

HONDACARE ASSISTANCE TERMS AND CONDITIONS - Motorcycles

IF YOU FIND YOURSELF IN AN EMERGENCY SITUATION AND IN NEED OF ANY OF THE SERVICES LISTED BELOW, PLEASE REFER TO THE TELEPHONE NUMBERS LISTED IN YOUR HONDACARE ASSISTANCE GLOVEBOX GUIDE.

These terms and conditions form an agreement between Honda Motor Europe Limited trading as Honda (UK) and Authorised Riders and use of Hondacare Assistance shall be deemed to constitute their acceptance. Honda has sub-contracted provision of some of these services to its carefully selected provider to provide these services. For the avoidance of doubt, nothing in these terms and conditions shall create any contractual relationship between the Authorised Riders and our sub-contractor.

Note: We provide Hondacare Assistance on a complimentary basis. We also provide Hondacare Assistance in our absolute discretion; subject to that discretion we will use all reasonable endeavours to provide you with assistance.

DEFINITIONS

“Assistance Period” means, in the case of a new Honda Motorcycle sold by a Honda dealer in the UK for the duration of the warranty period as detailed in the Service Book.

“Authorised Rider” any person driving a Relevant Motorcycle with the lawful authority to do so, including but not limited to the registered owner.

“Breakdown” means breakdown in relation to which a Relevant Motorcycle is authorised to and receives Hondacare Assistance;

“Home” the Authorised Rider’s permanent residential address in the UK.

“Relevant Motorcycle” means a Motorcycle entitled to seek Hondacare Assistance; and

“We”, “Our” “Honda” means Honda Motor Europe Limited trading as Honda (UK) (and as the context permits, our chosen sub-contractors).

UK TERMS AND CONDITIONS

Part 1 - General Terms of Contract applicable to Hondacare Assistance

1. Hondacare Assistance, is provided on a complimentary basis. The assistance which includes Roadside Assistance, Roadside Assistance from Home, Recovery and Recovery Plus may be provided at our absolute discretion. However, subject to that discretion, we will use all reasonable endeavours to provide you with assistance. Subject to authorisation Hondacare Assistance is available to the Authorised Rider of a Relevant Motorcycle during its Assistance Period, 7 days a week, 365 days a year, when it is immobilised as a result of a Breakdown in the UK.

2. Hondacare Assistance is designed to provide emergency breakdown and recovery facilities; it does not, of course, remove the need to keep the Relevant Motorcycle properly maintained and serviced.

3. In the event of a breakdown and the Authorised Rider needs help, the Authorised Rider should always contact Hondacare Assistance direct. Honda dealers and garages

approached independently will expect payment and subsequently the Authorised Rider will have to settle the bill and the Authorised Rider will not be entitled to seek reimbursement under Hondacare Assistance.

4. If eligibility for Hondacare Assistance cannot be validated or for whatever reason authorisation is not confirmed at the time of a request for service, the Authorised Rider may be asked to complete and sign a "Promise to Pay" form in relation to the repayment of the cost of any service provided if eligibility cannot subsequently be validated or if authorisation is not subsequently given.

5. Services may be refused if the Authorised Rider is not present at the time of the breakdown and is unable to be present at the time assistance arrives.

6. Service under Hondacare Assistance is only available to Relevant Motorcycles. Authorisation may be refused at our absolute discretion in certain circumstances for example, should the motorcycle be ineligible for Hondacare Assistance authorisation for attendance will also be declined in non-emergency situations where the motorcycle is still mobile and the journey can be continued both legally and in safety.

7. Hondacare Assistance will not be authorised where:

- (a) the Relevant Motorcycle was, immediately before the Breakdown dangerous, overloaded or unroadworthy;
- (b) the giving of service would breach the law; or
- (c) there has been an unreasonable delay in reporting the Breakdown.

8. Complimentary **Hondacare Assistance - what will not be included:**

- Motorcycle servicing or Motorcycle re-assembly where required as a result of neglect or unsuccessful work on the Motorcycle other than on the part of Honda or its chosen sub-contractors or agents who provide services under Hondacare Assistance;
- Routine maintenance and running repairs, such as fixing faulty radios, cd players, interior light bulbs;
- The cost of spare parts, fuel, oil, keys, or other materials required to repair the Relevant Motorcycle;
- The cost of garage labour not provided at the scene of the Breakdown required to repair the Relevant Motorcycle;
- Any additional charges resulting from a puncture or tyre failure we will endeavour to arrange assistance from a third Party on behalf of the Authorised Rider but will not pay for the cost of the call out or any repair. All other costs are the responsibility of the Rider;
- Any costs or charges connected with the drainage or removal of fuel, lubricants or other fluids due to the introduction of an inappropriate fluid;
- Having the Relevant Motorcycle stored or guarded in the absence of the Authorised Rider;
- Providing service to the Relevant Motorcycle when it is on private property, for example garage premises, service may be refused unless the Authorised Rider can establish to our satisfaction that permission has been given by the relevant owner or occupier;
- Any personal transportation costs except those included in Recovery Plus;
- Any ferry or toll charges levied on relation to the Motorcycle which is being towed or recovered.

9. We will endeavour to provide assistance for no more people than the legal seating capacity of the Relevant Motorcycle.

10. Service may be refused at our absolute discretion and in particular 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 Motorcycle within the preceding 28 days. It is the Authorised Rider'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 Hondacare Assistance is being over used in relation to a fault or cause of breakdown for which service 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 Rider 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 service under Hondacare Assistance.

11. Service may be refused at our absolute discretion and in particular for, any person otherwise entitled to assistance for the Relevant Motorcycle where it is reasonably considered that they or anyone accompanying any such person:

- (a) is behaving or has behaved in a threatening or abusive manner to our employees, patrols or agents, or to any third party contractor;
- (b) has falsely represented that they are entitled to services which they are not entitled to; or
- (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 money with respect to any services, spare parts or other matters provided by us or by a third party on our instruction.

12. Hondacare Assistance does not provide any right for the transport or the arrangement of transport of any animal. If sub-contractors or our agents, at their discretion, agree to transport an animal, then any such transport will be at the Authorised Rider's own risk. It is the Authorised Rider's responsibility to secure any animal being transported or to make alternative arrangements for its transportation.

