

Honda Rider Assist limitations and exclusions

Honda Rider Assist applies to registered Honda road or road/trail motorcycles sold only in Australia, whilst travelling on gazetted roads trafficable via normal two wheel drive recovery vehicles, provided the motorcycle is well maintained and in a sound roadworthy condition.

We reserve the right not to extend Honda Rider Assist to you if, in our sole opinion, you do not conduct regular preventative maintenance as specified by Honda of your motorcycle or an after market accessory fitted to your motorcycle causes the breakdown or you misuse Honda Rider Assist. In this case, you will not be entitled to a refund of your membership fee.

Any costs relating to parts, labour and any other costs associated with the repair of your motorcycle, including replacement batteries and tyres will be at your expense, unless those items are covered by a Honda warranty.

Whilst the services will be provided for owner/rider related faults such as lost keys, run out of fuel and flat tyres, any services provided due to the owner's poor maintenance, repair or accessory fitment not carried out by a Honda dealer may be charged back to the owner.

We can arrange accident transportation of motorcycles or recovery of disabled motorcycles not accessible by normal two wheel drive recovery vehicles or recovery equipment; eg motorcycles located off public bitumen roads, however all costs will be your responsibility.

Honda Rider Assist is specifically designed for Honda motorcycles, components and genuine accessories. Whilst service will still be provided for non genuine Honda component or accessory related faults, the rider will be responsible for any additional costs beyond the initial call out if the fault has been caused by a non-genuine part or accessory.

We do not guarantee that our Services will be continuous and uninterrupted. We will not be responsible for any delay or failure to provide any of the Services.

We will not be liable to any person for any loss or damage, including consequential loss or any costs, expenses, claims and demands of any kind whatsoever, suffered or incurred as a result of any act or omission by us or our employees, agents or contractors, relating either directly or indirectly to the provision of the Services. To the extent permitted by law, your only relief against us will be the re-supply of any of our Services.

If your motorcycle is left unattended, we will not be able to carry out any work on your motorcycle unless keys are left with the motorcycle and approval given by the owner to commence work. Any additional costs incurred due to the owner being away from the motorcycle and any subsequent call outs where we have attended a breakdown and the owner did not advise they would not be with the motorcycle will be at the owner's expense.

Definitions

You, Your	means the nominated person as registered on the Honda Rider Assist system or the person authorised by the nominated person to ride the motorcycle.
Motorcycle	Honda motorcycle registered on the Honda Rider Assist system.
Home address	means the nominated person's home address as registered on the Honda Rider Assist system.
Services	means the services covered by this document current from time to time.
We, Us, Our	means Honda Rider's Club of Australia and any of its employees, contractors, successors and/or agents.
Honda dealer	means an authorised dealer nominated by Honda

Methods of Registration and Payment

Mail the completed registration form and the payment to Honda Rider Assist, Reply Paid 2228, GPO Box 3405, Sydney NSW 1044.

When you join as a member of the Honda Rider Assist program, you acknowledge that you have read and understood and agree to be bound by the provisions of this document. We reserve the right to change any of the provisions of this document, including the membership fee, at any time without notice.

Membership is only valid once we have received payment. If you do not receive your membership card within 14 days of applying please call 1800 114 722

Honda Rider Assist has been developed by the Honda Rider’s Club of Australia as an on-going component of the Honda Customer Satisfaction Program. Now, Honda riders on roads anywhere across Australia can ride secure in the knowledge that they are not riding alone... Honda will always be there... flat tyres, out of fuel, lost keys or any other inconvenience related to your Honda motorcycle is covered by Honda Rider Assist. There are many benefits for Honda riders and the following information will outline the details of the Gold or Platinum programs. Honda Rider Assist... just one more reason to buy a Honda motorcycle.

Honda Rider Assist Gold

Benefits and Conditions

Breakdown Assistance

HONDA Rider Assist is a national service operating 24 hours a day, 365 days a year. In the event of a breakdown you need only call 1800 114 722 for assistance anywhere in Australia. We will confirm your details and then dispatch our service operator to assist you or, if necessary, transport your motorcycle to a HONDA dealer or your home address at your request. (Towing restrictions apply as outlined below)

Roadside Repairs

We will rectify most common breakdown related problems e.g. flat batteries, lack of fuel and minor repairs. However, if parts are unavailable, or if major diagnostic equipment is required, your motorcycle may require transporting to a HONDA dealer that is suitably qualified to repair your particular model HONDA motorcycle.

- In the interests of rider safety, we will not authorise the use of aerosol tyre repair kits for road motorcycles, the motorcycle will be transported to the closest tyre repair facility, service station or garage.

Transporting

If your motorcycle cannot be mobilised as a result of a breakdown, not accident, we will arrange transportation to the closest HONDA dealer, that is suitably qualified to repair your particular model HONDA motorcycle. Transportation will be provided free of charge within a 20 kilometre radius of the breakdown in major cities and major regional towns. In the event the motorcycle cannot be mobilised when it is 100 kilometres from your home address, the motorcycle will be transported to the closest HONDA dealer or your home address and the first 80 kilometres are free of charge.

Battery/Parts Replacement

We will cover the cost of any labour or parts used to repair or rectify any breakdown which is covered by the HONDA warranty, including replacement of batteries.

