application (the "**App**"). If you find yourself in a Breakdown, Accident or Vandalism situation and in need of Honda Assistance, please refer to the relevant section of the App which will enable you to contact the Honda Assistance team through the App or the Relevant Vehicle. Please note that doing this will allow for the transmission of telematics and other data in order to maximise the service quality you can receive. Please see our [Privacy Notice](#) for further information.
8. In addition to Honda Assistance only being provided on a complimentary basis during the Assistance Period, the ability to use Honda Assistance through the App is also provided on a complimentary basis for a period of 12 months from the date of first registration of the Relevant Vehicle. At the end of this complimentary period of 12 months:-
  - a. you may be able to continue using Honda Assistance through the App but this will not be on a complimentary basis (unless Honda confirms or agrees otherwise) and will be subject to separate terms and conditions which will be notified to you by Honda at the time. Please contact Honda for further information; and
  - b. you will still be able to use Honda Assistance for the remaining time of the Assistance Period, however you will not be able to use it connection with the App.
9. Use of the App and related services which are offered by Honda is subject to separate terms and conditions which are available within the App and on the Honda website. If you do not have access to the App then the contact details for Honda Assistance in participating countries are available on the Honda website.
10. Any right you have to access Honda Assistance through the App is non-transferable (whether to another Relevant Vehicle or to another person).

### **Relevant Vehicles**

11. Honda Assistance is only applicable to Relevant Vehicles: (i) up to a maximum weight limit of 2500 kg/2.5 tonnes gross vehicle weight (“**gvw**”) and (ii) carrying up to 7 passengers including the driver (but limited to the legal seating capacity of the Relevant Vehicle and provided that such people were travelling in the Relevant Vehicle at the time of the Breakdown, Accident or Vandalism occurring).
12. If caravans or trailers are being towed at the time of the Breakdown, Accident or Vandalism and, if Honda Assistance has been authorised, we will endeavour to recover the caravan or trailer along with the Relevant Vehicle (if appropriate, by towing them) provided that the gvw of the caravan or trailer along with the Relevant Vehicle does not exceed 3500 kg/3.5 tonnes and the local recovery agent is permitted to do so.
13. There are additional length and width restrictions applicable to Recovery Services as follows: a maximum vehicle length of 5.5m/18 ft and a maximum vehicle width of 2.3m/7 ft 6 in. Honda Assistance may be provided to recover caravans or trailers of a length greater than 5.5m/18 ft but not exceeding 8m/26 ft along with the Relevant Vehicle (if appropriate, by towing them) provided that this can be done safely and the gvw of the caravan or trailer along with the Relevant Vehicle does not exceed 3500 kg/3.5 tonnes. A caravan or trailer is not entitled to receive Honda Assistance for any fault or defect relating to the caravan or trailer itself and any such fault which results in the immobilisation of, or damage to, the Relevant Vehicle which is towing the caravan or trailer will render the Relevant Vehicle ineligible to receive Honda Assistance.

#### **Authorisation for Honda Assistance**

14. Honda Assistance may be refused at our absolute discretion.
15. Honda Assistance is only available to Relevant Vehicles. Authorisation may be refused at our absolute discretion in certain circumstances (including where the Relevant Vehicle is ineligible for Honda Assistance). Authorisation for attendance at the roadside or elsewhere may be declined in non-emergency situations where the Relevant Vehicle is still mobile and the journey can be continued both legally and safely.
16. Honda Assistance will not be authorised where:
  - a. the Relevant Vehicle was immediately before the Breakdown, Accident or Vandalism dangerous, overladen or unroadworthy;
  - b. the giving of Honda Assistance would breach the law; or
  - c. there has been an unreasonable delay in reporting the Breakdown, Accident or Vandalism.
17. Honda Assistance may be refused where it is requested to deal with the same or a similar fault or cause of Breakdown to that attended to in regard to the same Relevant Vehicle within the preceding 28 days. It is the Authorised Driver’s responsibility to make sure that emergency repairs carried out are, where appropriate, followed as soon as possible by a permanent repair. If there is cause to believe that Honda Assistance is being over used in relation to a fault or cause of a Breakdown for which Honda Assistance has been provided on previous occasions, future authorisation may not be considered until such time as a permanent repair is carried out. Nothing in this provision shall affect any rights the Authorised Driver may have in relation to any negligence or breach of any other legal duty on the part of Honda, its sub-contractors, agents or any other person providing services under Honda Assistance.
18. Honda Assistance may be refused for a Relevant Vehicle where it is reasonably considered that any person entitled to Honda Assistance or anyone accompanying them:
  - a. is behaving or has behaved in a threatening or abusive manner the Honda Assistance Patrol or to our employees, or agents, or third party sub-contractors;
  - b. has falsely represented that they are entitled to services which they are not entitled to;
  - c. has assisted another person in accessing our services to which they are not entitled;or

- d. owes us or our sub-contractors or agents monies with respect to any services, spare parts or other matters provided by us or by a third party on our instruction.
19. Honda Assistance will not be provided where it is requested in relation to a Relevant Vehicle which requires services by reason of, or immediately following, participation in any racing, rallying, trials or time-trials, auto test or other motor sports event ("**Motor Sports Event**"). However, we do not consider the following activities to be Motor Sports Events and therefore may provide Honda Assistance to a Relevant Vehicle in these circumstances if properly requested:
- a. "concours d'elegance" events;
  - b. track test days for road-legal vehicles; and
  - c. rallies held exclusively on open public highways where participants are required to comply with all operative speed limits.
20. Services may be refused if the Authorised Driver is not present at the time of the Breakdown, Accident or Vandalism and is unable to be present when the Honda Assistance Patrol arrives.
21. Where Honda Assistance has been refused as a result of the Relevant Vehicle being deemed dangerous, overladen or un-roadworthy, Honda may endeavour to arrange assistance services on behalf of the Authorised Driver but will not pay or be responsible for these services.
22. If it is not possible to confirm whether an Authorised Driver is eligible to receive Honda Assistance or, for whatever reason, authorisation is not confirmed at the time of a request for Honda Assistance, the Authorised Driver may be asked to complete and sign a "Promise to Pay" form in relation to the repayment of the cost of any services which are provided if eligibility for Honda Assistance cannot subsequently be confirmed and validated or if authorisation is not subsequently given.

