

# Roadside Assistance Program

United Kingdom



# "DUCATI CARD ASSISTANCE PROGRAM"

Guide to the Motor Vehicle Assistance Program

## OPERATIONS CENTER TELEPHONE NUMBERS

To request assistance, **use the following phone numbers** (preceded by international prefix, if necessary).  
If you are not in your own country, **dial the phone number of the country where the Event has occurred.**

Country	Toll-free number	Toll call
<b>Andorra</b>	+34-91-594 93 40	+34-91-594 93 40
<b>Austria</b>	0800-22 03 50	+43-1-25 119 19398
<b>Belgium</b>	0800-14 134	+32-2-233 22 90
<b>Bulgaria</b>	(02)-986 73 52	+359- 2-986 73 52
<b>Croatia</b>	0800-79 87	+385-1-464 01 41
<b>Cyprus</b>	22 31 31 31	+357-22-31 31 31
<b>Czech Republic</b>	261 10 43 48	+420-2-61 10 43 48
<b>Denmark</b>	80 20 22 07	+45-80 20 22 07
<b>Estonia</b>	(0)-69 79 199	+372-69 79 199
<b>Finland</b>	(09)-77 47 64 00	+358-9-77476400
<b>France</b> (including Corsica), roads open to ordinary traffic	0800-23 65 10	+33-4-72 17 12 83
<b>Fyrom</b> (The Former Yugoslav Republic of Macedonia)	(02)-3181 192	+389-2-3181 192
<b>Germany</b>	0800-27 22 774	+49-89 76 76 40 90

Country	Toll-free number	Toll call
<b>Gibraltar</b>	91-594 93 40	+34-91-594 93 40
<b>Greece</b>	(210)- 9462 058	+30- 210-9462 058
<b>Hungary</b>	(06-1)-345 17 47	+36-1-345 17 47
<b>Iceland</b>	5 112 112	+354-5 112 112
<b>Italy</b> (including San Marino and Vatican City) <sup>2</sup>	<b>800.744.444</b>	<b>+39 02 66.16.56.10</b>
<b>Ireland</b>	1800-304 500	+353-1-617 95 61
<b>Latvia</b>	67 56 65 86	+371-67 56 65 86
<b>Lithuania</b>	(85)- 210 44 25	+370- 5- 210 44 25
<b>Luxembourg</b>	25 36 36 301	+352-25 36 36 301
<b>Malta</b>	21 24 69 68	+356-21 24 69 68
<b>Montenegro</b>	0800 -81 986	+382- 20- 234 038
<b>Netherlands</b>	0800-099 11 20	+31-70-314 51 12
<b>Norway</b>	800-30 466	+47-800-30 466
<b>Poland</b>	061 83 19 885	+48 61 83 19 885
<b>Portugal</b>	800-20 66 68	+351-21-942 91 05
<b>Principality of Monaco</b>	+33- 4-72 17 12 83	+33- 4-72 17 12 83
<b>Romania</b>	021-317 46 90	+40-21-317 46 90
<b>Serbia</b>	(011)-240 43 51	+381-11-240 43 51
<b>Slovakia</b>	(02)-492 05 963	+421-2-49 20 59 63
<b>Slovenia</b>	(01)-530 53 10	+386-1-530 53 10

Country	Toll-free number	Toll call
<b>Spain</b>	900-101 576	+34-91-594 93 40
<b>Sweden</b>	020-88 87 77	+46-771-88 87 77 (+46 8 5179 2873)
<b>Switzerland</b> (including Liechtenstein)	0800-55 01 41	+41 58 827 60 86
<b>Turkey</b>	(216) 560 07 50	+90-216-560 07 50
<b>Ukraine</b>	044-494 29 52	+380-44- 494 29 52
<b>United Kingdom</b>	00800-33 22 88 77	00800-33 22 88 77

If phone numbers are temporarily inactive due to a malfunction to telephone lines, the Beneficiary may call the number of ACI Global Servizi Operations Center in Italy: **+39-02 66165610**.

Similarly, if the coverage provided in the Agreement should extend to other countries of the European Union after the printing of this booklet, the number to request Assistance remains the ACI Global Servizi Operations Center number in Italy: **+39-02 66165610**.

