



TRAVEL INSURANCE

Policy Wording

PLEASE SEE
VALIDATION
CERTIFICATE FOR
LEVEL OF COVER
AND COVER
TYPE



Important Notice

This policy does not cover pre-existing **Medical Conditions**. Please refer to Important Conditions Relating to Health section.
Please do not Curtail any Trip or incur inpatient medical expenses without first contacting the assistance company on + 44 (0) 331 630 4697 if calling from outside the UK.

The cover outlined in this document is only valid if you have paid the appropriate insurance premium to Multitrip.com.

TRAVEL INSURANCE SCHEDULE OF COVER

Section/Description	Essential Cover Limit	Excess	Premier Cover Limit	Excess
	(per insured person, per section)	(per insured person, per section)	(per insured person, per section)	(per insured person, per section)
A. Cancellation or Curtailment	Up to £1,000	£145 (Loss of deposit £75)	Up to £3,000	£95 (Loss of deposit £30)
B. Emergency Medical and other Expenses* Including Emergency Assistance Services Emergency Dental Pain Relief	Up to £20,000,000 £250	£145	Up to £20,000,000 £250	£95 (£125 Over 65's) £95
C. Hospital Benefit*	Up to £1,000 (£20 per day)	N/A	Up to £1,000 (£20 per day)	N/A
D. Personal Accident* Loss of Limbs or Sight (Aged under 66yrs) Permanent Total Disablement (Aged under 66yrs) Death Benefit (Aged 18 to 65yrs) Death Benefit (Under 18yrs or 66yrs or over) All Benefits (66yrs or over)	Maximum Benefit £20,000 £20,000 £10,000 £3,000 £3,000	N/A	Maximum Benefit £25,000 £25,000 £10,000 £3,000 £3,000	N/A
E. Baggage, Baggage Delay and Passport Single Article or Set of Articles Limit Valuables Limit in Total Delayed Baggage (after 12hrs) Replacement of Passport Emergency Passport Travel	Up to £1,600 £200 Up to £250 £150 (£50 per 24hrs) £250 £250	£145	Up to £2,000 £250 Up to £250 £250 (£50 per 24hrs) Up to £250 Up to £250	£95 £95 N/A
F. Personal Money and Documents Cash Limit (Currency notes and coins) Cash (Aged under 18yrs) Travel Documents	Up to £250 £200 £100 Up to £100	£145	Up to £500 £200 £100 Up to £250	£95
G. Personal Liability*	Up to £2,000,000	£145	Up to £2,000,000	£200
H. Hijack	N/A	N/A	£500 (£50 per day)	N/A
I. Missed Departure	£500	£145	Up to £750	£95
J. Catastrophe	N/A	N/A	Up to £500	£95
K1. Delayed Departure	£20 for each 12hrs (Up to Max £150)	N/A	£20 for each 12hrs (Up to Max £150)	N/A
K2. Holiday Abandonment	Up to £1,000 (after 24hrs)	£145	Up to £3,000 (after 24hrs)	£95
L. Third Party Supplier Insolvency	N/A	N/A	N/A	N/A
M. Credit Card Fraud	N/A	N/A	£300	£95
N. Legal Expenses	N/A	N/A	Up to £20,000	£95
P. Strike	N/A	N/A	Up to £200	N/A
Wintersports (Available upon payment of additional premium)				
Q1. Ski Equipment* Owned Hired Single Article Limit	Up to £300 Up to £300 £150	£100 £100	Up to £400 Up to £400 £200	£95 £95
Q2. Ski Hire*	£300 (£30 per day)	N/A	£400 (£40 per day)	N/A
Q3. Ski Pack*	£300 (£30 per day)	N/A	£300 (£30 per day)	N/A
Q4. Piste Closure*	£300 (£30 per day)	N/A	£300 (£30 per day)	N/A
Q5. Avalanche Closure*	Up to £300	£100	Up to £300	£95
Travel Disruption (Available upon payment of additional premium)				
R1. Extended Cancellation	Up to £1,000	£100	Up to £1,000	£95
R2. Extended Delay Departure	£20 for first 12hrs (£10 each 12hrs thereafter up to £200)	N/A	£20 for first 12hrs (£10 each 12hrs thereafter up to £200)	N/A
R3. Extended Holiday Abandonment	Up to £1,000	£100	Up to £1,000	£95
R4. Extended Missed Departure	Up to £500	£100	Up to £500	£95
R5. Accommodation	Up to £1,000	£100	Up to £1,000	£95
Cruise Cover (Available upon payment of additional premium)				
S1. Cruise Connection	£500	£100	£750	£95
S2. Cabin Confinement	£25 per day up to £500	N/A	£50 per day up to £1,000	N/A
S3. Missed Excursions	£250	£100	£350	£95
S4. Emergency Airlift	Included within Section B - Emergency Medical and other Expenses limit if Cruise Cover selected			
Optional Extras (Available upon payment of additional premium)				
T. Flight Cancellation	£500	£100	Up to £750	£95
U. Wedding/Civil Partnership Single Article or Set of Articles Limit	£500 £150	£100	Up to £1,000 £250	£95
V. Business Cover	£500	£100	Up to £1,000	£95
W1. Golf Equipment Single Article or Set of Articles Limit	£500 £100	£100	Up to £1,000 £150	£95
W2. Golf Equipment Hire	N/A	N/A	£200 (£50 per day)	N/A
W3. Green Fees	N/A	N/A	£200 (£50 per day)	N/A
X. Gadget Cover	See Validation Certificate	£100	See Validation Certificate	£95

* You are not covered under sections, B, C, D, G and Q for Winter Sports activities unless an additional premium has been paid and shown on the validation certificate.

+ For travel to the United States of America We only pay for reasonable and necessary emergency medical treatment, surgical, hospital, ambulance and nursing fees and charges. This means costs that are incurred for approved, eligible medical services or supplies up to 150% of the published medical rates for the same or similar treatment as payable by US Medicare.

TRAVEL INSURANCE SCHEDULE OF COVER

Section/Description	Premier Plus Cover Limit	Excess	Backpacker Cover Limit	Excess
	(per insured person, per section)	(per insured person, per section)	(per insured person, per section)	(per insured person, per section)
A. Cancellation or Curtailment	Up to £5,000	£50 (Loss of deposit £20)	Up to £2,000	£100 (Loss of deposit £25)
B. Emergency Medical and other Expenses* +	Up to £20,000,000	£50 (£75 Over 65's)	Up to £5,000,000	£100
Including Emergency Assistance Services				
Emergency Dental Pain Relief	Up to £250	£50	Up to £250	
C. Hospital Benefit*	Up to £1,000 (£20 per day)	N/A	Up to £1,000 (£10 per day)	N/A
D. Personal Accident*	Maximum Benefit	N/A	Maximum Benefit	N/A
Loss of Limbs or Sight (Aged under 66yrs)	£40,000		£10,000	
Permanent Total Disablement (Aged under 66yrs)	£40,000		£10,000	
Death Benefit (Aged 18 to 65yrs)	£10,000		£5,000	
Death Benefit (Under 18yrs or 66yrs or over)	£3,000		N/A	
All Benefits (66yrs or over)	£3,000		N/A	
E. Baggage, Baggage Delay and Passport	£3,500	£50	Up to £1,000	£100
Single Article or Set of Articles Limit	£350		£150	£100
Valuables Limit in Total	Up to £350		Up to £150	£100
Delayed Baggage (after 12hrs)	£300 (£75 per 24hrs)	N/A	£250 (£50 per 24hrs)	N/A
Replacement of Passport	Up to £250		Up to £250	N/A
Emergency Passport Travel	Up to £250		Up to £250	N/A
F. Personal Money and Documents	Up to £1,000	£50	Up to £500	£100
Cash Limit (Currency notes and coins)	£400		£300	£100
Cash (Aged under 18yrs)	£100		£100	N/A
Travel Documents	Up to £350		Up to £150	
G. Personal Liability*	Up to £3,000,000	£200	Up to £2,000,000	£250
H. Hijack	£1,000 (£100 per day)	N/A	£1,000 (£100 per day)	N/A
I. Missed Departure	Up to £1,000	£50	Up to £500	£100
J. Catastrophe	Up to £1,000	£50	Up to £500	£100
K1. Delayed Departure	£40 for each 12hrs (Up to Max £200)	N/A	£20 for each 12hrs (Up to Max £200)	N/A
K2. Holiday Abandonment	Up to £5,000 (after 24hrs)	£50	Up to £2,000 (after 24hrs)	£100
L. Third Party Supplier Insolvency	N/A	N/A	N/A	N/A
M. Credit Card Fraud	£500	£50	N/A	N/A
N. Legal Expenses	Up to £20,000	£50	Up to £10,000	£100
P. Strike	Up to £300	N/A	Up to £200	N/A
Wintersports (Available upon payment of additional premium)				
Q1. Ski Equipment* Owned	Up to £600	£50	Up to £400	£100
Hired	Up to £600	£50	Up to £300	
Single Article Limit	£300		£200	
Q2. Ski Hire*	£500 (£50 per day)	N/A	£300 (£30 per day)	N/A
Q3. Ski Pack*	£500 (£50 per day)	N/A	£300 (£50 per day)	N/A
Q4. Piste Closure*	£500 (£50 per day)	N/A	£300 (£50 per day)	N/A
Q5. Avalanche Closure*	Up to £500	£50	Up to £400	£100
Travel Disruption (Available upon payment of additional premium)				
R1. Extended Cancellation	Up to £1,000	£50	N/A	N/A
R2. Extended Delay Departure	£20 for first 12hrs (£10 each 12hrs thereafter up to £200)	N/A	N/A	N/A
R3. Extended Holiday Abandonment	Up to £1,000	£50	N/A	N/A
R4. Extended Missed Departure	Up to £500	£50	N/A	N/A
R5. Accommodation	Up to £1,000	£50	N/A	N/A
Cruise Cover (Available upon payment of additional premium)				
S1. Cruise Connection	£1,500	£50	N/A	N/A
S2. Cabin Confinement	£100 per day up to £1,500	N/A	N/A	N/A
S3. Missed Excursions	£750	£50	N/A	N/A
S4. Emergency Airlift	Included within Section B – Emergency Medical and other Expenses limit limit if Cruise Cover selected		N/A	N/A
Optional Extras (Available upon payment of additional premium)				
T. Flight Cancellation	Up to £1,000	£50	Up to £500	£100
U. Wedding/Civil Partnership	Up to £2,000	£50	N/A	N/A
Single Article or Set of Articles Limit	£300			
V. Business Cover	Up to £2,000	£50	N/A	N/A
W1. Golf Equipment	Up to £2,000	£50	N/A	N/A
Single Article or Set of Articles Limit	£200			
W2. Golf Equipment Hire	£400 (£75 per day)	N/A	N/A	N/A
W3. Green Fees	£400 (£75 per day)	N/A	N/A	N/A
X. Gadget Cover	See Validation Certificate	£50	N/A	N/A

* You are not covered under sections, B, C, D, G and Q for **Winter Sports** activities unless an additional premium has been paid and shown on the validation certificate.

