



Private & Confidential
Customer Schedule
Retailer Copy

HONDA
The Power of Dreams

Telephone number: 0330 100 3406

Re: FIVE Service Plan

Enclosed overleaf and below are the terms and conditions for the 5 years/62,500 mile Honda FIVE Service Plan for your Honda. The details of your FIVE Service Plan are summarised below:

Plan Duration: 5 Years or 62,500 miles from the date of first registration of the **Vehicle**, whichever comes first.

Plan Price: £1,599 as set out in Your **Sales Contract** or as set on in this **Customer Schedule**.

Your **FIVE Service Plan** covers all your scheduled servicing up to 5 years or 62,500 miles (whichever comes first) as detailed in your **Service Record** (parts, labour and VAT). No surprises, no hidden extras.

The plan does **not cover** any additional maintenance work, parts or necessary adjustments that are not part of the periodic servicing schedule, including the top-up of fluids between **Services**. If it's listed within in the **Service Record**, you know it's covered - full terms and conditions attached.

When your car is due a **Service**, visit your **Authorised Honda Retailer**, supply a copy of this **Customer Schedule** and provided you have paid the Plan Price (or a sufficient proportion of the Plan Price) they will take care of the rest. It's as simple as that.

Enclosed are a copy of the Terms and Conditions for this **FIVE Service Plan**. These terms and conditions together with this letter represent a legally binding agreement between you and Honda in relation to your purchase of this **FIVE Service Plan**. They can also be accessed in the My Garage section of your online Honda ID account.

You should read the terms and conditions enclosed to ensure you understand and are happy with them. **Your attention is particularly drawn to the following parts of the terms and conditions: Part 8 (Assignment), Part 9 (Cancellation) and Part 10 (Our Liability to You).**

Should you have any queries regarding the details of your **FIVE Service Plan** or the enclosed terms and conditions, please feel free to contact us on 0330 100 3406.

Yours sincerely
Honda (UK)

Sarah Roseblade
Head of Customer Division

By signing below you indicate your agreement to the terms of the terms and conditions of this **FIVE Service Plan**.

Customer Signature:

Name:

Date:



Honda FIVE Service Plan Terms and Conditions

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HONDA FIVE SERVICE PLAN TERMS & CONDITIONS WHICH INCLUDE DETAILS OF YOUR RIGHT TO CANCEL COVER

IMPORTANT: This Honda FIVE Service Plan is an Agreement made between you the Customer, and Honda in respect of the Vehicle identified on the Customer Schedule at the Purchase Date of the Plan. The Customer is as named on the Customer Schedule, or such other subsequent Private Owner to whom the benefit of the Agreement is validly transferred in accordance with Part 8.

Should you have any queries regarding this document, please do not hesitate to contact your **Authorised Honda Retailer** or the Honda dedicated Customer Service Department on 0345 200 8000.

IMPORTANT PLEASE READ THIS DOCUMENT CAREFULLY

The Plan Documents and your Service Record contain all details of the **FIVE Service Plan**.

These terms and conditions form the Contract between You the Customer named on the **Plan Documents ("You", "Your")** and the **FIVE Service Plan** provider Honda Motor Europe Limited t/a Honda (UK), 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 ("**Honda**", "**we**", "**our**", "**us**").

Some words in this **FIVE Service Plan** have special meanings, which are explained in Part 1, under the heading Definitions. Whenever the words in Part 1 are shown in **bold** or with a capital letter, they have these special meanings; otherwise, they have their ordinary everyday meanings.

Nothing in these terms and conditions 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 or call 03454 04 05 06.