**<sup>1</sup>WARNING - ROADSIDE ASSISTANCE ON FRENCH MOTORWAYS**

On motorways in France, please follow the following procedures when requesting roadside assistance:

- **if the Beneficiary is calling from a French telephone number, call "17" (Gendarmerie) to request Assistance and/or Towing.** If this is not the case, call "112";
- **contact the Operations Center of your own country as soon as the assistance/tow truck arrives. Give the data of the tow truck to avoid being charged for the service.** Or else, have the tow truck issue you the receipt after towing or servicing is completed so that you may be reimbursed later;
- **to request reimbursement, notify the Operations Center of your country immediately after the towing or servicing, giving the address and telephone number of the assistance center where the motor vehicle is recovered.** After that, the Operations Center in your country will be the contact for any further requests for services and/or reimbursements.

**<sup>2</sup>WARNING - ROADSIDE ASSISTANCE ON ITALIAN MOTORWAYS**

On motorways in Italy, the Beneficiary may request the tow truck by using the emergency call boxes. In these cases:

- if an assistance/tow truck having an agreement with the Italian Operations Center services the vehicle, the Beneficiary will not be charged **as long as he/she informs the Operations Center in Italy while servicing is taking place;**
- however, if a tow truck without an agreement with the Italian Operations Center services the vehicle, the Beneficiary will be reimbursed for the charges for the towing/repair, **on the condition that the Beneficiary informs the Operations Center in Italy while servicing is taking place and submits to the Operations Center the original copy of all documentation justifying the servicing.**

## DEFINITIONS

**Assistance:** the prompt assistance provided to the Beneficiary as a result of a Breakdown.

**Beneficiary:** subject who purchased the Motor Vehicle, properly authorized to use it or any rider properly authorized by him/her, as well as any passengers legitimately transported aboard the Motor Vehicle within the number of seats allowed by the vehicle registration.

**Abroad:** all European countries indicated in the section "Territorial Extension", except for the country of residence of the Beneficiary.

**Accident:** any event in connection with traffic circulation (collision with another vehicle, collision with a stationary object, overturning of the vehicle, going off the road), causing the Motor Vehicle damage that results in its immediate immobilization, or that it permits it to continue, but with the risk of aggravating the damage, or causing the Beneficiary to risk personal injury or distress or that impedes the normal flow of traffic.

**Agreement:** Agreement no. AGS200010 (entered into by and between DUCATI MOTOR HOLDING Spa and ACI Global Servizi Spa), which regulates the services described below.

**Assistance Supplier:** the assistance organizations, specifically the Automobile Clubs, Touring Clubs and similar organizations in each country indicated in the section "Territorial extension," coordinated by the European-wide

organization ARC Europe, provide assistance services to Beneficiaries, in addition to third party Suppliers having agreements with the above-mentioned organizations.

**Breakdown:** any sudden or unforeseen malfunction of the Motor Vehicle which requires its immediate immobilization, or allows its continued use, but with the risk of aggravating the damage or causing the Beneficiary to risk personal injury and/or distress or impede the normal flow of traffic. Breakdowns include those malfunctions due to negligence on the part of the Beneficiary (such as battery failure, tyre puncture, running out of fuel, loss or breakage of the keys to the Motor Vehicle, or blockage of the lock) which do not permit the use of the Motor Vehicle.

**Contracting Party:** DUCATI MOTOR HOLDING Spa.

**Event:** the event in which a Breakdown or Accident takes place, in response to which the services of Assistance are provided as set out in the Agreement.

**Motor Vehicle:** all new vehicles with two wheels bearing the Ducati brand sold by the DUCATI Sales and Assistance Network (or directly by the Contracting Party himself), registered during the period of validity of the Agreement. Multistrada V4: every Multistrada V4 model Vehicle sold in Austria, Belgium, France, Germany, Italy, Ireland, Luxembourg, Norway, Netherlands, Portugal, United Kingdom, Spain, Sweden, Switzerland. For this Vehicle model, please refer to the specifications reported in some

services described below and included in the "DUCATI CARD ASSISTANCE PROGRAM".