+ For travel to the United States of America **We only pay for reasonable and necessary emergency medical treatment, surgical, hospital, ambulance and nursing fees and charges. This means costs that are incurred for approved, eligible medical services or supplies up to 150% of the published medical rates for the same or similar treatment as payable by US Medicare.**

TRAVEL INSURANCE POLICY

Introduction

This is **Your** travel insurance policy. It contains details of cover, conditions and exclusions relating to each **Insured Person** and is the basis on which all claims will be settled. If **You** can not find **Your** circumstances within this policy document, they are not covered. **Your** travel insurance policy is validated by the issue of the validation certificate which must be attached to the policy.

In return for having accepted **Your** premium **We** will in the event of **Bodily Injury**, death, illness, disease, loss, theft, damage or other specified events happening within the **Period of Insurance** provide insurance in accordance with the operative sections of **Your** policy as referred to in **Your** validation certificate.

The validation certificate and any endorsements are all part of the policy. **Your** policy is evidence of the contract of insurance.

Important Information

This policy will not cover any claim caused by or relating to medical pandemic or epidemic except where the claim arises under:

Section A: as a result of **You** or a **Close Relative** or **Travelling Companion** being medically diagnosed with Covid-19 or being personally instructed to self isolate by the NHS test and trace service or being compulsorily quarantined on the orders of **Your/** their treating **Medical Practitioner**, due to Covid-19, suspected Covid-19 or exposure to someone who has been diagnosed with Covid-19; or

Section B: whilst **You** are outside of **Your Home Area** because **You** need medical treatment for Covid-19 or **You** are compulsorily quarantined on the orders of **Your** treating **Medical Practitioner** due to Covid-19, suspected Covid-19 or exposure to someone who has been diagnosed with Covid-19.

The General Conditions and Exclusions, and Special Exclusions for Section A and B still apply. No other cover applies in respect of claims caused by or relating to medical pandemic or epidemic.

Note: The coverages provided under A & B above for compulsory quarantine relate specifically to individual quarantine on the orders of a treating **Medical Practitioner** and not general or mass quarantine. There is no cover for compulsory quarantine on arrival abroad as a result of local or national government, local authority or health authority regulations or travel restrictions. As an example, where overseas visitors are generally required to quarantine on arrival abroad, this would not be covered, however, if a **Travelling Companion** tested positive for Covid-19 on arriving at **Your** destination and **You** were compulsorily quarantined by a treating **Medical Practitioner** as a direct result of this, cover would apply.

Automatic extension of cover

If **You** are unable to return **Home** before **Your** cover ends due to reasons outside **Your** control, **Your** insurance will remain in force without additional premium for:

up to 14 days, if any vehicle **You** are travelling in breaks down, or **Your Public Transport** carrier in which **You** are travelling as a ticket holding passenger is cancelled or delayed;

up to 14 days, if due to the reasons set out in section R or

up to 30 days, if due to **Your** injury, illness or compulsory quarantine on the orders of **Your** treating **Medical Practitioner**.

We may extend **Your Period of Insurance** for longer if considered medically necessary by the **Assistance Company** under Section B - Emergency Medical and other Expenses.

Making Your Declarations – Taking Reasonable Care

Please take care when providing information to **Us** – failing to take reasonable care could mean **You** are liable for all or a proportion of any claim costs. **Your** policy and any quotations given are based upon **Your** answers to **Our** questions. If **We** later discover this information was incorrect, it may impact any claim entitlement. In these circumstances, **We** apply the Consumer Insurance (Disclosure and Representations) Act 2012. This means **We** may not pay all of **Your** claim or **Your** claim could be declined in full. If **We** apply these rules to **Your** claim, **We** will provide a full explanation so **You** know why. Examples of where **We** will apply this include if **You** travel to the a country outside of Europe when **Your** policy only covers Europe.

Policy Excess

Under most sections of the policy, claims will be subject to an **Excess**. This means that **You** will be responsible for paying the first part of each claim, per section, for each separate incident, payable for each **Insured Person**, unless the additional premium has been paid to waive the **Excess** as shown in the validation certificate.

Residency

This policy is only available to **You** if **You** are permanently resident in the **United Kingdom** and have been for the past six months prior to the date of issue.

The Law Applicable to this Contract

You and **We** can choose the law which applies to this policy. Unless **We** agree otherwise the laws of England and Wales govern this policy. If there is any disagreement about which law applies, English law will apply in which case **You** agree to submit to the exclusive jurisdiction of the courts in England and Wales. Unless agreed otherwise, **We** will communicate with **You** in English.

Type of Insurance and Cover

Travel insurance for single or annual multi **Trips** or Backpacker– Please refer to **Your** validation certificate for **Your** selected cover.

Some **Winter Sports** may also be included upon payment of an appropriate additional premium – **Your** validation certificate will show if **You** selected this option.

Travel Disruption, Flight Cancellation, **Cruise** Cover, Wedding, Golf and Business Cover may also be included upon payment of an appropriate additional premium – **Your** validation certificate will show if **You** selected these options.

We are covered by the Financial Services Compensation Scheme (FSCS)

In the unlikely event **We** cannot meet **Our** liabilities to **You**, **You** may be able to claim money from the Financial Services Compensation Scheme. **Your** rights will depend on the type of policy **You** have bought and the events surrounding **Your** claim. Further information about the scheme can be obtained from the Financial Services Compensation Scheme at:

Tel: 0800 678 1100 or 0207 741 4100

E-mail: enquiries@fscs.org.uk

Website: www.fscs.org.uk

UNDERWRITER

This insurance is underwritten by insurance Company 'Euroins' AD authorised and regulated by the Bulgarian Financial Supervision Commission. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the **UK** for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

ARRANGED BY

This exclusive travel insurance has been organised by Cover-More Blue Insurance Services Limited

Parkview, 82 Oxford Road, Uxbridge, UB8 1UX

Cover-More Blue Insurance Services Limited, trading as Multitrip.com is a private limited company incorporated in Ireland with company number 345681 and with its UK branch office registered at 82 Oxford Road, Uxbridge, Middlesex, UB8 1UX. It is authorised and regulated in the United Kingdom by the Financial Conduct Authority, Firm Reference No. 984290.

TERRITORIAL LIMITS

- Area 1** The **United Kingdom**, Channel Islands, Isle of Man and the Republic of Ireland.
- Area 2** The Continent of Europe west of the Ural Mountains, Madeira, Canary Islands, Iceland, the Azores, Mediterranean Islands and non-European countries bordering the Mediterranean (except Algeria, Lebanon and Libya).
- Area 3** Australia/New Zealand.
- Area 4** Worldwide including the Caribbean but excluding The United States of America, Canada, Alaska and Hawaii.
- Area 5** Worldwide including The United States of America, Canada, Alaska, Hawaii and the Caribbean.

DEFINITIONS

Any word or expression to which a specific meaning has been attached will bear the same meaning throughout this policy. For ease of reading the definitions are highlighted by the use of bold print and will start with a capital letter.

Accidental Damage

- means any damage, including fire and liquid damage, caused to the **Gadget** which was not deliberately caused by **You** or by wear and tear.

Assistance Company

- means IMG Global Response.

Baggage

- means luggage, clothing, personal effects, **Valuables, Golf Equipment** and other articles which belong to **You** (or for which **You** are legally responsible) which are worn, used or carried by **You** during any **Trip** excluding **Ski Equipment** and **Personal Money and Documents**.

Bodily Injury

- means an identifiable physical injury sustained by **You** due to a sudden, external, unexpected and specific event. Injury as a result of **Your** unavoidable exposure to the elements shall be deemed to have been caused by bodily injury.

Business Equipment

- means items used by **You** in support of **Your** business

activity including office equipment which is portable by design including, but not restricted to, personal computers, telephones and calculators forming part of **Your Baggage**.

Business Trip

- means a **Trip** taken wholly or in part for business purposes but excluding manual work.

Cancellation Period

- means the 14 days following the date the policy is received for new business or the 14 days from the renewal date.

Close Business Associate

- means any person whose absence from business for one or more complete days at the same time as **Your** absence prevents the proper continuation of that business.

Close Relative

- means mother, father, sister, brother, wife, husband, civil partner, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, aunt, uncle, niece, nephew, step parent, step child, step sister, step brother, foster child, legal guardian, next of kin, fiancé/fiancée, or partner (any couple, including same-sex, in a common law relationship or who have co-habited for at least 6 months).

Complications of Pregnancy and Childbirth

- means any of the following only:

- Toxaemia (toxins in the blood)
- Gestational diabetes (diabetes arising as a result of pregnancy)
- Gestational hypertension (high blood pressure arising as a result of pregnancy)
- Pre-eclampsia (where **You** develop high blood pressure, carry abnormal fluid and have protein in **Your** urine during the second half of pregnancy)
- Ectopic pregnancy (a pregnancy that develops outside of the uterus)
- Molar pregnancy or hydatidiform mole (a pregnancy in which a tumour develops from the placental tissue)
- Post-partum haemorrhage (excessive bleeding following childbirth)
- Retained placenta membrane (part or all of the placenta is left behind in the uterus after delivery)
- Placental abruption (part or all of the placenta separates from the wall of the uterus)
- Hyperemesis gravidarum (excessive vomiting as a result of pregnancy)
- Placenta praevia (when the placenta is in the lower part of the uterus and covers part or all of the cervix)
- Stillbirth
- Miscarriage
- Emergency Caesarean section
- A termination needed for medical reasons
- Premature birth more than 8 weeks (or 16 weeks if **You** know **You** are having more than one baby) before the expected delivery date

Cruise

- means a **Trip** involving a sea voyage of more than three days

total duration, where transportation and accommodation is primarily on a passenger carrying liner, ship or river cruiser.