#### **Not included within Honda Assistance**

23. Complimentary Honda Assistance **will not include:**
- a. vehicle servicing or vehicle re-assembly where required as a result of neglect or unsuccessful work on the Relevant Vehicle other than on the part of Honda;
  - b. routine maintenance and running repairs, such as fixing faulty radios, CD players, interior light bulbs, or heated rear windows;
  - c. the cost of spare parts, fuel, oil, keys, or other materials required to repair the Relevant Vehicle;
  - d. the cost of garage labour not provided at the scene of the Breakdown, Accident or Vandalism which is required to repair the Relevant Vehicle;
  - e. any additional charges resulting from failure to carry a legal and serviceable spare wheel(s) or tyre(s) in the Relevant Vehicle (except where this is not supplied as standard by Honda);
  - f. any costs or charges connected with the drainage or removal of fuel, lubricants or other fluids due to the introduction of an inappropriate fluid;
  - g. having the Relevant Vehicle stored or guarded in the absence of the Authorised Driver;
  - h. providing services to the Relevant Vehicle when it is on private property (e.g. garage premises) unless the Authorised Driver can establish to our satisfaction that permission has been given by the relevant owner or occupier of the property;
  - i. any personal transportation costs except those included in Onward Mobility;
  - j. any ferry or toll charges levied in relation to the Relevant Vehicle which is being towed or recovered.
24. Honda Assistance does not provide any right for the transport or the arrangement of transport of any animal (except for guide dogs or hearing dogs which will be transported together with their owner unless this is not possible for health and/or safety reasons). If our sub-contractors or our agents, at their discretion, agree to transport an animal, then any such transport will be at the Authorised Driver's own risk. It is the Authorised Driver's responsibility to secure any animal being transported or to make alternative arrangements for the animal's transportation.

25. If a locksmith, body-glass or tyre specialist is, in our opinion, needed and Honda Assistance has been authorised, we will endeavour to arrange their help on behalf of the Authorised Driver. However, we will not pay for their services and the contract for repair will be between the Authorised Driver and the repairer. Further, if the use of a locksmith or other specialist would, in our opinion, mobilise the Relevant Vehicle, we will not be required to provide any further services in relation to the Breakdown, Accident or Vandalism. Honda shall in no circumstance be responsible or liable to you for any services provided by the repairer.
26. If specialist equipment (not normally carried by the Honda Assistance Patrol) is in our view, required to provide Honda Assistance (including, but not limited to, when a Relevant Vehicle has left the highway, is in a ditch, is standing on soft ground, sand or shingle or is stuck in water or snow, or which has been immobilised by the removal of its wheels), provided that Honda Assistance has been authorised, we will endeavour to arrange Recovery Services but at the Authorised Driver's cost. Once the Relevant Vehicle has been recovered to a suitable location, normal services will be provided in keeping with Honda Assistance.
27. The Authorised Driver will be required to pay for any consumables provided as part of the services provided under Honda Assistance (e.g. coolant).
28. Honda Assistance is designed to provide emergency Breakdown, Accident and Vandalism related services. It does not remove the need to keep the Relevant Vehicle properly maintained and serviced at all times.
29. The Honda Assistance Patrol are trained and equipped to carry out emergency roadside repairs and are not in a position, and should not be expected, to comment on the general safety or roadworthiness of a Relevant Vehicle after a Breakdown, Accident or Vandalism (or any emergency repair or other services which have been performed). In addition, completion of an emergency repair cannot be taken to signify, or in any way guarantee, the general roadworthiness of the Relevant Vehicle concerned.

#### **Availability of Honda Assistance**

30. Services from the Honda Assistance Patrol are subject to availability and may be supplemented by the appointed garages or agents of Honda's sub-contractors and service providers from time to time.
31. While Honda seeks to provide Honda Assistance at all times, even where it has been authorised, resources are finite and this may not always be possible. We shall not be liable for any failure to provide Honda Assistance where:
  - a. we exercise our discretion and choose not to; or
  - b. authorisation was given but the failure was due to circumstances outside our reasonable control.Events which might constitute circumstances outside our reasonable control include (but are not limited to) acts of God, viruses or pandemics, outbreak of hostilities, riot, civil disturbance, acts of terrorism, acts of government or authority (including the refusal or revocation of any licence or consent and any governmental orders), fire, subsidence, explosion, flood, snow, fog or other bad weather conditions, vehicle, equipment or systems failures, shortages of fuel or other necessary supplies, failure of telecommunications lines or systems, default of suppliers or sub-contractors, theft, malicious damage, strike, lock out or industrial action of any kind.
32. It is the Authorised Driver's ultimate responsibility to ensure that any temporary repairs carried out under Honda Assistance to mobilise the Relevant Vehicle are followed as soon as possible by a permanent repair. The Honda Assistance Patrol and/or Honda Assistance operator will endeavour to share details of any temporary repairs carried out and/or the incident report with the Authorised Driver's nominated Honda dealer. Please refer to the terms and conditions of the warranty for the Relevant Vehicle with respect to the carrying out of repairs by Honda dealers.

