

Honda Roadside Assistance

Terms and Conditions

Should you have any queries regarding this document, please do not hesitate to contact your Honda authorised dealer or the Hondacare dedicated Customer Service Department on 0330 100 3406.

IMPORTANT - PLEASE READ THIS DOCUMENT CAREFULLY

This document contains all details of the Honda Roadside Assistance Programme.

Legal Agreement

Honda Roadside Assistance is an agreement made between you (the “Customer”) and Honda Motor Europe Limited trading as Honda (UK), Cain Road, Bracknell, Berks, RG12 1HL (“Honda”) in respect of the vehicle identified on your Honda Roadside Assistance Application Form. This document containing the terms and conditions together with the Application Form make up your contract with Honda.

1. WHAT IS COVERED BY HONDA ROADSIDE ASSISTANCE?

Honda Roadside Assistance includes Honda Roadside Assistance, Honda Recovery Assistance and Honda Message Service, each of which Honda (UK) may provide in its absolute discretion; subject to that discretion, Honda (UK) will use all reasonable endeavours to provide you with assistance.

The vehicle detailed on the Application Form is covered for Honda Roadside Assistance, Honda Recovery Assistance and Honda Message Service (see 7, for full details).

2. DEFINITIONS

- **“Honda”** Honda Motor Europe Limited trading as Honda (UK), Cain Road, Bracknell, Berks, RG12 1HL.
- **“Administrator”** TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF.
- **“Dealer”** The Dealer from whom the Honda Roadside Assistance was acquired.
- **“Vehicle”** The motor vehicle referred to on the Application Form.
- **“Booklet”** This complete document covering the terms of the Honda Roadside Assistance agreement.
- **“Application Form”** The form produced upon application by the Customer to enter into the agreement.
- **“Period”** The length of time between the start date detailed in the Application Form and the earlier to occur of either:
 - The expiry of the period in months indicated on the Application Form (maximum 12 months); or
 - The date on which the next service is due according to the Vehicle’s service book.

3. GEOGRAPHICAL LIMITS

United Kingdom only

Honda in its absolute discretion, endeavour to provide Honda Roadside Assistance in Great Britain, Northern Ireland, the Channel Islands & the Isle of Man.

4. DURATION

Honda in its absolute discretion will endeavour to provide services under this Honda Roadside Assistance from the start date detailed on the Application Form, for the Period and **shall not be renewable**.

5. TRANSFER

- Under no circumstances can Honda Roadside Assistance be transferred to another vehicle.
- Subject to the approval of Honda this Honda Roadside Assistance may only be transferred with the Vehicle to a new PRIVATE OWNER. An application must be made to the Administrator at the time of change of ownership. Under no circumstances can this Honda Roadside Assistance be transferred via a motor dealer.

6. CANCELLATION

If for any reason you are not satisfied with the cover, or find that it does not meet your requirements, you can cancel it at any time by advising the Administrator in writing. As this product is supplied free of charge no refund will be due.

7. HONDA ROADSIDE ASSISTANCE BENEFITS

As an integral part of you having your Honda vehicle serviced at an Authorised Honda Dealership no charge will be made for, Honda Roadside Assistance cover, which is provided in our absolute discretion during the Period.

Subject to the above, Honda will endeavour to provide the following during the Period:

Honda Roadside Assistance

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

Honda Recovery Assistance

If we can't fix your Vehicle at the roadside, and we authorise Honda Recovery Assistance, we can endeavour to arrange for you, and up to four** passengers and your Vehicle to be transported to any single mainland UK destination. This includes the Isle of Man and the Channel Islands (in these cases, you'll have to pay the ferry costs). If you are towing a trailer or caravan, Honda endeavour to also recover this, although there are certain weight and size restrictions. (Please contact Honda customer relations for the details of these restrictions).

***Up to five passengers for the Honda Stream/FR-V.*

Honda Message Service

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

HOW TO OBTAIN ASSISTANCE in an emergency call: - 0800 521 728

If you are calling from a mobile phone, please be aware that your network supplier may charge you for this call.

You will be asked to provide the following information:

- Your name, address and a contact telephone number
- The registration, make, model and colour of your Vehicle
- 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 your call.

After making the call return to a safe place near your Vehicle.

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 Roadside Assistance on: **0800 521 728**

If the problem resolves itself before the assistance arrives please call and let us know.

8. TERMS AND CONDITIONS

- This Booklet is to be read as one document and any word or expression used with a specific meaning has the same meaning wherever it appears.
- The Dealer act as agent for Honda for the limited purpose of supplying this Honda Roadside Assistance.
- Honda Roadside Assistance has no surrender value.
- The mileage quoted on the Application Form in no way guarantees the true distance covered by the Vehicle, and is indicated only as a guide to when servicing is due. Failure to maintain the odometer (mileage recorder) in working order or disconnecting it or tampering with it will invalidate the Honda Roadside Assistance. Any change of odometer (mileage recorder) must be notified to Honda with the new mileage reading within 9 days by recorded delivery or registered post.
- Honda shall not accept any liability for any losses covered under an accidental damage or road risk insurance policy held by the Customer or for any road hazard/fire or accident damage howsoever caused. No liability of any kind exists in respect of third parties and in respect of personal injury or death, Honda shall have no liability except where caused by the negligence of Honda or its employees.
- Honda may declare void any Honda Roadside Assistance where the Application Form does not correctly indicate the exact Vehicle type, model age and indicated mileage.
- Unless specifically agreed to the contrary, this Honda Roadside Assistance Programme shall be subject to English Law.
- The terms and conditions cannot be altered or amended by any person except by specific written endorsement by Honda.

9. COMPLAINTS AND CONCILATION

In the unlikely event of a dispute occurring, you should first address any complaint to the Dealer. If you do not obtain a satisfactory resolution from the supplying or repairing Dealer, you can refer the matter in writing to:

Hondacare Customer Relations Department,

The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF.

Should you remain dissatisfied, you can approach, The Customer Relations Manager at Honda for assistance by writing to:

Honda (UK) Customer Relations Department,

Cain Road, Bracknell, Berks RG12 1HL.

or

The Consumer Affairs Officer at the SMMT for assistance by contacting:

The Society of Motor Manufacturers and Traders,

Forbes House, Halkin Street, London SW1X 7D5.

None of the above affects your right to legal action.

Only in extreme circumstances should it be necessary to involve anybody other than the Dealer. Please remember that irrespective of any third party involvement it can only be the Dealer who ultimately resolves the complaint, so be sure to let them know straight away if you are unhappy, and maintain contact with them throughout.