Curtailment/Curtail

– means either:

- abandoning or cutting short the **Trip** by immediate direct early return to **Your Home Area**, in which case claims will be calculated from the day **You** returned to **Your Home Area** and based on the number of complete days of **Your Trip** **You** have not used, or
- by attending a hospital as an in-patient or being confined to **Your** accommodation due to compulsory quarantine on the orders of **Your** treating **Medical Practitioner**, in either case for a period in excess of 48 hours outside **Your Home Area**. Claims will be calculated from the day **You** were admitted to hospital or confined to **Your** accommodation and based on the number of complete days for which **You** were hospitalised, quarantined or confined to **Your** accommodation.

Excess

– means where applicable the excess is the first amount of each claim, per section, for each separate incident payable for each **Insured Person** unless the additional premium has been paid to waive the **Excess**. The **Excess** in Sports and Activities: Grade 2-4 will still apply regardless of including **Excess** waiver.

Family Cover

– means up to two adults and any number of their children, step children or foster children aged under 19 (or under 24yrs if living at **Home** and in full time education), accompanying the parents or legal guardian insured on the same policy travelling on any **Trip** to the same destination. Under annual multi **Trip** cover any child under 16 years cannot travel independently. Any child 16 years or over is covered to travel independently from their parents provided they are travelling on an organised school or college **Trip** only and with a responsible adult 18 years or over.

Gadget

– means the item(s) insured by this **Gadget** Cover additional upgrade. Only item(s) from the following list will be covered: MP3 Players, iPods, Smartphones, DVD Players, iPads, Games Consoles, Digital Cameras, Video Cameras, Mobile Phones, PDAs, Laptops, Bluetooth Headsets, Satellite Navigation Devices, E-Readers, Camera Lenses, In-Car Computers, Head/Ear Phones and Tablets.

Golf Equipment

– means items used in support of golfing including but not restricted to golf clubs, golf bag, golf shoes and non motorised golf trolley forming part of **Your Baggage**.

Hijack

– means the unlawful seizure or wrongful exercise of control of an aircraft or conveyance that **You** are travelling in as a passenger.

Home

– means **Your** normal place of residence in the **United Kingdom**.

Home Area

– means for residents of the **United Kingdom** **Your Home Area** means the **United Kingdom**.

Immediate Family

– means **Your** mother, father, children, brothers, sisters, spouse

and domestic partner who is permanently residing with **You**.

International Departure Point

– means the final departure point in the **United Kingdom** on **Your** outward journey or **Your** final departure point overseas to return **You** back to the **United Kingdom** on **Your** return journey.

Loss

– means that the **Gadget** has been accidentally left by **You** in a location and **You** are permanently deprived of its use.

Malicious Damage

– means the intentional or deliberate actions of another party which causes damage to **Your Gadget**.

Medical Condition

– means any illness, injury, disease or condition. This includes any anxiety state or depression, mental, nervous or emotional disorder.

Medical Practitioner

– means a registered practising member of the medical profession recognised by the law of the country where they are practising, who is not related to **You** or any person who **You** are travelling with.

Period of Insurance

– means if annual multi **Trip** cover is selected: the policy cover start date and end date shown in the validation certificate. Cover for individual **Trips** applies as follows:

for Section A - Cancellation Cover – cover applies from the policy start date or the date of booking a **Trip**, whichever is later, and ends when **You** leave **Your Home** to begin a **Trip**.

for **Curtailing a Trip** and for all other sections – cover applies when **You** leave **Your Home** to begin a **Trip** and ends when **You** return **Home**.

Each **Trip** must not exceed the number of days shown under **Trip** duration in the validation certificate.

We will cover **Trips** booked during one **Period of Insurance** but not taking place until the next **Period of Insurance** if **Your** annual multi-**Trip** policy is still in force at the time of the incident resulting in a claim.

For **Trips** outside the **UK**, the maximum number of days **You** are covered for in any one **Period of Insurance** is 183 days.

– means if Single **Trip** cover is selected: the policy cover start date and **Trip** duration shown in the validation certificate. Cover for **Your Trip** applies as follows:

for Section A - Cancellation Cover – cover applies from the time **You** pay the premium and evidence of insurance is issued and ends when **You** leave **Your Home** on the **Trip** start date.

for **Curtailing a Trip** and for all other sections – cover applies when **You** leave **Your Home** on the **Trip** start date and ends on the **Trip** end date or when **You** return **Home**, whichever is earlier.

– means if Backpacker cover is selected: the period of the **Trip** and terminating upon its completion, but not in any case exceeding the period shown in the validation certificate. Under these policies Section A – Cancellation Cover shall be operative from the time **You** pay the premium and evidence of insurance is issued and will cease upon departure of **Your Trip** or in the event of a cancellation claim on **Your** policy all remaining cover will cease for the planned **Trip**.

In any event **Winter Sports** cover under 50yrs is limited to 365 days in total (if **You** have paid the appropriate **Winter Sports** premium to include this cover).

This policy also entitles **You** to a maximum of two return visits to **Your Home** before **Your** intended return date (as specified on **Your** validation certificate) for up to a maximum duration of 14

days excluding any return for which a claim is being made as a result of Emergency Medical, Repatriation or **Curtailment**. Cover is suspended from the time **You** arrive at **Your** departure point to **Your Home** and starts again when **You** exit the airport at **Your** overseas destination. During this period no cover is provided by the policy.

For the above policy types; All other sections of the policy, whichever cover is selected, the insurance commences when **You** leave **Your Home** or in respect of a **Business Trip** **Your** place of business in the **United Kingdom** (whichever is the later) to commence the **Trip** and terminates at the time of **Your** return to **Your Home** or place of business in the **United Kingdom** (whichever is the earlier) on completion of the **Trip**. Any **Trip** that had already begun when **You** purchased this insurance will not be covered, except where **You** renew an existing annual multi **Trip** policy which fell due for renewal during the **Trip**.

Please note: If, due to unexpected circumstances that are beyond **Your** control and which fall under the conditions of this cover, **You** cannot finish **Your Trip** within the **Period of Insurance** set out on **Your** validation certificate, **We** will extend **Your** cover for up to 30 days. **We** will not charge **You** for this.

* Please also refer to 'Automatic extension' of cover under 'Important Information' at the beginning of this document.

Personal Money and Documents

– means bank notes, currency notes and coins in current use, 'travellers' and other cheques, travel tickets, event and entertainment tickets, money cards and credit/debit or charge cards all held for private purposes.

Policy Schedule

– means the details of cover as outlined on page 2-3 of this document.

Pre-existing medical condition:

– means:

1. any **Medical Condition** where **You**, a **Close Relative** or **Traveling Companion** have ever been prescribed medication, including repeat prescriptions or received treatment or attended a **Medical Practitioner** or a specialist as an outpatient or inpatient or for which **You**, a **Close Relative** or **Traveling Companion** are currently on a waiting list for treatment or investigation;
2. any illness for which **You**, a **Close Relative** or **Traveling Companion** have received a **Terminal Prognosis** or any heart, heart-related or circulatory condition; or any respiratory condition; any liver condition; any stress, anxiety, depression or any other psychological condition; any cancerous condition; or any cerebral condition;
3. any undiagnosed symptoms that may require treatment in the future (i.e. symptoms for which **You**, a **Close Relative** or **Traveling Companion** are awaiting investigations/ consultations, or awaiting results of investigations, or where the underlying cause of the symptoms has not been established).

Proof of Purchase

– means the original purchase receipt provided at the point of sale that gives details of the **Gadget** purchased, or similar documents that provide proof that **You** own the **Gadget**.

Public Transport

– means any publicly licensed aircraft, sea vessel, train or coach

on which **You** are booked to travel.

Reasonable Precautions

– means all measures that would be reasonable to expect a person to take to prevent damage, **Theft** or **Loss** of **Your Gadget**.

Single Item

Any one article, pair or set of articles (including golf clubs) or collection which are used or worn together. The single item limit applies except when the additional **Golf Equipment** section is purchased and shown in the validation certificate then the single item limit applies to each individual golf club and not the set as a whole.

Skii Equipment

– means skis (including bindings), ski boots, ski poles, snowboards, snowboard bindings and snowboard boots forming part of **Your Baggage**.

Terminal Prognosis

– means In the opinion of **Your Medical Practitioner**, **Your** condition cannot be cured or adequately treated, to the extent that it is predicted to cause a shortened life expectancy.

Theft

– means the dishonest removal of the **Gadget** from **Your** possession by a third party with the intention of permanently depriving **You** of it.

Travelling Companion

– means a person(s) with whom **You** have booked to travel or are travelling with on the same booking invoice and without whom **Your** travel plans would be impossible.

Trip

– means any holiday (including **Cruise**), business or pleasure **Trip** or journey made by **You** within the **Area** of travel shown in the validation certificate which begins and ends in **Your Home Area** during the **Period of Insurance**. Participation in **Winter Sports** is limited to the duration specified on **Your** validation certificate (provided **You** have paid the appropriate **Winter Sports** premium to include this cover).

Any **Trip** solely within **Your Home Area** is only covered where **You** have pre-booked at least two nights accommodation in a hotel, motel, holiday camp, bed and breakfast, holiday cottage or similar accommodation rented for a fee. Each **Trip** under annual multi **Trip** cover is deemed to be a separate insurance, each being subject to the terms, definitions, exclusions and conditions contained in this policy.

Unattended

– means when **You** are not in full view of and not in a position to prevent unauthorised interference with **Your** property or vehicle.

United Kingdom (UK)

– means England, Scotland, Wales and Northern Ireland.

Valuables

– means jewellery, gold, silver, precious metal or precious or semiprecious stone articles, watches, furs, leather goods, cameras, camcorders, photo-graphic, audio, video, computer, game console, television (including CD's, DVD's, tapes, films, cassettes, cartridges and headphones), computer games and

associated equipment, telescopes and binoculars, portable DVD players, ipods, MP3/4 players and portable satellite navigation equipment.