33. We shall be entitled to terminate the provision of Honda Assistance at any time by providing prior written notice to you (including where you are in breach of these Terms or we stop providing Honda Assistance in your country or to our customers more generally for any reason).

### **Liability**

34. If we fail to comply with these Terms, we may be responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it was an obvious consequence of our breach or if it was contemplated by you and us at the time you agreed to these Terms.
35. We only supply Honda Assistance for domestic and private use. You agree not to use Honda Assistance for any commercial, business or re-sale purposes, and we shall at all times have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
36. We do not in any way exclude or limit our liability for:
- a. death or personal injury caused by our negligence;
  - b. fraud or fraudulent misrepresentation; or
  - c. any matter which it is not permitted by law to limit or exclude, or attempt to limit or exclude, our liability.
37. Nothing in these Terms affects any legal rights you may have in law, such as under the Consumer Rights Act 2015, also known as "statutory rights". For more detailed information on your rights visit the Citizens Advice website [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or call 03454 04 05 06.

### **Privacy**

38. Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our [Privacy Notice](#), which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

### **Changes to these Terms and/or Honda Assistance**

39. We may make changes to these Terms and/or Honda Assistance from time to time, for example, to comply with changes in the law, to take account of new products, services or apps we may offer, or for other reasons.
40. We may change these Terms at any time and using Honda Assistance you shall be deemed to have accepted any such changes to these Terms as a result of your use (or continued use) of Honda Assistance. If you do not agree to these Terms as may be amended from time to time then you should not use Honda Assistance.

### **Other Terms**

41. Failure to enforce or non-reliance upon any of these Terms on a particular occasion or occasions will not prevent us from subsequently relying on or enforcing them.
42. The headings used in these Terms are for convenience only and shall not affect the interpretation of its contents.
43. We may transfer our rights and obligations under these Terms to another organisation, but this will not affect your rights or our obligations under these Terms.

44. Honda Assistance is non-transferable and you will not be able to transfer your entitlement to receive Honda Assistance from one vehicle to another. If you sell a Relevant Vehicle then the outstanding Assistance Period may be transferred to the new owner of that Relevant Vehicle. However, you may only transfer your rights or your obligations under these Terms to another person if we agree this with you in writing.
45. These Terms are between you and us. No other person shall have any rights to enforce any of these Terms. Nothing in these Terms shall create a contractual relationship between the Authorised Driver and Honda's chosen service provider or its agents or sub-contractors.
46. Each clause and paragraph of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining clauses and paragraphs of these Terms will remain in full force and effect.
47. These Terms are governed by English law. This means that your use of Honda Assistance, and any dispute or claim arising out of or in connection with Honda Assistance (including non-contractual disputes or claims), will be governed by the laws of England.
48. You can bring legal proceedings in respect of these Terms in the English courts. If you live in Scotland you can bring legal proceedings in respect of these Terms in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of these Terms in either the Northern Irish or the English courts.

## Part 2 – Eligibility for Roadside Assistance, Recovery Services and Onward Mobility

Honda Assistance will, subject to our absolute discretion, normally provide assistance in the event of a Breakdown, Accident or Vandalism as described in the table below:

Incident	Issue	Cause	Definition/ Interpretation	Vehicle Condition	Eligibility
Breakdown	Technical defect	Mechanical or electrical failure of a vehicle component	Relevant Vehicle operation is stopped / prevented or rendered unsafe by the sudden and premature failure of a component(s), or such failure means that continued operation is suspected / likely to cause further damage to the Relevant Vehicle or a risk to safe operation.	Immobile	Subject to Honda's discretion: Full eligibility for Roadside Assistance, Recovery Services and Onward Mobility.
				Still mobile	Subject to Honda's discretion: Full eligibility for Roadside Assistance and Onward Mobility.



	Operational error	External influence	Relevant Vehicle operation is stopped / prevented or rendered unsafe by the unintentional application of circumstances that arise not as a result of vehicle component failure (e.g. flat 12V battery, low/no fuel, depleted EV battery charge, lost/stolen vehicle key, flat / damaged tyre(s)), or	Immobile	Subject to Honda's discretion: Roadside Assistance is included to facilitate roadside repair or recovery of the Relevant Vehicle but no Onward Mobility is provided.
		Authorised Driver	where the Authorised Driver feels continued operation may cause further damage to the Relevant Vehicle or a risk to safe operation due to the misinterpretation of information displayed within the Relevant Vehicle.	Still mobile	Subject to Honda's discretion: Roadside Assistance is included to facilitate roadside repair or recovery of the Relevant Vehicle but no Onward Mobility is provided.
Accident		Authorised Driver	Relevant Vehicle has been (or is suspected to have been) damaged following a collision or similar event whilst parked or during normal operation to the extent that it is immobilised, no longer road-legal, or that continued operation will / is likely to cause further damage or a risk to safe operation. Relevant Vehicle is accessible for recovery by a provider with standard roadside recovery equipment / vehicles and no restrictions are in place which take precedence (such as, but not limited to, police instructions).	Relevant Vehicle has been damaged but is in a condition / situation such that it can be recovered without the use of specialist recovery equipment/ vehicles.	Subject to Honda's discretion: Roadside Assistance is included to facilitate roadside repair or recovery of the Relevant Vehicle but no Onward Mobility is provided.
		Third party			

Vandalism	Third party	Relevant Vehicle has been subject to malicious damage whilst parked or during normal operation to the extent that it is immobilised, no longer road-legal, or that continued operation will / is likely to cause further damage or a risk to safe operation and no restrictions are in place which take precedence (such as, but not limited to, police instructions).	Relevant Vehicle has been damaged but is in a condition / situation such that it can be recovered without the use of specialist recovery equipment/ vehicles.	Subject to Honda's discretion: Roadside Assistance is included to facilitate roadside repair or recovery of the Relevant Vehicle but no Onward Mobility is provided.
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### Part 3 – Terms applicable to Roadside Assistance

