



HARLEY | ASSIST™
HANDBOOK







If you need to make a claim on your **HARLEY | ASSIST™**
Calling from within the UK: Freephone 0800 587 9832 or
Calling from Continental Europe: UK+44 (0)20 8603 9832.

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SUMMARY OF COVER

The following is only a summary of the main cover limits. **You** should read the rest of this policy for the full terms and conditions.

| Cover | Limit |
|------------------------------|--|
| Harley-Davidson Repatriation | Up to the market value of your bike |
| UK Hotel | Up to £155 per person per night (maximum payable £620) |
| Continental Europe Hotel | Up to 180€ per person per night (maximum payable 720€) |
| Hire Vehicle | Up to 2 days (Category A) |

Note

Some sections of cover have financial limitations. For details, please refer to the cover sections of this handbook.

IMPORTANT INFORMATION

The documentation provided by **your** Harley-Davidson Authorised Dealer shows any special terms or conditions that may apply. It is very important that **you** read the whole of this document and make sure it provides the cover **you** need.

If there is anything **you** do not understand, contact **your** Harley-Davidson Authorised Dealer.

How this cover works

This document forms the contract of cover between **you** and **us**. **We** will pay for claims **you** make which are described in this cover, occurring during the **period of cover** and within the **area of cover**.

Data protection

Information about this cover will be shared between Harley-Davidson Motor Company and any third party administrator for administration purposes.

You should understand that the information **you** provide will be used by **us, our** representatives and industry governing bodies and regulators to process **your** cover, handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws). **We** have taken steps to ensure **your** information is held securely.

Your information will not be shared with third parties for marketing purposes and **you** have the right to access **your** personal records should **you** wish to do so.

Governing law

Unless **you** and **we** agree otherwise, English law will apply and all communications and documentation in relation to this cover will be in English. In the event of a dispute hereunder, the English courts shall have exclusive jurisdiction. No term of this agreement is to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

Your statutory rights are not affected in any way by this cover. Nothing in these conditions will reduce **your** statutory rights relating to faulty or incorrectly described goods. For further information about **your** statutory rights contact **your** local authority Trading Standards Department or Citizens Advice Bureau.

Cancellation rights or refunds

Please note that this cover has no surrender or refund value.

Servicing requirements for your bike

If **you** fail to have **your bike** serviced correctly in accordance with the manufacturer's specifications during the **period of cover**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate **your** cover or **we** may refuse to assist **you**.

DEFINITION OF WORDS

When the following words and phrases appear in this document, they have the meanings given below. These words are highlighted by the use of bold print.

Areas of cover

You will not be covered if **you** travel outside the areas shown below:

- **United Kingdom**

England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man.

- **Continental Europe**

Republic of Ireland, Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark (excluding the Faeroe Islands), Estonia, Finland (excluding Åland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including the Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey.

Bike

Your Harley-Davidson.

Breakdown/Immobilised

Immobilisation of the **bike** due to electrical or mechanical breakdown, lack of fuel, incorrect or contaminated fuel, puncture to tyres or loss of keys.

Period of cover

Harley | ASSIST™ lasts for 12 months.

Pillion

The person travelling on **your bike** with **you** at the moment Harley | ASSIST™ is required.

We, Our, Us

Allianz Global Assistance who provide this Harley | ASSIST™ cover.

You/Your

The owner or user of the **bike**.



WHAT TO DO WHEN YOU NEED ASSISTANCE

If **you** are in any doubt as to whether **you** require assistance, please telephone Harley | ASSIST™ first. Do not make **your** own arrangements without first contacting **us**. Should **you** require assistance following **bike breakdown**, pilot error or fire contact **us** with the following details:

- **your** name and exact location;
- a contact telephone number;
- registration number and colour of **your bike**;
- details of what has happened.

Calling from within the **UK**: Freephone: 0800 587 9832

Calling from **Continental Europe**: UK +44 (0)20 8603 9832

All calls are recorded and may be used for training purposes.

The following pages detail the extensive range of benefits provided by Harley | ASSIST™. Please read these carefully.

UK COVER

All costs quoted within this document are inclusive of VAT.

Home and roadside assistance

If **your bike** is **immobilised**, **we** will arrange assistance for **you**. Whenever practical, **we** will try to arrange roadside repair, but if the problem cannot be resolved, **we** will pay the costs of taking **your bike** to the nearest Harley-Davidson Authorised Dealer.

Storage

If the Harley-Davidson Authorised Dealer is closed during the night and **your bike** has to be stored following recovery by Harley I ASSIST™, **we** will pay for the cost of storage up to a maximum of £50.

