

Roadside Assistance Program

United Kingdom



“DUCATI CARD ASSISTANCE PROGRAM – MULTISTRADA V4”

Guide to the Motor Vehicle Assistance Program

Conditions applicable to all Multistrada V4
registered in the following countries:

Austria, Belgium, France, Germany, Italy, Ireland, Luxembourg, Norway,
Netherlands, Portugal, United Kingdom, Spain, Sweden, Switzerland.

OPERATIONS CENTRE TELEPHONE NUMBERS

To request Assistance:

- **Event in the country of origin:** call the **toll-free number for your country** as specified in the **first column of the table**.
- **Event out of the country of origin:** call the **paid number for your country** including the **prefix, as specified in the second column of the table**.

Should you have any problems in calling the number for your country from abroad, dial the phone number of the country where the Event has occurred.

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

Country	Toll-free number	Toll call
Andorra	+34-91-594 93 40	+34-91-594 93 40
Austria	0800-22 03 50	+43-1-25 119 19398
Belgium	0800-14 134	+32-2-233 22 90
Bulgaria	(02)-986 73 52	+359- 2-986 73 52
Cyprus	25 561580	+357 25 561580
Croatia	0800-79 87	+385-1-464 01 41
Denmark	80 20 22 07	+45-80 20 22 07
Estonia	(0)-69 79 199	+372-69 79 199
Finland	(09)-77 47 64 00	+358-9-77476400
France (including Corsica), roads open to ordinary traffic ¹	0800-23 65 10	+33-4-72 17 12 83
Fyrom (former Yugoslav republic of Macedonia)	(02)-3181 192	+389-2-3181 192
Germany	0800-27 22 774	+49-89 76 76 40 90
Gibraltar	91-594 93 40	+34-91-594 93 40
Greece	(210)- 9462 058	+30- 210-9462 058

Country	Toll-free number	Toll call
Ireland	1800-304 500	+353-1-617 95 61
Iceland	5 112 112	+354-5 112 112
Italy (including San Marino and Vatican City) ²	800.744.444	+39 02 66.16.56.10
Latvia	67 56 65 86	+371-67 56 65 86
Lithuania	(85)- 210 44 25	+370- 5- 210 44 25
Luxembourg	25 36 36 301	+352-25 36 36 301
Malta	21 24 69 68	+356-21 24 69 68
Montenegro	0800 -81 986	+382- 20- 234 038
Norway	800-30 466	+47-800-30 466
Netherlands	0800-099 11 20	+31-70-314 51 12
Poland	061 83 19 885	+48 61 83 19 885
Portugal	800-20 66 68	+351-21-942 91 05
Principality of Monaco	+33- 4-72 17 12 83	+33- 4-72 17 12 83
United Kingdom	00800-33 22 88 77	00800-33 22 88 77
Czech Republic	261 10 43 48	+420-2-61 10 43 48
Romania	021-317 46 90	+40-21-317 46 90
Serbia	(011)-240 43 51	+381-11-240 43 51
Slovakia	(02)-492 05 963	+421-2-49 20 59 63
Slovenia	(01)-530 53 10	+386-1-530 53 10

Country	Toll-free number	Toll call
Spain	900-101 576	+34-91-594 93 40
Sweden	020-88 87 77	+46-771-88 87 77 (+46 8 5179 2873)
Switzerland (including Liechtenstein)	0800-55 01 41	+41 58 827 60 86
Turkey	(216) 560 07 50	+90-216-560 07 50
Ukraine	044-494 29 52	+380-44- 494 29 52
Hungary	(06-1)-345 17 47	+36-1-345 17 47

¹WARNING - 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 Centre 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 Centre of your country immediately after the towing or servicing, giving the address and telephone number of the assistance centre where the motor vehicle is recovered.** After that, the Operations Centre in your country will be the contact for any further requests for services and/or reimbursements.

²WARNING - 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 Centre services the vehicle, the Beneficiary will not be charged **as long as he/she informs the Operations Centre in Italy while servicing is taking place;**
- however, if a tow truck without an agreement with the Italian Operations Centre services the vehicle, the Beneficiary will be reimbursed for the charges for the towing/repair, **on the condition that the Beneficiary informs the Operations Centre in Italy while servicing is taking place and submits to the Operations Centre 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 authorised to use it or any rider properly authorised by him/her, as well as any passengers legitimately transported aboard the Motor Vehicle within the number of seats allowed by the vehicle registration.

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 organises and provides services of Assistance included in the Agreement.

Contracting Party: DUCATI MOTOR HOLDING Spa.

Agreement: Agreement no. AGS210029 (entered into by and between DUCATI MOTOR HOLDING Spa and ACI Global Servizi Spa), which regulates the services described below.

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.

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

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.

Assistance Supplier: the assistance organisations, specifically the Automobile Clubs, Touring Clubs and similar

organisations in each country indicated in the section "Territorial extension," coordinated by the European-wide organisation ARC Europe, provide assistance services to Beneficiaries, in addition to third party Suppliers having agreements with the above-mentioned organisations.

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.

Breakdown: any sudden or unforeseen malfunction of the Motor Vehicle which requires its immediate immobilisation, 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.

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 immobilisation, 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.

Place of Destination: Point of Assistance belonging to the DUCATI Sales and Assistance Network which is nearest

the location of the immobilised vehicle and where the Motor Vehicle is to be transported. In countries without the DUCATI network, it is the nearest reliable point of Assistance.

Motor Vehicle: every Multistrada V4 model Vehicle sold in Austria, Belgium, France, Germany, Italy, Ireland, Luxembourg, Norway, Netherlands, Portugal, United Kingdom, Spain, Sweden, Switzerland.