#### What is included?

- If we authorise Roadside Assistance at Home, we will endeavour to provide assistance services when the Relevant Vehicle is immobilised following a Breakdown, Accident or Vandalism at (or within 0.25 miles/0.5 km of) Home.
- If the Relevant Vehicle is stranded on the highway more than 0.25 miles/0.5 km from Home following Breakdown or Vandalism of (or an Accident involving) the Relevant Vehicle and we authorise Roadside Assistance we will seek to effect a roadside repair if, in the reasonable opinion of Honda, our sub-contractor or appointed agent, this can be achieved within a reasonable time.
- If a prompt local repair is not possible, we will endeavour to take the Relevant Vehicle to the nearest Honda dealer or Authorised Repairer or, alternatively, to a destination of the Authorised Driver's choice, provided it is no further away. It is then the Authorised Driver's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver's responsibility to pay for all goods and services provided by the relevant repairer. We do not make any guarantee and, in particular, do not guarantee that any recovery to an appropriate local repairer will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair work. Honda shall in no circumstance be responsible or liable to you for any services provided by the repairer.

#### What is not included?

- Where a Breakdown, Accident or Vandalism is attended by the police or another emergency service or governmental agency, Honda Assistance will only be provided once the attending emergency service or agency has authorised the Relevant Vehicle's removal. If the attending emergency service or agency insist on immediate recovery by a third party provider, then the cost of this must be met by the Authorised Driver.
- Honda Assistance on French motorways cannot be arranged by Honda as these roads are privately owned. In the event that Roadside Assistance is required, the Authorised Driver must contact the dedicated motorway services and then initiate a further request for Honda Assistance once the Relevant Vehicle has been towed off the motorway.
- Matters excluded under the General Terms set out in Part 1 (above).

## **Part 4 – Terms applicable to Recovery Services**

### **What is included?**

- If we authorise Recovery Services, we will endeavour to provide Recovery Services following a Breakdown, Accident or Vandalism involving a Relevant Vehicle where a local repair cannot be carried out safely or arranged within a reasonable time, or where it is not permitted under local regulations.
- We will endeavour to provide Recovery Services of the immobilised Relevant Vehicle and a maximum of 7 persons (but limited to the maximum number of persons the Relevant Vehicle is designed to carry and for whom there are fixed seats and restraints) to the nearest Honda dealer or Authorised Repairer, the Authorised Driver's preferred Honda dealer or Authorised Repairer, or to a single destination of the Authorised Driver's choice up to a maximum distance of 50 miles/80 km within the country in which the Breakdown, Accident or Vandalism occurs. If there are more people than the maximum allowed, Honda may seek to arrange, but will not pay for, their onward transportation. We will also endeavour to recover a caravan or trailer which was being towed by the Relevant Vehicle at the time, provided it is within the size limits specified in Part 1 of these Terms as set out above.
- Following provision of the Recovery Services it is the Authorised Driver's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver's responsibility to pay for all goods and services provided by the relevant repairer. We do not make any guarantee and, in particular, do not guarantee that any recovery to an appropriate local repairer will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair. Honda shall in no circumstance be responsible or liable to you for any services provided by the repairer.

### **What is not included?**

- Recovery Services will not be provided if we are able to arrange a prompt local repair within a reasonable time.
- A second or subsequent request for Recovery Services after the Relevant Vehicle has been recovered following a Breakdown, Accident or Vandalism (except in cases where the transport of the Relevant Vehicle to a specialist repair centre is requested by Honda).
- The transport of immobilised vehicles where we consider this to be part of a commercial activity (e.g. to, from or on behalf of motor dealers or delivery companies).
- The transport of vehicles being used for Motor Sports Events.
- The recovery of any vehicle that we consider would be dangerous or illegal for us to load or transport (including, but not limited to, overladen vehicles).
- Where a Breakdown, Accident or Vandalism is attended by the police or another emergency service or governmental agency, Honda Assistance will only be provided once the attending emergency service or agency has authorised the Relevant Vehicle's removal. If the attending emergency service or agency insist on immediate recovery by a third party provider, then the cost of this must be met by the Authorised Driver.
- Recovery Services on French motorways cannot be arranged by Honda Assistance as these roads are privately owned. In the event that Recovery Services are required, the Authorised Driver must contact the dedicated motorway services and then initiate a further request for Honda Assistance once the Relevant Vehicle has been towed off the motorway.

- Any incidental expenses that may arise during a recovery. For example, we cannot accept any costs for passengers who do not accompany the Relevant Vehicle while it is being recovered under the Recovery Services.
- The recovery of any vehicles bearing trade plates and/or which we have reason to believe have just been imported or purchased at auction.
- The recovery of animals, horses or livestock (except for guide dogs or hearing dogs which will be transported together with their owner unless this is not possible for health and/or safety reasons).
- Ferry or toll costs.
- Recovery costs for the Relevant Vehicle if nobody in the Authorised Driver's party is fit to drive.
- Matters excluded under the General Terms set out in Part 1 (above).

#### **Part 5 – Terms applicable to High Voltage Vehicle Assistance (Roadside Assistance and Recovery Services)**

"**High Voltage**" means any Battery Electric Vehicle (BEV), Plug-in Hybrid Electric Vehicle (PHEV) or Fully Hybrid Electric Vehicle (FHEV). For the purposes of these Terms, a Honda Electric Vehicle (Honda EV) is considered to be any one of the above.