We/Us/Our

– means Insurance Company 'Euroins' AD

Winter Sports

– means Guided cross country skiing (Nordic skiing), glacier skiing, mono skiing, off piste skiing or snowboarding except in **Areas** designated as unsafe by local resort management unless accompanied by a locally qualified guide, recreational racing, skiing, snowboarding, snowmobiling, tobogganing and snow sledging.

You/Your/Insured Person(s)

– means each person travelling on a **Trip** whose name appears in the validation certificate.

IMPORTANT CONDITIONS RELATING TO HEALTH

The **Medical Conditions** listed in the Waived Conditions table are covered subject to the normal terms and conditions of this insurance, provided **You**, a **Close Relative** or **Travelling Companion** meet ALL of the following criteria:

only has ONE condition listed below, has NO other **Pre-existing medical condition(s)** which is/are not listed within the Waived Conditions table; and is not awaiting surgery for the condition; and has been fully discharged from any post-operative follow-up.

Other than for one **Medical Condition** on the Waived Conditions list, **You** will not be covered under this policy for any claims arising directly or indirectly from a **Pre-existing medical condition(s)**.

Achilles Tendon Injury	Genital Herpes
Acid Reflux	Glandular Fever
Acne	Glaucoma
Anal Fissure/Fistula	Gout
Attention Deficit Hyperactivity Disorder (ADHD)	Hayfever
Allergy (requiring non prescriptive treatment only)	Hemorrhoids (Piles)
Bells Palsy (in isolation only)	Hernia (not Hiatus)
Benign Prostatic Enlargement	Hip Replacement
Blindness	HRT (Hormone Replacement Therapy)
Broken/Fractured Bones (not head or spine)	Hyperthyroidism (Overactive Thyroid)
Carpal Tunnel Syndrome	Hypothyroidism (Underactive Thyroid)
Cataracts	Hysterectomy (provided carried out more than 6 months ago)
Colds or Influenza	Irritable Bowel Syndrome
Colitis (no hospital admissions in last 12 months)	Macular Degeneration
Corneal Graft	Menopause
Cosmetic Surgery	Menorrhagia
Cuts & Abrasions (non self-inflicted)	Migraine (confirmed diagnosis, no on-going investigations)
Cyst Breast (Benign)	Myalgia (Muscular Rheumatism)
Cyst Testicular (Benign)	Myalgic Encephalomyelitis (ME) (if the only symptom is fatigue)
Cystitis	Nasal Polyp(s)
Diarrhoea and/or vomiting (resolved)	Neuralgia, Neuritis
Dislocated Hip	Nut Allergy
Dyspepsia	Osteochondritis
Eczema	Osteoporosis, Osteopaenia (fragile bones) NO vertebral (backbone) fractures
Epididymitis	Pelvic Inflammatory Disease
Essential Tremor	Psoriasis
Fungal Nail Infection	Reflex Oesophagitis
Gall Bladder Removal (if more than 3 months ago)	
Gastric Reflux	

Rheumatism	Tendon Injury
Rhinitis (Allergic)	Tonsillitis
Shingles (Herpes Zoster)	Underactive Thyroid
Shoulder Injury	Urticaria
Sinusitis	Varicose Veins legs only (if GP has confirmed that client is fit to travel)
Sleep Apnoea	

It is a condition of this policy that **You** will not be covered under Section A – Cancellation or Curtailment Charges, Section B – Emergency Medical and Other Expenses, Section C – Hospital Benefit, Section D – Personal Accident and Section W3 – Green Fees for any claims arising directly or indirectly from:

A. At the time of taking out this policy:

- i) Any **Medical Condition** for which **You** or a **Close Relative** or a **Travelling Companion** are aware of but have not had a diagnosis.
- ii) Any **Medical Condition** for which **You** or a **Close Relative** or a **Travelling Companion** have received a terminal prognosis.
- iii) Any **Medical Condition** for which **You** or a **Close Relative** or a **Travelling Companion** are on a waiting list for or have the knowledge of the need for surgery, treatment or investigation at a hospital, clinic or nursing home.

B. At any time

- i) Any **Medical Condition** **You** have in respect of which a **Medical Practitioner** has advised **You** not to travel or would have done so had **You** sought his/her advice but despite this **You** still travel.
- ii) Any surgery, treatment or investigations for which **You** intend to travel outside of **Your Home Area** to receive (including any expenses incurred due to the discovery of other **Medical Conditions** during and/or complications arising from these procedures).
- iii) Any **Medical Condition** for which **You** are not taking the recommended treatment or prescribed medication as directed by a **Medical Practitioner**.
- iv) **Your** travel against any health requirements stipulated by the carrier, their handling agents or any other Public Transport provider.

You should also refer to the general exclusions on page 9-10.

GENERAL CONDITIONS APPLICABLE TO WHOLE POLICY

You must comply with the following conditions to have the full protection of **Your** policy.

If **You** do not comply **We** may at **Our** option cancel the policy or refuse to deal with **Your** claim or reduce the amount of any claim payment.

1. Dual Insurance

If at the time of any incident which results in a claim under this policy, there is another insurance covering the same loss, damage, expense or liability **We** will not pay more than **Our** proportional share (not applicable to Section D – Personal Accident).

2. Reasonable Precautions

You must take all reasonable steps to avoid or minimise any loss or damage likely to give rise to a claim under this policy. **You** must act as if **You** are not insured.

3. Maximum Age Limit & Trip Duration

- Essential Cover – Annual under 60yrs 35days/per Trip. Single under 60yrs 93 days.
- Premier Cover – Annual under 66yrs 60days/per Trip; 66-75yrs 21days/per Trip. Single under 66yrs 365days; 66-79yrs 21days.
- Premier Plus Cover – Annual under 66yrs 60days/per Trip; 66-75yrs 21days/per Trip. Single under 66yrs 365days; 66-79yrs 21days.
- Winter Sports cover – Annual under 66yrs 18 days in total
- Annual policy - for Trips outside the UK, the maximum number of days You are covered for in any one Period of Insurance is 183 days.
- Backpacker - 49 yrs 365days

4. Statutory Cancellation Rights

You may cancel this policy within 14 days of receipt of the policy documents (new business) or for annual multi Trip policies the renewal date (the **Cancellation Period**) by contacting Your issuing agent at the address shown on Your validation certificate during the **Cancellation Period**. Any premium already paid will be refunded to You providing You have not travelled and no claim has been made or is intended to be made and no incident likely to give rise to a claim has occurred. The policy will be cancelled with effect from its date of issue.

Cancellation Outside The Statutory Period

You may cancel this policy at any time after the **Cancellation Period** by contacting Your issuing agent at the address shown on Your validation certificate. If You cancel after the **Cancellation Period** no premium refund will be made.

We reserve the right to cancel the policy by providing 21 days' notice by registered post to Your last known address in which case a pro rata refund of Your premium will be made. We reserve the right to make no refund of Your premium in the event of a serious breach such as fraud.

Non Payment Of Premiums

We reserve the right to cancel this policy immediately in the event of non payment of the premium or in the event that the payment is made by fraudulent use of a credit/debit card or other payment method then the policy automatically becomes null and void.

5. Sanctions clause: We will not be held liable to provide cover or make any payments or provide any service or benefit to any **Insured Person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **Insured Person** would violate any applicable trade or economic sanctions law or regulation.
6. You (or Your legal representative) must give Us all the information and documents that We may need at Your (or their) own expense. If You make a medical claim You may be asked to supply Your **Medical Practitioner's** name to enable Us to access Your medical records. This will help Us and the **Medical Practitioner** treating You, to provide the most appropriate assistance and assess whether cover applies. If You do not agree to provide this when requested We will not deal with Your claim. When there is a claim for injury or illness We may ask for (and will pay the costs of) an **Insured Person** to be medically examined on Our behalf, or in the event of death, request a post-mortem examination.
7. You must tell Us about any incidents of loss, damage, injury, illness, redundancy or liability as soon as possible, whether or not they give rise to a claim. You must give Us all the information and help We may need. We will decide how to settle or defend a claim and may carry out proceedings in

the name of any person covered by Your policy, including proceedings for recovering any claim payments.

8. Your duty to check information and tell Us of any changes. It is important You check Your most recent statement of insurance as this sets out the information We were given when We agreed to provide You with the cover and terms of Your policy. Although We may undertake checks to verify Your information, You must take reasonable care to make sure all information provided by You or on Your behalf is accurate and complete. You must tell Us immediately if any of Your information is incorrect or changes. If We have wrong information this may result in an increased premium and/or claims not being paid in full, or Your policy may not be valid and claims will not be paid. If in doubt about any information please contact Us as soon as possible.
9. The terms of this insurance is based on the information provided by You to Us. The policy contains conditions relating to health of the people travelling. You must take reasonable care to answer all questions put to You, about the health of the people travelling, honestly, accurately and to the best of Your knowledge. If You do not understand the meaning of a question put to You or if You do not know the answer it is vital that You tell Us. Once cover has been arranged You must immediately notify Us of any changes to the information that has previously been provided. Failure to provide full and accurate information before You take out the insurance or when circumstances change could invalidate the cover and may mean any claim will be rejected. If You are declaring on behalf of another person You must ensure You are fully aware of their medical history.
10. Your Trip must start and end in the **United Kingdom** and You must have a return ticket (for Backpacker policies only, a return ticket is not a necessity).

GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS OF THE POLICY

We will not pay for claims arising directly or indirectly from:

1. A **Pre-existing medical condition(s)**.
2. War or hostilities, civil unrest or any similar event.
3. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste, from combustion of nuclear fuel, the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.
4. **Loss**, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
5. **Your** taking part in **Winter Sports** activities unless We provide cover as shown in the validation certificate and appropriate premium paid.
6. The following **Winter Sports** activities even if Sections Q1-Q5 are shown as operative in the validation certificate: Off piste skiing or snowboarding in **Areas** designated as unsafe by local resort management unless accompanied by a locally qualified guide, skiing against local authoritative warning or advice, ski stunting, free-style skiing, ice hockey, bobbing, hell skiing, ski acrobatics, ski flying, ski jumping, ski mountaineering, snowcat skiing, snow carting or the use of bob sleighs, luges or skeletons.
7. **Your** engagement in or practice of manual work including:
 - a) hands-on involvement with the installation, assembly, maintenance or repair of electrical, mechanical or hydraulic plant (other than in a purely managerial/supervisory, sales or administrative capacity).