13. If a locksmith or tyre specialist is, in our opinion, needed, if Hondacare Assistance is authorised we will endeavour to arrange their help on behalf of the Authorised Rider, however, we will not pay for their services and the contract for repair will be between the Authorised Rider and the repairer. Further, if use of a locksmith or other specialist would, in our opinion, mobilise the Motorcycle, we will not endeavour to provide any further service for the breakdown in question.

14. If specialist equipment (not normally carried by our patrols) is in our view, required to provide assistance - for example (but not restricted to) when a Relevant Motorcycle 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 Hondacare Assistance is authorised we will endeavour to arrange recovery but at the Authorised Rider's cost. Once the Relevant Motorcycle has been recovered to a suitable location, normal service will be provided in keeping with Hondacare Assistance.

15. Service will not be provided where this is requested in regard to the Relevant Motorcycle which requires service by reason of, or immediately following, participation in

any racing, rallying, trials or time-trials, test or other motor sports event (“Motor Sports Event”). However, for the avoidance of doubt, we do not consider the following activities to be Motor Sports Events, and thus will endeavour to provide service to a participating Relevant Motorcycle if properly requested:

a) “concours d’elegance” events

b) Track test days for road-legal Motorcycles;

c) Rallies held exclusively on open public highways where participants are required to comply with all operative speed limits.

16. Service from the patrols of our chosen service providers is subject to availability and may be supplemented by their appointed garages or agents.

17. Our sub-contractor’s patrols 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 Motorcycle after a breakdown, or emergency repair. In addition, completion of an emergency repair cannot be taken to signify, or in any way guarantee, the general roadworthiness of the Motorcycle concerned.

18. Where service has been refused as a result of the Relevant Motorcycle being deemed dangerous, over laden or unroadworthy, Hondacare Assistance will endeavour to arrange assistance on behalf of the Authorised Rider but will not pay for this service.

19. The Authorised Rider will be required to pay for any consumables provided as part of the service provided under Hondacare Assistance.

20. It is the Authorised Rider’s responsibility to ensure that any temporary repairs carried out under Hondacare Assistance to mobilise the Motorcycle are followed as soon as is possible by a permanent repair. Please refer to the terms of the Motorcycle warranty with respect to the carrying out of repairs by Honda dealers.

21. While Hondacare Assistance seeks to provide 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 service failures where we choose not to exercise our discretion or if authorisation was given where service 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, outbreak of hostilities, riot, civil disturbance, acts of terrorism, acts of government or authority (including the refusal or revocation of any licence or consent), fire, subsidence, explosion, flood, snow, fog or other bad weather conditions, Motorcycle, 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.

22. Honda shall not, nor shall Honda’s sub-contractors or service providers (or their sub-contractors) who provide service under Hondacare Assistance in any event, and to the extent permitted by law, have any responsibility for any increased costs or expenses, for any loss of profit, business, contracts, revenue or anticipated savings or for any special, indirect or consequential losses incurred as a result of or in connection with any service, whether resulting from tort (including negligence or breach of statutory duty), breach of

agreement or otherwise. For the avoidance of doubt, nothing in this clause or these terms and conditions shall exclude or restrict our liability for negligence resulting in death or personal injury.

23. Failure to enforce or non-reliance upon any of these terms and conditions on a particular occasion or occasions will not prevent us from subsequently relying on or enforcing them.

24. These terms and conditions of service may be varied on our giving of reasonable notice where we reasonably consider it necessary to do so in order for the services supplied to comply with any changes in the law or regulations applicable thereto.

25. The headings used in these terms and conditions are for convenience only and shall not affect the interpretation of its contents

26. None of the terms and conditions, or benefits, of, or under, this agreement with us are enforceable by any third parties except that paragraph 16 may be enforced by our sub-contractor or service providers. For the avoidance of doubt, and without limitation to the generality of the foregoing, any rights under The Contract (Rights of Third Parties) Act 1999, or any replacement thereof, are hereby excluded. Nothing in these terms and conditions shall create a contractual relationship between the Authorised Rider and Honda's chosen service provider or its agents or sub-contractors.

27. The laws of England and Wales will apply to these terms and conditions and they are subject to the non-exclusive jurisdiction of the English courts.

28. Nothing in these Terms and Conditions shall affect the statutory rights of the Authorised Rider as a consumer.

Part 2 – Complimentary Roadside Assistance

What is included

- We may provide Roadside Assistance in our absolute discretion. However, subject to that discretion, we will use all reasonable endeavours to provide you with assistance.
- If the Relevant Motorcycle is stranded on the highway more than a ¼ mile from Home address following a breakdown of the Relevant Motorcycle and we authorise Roadside Assistance, we will seek to effect a roadside repair if, in the reasonable opinion of Hondacare Assistance sub-contractors patrol or appointed agent, this can be achieved in a reasonable time.
- If the Relevant Motorcycle cannot be fixed within a reasonable time, we will endeavour to take it to the nearest authorised repairer or, alternatively, to a local destination of the Authorised Rider's choice, provided it is no further. It is then the Authorised Rider's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Rider and the repairer, and it is the Authorised Rider's responsibility to pay them. Hondacare Assistance does not make any guarantee and in particular does not guarantee that any recovery to an appropriate authorised repairer will be within the opening

hours of the repairer or that the repairer will be immediately available to undertake any required repair.

What is not included

- Roadside Assistance does not include any additional transport or other costs that the Authorised Rider might incur, whether as a result of the Relevant Motorcycle being towed or otherwise.
- Assistance following a breakdown attended by the police or other emergency service, until the services concerned have authorised the Motorcycle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by the Authorised Rider.
- Matters excluded under General Terms of Hondacare Assistance.

Part 3 – Roadside Assistance at Home

What is included

- We may provide Roadside Assistance at Home in our absolute discretion. However, subject to that discretion, we will use all reasonable endeavours to provide you with assistance.
- If we authorise Roadside Assistance at Home, we will endeavour to provide assistance when the Relevant Motorcycle is immobilised following a breakdown at or within a quarter of a mile of the Home address.
- If a prompt local repair is not possible, we will endeavour to take the Relevant Motorcycle to the nearest authorised repairer or, alternatively, to a destination of the Authorised Rider's choice, provided it is no further. It is then the Authorised Rider's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Rider and the repairer, and it is the Authorised Rider's responsibility to pay them. 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.