These terms and conditions were last updated in: **March 2026**

1. DEFINITIONS

- 1.1. **FIVE SERVICE PLAN** – means this Honda **Service Plan** agreement made between you the **Customer**, and Honda in respect of the **Vehicle** shown on your **Plan Documents**.
- 1.2. **AUTHORISED HONDA RETAILER** – means an individual, partnership or company authorised to provide the **Honda FIVE Service Plan** or carry out the services contained in this agreement unless we agree otherwise with You
- 1.3. **CUSTOMER** and **YOU** – means the person whose details appear on the **Plan Documents** and **Customer Schedule**. Where the **Customer** is a partnership then each partner separately and all partners jointly shall be responsible for the customer's obligations under this **FIVE Service Plan**.
- 1.4. **CUSTOMER CARE PACKAGE**: means this Honda **FIVE Service Plan**, the 2-year **Honda Extended Guarantee** with **Hondacare Assistance** as detailed on the **Customer Schedule**.
- 1.5. **CUSTOMER SCHEDULE** – means the schedule to which these terms and conditions are appended.
- 1.6. **HONDA CARE ADMINISTRATION** – means TWG Services Limited, Emerald Buildings, Westmere Drive, Crewe, Cheshire, United Kingdom, CW1 6UN, registered number: 1883565, authorised and regulated by the Financial Conduct Authority, FRN 312440, who administers the programme on behalf of **Honda**.
- 1.7. **PLAN DOCUMENTS** – means the **Honda FIVE Service Plan Documents** including the enclosed terms and conditions and the **Customer Schedule**, the latter containing the **Customer** and **Vehicle** details.
- 1.8. **PLAN DURATION** – means 5 Years or 62,500 miles from the date of first registration of the **Vehicle**, whichever comes first.
- 1.9. **PLAN PRICE** – means the price for the **FIVE Service Plan** set out in the **Customer Schedule**.
- 1.10. **SALES CONTRACT** – means the contract between Honda and You under which Honda sells to You and You purchase the **Vehicle**.
- 1.11. **SCHEDULE OF WORK** and **SERVICE SCHEDULE** – means the periodic services as detailed in Your **Service Record**.
- 1.12. **SERVICE RECORD** – means the service record for the **Vehicle** provided by Honda which includes the **Schedule of Work** and **Service Schedule**.



- 1.13. **SERVICE** and **SERVICING** – means the servicing of the **Vehicle** as permitted by the terms of this **FIVE SERVICE PLAN** and in accordance with the Manufacturer's standard periodic service schedules provided within the **Service Record**.
- 1.14. **VEHICLE** – means the **Customer's** motor **Vehicle** as detailed on the **Plan Documents** or attached letter.

2. PARTIES AND DURATION

This **FIVE Service Plan** is between **You** and **Honda**. It shall be binding on all parties only when the **Plan Price** or initial monthly payment has been paid by **You or Honda Motor Europe** in accordance with Part 7 and received by **Honda Care Administration** and shall continue, subject to earlier termination in accordance with these terms and conditions, for the **Plan Duration**.

3. CUSTOMER'S OBLIGATIONS

The **Customer** will:

- 3.1 supply to the **Authorised Honda Retailer** a copy of the **Customer Schedule** prior to each **Service** being carried out;
- 3.2 pay the **Plan Price** in accordance with Part 7;
- 3.3 notify **Honda Care Administration** if their principal address, as shown on the **Plan Documents** changes;
- 3.4 notify **Honda Care Administration** if the registration plate identification for the **Vehicle** or any other identification mark of the **Vehicle** changes; and
- 3.5 not make, or permit to be made, any mechanical alterations or modifications to the Manufacturer's standard specification of the **Vehicle** without obtaining the prior written consent of **Honda**.

4. GEOGRAPHICAL LIMITS

This **FIVE Service Plan** only covers **Servicing** which is carried out in the United Kingdom at an **Authorised Honda Retailer**. For the avoidance of doubt this means Great Britain and Northern Ireland, and shall include the Channel Islands and the Isle of Man.

5. RETAILER'S OBLIGATIONS

Honda will ensure the **Authorised Honda Retailer** will:

- 5.1 carry out **Servicing** of the **Vehicle** in accordance with the **Service Schedule** as soon as is reasonably practicable after being requested to do so by the **Customer** and on the **Customer** producing to the **Authorised Honda Retailer** a copy of the **Customer Schedule**, on condition a **Service** is due; and
- 5.2 submit a request for authorisation through **Honda Care Administration** immediately before each **Service** is carried out on the **Vehicle**.

6. HONDA'S OBLIGATIONS

Honda will:

- 6.1 share the **Plan Documents** via e-mail and make them accessible in the 'My Garage' section of your Honda ID, via honda.co.uk. The **Plan Documents** will include a **Plan Duration** which indicates the latest date on which a **Service** may be carried out under this plan;
- 6.2 pay to the **Authorised Honda Retailer** the agreed cost of each **Service** within 30 days of a legitimate request for authorisation being made. Payment will only be made on condition that the **Plan Price** has been paid for in full or, where the **Plan Price** is being pre-paid by direct debit, a sufficient proportion of the **Plan Price** has been paid under Part 12. **The costs for any Servicing that is not included within the Service Schedule will be borne by the Customer.**

7. CHARGES AND PAYMENT

7.1. You will pay the **Plan Price** as follows:

- 7.1.1. as a single one-off payment of the full **Plan Price** in advance of the **Start Date**; or
- 7.1.2. in agreed equal monthly instalments in accordance with Part 7.2 and 7.3.