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

Sales and Assistance Network: the official Network of authorised Ducati dealers and service centres, or, in countries where the DUCATI Network is absent, the nearest reliable point of assistance. **Roadside Assistance:** the service of Roadside Repair and Towing.

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

Trip: 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. AGS210029 entered into by and between DUCATI and ACI Global Servizi, up to the limits provided.

1) Roadside Assistance

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 Centre will send to the location indicated by the Beneficiary a tow truck under the following conditions. The tow truck sent directly to the immobilised 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 50 Km from the location of the immobilised 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 immobilised 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 Centre will organise 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 Beneficiary may choose his preferred destination within a distance of 50 km. The charges for parking will be charged to the Operations Centre up to a maximum of 3 days. It is understood that the Beneficiary hereby authorises the Operations Centre to perform transport of the Motor Vehicle even in the Beneficiary's absence, and in such case, exempts the Operations Centre 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. The service of Roadside Assistance does not include charges made necessary for the recovery of the Motor Vehicle if off the roadway. These expenses shall be charged to the Beneficiary.

2) Information Service

The Beneficiary may contact the Operations Centre **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, camping grounds, 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 Centre following a Breakdown or Accident and the Motor Vehicle cannot be repaired at the site of the immobilised 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, utilising, where possible, the same vehicle that has transported it. Moreover, the Operations Centre 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 Centre amounts to € 100,00 including VAT. Taxi costs shall not be reimbursed if the taxi service is not requested directly from and authorised by the Operations Centre.**

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 immobilised for repairs for over **36 hours in the country of residence of the Beneficiary (or 5 days abroad)**, the Operations Centre, through notification to the Operations Centre 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 immobilised **for over 12 hours**, the Operations Centre, 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 Centre 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 immobilised Motor Vehicle **cannot be repaired within 36 hours, or is irreparable, the Operations Centre shall organise and pay** for the transport of the Motor Vehicle to a DUCATI Authorised Service Centre nearest the Beneficiary's residence, **up to and not exceeding a cost of € 2,500 for each 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 Centre are the sole responsibility of the Beneficiary. The cost of transport charged to the

Operations Centre 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.

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 immobilised and the spare parts needed for repairs and essential to the vehicle's operation cannot be obtained on site, the Operations Centre 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 Centre.

8) Hotel expenses

When a Roadside Assistance due to Breakdown or Accident during the Trip forces the immobilisation of the Motor Vehicle on site more than 50 km away from their place of residence, the Operations Centre shall provide accommodations for the Beneficiary and any passenger in a local 4-star hotel, **underwriting the cost of the room and breakfast up to a maximum of 4 days 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 immobilised off a roadway, the Operations Centre shall provide for an assistance/towing vehicle to be sent directly to the immobilised Motor Vehicle at the request of the Beneficiary, and the cost of recovering the Motor Vehicle **shall be charged to the Operations Centre 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 immobilised 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 Centre.

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 authorises the Operations Centre 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 Centre shall ask the Beneficiary to designate a person who can provide the Operations Centre with the amount required.** At the same time, **the Operations Centre 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.**

11) Replacement Car

If, following Towing for a Breakdown, the Motor Vehicle remains immobilised and the repair cannot be carried out on the same day, the Beneficiary may request a Replacement Car from the Operations Centre. The Replacement Car, for private use, without driver, with unlimited mileage, covered by compulsory Third Party Liability insurance and of category B or D, depending on availability at the time and place, will be made available to the Beneficiary for the period of time strictly necessary for the repair and, in any case, **for a maximum of 3 working days.**

The Replacement Car, for private use, without driver, with unlimited mileage, covered by compulsory Third Party Liability insurance and of category B or D, depending on availability at the time and place, will be made available to the Beneficiary until reopening of the Ducati Sales and Service Network point. In any case, the costs of fuel and insurance not required by law, penalties for damages and Theft, the costs of any additional optional services (by way of example only: snow chains, winter tyres, satellite navigation system, child seat, etc.), as well as any drop-off cost (i.e. return of the replacement car in a country other than the one in which it was collected) will be charged to the Beneficiary.

The Replacement Car will be made available:

- through the contracted car rental companies;
- in accordance with the legal restrictions on driving by newly licensed drivers;
- according to the availability of vehicles and to the contractual conditions provided (to collect the replacement car, the Beneficiary will be asked to pay a security deposit by means of a valid credit card, for an amount that varies depending on the rental company);
- at the rental stations of said companies according to their opening hours. The immobilisation of the Motor Vehicle as a result of scheduled maintenance operations or recalls by the manufacturer does not constitute a Breakdown.

EXCLUSIONS

Without prejudice to the fact that Assistance will not be in effect if the procedure has not been previously authorised by the Operations Centre, 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 unauthorised 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 immobilisation 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 utilised without the prior consent of the Operations Centre, except in cases of Road Assistance on the motorway where the assistance of an Assistance Supplier without an agreement with the Operations Centre is made necessary, or except in cases where the Beneficiary fails to contact the Operations Centre 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 utilised or utilised only in part by choice of the Beneficiary or by negligence (including the non-activation of the procedure for prior authorisation of services by the Operations Centre) 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 Centre, 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 Centre 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 Centre in Italy: +39-02 66165610.

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

- 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 Centre shall verify that the caller is entitled to the services, and confirm his/her right to make use of them. All services must be authorised by the Operations Centre. Lack of authorisation carries the penalty of forfeiting all rights.

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

The text of this booklet include an excerpt of AGREEMENT no. AGS210029 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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e coordinamento di AUDI AG

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