What is not included •

- Matters excluded under Roadside Assistance and the General Terms of Hondacare Assistance.

Part 4 - Recovery

What is included

- We may provide Recovery in our absolute discretion. However, subject to that discretion we will use all reasonable endeavours to provide you with Assistance.
- If we authorise Recovery, we will endeavour to provide Recovery following a breakdown involving a Relevant Motorcycle more than a quarter of a mile from

the Home address and a local repair cannot be arranged within a reasonable time.

- We will endeavour to provide Recovery of the immobilised Relevant Motorcycle, we will also endeavour to recover this and a maximum of 2 persons, but limited to the maximum number of persons the Relevant Motorcycle is designed to carry and for whom there are fixed seats and restraints to a single destination of the Authorised Rider's choice on the UK mainland or in Northern Ireland. If there are more people than the maximum allowed, Hondacare Assistance may seek to arrange, but will not pay for, their onward transportation.

Note:

After the Relevant Motorcycle has been recovered, any subsequent repairs will be at the Authorised Rider's cost. It is also the Authorised Rider's responsibility to arrange and pay for the Relevant Motorcycle's collection, should that be necessary.

What is not included

- The recovery of any Motorcycle which is at or within a quarter of a mile from the Home address.
- Recovery will not be provided if we are able to arrange a prompt local repair within a reasonable time.
- A second or subsequent Recovery, after the Relevant Motorcycle has been recovered following a breakdown.
- The transport of immobilised Motorcycles where we consider this to be part of a commercial activity, for example, to, from or for motor dealers or delivery companies.
- The transport of Motorcycles being used for racing, rallying, trials or time trials, auto tests or other motor sports events.
- The recovery of any Motorcycle that we consider would be dangerous or illegal for us to load or transport (including, but not limited to, overladen Motorcycles).
- Assistance following a breakdown attended by the police or other emergency service, until the services concerned have authorised the Motorcycle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by the Authorised Rider.
- Any incidental expenses that may arise during a recovery. We cannot accept any costs for passengers who do not accompany the Relevant Motorcycle while it is being recovered under Recovery.
- The recovery of any Motorcycles 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.
- Ferry costs.
- Matters excluded under Roadside Assistance and the General Terms of Hondacare Assistance.

Part 5 – Recovery Plus

Recovery Plus is available at our absolute discretion if the Relevant Motorcycle is stranded on the highway following a breakdown and a local repair cannot be arranged in a reasonable time. This must be requested within 48 hours of the breakdown incident.

If the Relevant Motorcycle has been involved in an accident which could be subject to a claim involving Authorised Rider's motor Motorcycle insurers, we reserve the right to

obtain their formal agreement before we arrange the recovery of the Relevant Motorcycle and to negotiate with them to reclaim a proportion of the costs incurred. In the event of an accident, Recovery Plus will not be available. In regard to all matters referred to in this clause, the Authorised Rider must give us, on request any relevant information we reasonably request.

Recovery Plus may be provided at our absolute discretion and in the event that we authorise the provision of Recover Plus, we may in our absolute discretion select one of the following options to be provided:

- Overnight accommodation; OR
- *Replacement Motorcycle*; OR
- *Public transport costs*

Overnight Accommodation

What is included

- In the event that, in our absolute discretion, this is authorised we will arrange overnight accommodation (maximum £100 per person up to the total sum of £300) on the day of the breakdown at a hotel of our choice and will arrange for the transport the Authorised Rider of the Relevant Motorcycle and up to a maximum of 2 persons, but limited to the maximum number of persons the Relevant Motorcycle is designed to carry and for whom there are fixed seats to the hotel.
- In the event that, in our absolute discretion, this is authorised we will pay the hotel direct for one night's bed and breakfast for the Authorised Rider and up to a maximum of 2 persons, but limited to the maximum number of persons the Relevant Motorcycle is designed to carry and for whom there are fixed seats (see General Terms of Hondacare Assistance).

What is not included

- Recovery Plus is not available following an accident.
- Any additional costs incurred by the Authorised Rider or those travelling with the Authorised Rider, such as other meals, drinks, telephone calls and newspapers. The Authorised Rider must settle these direct with the hotel before leaving.

Replacement Vehicle

What is included

In the event that, in our absolute discretion, this is authorised this benefit consists of arranging and payment for a replacement car of up to a mid range saloon or equivalent of up to 1,600cc, plus insurance, for up to 72 hours. Hire cars are supplied from third party suppliers and are subject to availability and to the supplier's terms and conditions (which may from time to time change) which the Authorised Rider will be required to enter into with the supplier 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 Car
- A cash or credit card (with sufficient credit) deposit - e.g., for fuel.
- Riders to be aged at least 21 years or over and to have held a full driving licence for at least 12 months.

Note: Replacement vehicles are supplied to the Authorised Rider by our chosen suppliers. The vehicle hire agreement will be between the Authorised Rider and the relevant supplier and will be subject to that supplier's Terms & Conditions.

Suppliers' hire terms may change and do vary. The requirements listed above are not exhaustive and compliance with them does not guarantee availability of a hire car. Failure to comply with the vehicle supplier's terms or to return the vehicle to the supplier as agreed may result in the supplier taking action against the Authorised Rider. A replacement car will be provided at the point of breakdown unless delayed at the Authorised Rider's request, in which case, the Authorised Rider will be responsible for collection. In all cases the Authorised Rider is responsible for the return of the vehicle.

What is not included

- Other charges arising from the Authorised Rider's use of the hire vehicle, such as (without limitation) fuel costs, any insurance excess charges, and charges arising if the Authorised Rider keeps the vehicle for more than 72 hours. The Authorised Rider must pay these costs direct to the vehicle supplier.
- If it is not feasible for us to arrange a suitable replacement vehicle, - e.g., to accommodate the size of the Authorised Rider's party, or where it is not available under the supplier's hire terms - we will have to select one of the two other benefits available under Onward Travel.