7.2. **Where you purchase the FIVE Service Plan after you have taken possession of your Vehicle and you have chosen to pre-pay the Plan Price in monthly instalments**, you shall pay the agreed monthly instalments to **Honda Care Administration** by Direct Debit. The first monthly instalment shall be paid in full and cleared funds by the dates set out in the **Customer Schedule** until you have paid the **Plan Price** in full.



- 7.3. No credit is provided by this **FIVE Service Plan**. The balance of the instalments paid at any time during the **Plan Duration** must be equal to or exceed the cost of any **Service** provided. If at any time the cost to **Honda** of any required **Service** exceeds the balance of instalments paid by **You, Honda** and the **Authorised Honda Retailer** shall not be required to perform any such **Service** until a sum equivalent to the shortfall is paid to **Honda Care Administration**.
- 7.4. The **Plan Price** is in pounds sterling (GBP) and includes VAT at the applicable rate.
- 7.5. All payments need to be made by card directly to Honda or by Direct Debit under Part 7.2 where you have chosen to pay the **Plan Price** in monthly instalments.

8. ASSIGNMENT

- 8.1. The **Customer** may transfer their rights and obligations under this **FIVE Service Plan** directly to a new private owner of the **Vehicle** (and not an owner falling under Part 14.4) **only where the Plan Price is fully paid** and provided that the new owner notifies **Honda Care Administration** of the transfer by giving written notice within 30 days of the transfer of the **Vehicle** taking place. The new owner must notify Honda of their name and address, the **Vehicle** registration details and the date the **Vehicle** was transferred to:

Honda Care Administration, Aspen
Building, Floor 2,
Vantage Point Business Village,
Mitcheldean, Gloucestershire, GL17 0AF

- 8.2. **The transfer shall be deemed to have taken place when we provide confirmation of the transfer in writing (including email).**
- 8.3. **Under no circumstances can the Honda FIVE Service Plan be transferred to another Vehicle.**

9. TERMINATION AND CANCELLATION

- 9.1. Subject to Part 9.4 this **FIVE Service Plan** shall continue for the **Plan Duration** unless either **Honda** or **You** terminate the **FIVE Service Plan** by a written notice of termination or suspension to the other if that other commits a serious breach and the breach either cannot be fixed or is not fixed within 14 days of the written notice, or **You** cancel the **FIVE Service Plan** in accordance with this Part 9.
- 9.2. You are entitled to cancel this **FIVE Service Plan** without giving any reason up to 14 days from the later of (i) **Vehicle** handover and (ii) the date of **Your** purchase of the **FIVE Service Plan**.
- 9.3. Subject to Part 9.4, after the 14 days set out in Part 9.2 above the **Plan Price** is only refundable in limited circumstances including: (a) where there has been a serious and unremedied breach of this **FIVE Service Plan** by Honda as referred to in Part 9.1; (b) the owner of this **FIVE Service Plan** is deceased; (c) the **Vehicle** to which this **FIVE Service Plan** relates is written off or stolen; or (d) if You reject the **Vehicle** in line with FCA guidelines, before the fifth scheduled **Service** has been claimed.
- 9.4. 9.39.4 If granted, a fair and equitable refund shall be calculated by Honda (at our sole discretion), taking into account the number of **Services** carried out and the cost of those **Services** if you have had access to the **FIVE Service Plan** and any refund will be issued to **You**.
- 9.5. **All cancellations are subject to a £20.00 non-negotiable administration charge, which will be deducted from any pro rata refund due.**
- 9.6. **Any refund due will be calculated from the date that Honda Care Administration receives the letter of cancellation, email or phone call, whichever is the earliest date.**
- 9.7. **Refunds will be made to the same payment method used to pay for this FIVE Service Plan. Nothing in these terms and conditions affects any legal rights you may have in law, also known as "statutory rights".**
- 9.8. **There will be no refund for the e:Ny1 Customer Care Package.**