Taxi transfer

If, following assistance, **you** need to be taken to a specific location (home, dealer, rental agency, train station etc.), **we** will, organise and pay up to £40 for a taxi transfer for **you** and **your pillion**.

Onward travel/hotel accommodation

Following assistance and in the event that repairs to **your bike** cannot be completed within four hours as a result of **immobilisation**, **we** will, whenever possible, organise and pay for **you** and **your pillion** to continue **your** journey or return home by the most appropriate means. Alternatively, if **breakdown** occurs more than 30 miles from **your** home address and hotel accommodation (up to 4 nights) is a more practical option, **we** will pay for the cost of bed and breakfast for **you** and **your pillion** up to £155 per person per night. The maximum allowance under this benefit is £620.

Replacement transport

If, following assistance by Harley I ASSIST™, the **bike** cannot be repaired within four hours, **we** will, whenever possible, organise and pay for a replacement vehicle (Category A) for up to two days. The rental provider will need to see **your** valid driving licence and **you** will be asked for a deposit to cover fuel charges and any additional days hire. For further information please refer to the 'Terms and conditions'.

UK TERMS AND CONDITIONS

Replacement transport

Whenever possible Harley | ASSIST™ will attempt to provide **you** with a replacement vehicle (Category A) from one of the major rental companies. Under any circumstances **you** must be able to comply with their conditions of hire.

You will be responsible for any fuel costs incurred during the period of hire. Certain endorsements on **your** licence may prejudice **your** eligibility to hire.

Insurance requirements stipulate that **you** must be between 25 and 65 years of age. If **you** are under 25 or over 65 years of age **we** will try to make alternative arrangements but these cannot be guaranteed.

Specialist charges

If the use of specialist equipment is required to provide assistance when **your bike** has, for example, left the highway, is in a ditch, is standing on soft ground, sand, shingle, stuck in water or snow or has been **immobilised** by the removal of its wheels, **we** will arrange recovery but **you** will be responsible for the costs. The costs may be refundable under the terms of **your** motor insurance policy.

Adverse weather conditions

When **we** experience adverse weather conditions, such as high winds, snow, floods, etc., external resources may be stretched and some operations become physically impossible until the weather improves. At such times, **our** priority is to ensure that **you** and **your pillion** are taken to a place of safety and so the recovery of **your bike** may not be possible until weather conditions permit.

Incorrect fuel

If **your bike** is **immobilised** as a result of refuelling with incorrect fuel, **we** will pay for the cost of recovering **your bike** to the nearest Harley-Davidson Authorised Dealer. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect fuel.

UK EXCLUSIONS

We will not pay for:

- any expenses incurred without **our** prior authorisation;
 - expenses which would normally have been payable by **you**, such as fuel and toll charges;
 - the cost of replacement parts;
 - any costs resulting from participation in motor racing, rallies, speed, track days or duration tests;
 - the use of **your bike** for hire or reward i.e. taxi or courier services;
 - any costs resulting from **your bike** being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations. If **we** believe that a recurring fault is due to poor maintenance of **your bike**, **we** reserve the right to request proof of servicing and to specify immediate recovery to a Harley-Davidson Authorised Dealer;
 - any costs as a result of **your** participation in a criminal act or offence;
 - any costs as a result of **your** being under the influence of intoxicating liquor, or solvent abuse or drugs;
 - any loss, theft, damage, death, bodily injury, cost or expense that is not directly associated with the incident that caused **you** to claim, unless expressly stated in this policy.
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CONTINENTAL EUROPE COVER

Benefit amounts are inclusive of VAT.

Validity

This service is only available for travel not exceeding 91 days in any single trip.

Roadside assistance and recovery

If **your bike** is **immobilised** in **Continental Europe**, **we** will arrange assistance for **you**. If the problem cannot be resolved at the roadside, **we** will organise and pay for the recovery of **your bike** to the nearest Harley-Davidson Authorised Dealer.

Storage

If **your bike** has to be stored whilst awaiting recovery or collection, **we** will pay storage costs up to 50€.

Taxi transfer

If, following assistance abroad, **you** need to be taken to a specific location (home, dealer, rental agency, train station etc.), **we** will, organise and pay up to 50€ for a taxi transfer for **you** and **your pillion**.

Onward travel/hotel accommodation

If the **immobilisation** has occurred en route to **your** planned destination and **your bike** has been taken to a Harley-Davidson Authorised Dealer and cannot be repaired within four hours, **you** may wish to continue **your** original journey. **We** will, wherever possible, organise and pay the cost of the most appropriate method of onward transport to that destination.

Alternatively, **you** may wish to wait for the completion of repairs. If this necessitates an unscheduled stay, **we** will, wherever possible, pay the costs of the hotel accommodation for **you** and **your pillion** up to a maximum of four nights and 180€ per person per night on a bed and breakfast basis (maximum payable 720€).