Note:

Replacement vehicles cannot be supplied with a tow bar.

Public transport

What is included

In the event that, in our absolute discretion, this is authorised we will reimburse reasonable public transport costs, up to the prevailing current limit as advised by us at the time (a maximum of £100 per person up to a total limit of £300) incurred by the Authorised Rider of the Relevant Motorcycle and up to a maximum of 2 persons, but limited to the maximum number of persons the Relevant Motorcycle is designed to carry and for whom there are fixed seats and restraints in travelling to a single UK mainland destination. • The Authorised Rider must obtain and keep all receipts for travelling costs (if the Authorised Rider asks, railway ticket offices provide a duplicate ticket or receipt as proof of purchase).

- The Authorised Rider's request for reimbursement should be made in writing to us. Proofs of purchase and receipts must accompany the Authorised Rider's request for reimbursement. All such requests must be sent to:
Agency Accounts
Hondacare Assistance
Fanum House,
Basing View,
Basingstoke,
Hampshire,
RG21 4EA

HONDACARE ASSISTANCE IN EUROPE TERMS AND CONDITIONS

Hondacare Assistance in Europe may only be provided in our absolute discretion. In the event that we authorise it, use of Hondacare Assistance in Europe is subject to the following additional terms and conditions.

Important Notes

If we authorise Hondacare Assistance in Europe and the Authorised Rider cannot provide valid details of the Relevant Motorcycle eligible for Hondacare Assistance in Europe, we reserve the right to refuse to arrange service.

- It is important that Hondacare Assistance are contacted in the event that assistance is required under Hondacare Assistance in Europe.
- If a garage is contacted direct, the Authorised Rider will have to settle his or her bill and we will be under no obligation to reimburse the Authorised Rider.

Credit card - Credit card must be available with sufficient credit if the emergency car hire benefit is used; the car hire company requires a “swipe” of the card as security. Debit cards are not accepted for this purpose.

Driving licence - Driving licence must be available if the emergency car hire benefit is used; the car hire company will expect to see original driving licence, together with paper counterpart (if photocard licence).

Important Limitations of Service

There are differences between the service that Hondacare Assistance will endeavour to provide within the UK and the service we endeavour to provide by Hondacare Assistance in Europe. These include:

1. Hondacare Assistance in Europe will usually be provided through a garage or, in certain circumstances, a local roadside assistance provider.
2. European garage mechanics and patrols are unlikely to speak English.
3. National holidays and working hours vary throughout Europe. This will impact on the service provided to the Authorised Rider especially during busy periods.
4. Third party service providers including garages, repairers, recovery operators, car hire companies, etc are not approved by us and do not act as agents of Hondacare Assistance.
5. We cannot be held liable for any acts or omissions of any such garages or other third parties.
6. Any goods being carried remain the Authorised Rider's responsibility.
7. Relevant Motorcycles which are recovered will usually be brought back unaccompanied.
8. Motorcycle recovery from Europe will take on average 8-14 days. At busy periods and from further destinations, recovery may take longer.

Geographical limits

If we authorise Hondacare Assistance in Europe, Hondacare Assistance in Europe will only apply within the following geographical limits within which the Relevant Motorcycle and the Authorised Rider must stay together. Assistance will not be provided outside of these geographical limits. We will endeavour to provide Hondacare Assistance in Europe within the following geographical limits:

United Kingdom, Isle of Man, Channel Islands, Republic of Ireland, all European islands of the Mediterranean (excluding Northern Cyprus) and the following countries of mainland Europe: Andorra, Austria, Belgium, Bosnia & Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden and Switzerland. Hondacare Assistance in Europe does not apply to territories beyond mainland Europe.

If we authorise Hondacare Assistance in Europe, Hondacare Assistance in Europe within the UK applies only to a direct journey to and from the seaport or Eurotunnel terminal and can only be used for journeys where the Relevant Motorcycle is being taken overseas by waterborne craft or Eurotunnel and not for crossing estuaries and non-tidal waterways.

The geographical limits of Hondacare Assistance in Europe may be amended in our absolute discretion and in particular in the event of war, civil disturbance, riot or radioactive contamination.

Additional Definitions:

“The Authorised Rider’s Party” means the Authorised Rider and all other passengers of the Motorcycle, maximum 2 persons, but limited to the maximum number of persons the Relevant Motorcycle is designed to carry. We will only assist people who are travelling with the Authorised Rider for the whole duration of the Trip.

“The Trip” means the Authorised Rider’s journey overseas with the Relevant Motorcycle within the Period, starting and ending in the UK (up to a maximum of 90 days). We will only assist the Relevant Motorcycle within the UK for a direct journey to or from the seaport or Eurotunnel terminal.

COUNTRY OF DEPARTURE: United Kingdom only.

Motorcycle Specifications

1. All Motorcycles must be built to manufacturer’s specifications, hold a current MOT Certificate (where required), hold appropriate insurance for circulating overseas, be in a roadworthy condition at the start of the Trip and used for private purposes or business use only.

2. We reserve the right to require an inspection of the Motorcycle to confirm its roadworthiness.

3. Hondacare Assistance will not provide assistance in respect of nor be responsible for personal effects/goods/ on or in the Relevant Motorcycle any consequential loss. These remain the Authorised Rider’s responsibility at all times.

4. **Motorcycle passengers** Maximum of 2 persons including the Authorised Rider and infants but limited to the maximum number of persons the Relevant Motorcycle is designed to carry.

5. The Relevant Motorcycle and the Authorised Rider must comply with legislation as to Motorcycle types, weight and dimensions which apply in the countries being visited and

we cannot be liable for any loss whatsoever because the Relevant Motorcycle cannot be imported into or used in overseas countries, due to its type, weight and/or dimensions.

Important note about Hondacare Assistance in Europe

6. Hondacare Assistance in Europe may be provided at our absolute discretion. If the Relevant Motorcycle is stranded on the highway as a result of a Breakdown and Hondacare Assistance in Europe is authorised or, Hondacare Assistance in Europe may (in our absolute discretion) provide, within the Geographical Limits, subject to all relevant terms, conditions and exclusions contained in these terms and conditions such of the following as we believes in our discretion to be necessary and appropriate:

- the arrangement of emergency roadside assistance;
- Motorcycle recovery to the UK;
- emergency alternative travel;
- emergency accommodation assistance for the Authorised Rider and the Authorised Rider's Party.