- b) work in connection with a profession, business or trade for example: plumber, electrician, lighting or sound technician, carpenter, painter/decorator or builder.
 - c) working with wild animals of any kind.
 - d) work of any other kind except where shown as covered under Sports and Activities Grade 1.
8. **You** engagement in or practice of: flying except as a fare paying passenger in a fully-licensed passenger-carrying aircraft, the use of a motorised vehicle unless a full **United Kingdom** driving licence is held permitting the use of such vehicles in the **United Kingdom**, professional entertaining, professional sports, racing (other than on foot), motor rallies and motor competitions.
 9. **You** participation in or practice of any sport or activity unless:
 - a) Shown as covered without charge in the Grade 1 list or
 - b) specified in the Grade 2,3, or 4 list, and the list that it is specified in is shown as operative in **You** validation certificate.
 10. **You** willfully, self-inflicted injury or illness, suicide or attempted suicide, solvent abuse, the use of drugs (other than drugs taken in accordance with treatment prescribed and directed by a **Medical Practitioner**, but not for the treatment of drug addiction), self-exposure to needless peril (except in an attempt to save human life).
 11. **You** drinking too much alcohol, alcohol abuse or alcohol dependency. **We** do not expect **You** to avoid alcohol on **Your Trips** or holidays, but **We** will not cover any claims arising because **You** have drunk too much alcohol which is evidenced by;
 - a) A **Medical Practitioner** stating that **Your** alcohol consumption has caused or actively contributed to **Your** injury or illness.
 - b) the results of a blood test which shows that **Your** blood alcohol level exceeds 0.19% which is approximately four pints of beer or four 175ml glasses of wine.
 - c) the witness report of a 3rd party which has advised that **You** have notably impaired **Your** faculties and/or judgement.
 - d) **You** own admission and/or by the description of events **You** have described on the claim form
 12. Any circumstances **You** are aware of at the time of taking out this policy that could reasonably be expected to give rise to a claim on this policy.
 13. **Your** own unlawful action or any criminal proceedings against **You**.
 14. Any other loss, damage or additional expense following on from the event for which **You** are claiming unless **We** provide cover under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of earnings following **Bodily Injury** or illness.
 15. Operational duties as a member of the Armed Forces (other than claims arising from authorised leave being cancelled due to operational reasons, as provided for under sub section 4. of Section A – Cancellation or **Curtailed Charges**).
 16. **Loss** of enjoyment.
 17. **You** travelling to a country or **Area** where the Foreign, Commonwealth and Development Office have advised against all travel or all but essential travel.
 18. Caused by or relating to medical pandemic or epidemic except where the claim arises under:

Section A: as a result of **You** or a **Close Relative** or **Travelling Companion** being medically diagnosed with Covid-19 or being personally instructed to self isolate by the NHS test and trace service or being compulsorily quarantined on the

orders of **You**/their treating **Medical Practitioner**, due to Covid-19, suspected Covid-19 or exposure to someone who has been diagnosed with Covid-19; or

Section B: whilst **You** are outside of **Your Home Area** because **You** need medical treatment for Covid-19 or **You** are compulsorily quarantined on the orders of **Your** treating **Medical Practitioner** due to Covid-19, suspected Covid-19 or exposure to someone who has been diagnosed with Covid-19.

The General Conditions and Exclusions, and Special Exclusions for Section A and B still apply. No other cover applies in respect of claims caused by or relating to medical pandemic or epidemic.

Note: The coverages provided under A & B above for compulsory quarantine relate specifically to individual quarantine on the orders of a treating **Medical Practitioner** and not general or mass quarantine. There is no cover for compulsory quarantine on arrival abroad as a result of local or national government, local authority or health authority regulations or travel restrictions. As an example, where overseas visitors are generally required to quarantine on arrival abroad, this would not be covered, however, if a **Travelling Companion** tested positive for Covid-19 on arriving at **Your** destination and **You** were compulsorily quarantined by a treating **Medical Practitioner** as a direct result of this, cover would apply.

19. Terrorism, (meaning an act, including but not limited to the use or planned use of force or violence and/or the threat of any person or group of persons, whether they are acting alone or on behalf of, or in connection with, any organisation, or government, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or the public, or to put any section of the public in fear). This exclusion does not apply to sections:
 - Section B - Emergency Medical and other Expenses;
 - Section D - Personal Accident; and
 - Section H - **Hijack**
 unless nuclear, chemical or biological weapons, devices or agents are used.
20. The cost of medical or surgical treatment of any kind received by an **Insured Person** later than 52 weeks from the date of the accident or commencement of the illness.
21. Bankruptcy/liquidation of any tour operator, travel agent or transportation company.
22. **You** riding a quad bike.
23. **You** climbing on top of, or jumping from a vehicle or jumping from a building or balcony, or sitting, planking, balconing, owling or lying on any external part of any building, or climbing or moving from any external part of any building to another (apart from stairs, ramps or walkways) and falling regardless of the height, unless **Your** life is in danger or **You** are attempting to save human life.

CLAIM CONDITIONS

You must comply with the following conditions to have the full protection of **Your** policy.

If **You** do not comply **We** may at **Our** option refuse to deal with **Your** claim or reduce the amount of any claim payment.

When contacting the claims department, please have the following information to hand:

Ref: Multitrip.com UK 2023

- Name of **You** policy and where it was purchased
- Policy number
- Date insurance purchased

- Location and country visited
- Value of claim
- Brief circumstances
- Travel dates
- Incident date

1. Claims

Submit a claim online at www.reactiveclaims.com or call 0331 630 4698

The notification must be made within 31 days or as soon as possible thereafter following any **Bodily Injury**, illness, disease, incident, event, redundancy or the discovery of any loss, theft or damage which may give rise to a claim under this policy.

You must also inform **Us** if **You** are aware of any writ, summons or impending prosecution. Every communication relating to a claim must be sent to **Us** without delay.

You or anyone acting on **Your** behalf must not negotiate admit or repudiate any claim without **Our** written consent.

We may also pursue any claim to recover any amount due from a third party in the name of anyone claiming cover under this policy.

You or **Your** legal representatives must supply at **Your** own expense all information, evidence, details of household insurance and medical certificates as required by **Us**. **We** reserve the right to require **You** to undergo an independent medical examination at **Our** expense. **We** may also request and will pay for a postmortem examination.

You must retain any property which is damaged, and, if requested, send it to **Us** at **Your** own expense. If **We** pay a claim for the full value of the property and it is subsequently recovered or there is any salvage then it will become **Our** property. **We** may refuse to reimburse **You** for any expenses for which **You** cannot provide receipts or bills.

2. Subrogation

We are entitled to take over and conduct in **Your** name the defence and settlement of any legal action. **We** may also take proceedings at **Our** own expense and for **Our** own benefit, but in **Your** name, to recover any payment **We** have made under this policy to anyone else.

3. Fraud

If **You** or anyone acting on **Your** behalf have intentionally concealed or misrepresented any information or circumstance that **You** had a responsibility to tell **Us** about, or engaged in any fraudulent conduct, or made any false statement relating to this insurance, **We** will:

- void the policy in the event of any fraud which occurred during the application process, which means **We** will treat the policy as if it had never existed; or
- terminate the policy with effect from the date of any fraud which occurred during the period of insurance;
- and in either case, **We** will:
- not return to **You** the premium paid;
- not pay any fraudulent claim or a claim which relates to a loss suffered after any fraud;
- seek to recover any money from **You** for any claims **We** have already paid which is later established as invalid, including the amount of any costs or expenses **We** have incurred;
- inform the police, other financial services organisations and anti-fraud databases.

SPORTS AND ACTIVITIES – GRADE 1

(No Additional Charge)

You are covered under Section B – Emergency Medical Expenses and Section D – Personal Accident sections for the following activities automatically.

Archery	the appropriate UK motorcycle licence, wearing a crash helmet, no racing) +
Badminton	Netball
Baseball	Non manual work (including professional administrative or clerical duties only)
Basketball	Orienteering
Beach Games	Pointballing +
Bungee Jump (maximum of 3 jumps)	Pony Trekking – wearing a helmet
Canoeing (not sea canoeing) – Life jacket and helmet must be worn	Racquetball
Clay Pigeon Shooting +	Rambling
Cricket	Roller Skating
Cycling – helmet recommended (Mountain Biking / Cycle Touring – see Grade 2)	Roller Blading
Dinghy Sailing +	Rounders
Fell Walking	Rowing +
Fishing	Running – sprint/ long distance
Flying as a fare paying passenger in a fully licensed passenger carrying aircraft	Safari (UK organised)
Football +	Sail Boarding
GAA Football +	Sailing within territorial waters + Scuba Diving* down to 30 metres if qualified and not diving alone or accompanied by a qualified instructor (see notes below)
Go Karting – wearing a crash helmet +	Skate Boarding
Golf	Snorkelling
Hiking (under 2,000 metres altitude)	Squash
Hockey +	Surfing
Horse Riding (no Polo, Hunting, Jumping) – wearing a helmet	Tennis
Ice Skating (Rink)	Tour Operator Safari
Jet Boating +	Track Events
Jet Ski-ing +	Trekking (under 2,000 metres altitude)
Jogging	Volleyball
Kayaking (Grades 1 to 3) – Life jacket and helmet must be worn	War Games + (with eye protection)
Manual Work (bar and restaurant work, amateur musicians and singers, chalet maids, au pair/ nanny, retail work, fruit picking and occasional light manual work at ground level but excluding the use of power tools or machinery)** +	Water Polo +
Marathon Running	Water ski-ing
Motorcycling up to 125cc (with	White Water Rafting (Grades 1 to 3) – Life jacket and helmet must be worn
	Windsurfing
	Yachting (racing/ crewing inside territorial waters)

* Scuba diving – scuba diving to the following depths. Provided **You** are diving under the direction of an accredited dive marshal, instructor or guide. Alternatively, if qualified, within the guidelines of the relevant diving or training agency or organisation and not diving alone:

- PADI Open Water – 18 metres
- PADI Advanced Open Water – 30 metres*
- BSAC Ocean Diver – 20 metres
- BSAC Sports Diver – 30 metres*
- BSAC Dive Leader – 30 metres*

We must agree with any equivalent qualification. If **You** do not hold a qualification, **We** will only cover **You** to dive to a depth of 18 metres.

You will not be covered under this policy if **You** travel by air within 24 hours after participating in Scuba Diving.

