

## 24 Hour Australia-wide Honda Premium Roadside Assist

Honda has engaged Assist Australia Pty Ltd to provide and administer roadside assistance services, giving you access to their vast national resources and recognised expertise, 24 hours a day, 365 days a year. Honda Premium Roadside Assist comprises the supply of:

- Emergency Roadside Service (described in part 1 below); and
- Personal Incident Management Service for incidents that occur more than 100 kms from home (described in part 2 below),

subject to the conditions outlined in part 3 below.

Honda Premium Roadside Assist is yours for 5 years from the date of vehicle registration.

### Part 1: Emergency Roadside Service

1800 810 852

#### Accessing Emergency Roadside Service

Honda Premium Roadside Assist may be accessed quickly and easily by calling 1800 810 852 from anywhere in Australia for services listed within this section.

To make sure that you're back on the road as soon as possible, please have the following information available when calling:

- Your membership number (your vehicle's vehicle identification number, or VIN)
- Your name and location
- A description of the problem
- If possible, contact telephone numbers

Roadside Assist personnel will be dispatched to you promptly to assess and attempt to rectify the problem. All care will be taken to get you back on the road, however, if this is not possible or if the personnel consider there is a chance that any mechanical action may void part of the vehicle's New Vehicle Warranty, Honda Premium Roadside Assist, will provide towing.

#### Mechanical Assistance

On arrival, skilled Roadside Assist personnel will attempt to rectify any mechanical problems that have disabled the vehicle.

#### Non-Mechanical Assistance

##### Wheels and tyres

Honda Premium Roadside Assist will provide wheel changing services for a damaged tyre or wheel with the vehicle's serviceable spare. If the spare also happens to be damaged or unroadworthy, Honda Premium Roadside Assist will tow your vehicle to the nearest facility where it can be repaired or replaced at the owner's expense.

##### Lockout

If you lock your keys in your vehicle, subject to satisfactory proof of ownership of your vehicle to ensure it is opened for the right person, Roadside Assist personnel will attempt to open your vehicle. If Roadside Assist personnel are unable to open the vehicle and a locksmith is required, this will be at your expense.

##### Out of fuel

Roadside Assist personnel will seek to provide you with sufficient fuel to get to a petrol station.

You may be charged for the supply of fuel.

If this is not possible or practical, then a tow will be provided.

##### Flat battery

A "battery-boost" and any other practical roadside assistance will be provided to get you back on the road, or a tow will be provided to the nearest facility. If Honda Premium Roadside Assist arrange a replacement battery, the vehicle owner will bear the cost of that replacement, subject to any rights available to the consumer.

##### Towing

Towing is provided as part of Honda Premium Roadside Assist when the vehicle cannot be made mobile. When this happens, your Honda will be towed to:

### **Metropolitan**

- The closest authorised Honda dealer free of charge, or
- Your preferred authorised Honda dealer with a maximum towing distance of 20 km free of charge.

Additional towing distance above the 20 km limit will be at your expense.

### **Country**

Either the closest authorised Honda dealer or the local motoring organisation's service facility free of charge, depending on the location and circumstances of the breakdown.

Where your vehicle has been towed to a service organisation's service facility and the vehicle cannot be made mobile, Honda Premium Roadside Assist will transport your vehicle to the closest authorised Honda dealer.

If you instead choose to tow the vehicle to your preferred authorised Honda dealer, then the cost of the tow within the town area is covered by Honda Premium Roadside Assist. Any additional towing is at your expense.

If the vehicle cannot be delivered due to the lateness of the hour, Honda Premium Roadside Assist will provide the appropriate vehicle storage and make arrangements to have it delivered as soon as possible.

## **Part 2: More Than 100 Kilometres From Home – Personal Incident Management Service limited to \$1100 (incl. GST) per annum, inclusive of mechanical breakdown, accident or theft of a vehicle**

Where you are more than 100 kilometres from home, and your vehicle breaks down or is involved in an accident, and will be disabled for a period greater than 24 hours; or has officially been reported to local authorities as stolen; there are added benefits to assist you. These benefits can only be accessed by calling 1800 810 852 and arranged by the Personal Incident Manager on your behalf.

### **Mechanical Related Incidents**

The following Personal Incident Management services will be provided if your vehicle is disabled due to mechanical failure (non-collision related) or due to an automotive related driver fault (non-mechanical) and if your vehicle will be disabled for over 24 hours, as determined by the Personal Incident Manager.

### **Accommodation**

Accommodation will be provided for up to three nights to a maximum value of \$120 (incl. GST) per night when the vehicle can be locally repaired within a mutually agreed time frame. Where circumstances don't allow the provision of accommodation and where access to alternative services is unavailable due to the lateness of the hour, emergency overnight accommodation may be provided so that access to alternative services can take place as soon as possible.

### **Car Rental**

Car rental will be provided for up to three days to a maximum value of \$110 (incl. GST) per day, in conjunction with accommodation;

or

Car rental to continue the journey will be provided for up to five days to a maximum value of \$110 (incl. GST) per day, when the vehicle cannot be repaired locally or repaired within a mutually acceptable time frame;

or

Where the vehicle cannot be repaired locally or repaired within mutually acceptable time frame, and car rental is not available, alternative ground transportation will be provided either before or after the repair (and not both) to your home address or intended destination.