THE MAXIMUM AMOUNT VALUE OF SERVICES THAT HONDACARE ASSISTANCE WILL ARRANGE (AT ITS ABSOLUTE DISCRETION) IN EUROPE IS £2,000 PER PARTY, PER TRIP, EXCLUDING UNACCOMPANIED MOTORCYCLE RECOVERY.

SECTION 1

Roadside Assistance and Emergency Repair

WHAT IS INCLUDED

In the event that, in our absolute discretion, this is authorised, We will arrange emergency help for the Authorised Rider and pay costs within the following limits for roadside assistance following a breakdown or towage to a local repairer up to £175 overall maximum.

Note: all costs met under this Section form part of the relevant overall benefit limit.

WHAT IS NOT INCLUDED

1. The cost of any replacement part, tyres, body glass, fuel, lubricants or other fluids, keys or other materials or the cost of any labour that is not provided.
2. Any costs for a locksmith, body glass, tyre or other specialist. If we consider that their services are needed, we will seek to arrange this on the Authorised Rider's behalf, but will not pay for the cost of the call out nor any repair.
3. Routine maintenance and non-emergency repairs such as radios, CD players which do not affect the mobility or security of your Motorcycle or render it unsafe to drive.
4. Any non-essential repairs, damage to paintwork or other cosmetic repairs, or air conditioning or climate control faults which do not affect the mobility or security of the Relevant Motorcycle nor render it unsafe to drive.
5. Any costs resulting from failure to maintain or service the Relevant Motorcycle in accordance with manufacturer guidelines.
6. Any costs incurred because the Relevant Motorcycle / Authorised Rider is not carrying a spare set of Motorcycle keys or an "instant mobility system" where this is supplied with the Relevant Motorcycle.
- 7 Any costs covered under the Relevant Motorcycle's warranty.

8. The provision of service is not available to Motorcycles which are overloaded, used in rallying, off-road driving or in the Nürburgring or for motorsports. It may not be used in place of regular servicing.

9. Any contract for repair will be between the Authorised Rider and the repairer.

10. Any matter excluded under the Hondacare Assistance in Europe General Terms and Conditions, for example, but without limitation, any emergency assistance required following breakdown where the need for such assistance arises in the circumstances specified in clause 4 of the Hondacare Assistance in Europe General Terms and Conditions.

NOTES

a. We will only seek to arrange a guarantee of costs within the limits of Hondacare Assistance in Europe and the Authorised Rider will have to pay the repairing garage for extra costs or the costs of parts.

b. If the Authorised Rider is not the owner of the Motorcycle, the Authorised Rider must check with the owner before authorising any repairs.

c. Repair costs can vary from those in the UK and may be more expensive.

d. Before paying the bill and taking the Relevant Motorcycle away from the garage, the Authorised Rider should check the work carefully to make sure it is satisfactory and report any problem immediately, while the Authorised Rider is still overseas, as it may be very difficult for the Authorised Rider to have a faulty repair corrected or to get any redress after the bill has been paid and the Authorised Rider has returned Home.

e. If the garage cannot complete the repairs within 24 hours or until after the date on which the Authorised Rider planned to return Home, the Authorised Rider must contact us to discuss the Authorised Rider's options.

f. If the Relevant Motorcycle has left the highway and assistance is requested when it is in a ditch, standing on soft ground, sand or shingle, or stuck in water or snow, any recovery to a place of safety we arrange will be at the Authorised Rider's cost.

g. The Authorised Rider should notify the Relevant Motorcycle's insurer or warranty company of any issue under this section where it is possible that costs may be recoverable either fully or in part from them.

h. We reserve the right to refuse to provide or arrange breakdown assistance services if the Authorised Rider is not present at the scene of the breakdown.

i. If we cannot arrange for a garage to accept our guarantee of costs, we will ask the Authorised Rider to pay for any repairs undertaken at the time seek reimbursement for such costs in accordance with these terms and conditions when the Authorised Rider returns Home.

j. We cannot guarantee that any tow to a local repairer will be within opening hours or that the repairer will be available to undertake any necessary repair immediately.

k. Please note the Limitations of Service regarding the nature of our relationship with the third party service providers such as garages, repairers and recovery agents.

l. If the Authorised Rider insists on authorising lengthy or expensive repairs contrary to our advice, we reserve the right to refuse any further service.

m. Recovery from French motorways cannot be arranged by us, as these roads are privately owned. In the event that assistance is required, the Authorised Rider must contact the dedicated motorway services and telephone Hondacare Assistance in Europe for further help once towed off the motorway / service area.

SECTION 2

Location and Despatch of Spare Parts

WHAT IS INCLUDED

In the event that, in our absolute discretion, this is authorised, We will pay the cost for the location and delivery costs of spare part(s) needed to complete repairs following a breakdown overseas.

Note: all costs met under this section form part of the overall benefit limit.

WHAT IS NOT INCLUDED

1. The cost of replacement part(s), tyres, body glass, fuel, lubricants or other fluids, keys or other materials.
2. Any costs for a locksmith, body glass, tyre or other specialist. If we consider that their services are needed we will seek to arrange this on behalf of the Authorised Rider, but will not pay for the cost of the call out nor any repair, nor any replacement part(s).
3. Any costs incurred because the Authorised Rider is not carrying a spare set of Motorcycle keys, a legal and serviceable spare wheel(s) and tyre(s) or an "instant mobility system" where this is supplied with the Relevant Motorcycle.
4. Anything mentioned as not included under Section 1 Roadside Assistance and Emergency Repair.
5. Any costs included under the Relevant Motorcycle's warranty.
6. Any matter excluded under the General Terms and Conditions, for example, but without limitation, any emergency assistance required following breakdown where the need for such assistance arises in the circumstances specified in clause 4 of the Hondacare Assistance in Europe General Terms and Conditions.