#### **What is included?**

- Honda Assistance will to be supplied to Relevant Vehicles equipped with High Voltage systems by suitably trained and certified providers ("**EV Patrols**"). Such Honda Assistance shall be provided in accordance with the terms and conditions relating to Roadside Assistance and Recovery Services as shown in Part 3 and Part 4 of these Terms as set out above.
- EV Patrols will offer roadside diagnostics and repairs on High Voltage systems, but only when it is safe and legal to do so.
- Where a Honda EV is recovered to a Honda dealer which is not designated as a specialist Honda EV dealer and the required repairs are subsequently deemed by Honda's Dealer Technical Services department as requiring to be carried out at a specialist Honda EV dealer, the Honda Assistance Patrol will transport the Relevant Vehicle to the Approved Driver's nominated specialist Honda EV dealer at no additional charge to the Approved Driver or original Honda dealer.
- Honda Assistance can be provided in the event of a Breakdown resulting from no/critically low BEV battery charge, subject to our absolute discretion, taking into account the following criteria:
  - Honda will provide complimentary Honda Assistance in the first event of depleted BEV battery charge at Home or the roadside within 1 month or 1000 miles /1500 km of first registration of the Relevant Vehicle (whichever occurs first).
  - Honda will provide complimentary Honda Assistance in the event of depleted BEV battery charge where the Relevant Vehicle is at a public or private charging point which the Authorised Driver has permission to access and the BEV main battery will not accept a charge due to a fault (either confirmed or reasonably assumed by the EV Patrol) with the Relevant Vehicle or a Honda genuine charging cable.
  - In the event of a depleted BEV battery where complimentary Honda Assistance is not provided, Honda will offer to recover the Relevant Vehicle to the nearest suitable public charging point, to the Authorised Driver's Home, or to the Authorised Driver's

intended destination for a nominal fee which will be notified to the Authorised Driver in advance.

**What is not included?**

- Temporary repairs are not permitted to High Voltage systems.
- Coverage of any charging costs incurred as result of depleted BEV battery.
- Honda Assistance in the event of a depleted EV battery where the Relevant Vehicle is a FHEV or PHEV and is capable of being driven under non-EV propulsion.
- Matters excluded under the General Terms set out in Part 1 (above).

**Part 6 – Terms applicable to Accident Assistance**

**What is included?**

- Honda Assistance will endeavour to provide Recovery Services in the event of the Relevant Vehicle being involved in an Accident or similar event such that it is damaged (or reasonably expected to be damaged) to such an extent that the Relevant Vehicle is immobilised, no longer road-legal, or that continued operation will (or is likely to) cause further damage or a risk to safe operation.
- Recovery Services will only be provided by Honda where the Relevant Vehicle is accessible for recovery by a provider with standard roadside recovery equipment and no restrictions are in place which take precedence (such as police instructions).
- Honda will endeavour to provide diagnostic services, roadside repair (where applicable) and/or Recovery Services only for incidents deemed by Honda to be Accidents which reasonably require Honda Assistance. Where Recovery Services are authorised Honda will (at its discretion):
  - recover the Relevant Vehicle to the nearest Honda dealer, Honda approved repairer or Honda approved body repair centre/bodyshop (in such markets where this approval is provided);
  - recover the Relevant Vehicle to another location nominated by the Authorised Driver as long as it is no further away than the nearest Honda dealer, Honda approved repairer or Honda approved body repair centre/bodyshop and up to a maximum towing distance of 15 miles/25 km;
  - in instances where the Relevant Vehicle is in a non-fault situation, reserve the right to request payment for Recovery Services from the insurer of the third party deemed to be at fault.

**What is not included?**

- If specialist recovery equipment (not normally or reasonably expected to be carried by the Honda Assistance Patrol) is in our view required to provide Honda Assistance (including, but not limited to, when a Relevant Vehicle has left the highway, is in a ditch, is standing on soft ground, sand or shingle or is stuck in water or snow, or which has been immobilised by the removal of, or severe damage to, its wheels) and provided that Honda Assistance has been authorised, we will endeavour to arrange Recovery Services by a specialist provider but at the Authorised Driver's cost. The contract for this specialist service will be between the Authorised Driver and the specialist service provider. Once the Relevant Vehicle has been recovered to a suitable location, Honda Assistance services may be provided at Honda's discretion. Honda shall in no circumstance be responsible or liable to you for any services provided by the specialist service provider.
- Matters excluded under the General Terms set out in Part 1 (above).

## **Part 7 – Terms applicable to Specialist Services**

- If a locksmith, body-glass or tyre specialist (see Part 8 of these Terms below) is, in our opinion, needed, if Honda Assistance has been authorised we will endeavour to arrange their help on behalf of the Authorised Driver, however, we will not pay for their services and the contract for repair will be between the Authorised Driver and the repairer. The Authorised Driver will therefore be responsible for all associated costs. Furthermore, if use of a locksmith or other recommended specialist would, in our opinion, mobilise the Relevant Vehicle, we will not endeavour to provide any further services for the Breakdown in question. Honda shall in no circumstance be responsible or liable to you for any services provided by the repairer.
- If the Relevant Vehicle is immobilised due to incorrect refuelling and, on the condition that there has been no attempt to start the engine, Honda Assistance will offer to arrange at the Authorised Driver's cost the provision of specialist fuel recovery services (where available). The contract for this specialist service will be between the Authorised Driver and the specialist service provider. Once the Relevant Vehicle has been correctly refuelled, in the event that the Relevant Vehicle is still immobilised and Honda Assistance has been authorised, Recovery Services may be provided in accordance with Honda Assistance but there will be no entitlement to Onward Mobility.
- Where no specialist fuel recovery service is available (including, where there is a capable service but no availability within a reasonable timescale) and Honda Assistance has been authorised, we may provide Recovery Services to transfer the Relevant Vehicle to the nearest Honda dealer or Authorised Repairer.
- If the Relevant Vehicle is immobilised due to incorrect refuelling, there has been an attempt to start the engine or the engine has been run for any period of time, and Honda Assistance has been authorised, we may provide Recovery Services to transfer the Relevant Vehicle to the nearest Honda dealer or Authorised Repairer.