10. OUR LIABILITY TO YOU

- 10.1. Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, the **Authorised Honda Retailer** and **Honda** are not legally responsible for any losses that were not foreseeable to **You** and **Honda** when this agreement was formed or any losses not caused by any breach by **Honda** (including where such breach is caused by an **Authorised Honda Retailer** acting on Honda's behalf).
- 10.2. **Servicing** is carried out by **Authorised Honda Retailers** on **Honda's** behalf. All responsibility for **Servicing**



rests with Honda, in accordance with the terms of this **FIVE Service Plan**, and **Honda** is liable for any acts or omissions of **Authorised Honda Retailers** in accordance with these terms and conditions.

- 10.3. If the **Honda** (including through an **Authorised Honda Retailer** acting on its behalf) fails to comply with the terms of this **Agreement**, **Honda** is responsible for loss or damage the **Customer** may suffer that is a foreseeable result of breaking the terms of this Agreement or failing to use reasonable care and skill. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both **Honda** and the **Customer** knew it might happen.

11. COMPLAINTS

- 11.1. For complaints relating to the **Service** please contact your **Authorised Honda Retailer** in the first instance.
11.2. If you do not obtain satisfaction from Your **Authorised Honda Retailer** in regard to this **Honda FIVE Service Plan** you can contact **Honda Care Administration**;

Honda Servicing Customer Relations Department,
The Aspen Building (Floor 2),
Vantage Point Business Village,
Mitcheldean,
Gloucestershire
GL17 0AF

Telephone 0330 100 3406 (Monday - Friday, 9:00am - 5:00pm) or;
Email - customer.relations@assurant.com.

- 11.3. Should you remain dissatisfied, you can contact: The Customer Relations Manager
Honda Motor Europe Limited trading as Honda (UK)

Customer Relations Department,
Cain Road,
Berkshire
RG12 1HL

Telephone: 0345 200 8000 (Monday - Friday, 9:00am - 5:00pm) or;
Email: info.uk@honda-eu.com or;

- 11.4. If you are dissatisfied with the outcome of a complaint to **Honda** concerning the **Vehicle**, you may refer it to Motor Codes Ltd, a CTSI certified Alternative Dispute Resolution (ADR) provider that we are prepared to engage with through the ADR procedure. Further details can be found at www.motorcodes.co.uk or alternatively you can contact their Advice Line on 020 7344 1651.

The Motor Ombudsman,
71 Great Peter Street,
London
SW1P 2BN

12. HOW TO BOOK A SERVICE

- 12.1. Contact your nearest **Authorised Honda Retailer** and arrange an appointment for the **Vehicle Service**
12.2. Take the **Vehicle** to Your **Authorised Honda Retailer** on the agreed date with a copy of the **Customer Schedule**.
12.3. Your **Authorised Honda Retailer** will input details of the **Vehicle Servicing** requirements onto the **Honda** web Application. If the **Vehicle** is within the set parameters, and the **Plan Price** has been paid for in full, or if paid for by Direct Debit, the pre-payment amounts have been made on time by **You** to the value of the cost of the **Service** authorisation being requested, then authorisation will be immediate.
12.4. **Servicing that is not included in the Service Schedule is not covered by this FIVE Service Plan.**

13. YOUR PRIVACY AND PERSONAL INFORMATION

- 13.1. This Supplemental Privacy Notice ("**Supplemental Privacy Notice**") explains how Honda collects and processes **Your** personal data regarding the **FIVE Service Plan**.
13.2. This Supplemental Privacy Notice supplements the Honda Privacy Notice (which is available at <https://www.honda.co.uk/general-information/privacy-policy.html>) which sets out the ways in which Honda



processes your personal data when you interact with Honda (the “**Honda Privacy Notice**”). The Honda Privacy Notice also describes your data protection rights in relation to the processing activities described in this Supplemental Privacy Notice.

13.3. The purpose of this Supplemental Privacy Notice is to draw your attention to any processing activities which relate specifically to the **FIVE Service Plan** and to provide additional details which may not be covered by the Honda Privacy Notice.

13.4. Please take the time to read the Honda Privacy Notice and this Supplemental Privacy Notice, as they include important information which applies to you.