NOTES

- a. We are not liable for local variations in the cost of spare parts located overseas.
- b. Standard UK spare parts may not be available locally and delays may occur in location and delivery from the UK.
- c. The Authorised Rider may be asked to pay for the cost of the spare parts at the time they are ordered.
- d. The Authorised Rider must pay for any spare part(s) at the time they are ordered for the Relevant Motorcycle.
- e. We cannot guarantee that spare part(s) will be available, especially for older Motorcycles, where parts may be impossible to locate.

SECTION 3

Emergency Car Hire and Alternative Travel Arrangements

If the repairer estimates that following a breakdown the repairs to the Relevant Motorcycle will take more than twenty four hours, and we, in our absolute discretion we agree to arrange for the provision of an emergency car hire for up to 72 hours (which will be provided by a third party car hire supplier on the terms of a separate contract between the Authorised Rider and the car hire supplier) and alternative travel arrangements, we will at our absolute discretion arrange the provision to the Authorised Rider such of the benefits on the basis set out in this section 3:

WHAT IS INCLUDED

Reasonable and additional expenses as are in our absolute discretion necessary from:

- a. Car hire up to £75 per day;
- b. Air fares (economy);
- c. Rail fares (standard);

- d. Local taxi fares;
 - e. Any other transport equivalent to 2nd class rail fares.
- Overall benefit limit a–e is up to £750 per party, per Trip.

Note: We will include any costs we agree under this benefit in the overall benefit limit. Replacement vehicles are supplied to the Authorised Rider by third party suppliers. The vehicle hire agreement will be between the Authorised Rider and the relevant supplier and will be subject to that supplier's terms & conditions.

WHAT IS NOT INCLUDED

1. All other charges arising from the Authorised Rider's use of the hire vehicle such as fuel costs, any insurance excess charges, if the Authorised Rider keeps the vehicle longer than the period of hire agreed with us or does not follow our or the hirer's instructions to return the vehicle. The Authorised Rider must pay these costs direct to the hirer.
2. Any costs incurred if the hire car is left at a different location to that agreed with us or the hire company.
3. Any costs incurred following the Authorised Rider's return their Home in the UK.
4. Anything mentioned as not included under Section 1 Roadside Assistance and Emergency Repair.
5. Any matter excluded under the Hondacare Assistance in Europe General Terms and Conditions, for example, but without limitation, any emergency assistance required following breakdown where the need for such assistance arises in the circumstances specified in clause 4 of the Hondacare Assistance in Europe General Terms and Conditions.

NOTES

- a. Car hire companies' terms may change and do vary. The requirements listed above are not exhaustive and compliance with them does not guarantee availability of a hire car. If the Authorised Rider does not comply with the hire company's terms or fail to return the vehicle to them as agreed, the hire company may take action against the Authorised Rider.
- b. In parts of Europe, hire cars are not permitted to cross national frontiers and it may be necessary to change hire cars at national borders. If the Authorised Rider does not follow our, or the hirer's instructions, the Authorised Rider must pay any additional costs they incur.
- c. For car hire or other alternative travel costs, wherever possible we will arrange and pay costs within the above overall limit. If the hirer will not accept our guarantee, we will ask the Authorised Rider to pay and make a request for reimbursement for these costs on the Authorised Riders return Home.

d. If the Relevant Motorcycle is specially adapted it is unlikely that we will be able to locate a similarly adapted vehicle overseas. We will seek with the Authorised Rider to find a suitable alternative method of travel, within the benefit limit.

e. if we have arranged car hire for the journey home, a vehicle hired abroad cannot be used for any part of your journey in the UK; a second UK registered vehicle will be arranged for this part of the trip.

f. We will arrange and pay costs wherever possible. Where our guarantee is not accepted, the Authorised Rider should pay and contact us on the Authorised Rider's return Home.

g. We cannot guarantee car hire availability or equivalent replacement for Relevant Motorcycle. Multi purpose vehicles, four wheel drive vehicles, minibuses, vans, motorcycles and vehicles with automatic transmission in particular are difficult to hire.

h. We cannot guarantee replacement vehicles can be supplied with a tow bar.

i. Personal effects/goods carried in or on the Relevant Motorcycle are the Authorised Rider's responsibility at all times.

j. Unless we agree otherwise with the Authorised Rider, we will only provide hire car costs where we have arranged the hire. We cannot guarantee that hire cars will be available in all circumstances. The Authorised Rider must be able to comply with the hirer's terms and conditions, which will include:

- production of a full driving licence including any endorsements, valid at the time of issue of the hire Motorcycle (some companies may require additional information). If the Authorised Rider has a photocard style licence, they must carry the paper counterpart (D740) as well;

- production of a credit card (see also the note above concerning acceptance of credit cards);

- Riders must be within the hirer's minimum/maximum ages for the hire and comply with legislation in the country concerned and must have held a full driving licence for 12 months or more.

Please note the Limitations of Service regarding the nature of our relationship with the third party service providers.

SECTION 4 Emergency Accommodation

If the repairer estimates that following a breakdown repairs to the Relevant Motorcycle will take more than twenty four hours, and we, in our absolute discretion agree to provide emergency accommodation, we will assist with the Authorised Rider's reasonable and necessary costs for additional emergency accommodation on the basis set out in this section

4. This cannot be combined with the provision of a hire car and emergency alternative travel arrangements (as set out in Section 3).

WHAT IS INCLUDED

Reasonable, necessary additional costs over and above those the Authorised Rider has budgeted for, for overnight accommodation up to £65 per person, per night to a total maximum of £400 per party, per Trip.

Note: all costs met under this section form part of the overall benefit limit.

WHAT IS NOT INCLUDED

1. Meals, drinks, telephone calls and newspapers or any other costs incurred by the Authorised Rider or the Authorised Rider's Party. The Authorised Rider must settle these direct with the hotel before leaving.
2. Costs which the Authorised Rider would have paid, had no problem with the Relevant Motorcycle occurred.
3. Costs where the need for accommodation arises from the transportation of any animal or costs for any animal's emergency accommodation.
4. Anything mentioned as not included under Section 1, Roadside Assistance and Emergency Repair.
5. Any matter excluded from the Hondacare Assistance in Europe General Terms and Conditions, for example, but without limitation, any emergency assistance required following Breakdown where the need for such assistance arises in the circumstances specified in clause 4 of the Hondacare Assistance in Europe General Terms and Conditions.