**Operations Centre:** the organisation of ACI Global S.p.A. composed of human resources and technical equipment on call 24 hours a day, 365 days a year, which ensures telephone contact with the Beneficiary and organizes and provides services of Assistance included in the Agreement.

**Place of Destination:** Point of Assistance belonging to the DUCATI Sales and Assistance Network which is nearest the location of the immobilized vehicle and where the Motor Vehicle is to be transported. In countries without the DUCATI network, it is the nearest reliable point of Assistance.

**Residence:** the address of the Beneficiary and where he has established official residence.

Roadside Assistance: the service of Roadside Repair and Towing.

**Roadside Repair:** the service of roadside assistance provided by a servicing vehicle which can perform on-site repair to enable continuance of the trip without the need of Towing the Motor Vehicle.

**Sales and Assistance Network:** the official Network of authorized Ducati dealers and service centers, or, in countries where the DUCATI Network is absent, the nearest reliable point of assistance.

**Theft(s):** the crime of taking possession of another's property, appropriating it from its rightful owner for purposes of profit for oneself or others.

**Towing:** the Roadside Assistance service involving the transport of the Motor Vehicle in need of assistance to the Place of Destination.

**Trip(s):** any and all movements of the Beneficiary which exceed 50 Km from the Beneficiary's Residence or Abroad in one of the Countries specified in the section "Territorial Extension".

## ACI GLOBAL SERVIZI ASSISTANCE SERVICES

**ACI Global Servizi Spa** provides the Beneficiary with the services indicated below in case of an Event, directly or through its Assistance Suppliers in pursuance of Agreement no. AGS200010 entered into by and between DUCATI and ACI Global Servizi, up to the limits provided.

### **1) Roadside Assistance (Roadside Repair and Towing)**

In case of Breakdown or Accident to the Motor Vehicle, and provided that the Motor Vehicle is on a road open to traffic and can be reached by an assistance/tow truck, the Operations Center will send to the location indicated by the Beneficiary a tow truck under the following conditions. The tow truck sent directly to the immobilized Motor Vehicle at the request of the Beneficiary, may perform the following services without charges to the Beneficiary:

- a) perform on-site Roadside Repair of limited extent. **The cost of spare parts for minor repairs will be charged to the Beneficiary, who shall reimburse the assistance/tow truck personnel directly;**
- b) perform Towing of the Motor Vehicle to the Place of Destination. **Within a distance of 30 Km to and from the location of the immobilized vehicle,** the Beneficiary may indicate the Place of Destination of his preference.

If the Motorcycle is a Multistrada V4, within a distance of 50 Km to and from the location of the immobilized vehicle, the Beneficiary may indicate the Place of Destination of his preference.

During the closing hours of the Place of Destination, or if the mileage between the location of the immobilized vehicle and the Place of Destination is over 30 Km (calculated as the mileage of the tow truck to and from the site), the Operations Center will organize later Towing of the Motor Vehicle at the earliest convenience and in any case compatibly with the servicing requirements of the Assistance Supplier that has performed Roadside Assistance. In the event the Place of Destination is closed (night hours, Sundays and holidays) Towing will be carried out in the hours immediately following opening, and the charges for parking will be charged to the Beneficiary.

The service of Roadside Assistance (as described in the present section 1) does not include charges made necessary for the recovery of the Motor Vehicle if off the roadway.

It is understood that the Beneficiary hereby authorizes the Company to perform transport of the Motor Vehicle even in the Beneficiary's absence, and in such case, exempts the Company from any and all damages to which the Motor Vehicle could be subjected at the time of delivery to the **Place of Destination**, unless the damages are not unequivocally attributable to the service of removal and transport.



## 2) Information Service

The Beneficiary may contact the Operations Center **Monday to Friday from 9 a.m. to 6 p.m.** to obtain information regarding the following:

- DUCATI Sales and Assistance Network; Tourism: plane flights, ferries, trains, hotels, campgrounds, restaurants, skiing locations, spas, holiday villages, travel agencies, information on exchange rates and bureaucratic procedures for travelling abroad, weather, vaccinations;
- Motorcycling information: motorway cafes, restaurants, and motorway service stations, traffic and weather, what to do in case of accident, Road Rules, reporting Claims, Civil Liability;
- Bureaucratic information: Identity card, passport, driver's license, vehicle registration, inspection, report of loss, duplicate requests.