## **Part 8 - Terms applicable to Tyre Related Breakdown**

Honda will endeavour, at our discretion, to provide Roadside Assistance or Recovery Services in the case of tyre puncture or other tyre related failure by:

- providing Roadside Assistance to fit the Relevant Vehicle's spare wheel (where equipped) in instances where:
  - the Authorised Driver is unable to do so;
  - where local legislation does not permit the Authorised Driver to carry out the replacement; or
  - the Authorised Driver feels that the Relevant Vehicle location presents a hazard to personal safety if self-repair was attempted (for example, but not limited to, a motorway hard shoulder),
- the dispatch of specialised tyre repair or replacement equipped Honda Assistance Patrol vehicles where such services are available within a reasonable response time and accepted by the Authorised Driver (see Terms applicable to specialist services in Part 7 above) at the Authorised Driver's cost to:
  - complete a permanent puncture repair (where suitable); or
  - replace an irreparable tyre,
- providing Recovery Services where no spare wheel is equipped and no tyre repair equipped Honda Assistance Patrol vehicle is available to recover the Relevant Vehicle to:
  - the nearest Honda dealer or Authorised Repairer;
  - the Authorised Driver's Home; or

- another location nominated by the Authorised Driver as long as it is no further away than the nearest Honda dealer and up to a maximum towing distance of 15 miles/25 km.
- assisting the Authorised Driver in the application of a supplied temporary tyre repair method (but only in extreme circumstances where no permanent repair solution is available and only upon written confirmation from the Authorised Driver that they are aware of, and accept, the usage limitations which may apply to the Relevant Vehicle or tyre following the application of such a temporary repair solution). Honda will accept no liability or subsequent costs which may arise as a result of the application of a temporary tyre repair solution at the Authorised Driver's request.
- Honda will not normally provide Onward Mobility in the event of a tyre related Breakdown. However, in exceptional circumstances (for example, but not limited to, Public Holidays) which result in no repair options being available to the Honda Assistance Patrol then the Honda Assistance operator may use their discretion to endeavour that the Relevant Vehicle occupants (up to the legal passenger capacity of the Relevant Vehicle) are provided certain Onward Mobility to ensure their safety and well-being. If chargeable mobile tyre repair facilities are available but are declined by the Authorised Driver then Honda will consider its services declined and any requirement to provide Honda Assistance and any other liability shall be absolved. Honda accepts no liability for additional costs incurred by the Authorised Driver and/or Relevant Vehicle passengers over and above those specifically authorised by Honda in accordance with these Terms.

## **Part 9 – Terms applicable to Onward Mobility**

In regard to all matters referred to in this Part 9 of these Terms, the Authorised Driver must give us, on request, any relevant information we reasonably require.

- Onward Mobility is available at our absolute discretion if the Relevant Vehicle is recovered following a Breakdown and a local repair cannot be arranged in a reasonable time (normally taken to be 4 hours).
- Onward Mobility would normally be arranged at the time of recovery but must be requested within 48 hours of the Breakdown.
- In the event that we authorise the provision of Onward Mobility we may, at our absolute discretion, select one of the following options to be provided:
  - a replacement vehicle;
  - accommodation; or
  - public transportation.
- A taxi ride or an alternative mobility option (such as ride sharing) may be arranged in addition to the replacement vehicle, accommodation or public transportation.
- Onward Mobility is not available in the event of an Accident or Vandalism.
- Onward Mobility is also not available in instances where the type of incident is excluded from eligibility for Onward Mobility as set out in the eligibility section in Part 2 of these Terms and elsewhere in these Terms (such as lost keys, tyre replacements and depleted EV battery).

## **Replacement vehicle**

### **What is included?**

- In the event that Onward Mobility has been authorised, Honda will initially attempt to arrange for a replacement vehicle from the repairing Honda dealer or Authorised Repairer. Should the Relevant Vehicle not be available from the repairer this service consists of arranging and payment for a replacement rental car.

- Honda will endeavour to provide a suitable sized replacement vehicle category which is comparable to the Relevant Vehicle. However, this is subject to availability (location and time dependent) and Honda may offer the Authorised Driver a lower category vehicle if this means Onward Mobility can be provided more quickly.
- Coverage includes the rental of the replacement vehicle itself plus insurance, damage waiver, third party liability and a minimum allowance of 150 miles/250 km per day. It also includes the following standard conditions (at Honda's discretion):
  - one-way domestic rentals covered;
  - one driver covered as standard. Additional driver available on request where available within coverage limits;
  - out-of-hours surcharges covered (where applicable);
  - airport and railway station surcharges covered (where applicable); and
  - winter tyres and/or snow chains etc provided (where usage is mandatory).
- If the Breakdown occurs within the Authorised Driver's country of residence then the replacement vehicle will be authorised for a maximum of 3 working days (plus weekends or public holidays) or until 24 hours after notification of the Relevant Vehicle's availability for collection, whichever is the sooner.
- If the Breakdown occurs outside of the Authorised Driver's country of residence then the replacement vehicle will be authorised for a maximum of 5 working days (plus weekends or public holidays) or until 24 hours after notification of the Relevant Vehicle's availability for collection, whichever is the sooner.
- Replacement vehicles which are hire cars are supplied by third party suppliers and are subject to availability and subject to the third party supplier's terms and conditions. The Authorised Driver will be required to enter into a contract with the third party supplier based on those terms and conditions and which, among other things, will require or include:
  - production of a full driving licence valid at the time of issue of the hire car (some suppliers may require additional identification or information);
  - restrictions on acceptability of driving licence endorsements or the absence thereof;
  - limitations on the availability and/or engine capacity of the replacement vehicle;
  - a credit or debit card (with sufficient credit) deposit (e.g. for fuel); and
  - drivers to be aged at least 21 years or over and to have held a full driving licence for at least 12 months.
- A third party supplier's terms and conditions may change from time to time. The requirements listed above are not exhaustive and compliance with them does not guarantee availability of a hire car. Failure to comply with the third party supplier's terms and conditions or to return the replacement vehicle to the third party supplier as agreed, may result in the third party supplier taking action against the Authorised Driver.
- A replacement vehicle will be provided at the point of Breakdown unless delayed at the Authorised Driver's request, in which case the Authorised Driver will be responsible for collection.
- In all cases the Authorised Driver is responsible for the return of the replacement vehicle.