13.5. What personal data we collect

13.5.1. **Contact Information:** Full Name, Last Name, Home Address, Telephone number, Title, Gender, email address; and

13.5.2. **Vehicle Information:** Vehicle Identification Number (VIN); and

13.5.3. **Payment Information:** Sort Code, Account Number, Bank Name

13.6. How your personal data is processed

Your personal data is processed by:

13.6.1. Honda Motor Europe Limited (trading as Honda (UK)) as an independent controller; and

13.6.2. The **Authorised Honda Retailer** in order to carry out the services under the **FIVE Service Plan**; and

13.6.3. **Honda Care Administration** who assist Honda in administering the **FIVE Service Plan**.

13.7. Why we collect, use and store this personal data

13.7.1. To allow the **Authorised Honda Retailer** to provide the **Service** and enact the **FIVE Service Plan**;

13.7.2. To allow **Honda Care Administration** to assist Honda in administering the **FIVE Service Plan**; and

13.7.3. To contact you regarding the **FIVE Service Plan**; and

13.7.4. To allow Honda to contact you regarding the **FIVE Service Plan**.

13.8. How we share your personal data

Please see the Honda Privacy Notice for full details of the third parties with whom we share your personal data including Honda group companies; **Authorised Honda Retailers** and repairers; companies providing services under contract; and other organisations.

13.9. Your choices and rights

13.9.1. You have certain rights in relation to your personal data, including the right to object to our use of it in some circumstances. For more information on your rights or how we use personal data, please consult our [Honda Privacy Notice](#).

13.9.2. All requests to amend, update, delete, access or obtain copies of your personal data will be processed in accordance with applicable law.

13.9.3. Where the processing of your personal data is done with your consent, please note that you have the right to withdraw your consent at any time. If you wish to withdraw your consent, please contact us at: dpm-uk@honda-eu.com.

13.10. Data Retention

13.10.1. Honda will keep your details no longer than is necessary for the purpose for which it collected your personal data, as set out above and in accordance with applicable law.

13.10.2. Longer retention periods may apply to the extent required by law or in the event of a legal claim. In such circumstances, the relevant data shall be respectively retained as required by law or for the duration of the claim.

13.10.3. We have a duty of care to keep your information until such time a repair has been completed.

13.10.4. We will keep anonymised data for longer periods for the purpose of research and analysis to improve the **Service**

14. GENERAL

14.1. In the event that the **Customer** loses any documentation the **Customer** can access their documentation via the ‘My Garage’ section of their Honda ID, via honda.co.uk.

14.2. The **Authorised Honda Retailer** may declare void any **FIVE Service Plan** where the **Plan Documents** including the **Customer Schedule** does not correctly indicate the exact **Vehicle** type, model and age.

14.3. The terms and conditions of this Agreement cannot be altered or amended by any person except with the specific written endorsement of **Honda** in writing.

14.4. This **FIVE Service Plan** is **not** available for business customers or any customers on group discount schemes (for instance, mobility schemes or blue light discounts).

14.5. This Agreement is to be read as one document and unless otherwise specified any word or expression used with a specific meaning has the same meaning wherever it appears.

14.6. The **Customer** will not be entitled to any works or repairs under this Agreement that are not covered within the **Service Schedule**.



- 14.7. We may transfer our rights and obligations under these terms and conditions to another organisation, but this will not affect Your rights or our obligations under these terms and conditions.
- 14.8. Each part of these terms and conditions 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.
- 14.9. If we fail to insist that You perform any of Your obligations under these terms and conditions or if we do not enforce our rights against You, or if we delay in doing so, that will not mean that we have waived our rights against You and will not mean that You do not have to comply with those obligations. If we do waive a default by You, we will only do so in writing, and that will not mean that we will automatically waive any later default by You.
- 14.10. These terms and conditions are governed by English law. This means that your use of the **FIVE Service Plan**, and any dispute or claim arising out of or in connection with the **FIVE Service Plan** (including non-contractual disputes or claims), will be governed by the laws of England.
- 14.11. You can bring legal proceedings in respect of these terms and conditions in the English courts. If You live in Scotland You can bring legal proceedings in respect of these terms and conditions in either the Scottish or the English courts. If You live in Wales You can bring legal proceedings in respect of these terms and conditions in either the Welsh or the English courts. If You live in Northern Ireland You can bring legal proceedings in respect of these terms and conditions in either the Northern Irish or the English courts.