## 3) Transport of passengers following roadside assistance - taxi service

When the Roadside Assistance service as described in section 1 above is activated by the Operations Center following a Breakdown or Accident and the Motor Vehicle cannot be repaired at the site of the immobilized vehicle by the servicing vehicle, the Beneficiary and eventual passenger will be placed in the condition to reach the point of the Sales and Assistance Network where the Motor Vehicle will be transported, utilizing, where possible, the same vehicle that has transported it. Moreover, the Operations Center shall provide a taxi for the Beneficiary, through the Organisational structure, so that he/she may

conveniently reach a hotel, or the nearest railway station, bus depot or airport. In all cases, **the total cost of the taxi underwritten by the Operations Center amounts to € 52,00 including VAT. If the motorcycle is a Multistrada V4, the total cost of the taxi underwritten by the Operations Center amounts to € 75,00 including VAT. Taxi costs shall not be reimbursed if the taxi service is not requested directly from and authorized by the Operations Center.**

## 4) Return of passengers or continuance of the trip

If the occurrence of Roadside Assistance due to Accident or Breakdown during the Trip requires the Motor Vehicle to be immobilized for repairs for over **36 hours in the country of residence of the Beneficiary (or 5 days abroad)**, the Operations Center, through notification to the Operations Center by the Sales and Assistance Network or by the repair garage where the Motor Vehicle is recovered, shall give the Beneficiary a choice of one of the following services:

- a) Return of passengers to the place of Residence, providing them with a railway ticket (first class), or, if the journey is longer than 6 hours by rail, an airline ticket in economy class. **The cost charged to the Company shall not exceed € 258.00 VAT included per person per Event.**
- b) Continuation of the passengers' journey until their original destination, providing them with a first class railway ticket or, if the journey is longer than 6 hours by rail, an airline ticket in economy class. **The cost charged to the Company shall not exceed € 258.00 VAT included per person per Event.**

This service shall be provided according to the same procedures and with the same limitations also as a result of the Theft of the Motor Vehicle during the Trip.

#### **5) Recovery of the repaired or found Motor Vehicle**

If the occurrence of Roadside Assistance due to Breakdown or Accident during the trip requires the Motor Vehicle to be immobilized **for over 12 hours**, the Operations Center, upon notification by the Sales and Assistance Network or repair garage where the Motor Vehicle is recovered, **and in the case where the Beneficiary has already used the service described in the preceding section 4 ("Return of passengers of continuance of trip")**, shall provide the Beneficiary with a one-way railway ticket (first class) or, if the journey is longer than 6 hours, a one-way airline ticket (economy class) for the purpose of recovering the repaired Motor Vehicle.

This service is provided according to the same procedures and with the same limitations, also should the Motor Vehicle be found following its Theft during the trip. **The maximum amount payable by the Operations Center is € 400.00 VAT included for each Event.**

#### **6) Return of the Motor Vehicle from Abroad**

If following a Roadside Assistance due to an Accident or Breakdown abroad, the immobilized Motor Vehicle **cannot be repaired within 36 hours, or is irreparable**, the **Operations Center** shall organize and **pay** for the transport of the Motor Vehicle to a DUCATI Authorized Service Center nearest the Beneficiary's residence, **up to and not**

exceeding a cost of € 1,800.00 for each Event or if the motorcycle is a Multistrada V4, the total cost to be borne by the Operations Center will be € 2,500 VAT included per Event.

The cost of any Customs fees, repairs to the Motor Vehicle and motorcycle accessories that may have been stolen previous to the arrival of the assistance/towing vehicle from the Operations Center are the sole responsibility of the Beneficiary.

The cost of transport charged to the Operations Center shall not in any case exceed the sale value of the Motor Vehicle in the condition it is in at the moment of the request.

The service is not available when the damage suffered permits the Motor Vehicle to continue the trip without risk of aggravating the damage itself or posing a risk to the safety of its passengers.