#### **What is not included?**

- Other expenses including (but not limited to) fuel charges, over-hire charges, an upgrade to a higher vehicle class or the use of optional items and services. The Authorised Driver must pay these costs directly to the replacement vehicle supplier.
- Provision of replacement vehicles supplied with a tow bar and therefore the Authorised Driver's caravan or trailer may, if eligible, be recovered under the Recovery Services with the immobilised Relevant Vehicle.



- A replacement vehicle is not available in the event of an Accident or Vandalism.
- A replacement vehicle is also not available in instances where the type of incident is excluded from eligibility for Onward Mobility in the eligibility section in Part 2 of these Terms and elsewhere in these Terms. (such as lost keys, tyre replacements and depleted EV battery)
- Matters excluded under the General Terms set out in Part 1 (above).

## **Accommodation**

### **What is included?**

- In the event that, in our absolute discretion, this service has been authorised we will arrange hotel accommodation on the day of the Breakdown at a hotel of our choice, and will arrange for the transport of the Authorised Driver of the Relevant Vehicle and up to a maximum of 7 persons (but limited to the lower of the number of persons in the Relevant Vehicle at the time of the Breakdown and the maximum number of persons the Relevant Vehicle is designed to carry and for whom there are fixed seats and restraints) to the hotel.
- In the event that this service has been authorised we will pay the hotel directly or provide vouchers for up to 2 nights' bed and breakfast for the Authorised Driver and up to a maximum of 7 persons (but limited to the lower of the number of persons in the Relevant Vehicle at the time of the Breakdown and the maximum number of persons the Relevant Vehicle is designed to carry and for whom there are fixed seats and restraints), subject to the following standard conditions:
  - Maximum of €100 (or local currency equivalent) per night per required room.
  - Maximum of 3 rooms per party per case (maximum of €600 (or local currency equivalent) in total per party, per case).

### **What is not included?**

- Provision of accommodation when either the Authorised Driver's Home or intended destination is within 30 miles/50 km of the Breakdown.
- Any additional costs incurred by the Authorised Driver or those travelling with the Authorised Driver (including, but not limited to, room upgrades, meals, drinks, telephone calls, newspapers, shuttle buses and laundry). The Authorised Driver must settle these costs directly with the hotel before leaving.
- Accommodation is not available in the event of an Accident or Vandalism.
- Accommodation is also not available in instances where the type of incident is excluded from eligibility for Onward Mobility in the eligibility section in Part 2 of these Terms and elsewhere in these Terms (such as lost keys, tyre replacements and depleted EV battery).
- Matters excluded under the General Terms set out in Part 1 (above).

## **Public transportation**

### **What is included?**

- In the event that, in our absolute discretion, this service has been authorised we will reimburse reasonable pre-authorised public transport costs as agreed between the Honda Assistance operator and the Authorised Driver, up to the prevailing current limit as advised by us at the time (which is currently a maximum of €100 (or local currency equivalent) per person up to a limit of €600 (or local currency equivalent) in total), incurred by the Authorised Driver of the Relevant Vehicle and up to a maximum of 7 persons (but limited to the lower of the number of persons in the Relevant Vehicle at the time of the Breakdown and the maximum number of persons the Relevant Vehicle is designed to carry and for whom there are fixed

seats and restraints) in travelling to a single destination, usually either the Authorised Driver's Home or the intended journey destination.

- Return travel for the Authorised Driver (or an approved delegate, authorised to collect and operate the Relevant Vehicle with written confirmation provided by the owner) to the Honda dealer or approved repairer carrying out vehicle repairs. Total limit for outbound and return travel combined of €650 (or local currency equivalent).
- All travel must be undertaken in 'Economy' or 'Standard Class' seats or cabins.
- The Authorised Driver must obtain and keep all receipts for travelling costs (if requested, railway ticket offices provide a duplicate ticket or receipt as proof of purchase).
- The Authorised Driver's request for reimbursement should be made in writing to us within 28 days of such amounts being incurred. Proofs of purchase and receipts must accompany the Authorised Driver's request for reimbursement. All such requests must be sent to:

Agency Accounts  
Honda Digital Roadside Assistance  
Fanum House,  
Basing View,  
Basingstoke,  
Hampshire,  
RG21 4EA

#### **What is not included?**

- Any costs incurred by the Authorised Driver (or those travelling with the Authorised Driver) which were not pre-authorised by Honda.
- Any additional costs incurred by the Authorised Driver or those travelling with the Authorised Driver, including (but not limited to) travel class upgrades, food and drink packages and excess luggage fees.
- Public transportation is not available in the event of an Accident or Vandalism.
- Public transportation is not available in instances where the type of incident is excluded from eligibility for Onward Mobility in the eligibility section in Part 2 of these Terms and elsewhere in these Terms (such as lost keys, tyre replacements and depleted EV battery).
- Matters excluded under the General Terms set out in Part 1 (above).