NOTES

We will arrange and pay costs wherever possible. Where our guarantee is not accepted, the Authorised Rider should pay and contact us on the Authorised Rider's return Home.

SECTION 5

Motorcycle Recovery to the UK

If following a breakdown repairs cannot be completed in time for the Authorised Rider's planned return Home, and we, in our absolute discretion, agree to provide Motorcycle recovery to the UK on the basis set out in this section 5.

WHAT IS INCLUDED

1. The cost of unaccompanied recovery for the Relevant Motorcycle to the Authorised Rider's Home, or nominated Motorcycle repairer in the UK, up to the current market value of the Relevant Motorcycle.
2. We may also pay any reasonable storage charges incurred in the recovery up to a maximum of £100.

3. We may, at our discretion and depending on circumstances, arrange and agree with the Authorised Rider an alternative method of recovery and pay reasonable costs if repairs are started but not completed before the Authorised Rider's planned return Home. In such circumstances we may (at our discretion) arrange with the Authorised Rider and pay for one person's reasonable travel and accommodation costs to go directly overseas to collect the Relevant Motorcycle up to a maximum of £600.

Note: all costs met under this section (but excluding the cost of unaccompanied Motorcycle recovery) form part of the overall benefit limit.

WHAT IS NOT INCLUDED

1. Recovery of the Relevant Motorcycle if we calculate it to be beyond commercial economic repair. We will never pay more than the value of the Motorcycle to bring it home. If we advise that the Relevant Motorcycle is beyond commercial economic repair, we will give the Authorised Rider up to 8 weeks after the original incident to agree suitable alternative arrangements for the recovery or disposal of the Relevant Motorcycle. If we have no agreement after 8 weeks, we will consider the Authorised Rider has authorised it to dispose of the Relevant Motorcycle.
2. Recovery where the Relevant Motorcycle only needs minor or inexpensive repairs, we may agree Motorcycle collection in these circumstances if repairs cannot be completed by the Authorised Rider's booked return date.
3. Recovery where the local garage can complete repairs before the Authorised Rider's return date.
4. Any losses resulting from delay in recovering the Relevant Motorcycle.
5. If the garage dismantles the Relevant Motorcycle for repairs, which are then halted for any reason, neither we, nor the garage will accept responsibility for any parts returned in the Relevant Motorcycle.
6. The cost of transit risk insurance. The Authorised Rider should contact the Relevant Motorcycle's Motorcycle insurers to ensure the Authorised Rider have any such cover required.
7. Transportation costs for a repaired Relevant Motorcycle.
8. Separate transportation costs for personal effects/goods/Motorcycles/boats or other waterborne craft carried in or on the Relevant Motorcycle/trailer. These remain the Authorised Rider's responsibility at all times.
9. Any repair costs after the Relevant Motorcycle has been recovered to the Authorised Rider's Home or chosen garage in the UK.
10. Transportation of the Relevant Motorcycle and/or its contents to a destination overseas.
11. Repatriation costs for the Authorised Rider or the Authorised Rider's party if nobody in the Authorised Rider's party is fit to drive. Any such arrangements must be made by the Authorised Rider's personal travel insurer.
12. Recovery costs for the Relevant Motorcycle if nobody in the Authorised Rider's party is fit to drive.

13. Any request for reimbursement for Motorcycle collection costs where the overseas garage has not started the necessary repairs to put the Relevant Motorcycle back on the road before the Authorised Rider returns Home.

14. Anything mentioned as not included under Section 1, Roadside Assistance and Emergency Repair.

15. Any matter excluded from the Hondacare Assistance in Europe General Terms and Conditions, for example, but without limitation, any emergency assistance required following breakdown where the need for such assistance arises in the circumstances specified in clause 4 of the Hondacare Assistance in Europe General Terms and Conditions.

NOTES

a. When recovery of the Relevant Motorcycle is arranged delivery of the Motorcycle may take 8–14 working days from Western European countries. At busy periods or from farther destinations, recovery may take longer.

b. Before leaving the Relevant Motorcycle for recovery, all valuables should be removed and anything left in the Relevant Motorcycle must be safely stowed. There is no duty-free allowance on an unaccompanied Motorcycle being recovered – any dutiable items must be taken by the Authorised Rider.

c. Keys should be kept in a safe place with the Relevant Motorcycle, as Customs may need to unlock and inspect the Motorcycle(s).

d. We must be notified of any arrangements to collect the Relevant Motorcycle.

e. The luggage in the Relevant Motorcycle always remains the responsibility of the Authorised Rider and any items left with the Motorcycle for recovery are left at the Authorised Rider's own risk.

f. The cost of recovery is limited to the current market value of the Relevant Motorcycle (calculated with reference to recognised trade guide books and the UK market). If we have any doubt as to whether the Relevant Motorcycle will be economic to repair we reserve the right to arrange a Motorcycle inspection.

g. If the Relevant Motorcycle has been involved in an accident which could be subject to a claim involving Authorised Rider's motor Motorcycle insurers, we reserve the right to obtain their formal agreement before we arrange the recovery of the Relevant Motorcycle and to negotiate with them to reclaim a proportion of the costs incurred.

Hondacare Assistance in Europe General Terms and Conditions

1. THE PROVISION OF ANY ELEMENT OF SECTIONS 3, 4 AND 5 OF HONDACARE ASSISTANCE IN EUROPE IS SUBJECT TO OUR ABSOLUTE DISCRETION.

2. Subject to our absolute discretion we seek to arrange or provide the benefits under Hondacare Assistance in Europe at all times, However, this may not always be possible – for example, when we are faced with circumstances outside our reasonable control, such as (without limitation) extreme weather conditions, local customs or practices, local or national fuel shortage, civil unrest, equipment or systems failure or any form of industrial action which prevents, restricts or otherwise interferes with the production of goods or the provision of services.