- Refer to your owners/service manual for details of the motorcycle, parts and battery warranties.

Alternative Arrangements

We can arrange accommodation, car rental and motorcycle transportation on your behalf as a result of any accident, breakdown or unforeseen family emergency whilst travelling with your motorcycle. We will not be responsible for any these costs.

Accident Coordination

In the event of an accident,we will advise you on correct accident procedures and arrange transporting of your motorcycle to a HONDA authorised repairer, a repairer of your choice or your home address at your request.

- All accident transportation costs are the responsibility of the owner/rider or your insurance company. Accident means any incident due to impact or collision with another object, attempted theft or vandalism of the motorcycle.

Emergency Fuel

If you run out of petrol, we will either deliver an emergency supply of petrol or, where government regulations apply, transport your motorcycle to the nearest petrol station.This is free of charge within major cities and major regional towns. Outside these areas, the first 80 kilometres travel for any of our service operators will be free of charge.You must pay for any other charges.

Key Replacement

Most keys will not be able to be cut without an ignition code. Where your motorcycle is within the metropolitan area of a major city, we will either deliver a spare key to you, or arrange for you to collect the spare key from another location. If necessary, we will transport your motorcycle to a safe location until a key is located or another key can be obtained from a HONDA dealership or a locksmith. It is our discretion whether to use a service operator, or locksmith and any means of transport at our disposal to perform this service.

- We will be responsible for costs up to \$50 for the replacement of a key. You will be responsible for all additional costs.
- If you have a Honda ‘HISS’ system on your motorcycle we suggest you place your spare key in an easily accessible location.

Emergency Contact

In the event of a breakdown or accident, we will assist you to contact your family, friends or workplace. Alternatively, at your request, we can contact them on your behalf.

Emergency Medical Advice

We offer medical advice 24 hours a day whilst you and/or your pillion passenger are travelling with the motorcycle. We can contact your doctor or another doctor at your request. If you or your pillion passenger cannot continue the journey, we can arrange an ambulance on your behalf and/or transport you and your pillion and motorcycle to your home address or destination.You or your pillion passenger will be responsible for all costs associated with such transport.

Honda Rider Assist Platinum

The following are an extension to the Honda Rider Assist Gold program.

Extended Transporting

In the event your motorcycle cannot be mobilised due to a breakdown, not an accident, when you travel over 100 kilometres from your home, we will extend transportation to 160 kilometres to the nearest Honda dealer that is suitably qualified to repair your particular model Honda motorcycle.

Emergency Accident Transport

Where you are unable to safely ride your motorcycle after an accident and you have contacted Honda Rider Assist to arrange accident assistance,we will pay for, or reimburse you for a taxi fare to the value of \$30.00 (incl. GST).

Medical Emergency Advice

Medical advice is also extended to any of your immediate family members staying at home whilst you travel away from home on your motorcycle.

Legal Advice

We will provide legal advice to you by telephone in relation to matters involving your motorcycle free of charge. Legal advice will not extend to the preparation of briefs, written advice or personal interviews.The legal advice will be provided on a confidential basis.

The following benefits apply for Platinum when your motorcycle has broken down (not an accident) over 100 kilometres away from your home address and is immobilised for more than 24 hours:

Accommodation

Accommodation will be provided to you and your pillion passenger for a maximum of 3 nights to the value of \$120.00 per night (incl. GST).

- Note Accommodation benefits cease once the motorcycle has been repaired, you are responsible for any meals, telephone charges and or sundries.

Rental Car

We will provide a rental car to you or your pillion passenger for a maximum of 3 days to a value of \$90.00 per day (incl. GST).

- Note Rental car benefits cease once the motorcycle has been repaired. You will be responsible for all fuel costs, excess kilometre charges, insurance, delivery and relocation fees and any damage to and excess payable on the rental vehicle.

Alternate Transport

If accommodation and/or rental cars are unavailable due to circumstances beyond our control, we may offer alternate air, road or rail transport to you and your pillion passenger up to a maximum of \$200.00 per person (incl GST).

Registration Form (Please print)

- Honda Rider Assist Gold \$55
- Honda Rider Assist Platinum \$99

Prices shown above are for a 12 month period and include GST. Honda Rider Assist is only valid after payment has been received and cleared.

Personal Details

Are you a HRCRA member? M/ship #

Title

Surname

First Name

Address

Town

State Post Code

Phone

Bus/Mobile

Motorcycle Particulars

Model _____ Kilometres _____

Registration no. _____ Year _____

Colour _____ Key Code _____

VIN:(17 digit VIN is located on motorcycle head stem)

Payment Details

Please accept my payment of \$ _____ by

- American Express Bankcard Mastercard
- Visa Cheque Money Order

Card No.

CCV Number:

(3 or 4 seperate digits located on back or front of card) : _____

Name on Card: _____

Expires /

Signature: _____ Date: / /

Cheques to be made payable to Honda Rider Assist. All entitlements and prices are valid as of the 1/7/2006 and are subject to change without notice. The services are provided on behalf of Honda Riders Club of Australia by International SOS. Mail the completed registration form and the payment to Honda Rider Assist, Reply Paid 2228, GPO Box 3405, Sydney, NSW 1044