- * For the purposes of diving under Sports and Activities Grade 1.
- ** Please see paragraph 7. in the general exclusions applicable to all sections of the policy for details of manual work which cannot be covered under this policy.
- + Cover under Section G – Personal Liability for those sports and activities marked with a + is excluded.

SPORTS AND ACTIVITIES – GRADE 2

(Subject to Additional Premium)

You can be covered under Section B – Emergency Medical Expenses and Section D – Personal Accident sections for the following activities subject to an additional premium being paid and shown on the validation certificate.

Medical Excess increased to £320

Personal Accident Sum insured reduced by 50%

Personal Liability Cover is Excluded

Abseiling	Parascending/ Parasailing (over water)
Boxing Training (no contact)	Rambling/Trekking between 2,001m and 4,200m
Black Water Rafting (Grade 1 to 4) – Life jacket and helmet must be worn	Safari (non UK organised)
Camel/Elephant Riding/Trekking	Scuba Diving* (down to 50m if qualified and not diving alone or accompanied by a qualified instructor (see notes below)
Cycle Touring /Cycling Holiday – helmet must be worn	Sea Canoeing
Fencing	Sea Fishing
Hot Air Ballooning – organised pleasure rides only	Triathlon
Hurling	Zip Lining/Trekking (safety harness must be worn)
Kite Surfing (over water)	
Martial Arts (Training only)	
Mountain Biking – helmet must be worn	

- * Scuba diving – scuba diving to the following depths. Provided **You** are diving under the direction of an accredited dive marshal, instructor or guide. Alternatively, if qualified, within the guidelines of the relevant diving or training agency or organisation and not diving alone:

- PADI Open Water – 18 metres
- PADI Advanced Open Water – 30 metres*
- BSAC Ocean Diver – 20 metres
- BSAC Sports Diver – 35 metres*
- BSAC Dive Leader – 50 metres*

We must agree with any equivalent qualification. If **You** do not hold a qualification, **We** will only cover **You** to dive to a depth of 18 metres.

You will not be covered under this policy if **You** travel by air within 24 hours after participating in Scuba Diving.

- * For the purposes of diving under Sports and Activities Grade 2.

SPORTS AND ACTIVITIES – GRADE 3

(Subject to Additional Premium)

You can be covered under Section B – Emergency Medical Expenses and Section D – Personal Accident sections for the following activities subject to an additional premium being paid and shown on the validation certificate.

Medical Excess increased to £650

Personal Accident Sum insured reduced by 50%

Personal Liability Cover is Excluded

American Football	Rugby
Gliding	Sand Yachting
Kayaking (Grade 4) – Life jacket and helmet must be worn	Tandem Skydive (up to 2 jumps maximum)
Paragliding	White Water Rafting (Grade 4) – Life jacket and helmet must be worn
Rambling/Trekking between 4,201m and 6,000m	Yachting (racing/ crewing) – outside territorial waters
(professionally organised Trips with experienced operators, maximum age 45 years)	

SPORTS AND ACTIVITIES – GRADE 4

(Subject to Additional Premium)

You can be covered under Section B – Emergency Medical Expenses and Section D – Personal Accident sections for the following activities subject to an additional premium being paid and shown on the validation certificate.

Medical Excess increased to £650

Personal Accident Sum insured reduced by 50%

Personal Liability Cover is Excluded

Canyoning	the appropriate UK motorcycle licence, wearing a crash helmet, no racing)
Hang Gliding	Parasailing/ Parascending (over land)
High Diving under 5m (excluding cliff diving)	Rock Climbing (under 2,000m)
Horse Jumping –wearing a helmet (no Polo, Hunting)	Rock Scrambling (under 4,000m)
Kite Surfing (over land)	
Micro Lighting	
Motorcycling over 125cc (with	

EMERGENCY & MEDICAL SERVICE

Please contact the assistance company

+ 44 (0)331 630 4697 or email

247assistance@imglobal.com

These lines are open 24 hours a day.

CASHLESS OUTPATIENT TREATMENT EUROPE

If **You** are in SPAIN, GREECE, CYPRUS, PORTUGAL, EGYPT, MALTA, BULGARIA or TURKEY and need outpatient medical treatment please provide a copy of **Your** policy documentation to the medical practitioner at the time of treatment, and ask the clinic to contact Global Excel Europe. **Your** treatment will be paid by Global Excel Europe in line with the policy terms and conditions. **You** will be asked to fill in a simple form to confirm the treatment, and to pay the excess directly to the clinic. The clinic will contact Global Excel Europe who will settle the claim on **Your** behalf.

Consular and embassy referral.

Where possible, **We** will give **You** the details of the representative of the relevant consulate or embassy. For example, if **You** have lost your passport, driving licence or travel documents.

Emergency travel and accommodation arrangements.

Where possible, **We** will help **You** to arrange emergency alternative transportation and accommodation.

In the event of **Your Bodily Injury** or Illness which may lead to in-patient hospital treatment or before any arrangements are made for repatriation or in the event of **Curtailement** necessitating **Your** early return to **Your Home Area You** must contact the **Assistance Company**. The service is available to **You** and operates 24 hours a day, 365 days a year for advice, assistance, making arrangements for hospital admission,

repatriation and authorisation of medical expenses. If this is not possible because the condition requires immediate emergency treatment **You** must contact the **Assistance Company** as soon as possible.

Private medical treatment is not covered unless authorised specifically by the **Assistance Company**.

Medical Assistance Abroad

The **Assistance Company** has the medical expertise, contacts and facilities to help should **You** be injured in an accident or fall ill. They will also arrange transport to **Your Home Area** when this is considered to be medically necessary or when **You** have notice of serious illness or death of a **Close Relative at Home**.

Payment for Medical Treatment Abroad

If **You** are admitted to a hospital/clinic while abroad, The **Assistance Company** will arrange for medical expenses covered by the policy to be paid direct to the hospital/clinic. To take advantage of this benefit someone must contact them for **You** as soon as possible.

Reciprocal Health Agreements

When traveling to a country in the European Union or Switzerland **You** should receive inpatient treatment in a public hospital.

You must therefore obtain a Global Health Insurance Card (GHIC) prior to travel by completing an application form via www.ghic.org.uk. This allows European citizens to benefit from the health agreements between countries in the EU. (This used to be known as EHIC / E111). A **UK** issued EHIC Card is also still valid and accepted until expiry and can be used in place of a GHIC Card.

If **You** are admitted to a public hospital, **You** should present **Your** GHIC / EHIC to the hospital; if **You** are unable to do so, **You** must co-operate with the medical assistance department in order to obtain one.

If **Your** GHIC / EHIC is presented to the treating doctor or hospital when receiving medical treatment within the European Union and Switzerland and the medical costs are reduced, the policy excess applicable under section B - Medical and other expenses will be waived.

Please note, from 1st January 2021 a **UK** issued EHIC or GHIC is no longer accepted in Norway, Iceland, and Lichenstein.

When **You** are travelling to Australia or New Zealand and **You** have to go to hospital, **You** must register for treatment under the national Medicare or equivalent scheme of those countries.

INSURANCE

Section A: Cancellation or Curtailment Charges

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**, for any non-refundable unused travel and accommodation costs and other pre-paid charges (including sports, concert and entertainment tickets) which **You** have paid or are contracted to pay together with any reasonable additional travel expenses incurred if **You** have to necessarily and unavoidably either:

- cancel **Your Trip** before it starts; or
- **Curtail Your Trip**

As a result of any of the following events occurring:

1. The death, **Bodily Injury**, illness (not caused by or related to medical pandemic or epidemic) or **Complications of Pregnancy and Childbirth** of:
 - a) **You**
 - b) **Your Travelling Companion**
 - c) any person with whom **You** have arranged to reside temporarily
 - d) **Your Close Relative**
 - e) **Your Close Business Associate**
2. **You** or a **Close Relative** or **Travelling Companion** being:
 - a) medically diagnosed with Covid-19 or being personally instructed to self isolate by the NHS test and trace service or being compulsorily quarantined on the orders of **Your/** their treating **Medical Practitioner**, due to Covid-19, suspected Covid-19 or exposure to someone who has been diagnosed with Covid-19
 - b) **You** or **Your Travelling Companion** being:
 - i) compulsorily quarantined on the orders of **Your/**their treating **Medical Practitioner** for medical reasons unrelated to Covid-19 or medical pandemic or epidemic; or
 - ii) called as a witness at a Court of Law; or
 - iii) summoned for jury service
3. **You** or **Your Travelling Companion** being made redundant, as long as **You** had been working at **Your** current place of employment for a minimum continuous period of two years, and that at the time when **You** purchased this insurance or at the time of booking any **Trip**, there was no reason to believe that **You** would be made redundant. This cover would not apply if **You** are self-employed or accept voluntary redundancy.
4. **You** or any person who **You** are travelling or have arranged to travel with are a member of the Armed Forces, Territorial Army, Police, Fire, Nursing or Ambulance Services or employees of a Government Department and have **Your/**their authorised leave cancelled or are called up for operational reasons, provided that such cancellation or **Curtailment** could not reasonably have been expected at the time when **You** purchased this insurance or at the time of booking any **Trip**.
5. Burglary at **Your Home** within 48 hours of **Your** departure or the police requesting **You** to return to **Your Home** due to serious damage to **Your Home** caused by fire, aircraft, explosion, storm, flood, subsidence, malicious persons or theft.

Special Conditions Relating to Claims

1. **You** must obtain a medical certificate from a **Medical Practitioner** to confirm the necessity to return **Home** prior to **Curtailment** of the **Trip** due to death, **Bodily Injury**, illness or **Complications of Pregnancy and Childbirth**.
2. If **You** cancel the **Trip** due to **Bodily Injury**, illness or **Complications of Pregnancy and Childbirth**, **You** must provide a medical certificate from the **Medical Practitioner** of the person whose condition has led to the cancellation stating this was necessary, unavoidable and unexpected.
3. If **You** fail to notify the travel agent, tour operator or provider of transport/accommodation, at the time it is found necessary to cancel the **Trip**, the amount **We** will pay will be limited to the cancellation charges that would have otherwise applied.

What is Not Covered.