3. We, our employees or agents, shall not be liable for any loss or damage caused by us, our employees or agents where, and to the extent that:

a. there is no breach of a legal duty owed to the Authorised Rider or the Authorised Rider's Party by us or our employees or agents or sub-contractors;

b. such loss or damage is not a reasonably foreseeable result of such breach;

c. any such loss or damage or increase in the same, results from any breach or omission by the Authorised Rider or member of the Authorised Rider's Party.

We, our sub-contractors, service providers and their employees and agents or sub-contractors, shall not in any event, be liable for losses relating to any business interests the Authorised Rider or a member of the Authorised Rider's Party may have including, without limitation, lost data, lost profit, loss of opportunity or of business or for business interruption, lost contracts, revenue or anticipated savings.

Please note the Limitations of Service regarding the nature of our relationship with the third party service providers.

For the avoidance of doubt, nothing in this clause or these Terms and Conditions shall exclude or restrict our liability for negligence resulting in death or personal injury.

4. We have the right to refuse to provide service where we consider that the Authorised Rider or any member of the Authorised Rider's Party is behaving or has behaved in a threatening or abusive manner to our employees, patrols or agents (or those of our sub-contractor), or to any third party contractor and we reserve the right to invalidate entitlement to Hondacare Assistance in Europe at any time if, in its opinion, the Authorised Rider have misused services provided by Hondacare Assistance in Europe.

5. If we do not enforce or rely upon any of these terms and conditions on a particular occasion or occasions, this does not prevent us from subsequently relying on or enforcing them.

6. None of the terms and conditions, or benefits, of, or under, this agreement with us are enforceable by any third parties except that paragraph 3 may be enforced by our sub-contractor or service providers. For the avoidance of doubt, and without limitation to the generality of the foregoing, any rights under The Contract (Rights of Third Parties) Act 1999, or any replacement thereof, are hereby excluded. Nothing in these terms and conditions shall create a contractual relationship between the Authorised Rider and Honda's chosen service provider or its agents or sub-contractors.

7. The headings used in these terms and conditions are for convenience only and shall not affect the interpretation of its contents.

8. The laws of England and Wales will apply to these terms and conditions and they are subject to the non-exclusive jurisdiction of the English courts.

9. If at the time of using Hondacare Assistance in Europe the Authorised Rider has any policy covering such risks, we are entitled to contact the Insurer for a contribution.

10. We are not obliged to arrange transport for any animal. The Authorised Rider is responsible at all times for the alternative arrangements for its transport and accommodation.

11. Hondacare Assistance in Europe is provided on the basis that it will run concurrently with and is conditional upon Hondacare Assistance in the UK being operative and valid.

12. Nothing in these terms and conditions shall affect the statutory rights of the Authorised Rider as a consumer.

Whilst we make every effort to guarantee costs within the benefits on behalf of the Authorised Rider, there will be occasions when we will ask the Authorised Rider to pay the bill locally and seek reimbursement of agreed costs when the Authorised Rider returns Home. Requests for reimbursement should be notified within 31 days of the Authorised Rider's return Home. To obtain a form, please telephone 01256 493580.

Please quote Hondacare Assistance in Europe and any additional reference you may have been given by our Operational staff. Please return the completed form urgently to us, with original receipts and schedule of insurance.

Note: We use fixed exchange rates for the Euro. Requests for reimbursement of expenses incurred in this currency will be settled at the fixed rate.

Conditions

1. The Authorised Rider should notify us of any expenses they wish to recover within 31 days of the Authorised Rider's return Home.
2. We will not accept any alterations to these terms and conditions, unless a duly authorised official of ours has confirmed changes in writing.
3. If we guarantee costs on the Authorised Rider's behalf, the Authorised Rider must repay us on demand for any expenses not included by Hondacare Assistance in Europe. We will not settle any request for reimbursement of costs the Authorised Rider paid until the Authorised Rider have repaid us in full.
4. We may pay the Authorised Rider our full liability under Hondacare Assistance in Europe at any time, and once we have done so, no further payments will be made. The benefit limits for each section and overall benefit limit show the maximum payable for one trip, irrespective of the number of incidents during the Trip.
5. If the Authorised Rider or anyone acting for the Authorised Rider deliberately makes a false use of Hondacare Assistance in Europe or statement, the Hondacare Assistance in Europe will become invalid and we will not make any payments.
6. We will not cover any payment which the Authorised Rider normally would have made during the Trip, if nothing had gone wrong.
7. We will not be responsible for anything excluded under Hondacare Assistance in Europe Terms and Conditions.
8. The Authorised Rider must obtain any original certificates, information, evidence and receipts required by us at the Authorised Rider's expense.
9. If, at the time, there is any insurance policy covering the same risk, we are entitled to contact the insurer for a contribution.
10. The Authorised Rider must do all that he or she can to keep the Authorised Rider's costs as low as possible and to prevent loss, theft or damage.
11. In the event of the Authorised Rider's intended method of travel and/or route being unavailable, the Authorised Rider and the Authorised Rider's Party must take suitable steps to travel by the most reasonable alternative method or route.

How to make a claim

If you wish to make a claim under the terms of this policy you should contact the telephone number below, quoting your name, Motorcycle Registration Number and you have used Hondacare Assistance. If you called for assistance when You were overseas and have been given a reference number by the Hondacare Assistance Centre, please advise that number as well.

The claim form should be completed and returned within 31 days of Your and The Party's return from overseas, together with all receipts, accounts and any other relevant supporting documentation e.g. garage invoice, hotel account.

Please telephone 01256 493730, Option 6 and ask for a claim form.

Or write to:

Overseas Assistance Accounts (Hondacare Assistance)

The AA

Fanum House

Basingstoke

Hampshire

RG21 4EA

Disputes

Every effort is made to ensure that the best possible standard of service is provided. However, if you have any complaint regarding your claim for overseas assistance, you should write to:

Member Relations,

The Automobile Association

Lambert House

Stockport Road

Cheadle

Cheshire

SK8 2DY

Email: customersupport@theAA.com

Tel: [0344 209 0556](tel:03442090556)

Fax: 0161 488 7544

Should you remain dissatisfied you may refer the matter to arbitration. The arbitrator shall be appointed by the parties in accordance with the appropriate Statutory Provisions at that time being in force.