#### **Taxi / Mobility service**

##### **What is included?**

- In the event that, in our absolute discretion, this service has been authorised we will reimburse reasonable pre-authorised taxi costs (including mobility services such as Uber and Lyft) as agreed between the Honda Assistance operator and the Authorised Driver, up to the prevailing current limit as advised by us at the time (currently €50 (or local currency equivalent) per party, per trip)
- The Authorised Driver must obtain and keep all receipts for travelling costs.
- The Authorised Driver's request for reimbursement should be made in writing to us within 28 days of such amounts being incurred. Proofs of purchase and receipts must accompany the Authorised Driver's request for reimbursement. All such requests must be sent to:

Agency Accounts  
Honda Digital Roadside Assistance  
Fanum House,  
Basing View,  
Basingstoke,  
Hampshire,  
RG21 4EA

#### **What is not included?**

- Any costs incurred by the Authorised Driver or those travelling with the Authorised Driver which were not pre-authorised by Honda.
- Matters excluded under the General Terms set out in Part 1 (above).

#### **Part 10 – Repatriation of Vehicle to Home Country**

If, following a Breakdown whilst travelling in a country other than the Authorised Driver's Home country, repairs cannot be completed in time for the Authorised Driver's planned return Home and we, in our absolute discretion, agree to provide Recovery Services to the Authorised Driver's Home country as a goodwill gesture, the following terms will apply.

#### **What is included?**

- The cost of unaccompanied recovery for the Relevant Vehicle to the Authorised Driver's Home or nominated Honda dealer or Authorised Repairer in their Home country.
- We may also pay any reasonable storage charges incurred in the recovery of the Relevant Vehicle up to a maximum of €100 (or local currency equivalent).
- We may, at our discretion and depending on the circumstances, arrange and agree with the Authorised Driver an alternative method of recovery and pay reasonable costs if repairs are started but not completed before the Authorised Driver's planned return Home. In such circumstances we may, at our discretion, arrange with the Authorised Driver and pay for one person's reasonable travel and accommodation costs to go directly overseas to collect the Relevant Vehicle up to a maximum of €600 (or local currency equivalent).
- All costs met under this Part 10 of these Terms (but excluding the cost of unaccompanied vehicle recovery) form part of the overall benefit limit of €700 (or local currency equivalent).

#### **What is not included?**

- Repatriation of the Relevant Vehicle if we calculate it to be beyond commercial economic repair. We will never pay more than the value of the Relevant Vehicle to bring it Home. If we advise that the Relevant Vehicle is beyond commercial economic repair, we will give the Authorised Driver up to 8 weeks after the original Breakdown to agree suitable alternative arrangements for the recovery or disposal of the Relevant Vehicle. If we have no agreement such alternative arrangements after 8 weeks, we will consider the Authorised Driver has authorised us to dispose of the Relevant Vehicle.
- Repatriation where the Relevant Vehicle only needs minor or inexpensive repairs. We may agree vehicle collection in these circumstances if repairs cannot be completed by the Authorised Driver's booked return date.
- Repatriation where the local garage can complete repairs before the Authorised Driver's return date.
- Any losses or other amounts resulting from a delay in repatriating the Relevant Vehicle.

- If the garage dismantles the Relevant Vehicle for repairs, which are then halted for any reason, neither we nor the garage will accept responsibility for any parts returned in the Relevant Vehicle.
- The cost of transit risk insurance. The Authorised Driver should contact the Relevant Vehicle's motor vehicle insurers to ensure the Authorised Driver has such cover.
- Separate transportation costs for personal effects, goods, vehicles, boats or other waterborne craft carried in or on the Relevant Vehicle. These items remain the Authorised Driver's responsibility at all times.
- Any repair costs after the Relevant Vehicle has been recovered to the Authorised Driver's Home or chosen garage in the Authorised Driver's Home country.
- Transportation of the Relevant Vehicle and/or its contents to a destination other than the Authorised Driver's Home country.
- Repatriation costs for the Authorised Driver or the Authorised Driver's party if nobody in the Authorised Driver's party is fit to drive. Any such arrangements must be made by the Authorised Driver or their personal travel insurer.
- Any request for reimbursement for vehicle collection costs where the overseas garage has not started the necessary repairs to put the Relevant Vehicle back on the road before the Authorised Driver returns home.
- Anything mentioned as not included anywhere within these Terms (including the matters excluded under the General Terms set out in Part 1 above).

#### **Additional provisions applicable to Part 10**

1. Before leaving the Relevant Vehicle for recovery all valuables should be removed and anything left in the Relevant Vehicle must be safely stowed. There is no duty-free allowance on an unaccompanied vehicle being recovered and any dutiable items must be taken out by the Authorised Driver.
2. Keys (including those for trailers, caravans or roof boxes) should be kept in a safe place with the Relevant Vehicle as customs and/or border control may need to unlock and inspect the Relevant Vehicle.
3. We must be notified of any arrangements to collect the Relevant Vehicle.
4. The luggage in the Relevant Vehicle always remains the responsibility of the Authorised Driver and any items left with the Relevant Vehicle for recovery are left at the Authorised Driver's own risk.
5. If the Relevant Vehicle has been involved in an incident which could be subject to a claim involving the Authorised Driver's motor vehicle insurers, we reserve the right to obtain their formal agreement before we arrange the recovery of the Relevant Vehicle and to negotiate with them to reclaim a proportion of the costs incurred.