

COMPLIMENTARY HONDACARE ASSISTANCE

All new motorcycles supplied by Honda (UK) are covered by Hondacare Assistance for the duration of the warranty as detailed in the Service Book and summarised below:

Complimentary Hondacare Assistance

Complimentary Hondacare Assistance includes the elements below, each of which Hondas may provide in its absolute discretion; subject to that discretion, Honda will use all reasonable endeavours to provide you with assistance.

How to call Honda Assistance

- In an emergency call: **0800 521 728**
- If you are calling from a mobile phone, please check with your network supplier for any special conditions.
- You will be asked to provide the following information:
 - Your name
 - a contact telephone number
 - Your address
 - the registration, make, model and colour of Your Motorcycle
 - the nature of Your breakdown
 - Your exact location
 - if You believe You are in a vulnerable or dangerous situation, please make this clear at the time of the call
 - after making the call return to a safe place near Your Motorcycle

If You are calling from the motorway walk in the direction indicated by the marker posts to the nearest SOS telephone, ask for the police to contact Honda Assistance on 0800 521 728 and return to Your Motorcycle and wait in a safe place nearby. If the problem resolves itself before the assistance arrives: please call and let us know

i. Honda Home Assistance

If Your Motorcycle breaks down at home, and we authorise Honda Home Assistance, we can endeavour to send an appointed agent to your doorstep. If the Motorcycle cannot be repaired, we can endeavour to take it to the nearest Dealer, or a closer destination, if you prefer. Just so You know, if You have to ask for Honda Home Assistance, You would not be able to ask for the Honda Recovery Assistance services.

ii. Honda Roadside Assistance

If Your Motorcycle breaks down at the roadside, and we authorise Honda Roadside Assistance, we can endeavour to get help to you wherever you are in the UK. Where the Motorcycle can't be repaired in a reasonable period of time, You may be able to benefit from the Honda Recovery Assistance services.

iii. Honda Recovery Assistance

If we cannot fix Your Motorcycle at the roadside, and we authorise Honda Recovery Assistance, we can endeavour to arrange for you, and a passenger and Your Motorcycle to be transported to any single mainland UK destination. This includes the Isle of Man and the Channel Islands (in these cases, you will have to pay the ferry costs).

iv. Honda Message Service

Should the unforeseen arise, if we authorise Honda Home Assistance, Honda Roadside Assistance or Honda Recovery Assistance, it is good to know that we can try to assist in getting a message to a relative or colleague to let them know what is happening, where you are and that You are safe.

HONDA EUROPEAN ASSISTANCE

From the 01 October 2017, all new on-road Honda motorcycles supplied by Honda (UK) are covered by Hondacare European Assistance for the duration of the warranty period as detailed in the Service Book and summarised below:

v. Honda European Assistance Geographical Limits

In Honda's absolute discretion, assistance may also be provided whilst travelling in the following countries only:

Andorra, Austria, Belgium, Bosnia, Bulgaria, Croatia, Cyprus (excluding Northern Cyprus), Czech Rep, 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.)

vi. Honda Roadside Assistance in Europe

We can endeavour to help you if Your Motorcycle breaks down while you are travelling in Europe. If we cannot repair it at the roadside, we will endeavour to get you to the nearest Dealer or approved garage.

Where we authorise Honda European Assistance, it is available for Motorcycle 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.

Breakdown means the unexpected complete immobilisation of Your Motorcycle due to a mechanical disruption which affects the mobility or security of Your Motorcycle, or renders it unsafe to drive.

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

Emergency Motorcycle Assistance (24 hours)

- 00800 3322 8877

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

vii. Additional Travel

If Your Motorcycle 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, or subject to availability a motorcycle, for up to a maximum of 72 hours;
- 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 and breakfast basis).

viii. Replacement Parts

We will endeavour to 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.

ix. Motorcycle Recovery

Don't let a breakdown ruin Your whole trip. We may, at our discretion, arrange for the unaccompanied recovery of Your Motorcycle if your motorcycle is out of action for eight hours or more, to your home or to an appointed repairer in the UK.

x. Motorcycle Storage

We may be able to help you if the rider and passenger are unable to ride following a breakdown. Honda Assistance, may, at our discretion arrange for Your Motorcycle to be stored before collection or repair with a maximum limit of £100.

xi. Motorcycle Collection

If you need to return and collect the repaired Motorcycle, 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.

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 Honda Assistance Claims, Agency Accounts, Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA.*
- **Relating to Europe:** Contact: *Honda Assistance, Fanum House, Basingstoke, 01256 493 730 (Opt 6).*