1. The **Excess** as shown in the **Policy Schedule**.
2. The cost of any recoverable air passenger duty (APD) charges made by a scheduled airline as a part of **Your** booking, ATOL protection fees and any administration fees included in the cost of the flight booking or refund process.
3. Any claims arising directly or indirectly from:
 - a) Redundancy caused by or resulting from misconduct leading to dismissal or from resignation or voluntary redundancy or where a warning or notification of redundancy was given prior to the date this insurance is affected by **You** or the time of booking any **Trip**.
 - b) Circumstances known to **You** prior to the date this insurance is effected by **You** or the time of booking any **Trip** which could reasonably have been expected to give rise to cancellation or **Curtailment of the Trip**.
 - c) Normal pregnancy, without any accompanying **Bodily Injury**, illness, disease or complication. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal childbirth would not constitute an unforeseen event.
4. Claims arising directly or indirectly as a result of **Your** failure to comply with the important conditions relating to health shown on page 7-8.
5. Accommodation costs paid for using any Timeshare, Holiday Property Bond or other holiday points scheme.
6. **Your** failure to obtain the required passport or visa.
7. Any claim arising from **Your** failure to arrive at **Your International Departure Point** in time to board the **Public Transport** on which **You** are booked to travel and **You** return back to **Your Home** rather than make alternative travel arrangements to reach **Your** intended overseas destination.
8. Any loss directly or indirectly arising from any government's regulations control or act, bankruptcy, liquidation, error, omission or default of any travel agency, tour operator, public transport carrier and/or other provider of any service forming part of the booked **Trip**.
9. Any claim arising from government or Foreign, Commonwealth & Development Office advice warning against all travel, or all but essential travel, due to any reason (exclusion not applicable if Trip Disruption cover is detailed on **Your** validation certificate).
10. Any claim for unused travel costs and accommodation where **We** have paid or agreed to pay the extra cost of returning **You** to **Your Home** under the Emergency Medical and other Expenses section.
11. Anything mentioned in the general exclusions on page 9-10

Section B: Emergency Medical and Other Expenses

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**, for the following expenses which are necessarily incurred as a result of **You** suffering unforeseen **Bodily Injury**, illness, disease and/or compulsory quarantine (on the orders of **Your** treating **Medical Practitioner**) or **Complications of Pregnancy and Childbirth**:

1. Emergency medical, surgical, hospital, ambulance and nursing fees and charges incurred outside of **Your Home Area** (or whilst on a **Cruise** within **UK** territorial waters).
2. Emergency dental treatment for the immediate relief of pain (to natural teeth only) up to a limit of £250 incurred outside of **Your Home Area**.

3. In the event of **Your** death:
 - a) outside **Your Home Area** the reasonable additional cost of funeral expenses abroad up to a maximum of £5,000 plus the reasonable cost of conveying **Your** ashes to **Your Home**, or the additional costs of returning **Your** body to **Your Home**.
 - b) within **Your Home Area** the reasonable additional cost of returning **Your** body to **Your Home**.
4. Reasonable additional transport (economy class) or accommodation expenses incurred, up to the standard of **Your** original booking, if it is medically necessary for **You** to stay beyond **Your** scheduled return date. This includes, with the prior authorisation of the **Assistance Company**, reasonable additional transport or accommodation expenses for a friend, **Travelling Companion** or **Close Relative** to remain with **You** or travel to **You** from **Your Home Area** or escort **You** and additional travel expenses to return **You** to **Your Home** if **You** are unable to use the return ticket. A maximum combined total of £2,000 can be claimed for this part if **You** need medical treatment for Covid-19 or **You** are compulsorily quarantined on the orders of **Your** treating **Medical Practitioner** due to Covid-19, suspected Covid-19 or exposure to someone who has been diagnosed with Covid-19, during **Your Trip**.
5. With the prior authorisation of the **Assistance Company**, the additional costs to repatriate **You** to **Your Home** if it is medically necessary. Repatriation expenses will be in respect only of the identical class of travel utilised on the outward journey unless The **Assistance Company** agree otherwise.

Special Conditions Relating to Claims

1. **You** or someone on **Your** behalf must phone The **Assistance Company** helpline as soon as possible if **Your** illness or injury means **You**:
 - a) need to be admitted to hospital as an in-patient outside **Your Home Area** or before any arrangements are made for **Your** repatriation; and/or
 - b) are told by the treating **Medical Practitioner** that **You** need to undergo tests or investigations as an out-patient outside **Your Home Area** or while on a **Cruise** within **UK** territorial waters.
2. All expenses and costs for accommodation and transport, including that provided by emergency repatriation services where medically necessary, must have the prior agreement of The **Assistance Company**.
3. All expenses and costs exceeding £500 (or the local equivalent) must have the prior agreement of The **Assistance Company**.
4. The **Assistance Company** may move **You** from one hospital to another and/or arrange for **You** to return to **Your Home Area** if the treating **Medical Practitioner** and they think it is safe to do so. If **You** choose not to move or return to **Your Home Area** all cover will end and **We** will not pay for any claims for costs incurred after the date it was deemed safe for **Your** move or return.
5. **You** must accept the decisions of The **Assistance Company** about the most suitable, practical and reasonable solution to any medical emergency.
6. **You** must provide **Us** with valid receipts or invoices for all costs and expenses incurred.
7. **You** should take reasonable steps to use any Reciprocal Health Agreement which exist between countries. Where medical expenses are reduced using a Reciprocal Health Agreement the **Excess** will be reduced to nil under this section.

What is Not Covered

1. The **Excess** as shown in the **Policy Schedule**.
2. Any sums which can be recovered by **You** and which are covered under any National Insurance Scheme, Reciprocal Health Arrangement or Private Health Insurance.
3. Any claims arising directly or indirectly in respect of:
 - a) Costs of telephone calls other than:
 - i) Calls to The **Assistance Company** notifying and dealing with the problem for which **You** are able to provide receipts or other evidence to show the cost of the calls and the numbers **You** telephoned.
 - ii) Any costs incurred by **You** when **You** receive calls on **Your** mobile telephone from The **Assistance Company** for which **You** are able to provide receipts or other evidence to show the cost of the calls.
 - b) The cost of taxi fares, other than those for travel to or from hospital relating to **Your** admission, discharge, attendance for outpatient treatment or appointments or for collection of medication prescribed by the hospital.
 - c) The cost of treatment or surgery, including exploratory tests, which are not directly related to the **Bodily Injury** or illness which necessitated **Your** admittance into hospital.
 - d) Any expenses which are not usual, reasonable or customary to treat **Your Bodily Injury** or illness.
 - e) Any form of treatment or surgery which in the opinion of the **Medical Practitioner** in attendance and The **Assistance Company** can be delayed reasonably until **Your** return to **Your Home Area**.
 - f) Expenses incurred in obtaining or replacing medication, which at the time of departure is known to be required or to be continued outside **Your Home Area**.
 - g) Additional costs arising from single or private room accommodation.
 - h) Treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by The **Assistance Company**.
 - i) Any expenses within **Your Home Area**.
 - j) Expenses incurred as a result of a tropical disease where **You** have not had the recommended inoculations and/or taken the recommended medication.
 - k) Expenses incurred as a result of **Your** decision not to be repatriated after the date when in the opinion of The **Assistance Company** it is safe to do so.
 - l) Normal pregnancy, without any accompanying **Bodily Injury**, illness, disease or complication. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal childbirth would not constitute an unforeseen event.
 - m) Any expenses incurred in England, Scotland, Wales or Northern Ireland which are:
 - i) for private treatment (except where necessarily incurred while on a **Cruise** within **UK** territorial waters); or
 - ii) funded by, or are recoverable from the Health Authority in **Your Home Area**.
 - n) cosmetic surgery
 - a) dental work involving the use of precious metals
4. Claims arising directly or indirectly as a result of **Your** failure to comply with the important conditions relating to health shown on page 7-8.
5. For travel to the United States of America **We** will only pay for reasonable and necessary emergency medical treatment, surgical, hospital, ambulance and nursing fees and charges. This means costs that are incurred for approved, eligible medical services or supplies up to 150% of the

- published medical rates for the same or similar treatment as payable by US Medicare.
6. Anything mentioned in the general exclusions on page 9-10

Section C: Hospital Benefit

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**, for every complete 24 hours **You** have to stay in hospital as an in-patient or are confined to **Your** accommodation due to **Your** compulsory quarantine on the order of **Your** treating **Medical Practitioner** outside of **Your Home Area** up to a maximum as stated in the **Policy Schedule** as a result of **Bodily Injury** or illness **You** sustain. **We** will pay the amount above in addition to any amount payable under Section B – Emergency Medical and Other Expenses. This payment is meant to help **You** pay for additional expenses such as taxi fares and phone calls incurred during **Your** stay in hospital.

Special Conditions Relating to Claims

You must give notice as soon as possible to The **Assistance Company** of any **Bodily Injury** or illness which necessitates **Your** admittance to hospital as an in-patient, compulsory quarantine or confinement to **Your** accommodation on the orders of **Your Medical Practitioner**.

What is Not Covered

1. Any claims arising directly or indirectly from:
 - a) Any additional period of hospitalisation, compulsory quarantine or confinement to **Your** accommodation:
 - i) Relating to treatment or surgery, including exploratory tests, which are not directly related to the **Bodily Injury** or illness which necessitated **Your** admittance into hospital.
 - ii) Relating to treatment or services provided by a convalescent or nursing home or any rehabilitation centre.
 - iii) **Your** decision not to be repatriated after the date when in the opinion of The **Assistance Company** it is safe to do so.
 - b) Hospitalisation, compulsory quarantine or confinement to **Your** accommodation:
 - i) Relating to any form of treatment or surgery which in the opinion of the **Medical Practitioner** in attendance and The **Assistance Company** can be delayed reasonably until **Your** return to **Your Home Area**.
 - ii) As a result of a tropical disease where **You** have not had the recommended inoculations and/or taken the recommended medication.
 - iii) Occurring in England, Scotland, Wales or Northern Ireland and relating to either private treatment or tests, surgery or treatment the costs of which are funded by, or are recoverable from the Health Authority in **Your Home Area**.
2. Claims arising directly or indirectly as a result of **Your** failure to comply with the important conditions relating to health shown in page 7-8.
3. Anything mentioned in the general exclusions on page 9-10

Section D: Personal Accident

Special Definitions (which are shown in italics)

Loss of Limb – means loss by permanent severance of an entire hand or foot or the total and permanent loss of use of an entire hand or foot.