Replacement transport

Provided that **your bike** has been recovered by Harley I ASSIST™ **we** will, whenever possible, organise and pay for a replacement vehicle (Category A) within Europe whilst **your bike** is being repaired, up to a maximum period of two days. The rental provider will need to see a valid driving licence and **you** will be required to pay a deposit for fuel and any additional days hire.

For further information please refer to the 'Continental Europe terms and conditions'.

Bike Collection (Repaired)

If **your bike** cannot be repaired in **Continental Europe** before **your** intended return date to the UK, **we** will arrange and pay the cost of **your** outward journey to collect **your bike** after repair (train fare or economy flight).

Bike Repatriation (Unrepaired)

If **your bike** cannot be repaired in **Continental Europe** within two weeks, **we** will arrange and pay for the repatriation of **your bike** to the nearest Harley-Davidson Authorised Dealer.

The maximum amount payable by **us** for **bike** repatriation will not exceed the market value of **your bike**.

CONTINENTAL EUROPE TERMS AND CONDITIONS

All costs quoted within this document are inclusive of VAT.

Bike Collection

Train and plane will be paid for one person in economy class.

Repatriation

If **your bike** has to be repatriated from **Continental Europe**, **you** should ensure that any items of value are removed. **You** will be asked to provide **us** with a signed inventory of any items left with **your bike**. Neither **we** nor **our** agents accept any liability for the subsequent loss of or damage to any items not declared on this inventory.

Adverse weather conditions

During periods of adverse weather conditions, snow, floods, etc., external resources may be stretched and some operations become impossible until the weather improves. At such times, **our** main priority is to ensure that **you** and **your pillion** are taken to a place of safety and so the recovery of **your bike** may not be possible until weather conditions permit.

Replacement transport

Whenever possible Harley | ASSIST™ will attempt to provide **you** with a replacement vehicle (Category A) from one of the major rental companies. Under any circumstances **you** must be able to comply with their conditions of hire.

You will be responsible for any fuel costs incurred during the period of hire. Certain endorsements on **your** licence may prejudice **your** eligibility to hire.

Insurance requirements stipulate that **you** must be between 25 and 65 years of age. If **you** are under 25 or over 65 years of age **we** will try to make alternative arrangements but these cannot be guaranteed.

Incorrect fuel

If **your bike** is **immobilised** as a result of refueling with incorrect fuel, **we** will pay for the cost of recovering **your bike** to the nearest Harley-Davidson Authorised Dealer. The additional benefits detailed in this document will not be provided in the event of refueling with incorrect fuel.

Autoroute restrictions

If assistance is required on a French autoroute and certain autoroutes in some other European countries, **you** must use the official SOS boxes at the side of the road in order to arrange initial recovery. **You** will be connected to the authorised motorway assistance service because the roads are privatised and **we** are prevented from assisting on them.

You should contact Harley | ASSIST™ at the earliest opportunity so that **we** can arrange for the most appropriate assistance once **your bike** has been recovered from the autoroute.

Costs incurred for recovery from the autoroute should be claimed back from Harley | ASSIST™.

CONTINENTAL EUROPE EXCLUSIONS

We will not pay for:

- any expenses incurred without **our** prior authorisation;
 - expenses which would normally have been payable by **you**, such as fuel and toll charges;
 - the cost of replacement parts;
 - any costs resulting from participation in motor racing, rallies, speed, track days or duration tests;
 - the use of **your bike** for hire or reward i.e. taxi or courier services;
 - any costs resulting from **your bike** being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations. If **we** believe that a recurring fault is due to poor maintenance of **your bike**, **we** reserve the right to request proof of servicing and to specify immediate recovery to a Harley-Davidson Authorised Dealer;
 - any costs as a result of **your** participation in a criminal act or offence;
 - any costs as a result of **your** being under the influence of intoxicating liquor, or solvent abuse or drugs;
 - any loss, theft, damage, death, bodily injury, cost or expense that is not directly associated with the incident that caused **you** to claim, unless expressly stated in this policy.
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MAKING A COMPLAINT

We aim to provide **you** with first class cover and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

Please contact:
Customer Support
Harley | ASSIST™
102 George Street
Croydon
CR9 6HD

Email: customersupport@allianz-assistance.co.uk

Call: +44 (0)20 8603 9853

Please supply **us** with **your** name, address, vehicle registration and details of **your** complaint, enclosing copies of relevant correspondence as this will help **us** to deal with **your** complaint in the shortest possible time.



This handbook applies to motorcycles registered on or after 1st February 2017.

HARLEY | ASSIST™
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