In this situation:

- where required, return transportation will be provided for one driver to retrieve the vehicle; otherwise,
- vehicle recovery will be provided to an Authorised Honda Dealer, the owner's home address or intended destination anywhere in Australia. We will choose the destination after consultation with you. Vehicle recovery is available only before or after repairs have been carried out and cannot occur both before and after.

Car rental costs covered by Honda Premium Roadside Assist exclude all fuel costs, stamp duty charges and any rental vehicle relocation fees.

**Medical Repatriation Services limited to \$5,000 (incl. GST)**

Should you or any of your passengers become unexpectedly ill or injured while motoring and require hospitalisation for three days or more, Honda Premium Roadside Assist will arrange for medical repatriation to a medical facility closer to the patient's home address where they can receive ongoing treatment. Naturally, this will only occur at the request of the patient and with the consent of the treating doctor.

**Accident Or Theft Related Incidents**

In the event that your vehicle is disabled due to a collision, or stolen and reported to the police, Honda Premium Roadside Assist can help you with what you need at this time. The Personal Incident Manager can assist you to alter or make onward arrangements for accommodation and/or car rental. You also have access to the national message relay facility. All bookings and arrangements will be made on your behalf and at your expense.

**Part 3: Conditions****Remote Areas**

Where Emergency Roadside Service is sought in a remote or sparsely populated area, the Emergency Roadside Service will be provided, but you should be aware that assistance can be affected by your vehicle's location, the availability of services and accessibility of the location. Honda Premium Roadside Assist will endeavour to provide you with assistance as soon as possible.

**Trafficable Roads**

Honda Premium Roadside Assist is only provided to vehicles disabled on constructed roads or driveways that are legally trafficable and can be reached by conventional two-wheel drive vehicles and, where required, by the towing vehicle.

**Bogged Vehicle Recovery**

Should special equipment be required to provide assistance, such as power winches or extended cables, or should the attending Roadside Assist personnel have to return to the service facility, the additional cost will be at your expense.

**Natural Disasters**

Honda Premium Roadside Assist reserves the right to alter or offer alternative assistance where a natural disaster places extraordinary demands on the provision of services under Honda Premium Roadside Assist.

Where a disabled vehicle cannot be reached due to flood, bushfire or other natural disaster, Honda Premium Roadside Assist will attempt to provide whatever alternative assistance is practical under the circumstances.

**Collision/Accident**

Towing services will not be available as part of the Emergency Roadside Service for vehicles damaged due to a collision or impact with any object (whether caused by a mechanical failure or due to any other reason) or any incident generally covered by motor vehicle insurance. However, towing assistance can be arranged at your expense. Such assistance is at the discretion of the Roadside Assist personnel.

**Home Service**

Emergency Roadside Service will be provided at your home address in the same way as at the roadside. However, during times of peak demand, roadside calls will be given priority.

**Unattended Vehicles**

Unattended vehicles will not be serviced under any circumstances. You or your authorised representative must wait with the vehicle until Roadside Assist personnel arrives. Where the owner has elected an authorised representative, this representative must hold a current motor vehicle driver's licence in case the vehicle has to be moved. If the vehicle is found to be unattended and should other calls demand the Roadside Assist personnel's attention, the service call will be cancelled. Any further calls and services for the same incident will be at the owner's expense.

**Caravan and Trailer**

Emergency Roadside Service will not be provided for caravans or any form of trailer body being towed by your vehicle. However, should your vehicle towing a caravan or trailer experience a roadside breakdown and need to be towed as part of the Emergency Roadside Service, the caravan or other trailer body will be moved to a safe location to avoid any potential traffic hazard.

**Replacement of Membership Card**

A replacement Honda Premium Roadside Assist membership card can be obtained by calling Honda Customer Contact Centre on toll-free 1800 804 954. Replacement cards are at your expense.

## **Bridge Option 1800 999 909**

If you are an existing member with a local Motoring Club\*, you can retain your Club membership without paying for roadside for the duration of your Honda Roadside Assistance package. Contact your Motoring Club to discuss the options available to you.

\* Not available in South Australia or Northern Territory.

### **Exclusion**

Although the Bridge Option provides access to Auto Club benefits, it is not the same as full Auto Club membership. In particular, member rights (including voting and public float rights) are not available whilst participating in the Bridge Option. As noted above, the Bridge Option is not available in South Australia.

## **Your privacy**

Honda Australia Pty Ltd (Honda) respects your privacy. Honda (referred to as “we”, “us” or “our” in this privacy statement) may collect and use your personal information primarily for the purpose of providing the services described in this document. We may use and disclose your personal information for these purposes. If you don’t provide us with relevant personal information, we may not be able to provide you with these services. Honda may disclose your personal information to any of the parties described in this document, including Assist Australia Pty Ltd, and to our dealers, related companies, advisers, consultants and contractors we ordinarily engage for the above purposes (such as mailing houses, printers and other service providers). Honda’s privacy policy (available at [www.honda.com.au/about/privacy-policy](http://www.honda.com.au/about/privacy-policy)) contains further details regarding how Honda may use and disclose your personal information, how you can access or correct information we hold about you, how you can make a privacy related complaint, how that complaint will be dealt with and the extent to which your information may be disclosed to overseas recipients. You can contact Honda on 1800 804 954 or at [www.honda.com.au/about/contactus](http://www.honda.com.au/about/contactus).