#### **7) Search and forwarding of spare parts Abroad**

When a Roadside Assistance due to Breakdown or Accident to the Motor Vehicle abroad causes it to be immobilized and the spare parts needed for repairs and essential to the vehicle's operation cannot be obtained on site, the Operations Center shall procure the spare parts through the DUCATI Sales and Assistance Network and forward them as promptly as possible, in accordance with the local laws governing transport of goods. **All expenses for spare parts and any customs duties shall be charged to the Beneficiary**, while the cost of finding and forwarding the parts shall be charged to the Operations Center.

#### 8) Hotel expenses

When a Roadside Assistance due to Breakdown or Accident during the Trip forces the immobilization of the Motor Vehicle on site and the repair will require **over 36 hours**, the Operations Center shall provide accommodations for the Beneficiary and any passenger in a local hotel, **underwriting the cost of the room and breakfast up to a maximum of 3 days and a maximum of € 77.50 including VAT per person and per night**, whose total shall not exceed the maximum amount of € 310.00 including VAT per Event. If the motorcycle is a Multistrada V4, the cost of the room and breakfast up to a maximum of 3 days, to be borne by the Operative Centre, will be € 100.00 including VAT per person per night, whose total shall not exceed the maximum amount of € 400.00 including VAT per Event.

#### 9) Recovery of the Motor Vehicle when off a roadway - in case of accident

In case of an Accident and the Motor Vehicle is immobilized off a roadway, the Operations Center shall provide for an assistance/towing vehicle to be sent directly to the immobilized Motor Vehicle at the request of the Beneficiary, and the cost of recovering the Motor Vehicle **shall be charged to the Operations Center up to a maximum amount of € 258.00 including VAT for each Event.**

The Motor Vehicle shall be transported to the point of Sales and Assistance Network nearest the location of the immobilized vehicle, or to the nearest reliable repair shop.

**The transport, due to the circumstances above, shall take place solely within the borders of the country where the Event occurred**, unless the Beneficiary and the Operations Center.

**In the case where the service station/garage of destination is closed (nights and holidays), the transport shall be carried out promptly upon its opening, and all parking fees shall be charged to the Beneficiary.**

It is understood that **the Beneficiary authorizes the Operations Center to carry out the transport of the Motor Vehicle even in the Beneficiary's absence, and that, in that case, the Company shall not be held responsible for any damages noted to the Motor Vehicle at the moment of its consignment to a point of the Sales and Assistance Network**, unless the damages suffered are unquestionably caused by the towing/transport service itself.

#### 10) Posting of bail or deposit abroad

If the Beneficiary is arrested while on a Trip Abroad, or is threatened with possible arrest as a result of a traffic-related charge, and is required to post bail or pay a deposit in order to regain his liberty, **the Operations Center shall ask the Beneficiary to designate a person who can provide the Operations Center with the amount required. At the same time, the Operations Center shall pay the amount on location, or furnish the amount required to the Beneficiary, up to a maximum amount of € 2.582,00 including VAT.**

## EXCLUSIONS

Without prejudice to the fact that Assistance will not be in effect if the procedure has not been previously authorized by the Operations Center, the services shall not be provided in the following cases.

### A) Exclusions to "MOTOR VEHICLE ASSISTANCE"

The Services provided by ACI Global Servizi shall not be provided in case of Events:

- occurring during participation in competitive races or trials and training (except for reliability trials);
- as a result of the improper use of the Motor Vehicle;
- occurring if an unauthorized driver or driver without valid driver's license is driving the Motor Vehicle.

Furthermore, the following do not constitute a Breakdown (and as a result do not benefit from the services detailed above): the immobilization of the Motor Vehicle as a result of systematic recalls by the Motor Vehicle manufacturer, by routine and non-routine maintenance procedures, by checks, installation of accessories, as well as the lack of maintenance, or bodywork as a result of wear, defect, breakage or failure to operate.

Excluded are all damage to personal effects and to goods transported on the Motor Vehicles and any financial loss due to the Event.

Excluded are requests by the Beneficiary for reimbursement for services utilized without the prior

consent of the Operations Center, except in cases of Road Assistance on the motorway where the assistance of an Assistance Supplier without an agreement with the Operations Center is made necessary, or except in cases where the Beneficiary fails to contact the Operations Center due to causes of force majeure.

The services shall be suspended in the case in which one of the countries specified in the section "Territorial Extension" is in a state of declared or de facto war, limited to that country or countries affected.

## GENERAL NORMS

Effective date of the services

Coverage is effective from the date of consignment of the **Motor Vehicle for a period equal to the duration of the motorbike warranty. This applies to the factory warranty but also to the period of coverage of the Ever Red warranty extension**, it being understood that the date of consignment is to be notified to ACI Global Servizi in observance of the established procedures (in case of dispute, this notification will be considered valid), and it being understood that the date falls within the period of validity of the Agreement.

Territorial Extension

Coverage is valid for Events in the following European countries: Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (including Corsica), Fyrom, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (including Republic of San Marino and Vatican City), Latvia, Lithuania, Luxembourg, Malta, Montenegro, Netherlands, Norway, Poland, Portugal, Principality of Monaco, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland (including Liechtenstein), Turkey, Ukraine, United Kingdom.

Reimbursement for services that are wrongfully obtained.

The Contracting Party and the Companies reserve the right to request reimbursement from the Beneficiary of charges underwritten for Assistance services that are confirmed as not in accordance with the Agreement or the Law.

Failure to use the services

**In case of services not utilized or utilized only in part by choice of the Beneficiary or by negligence (including the non-activation of the procedure for prior authorization of services by the Operations Center) the Companies are not obliged to provide services, reimbursement or indemnity, or any other assistance, as an alternative or as compensation.**

### Limitations of liability

The Companies shall not be liable for delays or impediments arising during the execution of the services or Assistance in case of events already excluded in accordance with the Agreement, as well as due to force majeure (e.g., natural disasters, labour strikes) or for procedures or provisions of the Authorities of the Country in which Assistance was given.

## HOW TO REQUEST ASSISTANCE

### Obligations in case of Event

**In case of Event, the Beneficiary must notify the Operations Center, following the procedures required for individual insurance services as indicated below. Failure to fulfil this obligation may result in the total or partial loss of the right to indemnity.**

As soon as the Event cause has occurred, the Beneficiary, or any other person acting on his/her behalf, must immediately notify the Operations Centre only by dialling the 24-hour number among those given on the first page of this booklet.

If phone numbers are temporarily inactive due to a malfunction to telephone lines, the Beneficiary may call the number of ACI Global Servizi Operations Center in Italy: +39-02 66165610.

Similarly, if the coverage provided in the Agreement should extend to other countries of the European Union in addition to those listed in the section "Territorial Extension" after the printing of this booklet, the number to call to request Assistance remains that of ACI Global Servizi Operations Center in Italy: +39-02 66165610.

To access services, the Beneficiary must provide the Operations Center with the following information:

- a) name and surname;
- b) address - even temporary - and phone number of calling location;
- c) make, model, displacement and version of the Motor Vehicle;
- d) license plate number and/or VIN of the Motor Vehicle;
- e) type of service requested.

After receiving the information above, the Operations Center shall verify that the caller is entitled to the services, and confirm his/her right to make use of them.

All services must be authorized by the Operations Center. Lack of authorization carries the penalty of forfeiting all rights.

**THE OPERATIONS CENTER RESERVES THE RIGHT TO REQUEST ANY ADDITIONAL DOCUMENTATION REGARDING THE EVENT REPORTED.**

The text of this booklet include an excerpt of AGREEMENT no. AGS200010 FOR THE RENDERING OF SERVICES RELATED TO ROADSIDE ASSISTANCE "DUCATI CARD ASSISTANCE PROGRAM" entered into by and between DUCATI MOTOR HOLDING Spa (the Contracting Party) and ACI Global Servizi Spa.

For legal purposes, the entire text of the Agreement, deposited with DUCATI MOTOR HOLDING Spa: - Via Cavaliere Ducati no. 3 - 40132 BOLOGNA - Italy is the sole valid version.





***DUCATI***

**DUCATI CARD ASSISTANCE PROGRAM**  
is realised in collaboration with  
**ACI Global Servizi**



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