Loss of Sight – means total and irrecoverable loss of sight which shall be considered as having occurred:

- in both eyes if **You** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist and
- in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale.

What is Covered

We will pay **You**, the amount shown in the **Policy Schedule**, if **You** sustain **Bodily Injury** which shall solely and independently of any other cause, result within two years in **Your** death, **Loss of Limb**, **Loss of Sight** or permanent total disablement.

Special Conditions Relating to Claims

Our Medical Practitioner may examine **You** as often as they deem necessary in the event of a claim.

Provisions

- Benefit is not payable to **You**:
 - Under more than one of the items shown under this section in the **Policy Schedule**.
 - Under Permanent Total Disablement, until one year after the date **You** sustain **Bodily Injury**.
 - Under Permanent Total Disablement, if **You** are able or may be able to carry out any relevant employment or relevant occupation.
- The death benefit payment will be paid into the deceased's estate.

What is Not Covered

- Any claims arising directly or indirectly from sickness, illness or disease;
- Any injury not caused solely by outward, visible, external means;
- Anything mentioned in the general exclusions on page 9-10

Section E: Baggage, Baggage Delay and Passport

What is Covered

- We** will pay **You** up to the amount shown in the **Policy Schedule** for the accidental loss of, theft of or damage to **Baggage**. The amount payable will be the original price paid for the item, less a deduction for wear, tear and depreciation (or **We** may at **Our** option replace, reinstate or repair the lost or damaged **Baggage**). The maximum **We** will pay for any **Single Item**, and in total for **Valuables** is as shown in the **Policy Schedule**.
- We** will also pay **You** up to the amounts shown in the **Policy Schedule** for:
 - Delayed **Baggage** – The emergency replacement of clothing, medication and toiletries if the **Baggage** is temporarily lost in transit during the outward journey and not returned to **You** within 12 hours, provided written confirmation is obtained and sent to **Us** from the carrier, confirming the number of hours the **Baggage** was delayed. If the loss is permanent the amount paid will be deducted from the final amount to be paid under this section.
 - Replacement of Passport – reasonable additional travel and accommodation expenses necessarily incurred outside **Your Home Area** to obtain a replacement of **Your** lost or stolen passport or visa which has been lost or stolen outside **Your Home Area**. This would include

any fees payable specifically for **You** to obtain the replacement passport itself.

- Emergency Passport Travel – reasonable additional transport costs if **You** are unable to make **Your** pre booked return flight **Home** following the loss or theft of **Your** passport within 48 hours of **Your** pre booked return flight **Home**.

You may claim only under one of either Section E – **Baggage**, **Baggage** Delay and Passport or Section U – Wedding/Civil Partnership Cover for the same event, not both.

Special Conditions Relating to Claims

- You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **Baggage**. A Holiday Representatives Report is not sufficient.
- If **Baggage** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel **You** must report to them, in writing, details of the loss, theft or damage and obtain an official report from an appropriate local authority. If **Baggage** is lost, stolen or damaged whilst in the care of an airline **You** must:
 - obtain a Property Irregularity Report from the airline.
 - give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
 - retain all travel tickets and tags for submission if a claim is to be made under this policy.
- Receipts for items lost, stolen or damaged or proof of ownership should be retained as these will help **You** to substantiate **Your** claim.

What is Not Covered

- The **Excess** as shown in the **Policy Schedule** (except claims under subsection 2 above).
- Loss**, theft of or damage to **Valuables** or **Your** passport left **Unattended** at any time (including in a vehicle or in the custody of carriers) unless deposited in a hotel safe or safety deposit box.
- Loss**, theft of or damage to **Baggage** left **Unattended** at any time or contained in or stolen from an **Unattended** vehicle:
 - overnight between 9pm and 8am (local time) or
 - at any time between 8am and 9pm (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle confirmed by a police report.
- Loss** or damage due to delay, confiscation or detention by customs or other authority.
- Loss**, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, mobile telephones or telecommunications equipment of any kind, deeds, manuscripts, securities, perishable goods, surfboards, sailboards, bicycles, marine equipment or craft or any related equipment or fittings of any kind, **Ski Equipment** and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).
- Loss** or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or accident

- to the aircraft, sea vessel, train or vehicle in which they are being carried.
- Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Baggage**.
 - Claims arising for Personal Money and documents.
 - Loss** or damage due to breakage of sports equipment or damage to sports clothing occurring whilst in use.
 - Loss**, theft of or damage to business goods, samples, tools of trade, motor accessories and other Items used in connection with **Your** business, trade, profession or occupation.
 - Loss** or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
 - The cost of replacing downloaded content or the cost of retaking images or reinstating data stored on any item insured under this section.
 - Anything mentioned in the general exclusions on page 9-10

Section F: Personal Money and Documents

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**, for the accidental loss of, theft of or damage to Personal Money and documents (including driving licence).

Special Conditions Relating to Claims

- You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all Personal Money and documents. A Holiday Representatives report is not sufficient.
- Receipts for items lost, stolen or damaged should be retained, including foreign currency exchange receipts showing the amount, as these will help **You** to substantiate **Your** claim.

What is Not Covered

- The **Excess** as shown in the **Policy Schedule**.
- Loss**, theft of or damage to Personal Money and documents left **Unattended** at any time (including in a vehicle or in the custody of carriers) unless deposited in a hotel safe or safety deposit box.
- Loss**, theft of or damage to travellers' cheques if **You** have not complied with the issuers conditions or where the issuer provides a replacement service.
- Loss** or damage due to delay, confiscation or detention by customs or other authority.
- Loss** or damage due to depreciation in value, variations in exchange rates or shortages due to error or omission.

Anything mentioned in the general exclusions on page 9-10

Section G: Personal Liability

What is Covered

We will pay up to the amount shown in the **Policy Schedule**, (inclusive of legal costs and expenses) against any amount **You** become legally liable to pay as compensation for any claim or series of claims arising from any one event or source of original cause in respect of accidental:

- Bodily Injury**, death, illness or disease to any person who is not in **Your** employment or who is not a **Close Relative**, or member of **Your** household or **Travelling Companion**.

- Loss** of or damage to property that does not belong to and is neither in the charge of or under the control of **You**, a **Close Relative**, **Travelling Companion**, anyone in **Your** employment or any member of **Your** household other than any temporary holiday accommodation occupied (but not owned) by **You**.

Special Conditions Relating to Claims

- You** must give **Us** written notice as soon as possible of any incident, which may give rise to a claim.
- You** must forward every letter, writ, summons and process to **Us** as soon as **You** receive it.
- You** must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without **Our** written consent.
- We** will be entitled if **We** so desire to take over and conduct in **Your** name the defence of any claims for indemnity or damages or otherwise against any third party. **We** shall have full discretion in the conduct of any negotiation or proceedings or in the settlement of any claim and **You** shall give **Us** all necessary information and assistance which **We** may require.
- In the event of **Your** death, **Your** legal representative(s) will have the protection of this cover provided that such representative(s) comply(ies) with the terms and conditions outlined in this policy.

What is Not Covered

- The **Excess** as shown in the **Policy Schedule**.
- Compensation or legal costs arising directly or indirectly from:
 - Liability which has been assumed by **You** under agreement unless the liability would have attached in the absence of such agreement.
 - Pursuit of any business, trade, profession or occupation or the supply of goods or services.
 - You** owning or using:
 - a firearm;
 - a horse drawn or motorised vehicle;
 - a waterborne, motorised, mechanical or towed vehicle (except manually propelled watercraft); or
 - an aircraft of any description, including unpowered flight.
 - You** transmitting any infectious illness, virus or disease.
 - Ownership or occupation of land or buildings (other than occupation only of any temporary holiday accommodation where **We** will not pay for the first £300 of each and every claim arising from the same incident).
 - You** taking part in any **Winter Sports** activity, unless **Winter Sports** cover is shown in the validation certificate.
 - You** taking part in any sports and activities where personal liability cover is specifically shown as excluded in the list of sports and activities.
- Anything mentioned in the general exclusions on page 9-10

Section H: Hijack

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**, for the every completed period of 24 hours in the event of **Hijack** of the transport on which **You** are travelling.

What is Not Covered

- Claims not substantiated by a written police report confirming the length and exact nature of the incident.
- Anything mentioned in the general exclusions on page 9-10

Section I: Missed Departure

What is Covered

We will pay **You** up to the amount shown in the **Policy Schedule** for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching **Your** overseas destination or returning to the **United Kingdom** if

- You** fail to arrive at the **International Departure Point** in time to board the **Public Transport** on which **You** are booked to travel on **Your** outward journey from the **United Kingdom**; or
- You** fail to arrive at the **International Departure Point** in time to board the **Public Transport** on which **You** are booked to travel on the final part of **Your** return journey to the **United Kingdom**, including missing an onward connecting flight between the **United Kingdom** or mainland Europe; or
- You** fail to arrive into the **United Kingdom** in time to board **Your** onward connecting flight on which **You** are booked to travel as a result of a delay.

Cover is only provided as a direct result of one of the following events:

- the failure of other scheduled **Public Transport** or
- an accident to or breakdown of the vehicle which **You** are travelling or
- an accident or breakdown occurring ahead of **You** on a motorway or dual carriage way which causes an unexpected delay to the vehicle in which **You** are travelling or
- strike, industrial action or adverse weather conditions.
- You** may claim only under Section K1 – Delayed Departure or Section I – Missed Departure for the same event, not both.

Special Conditions Relating to Claims

- In the event of a claim arising from any delay occurring on a motorway or dual carriage way **You** must obtain written confirmation from the Police or emergency breakdown services of the location, reason for and duration of the delay.
- You** must allow sufficient time for the scheduled **Public Transport** or other transport to arrive on schedule and to deliver **You** to the departure point.

What is Not Covered

- The **Excess** as shown in the **Policy Schedule**.
- Claims arising directly or indirectly from:
 - Strike or industrial action or air traffic control delay existing or publicly announced by the date **You** purchased this insurance or at the time of booking any **Trip**.
 - An accident to or breakdown of the vehicle in which **You** are travelling for which a professional repairers report is not provided.
 - Breakdown of any vehicle in which **You** are travelling if the vehicle is owned by **You** and has not been serviced properly and maintained in accordance with manufacturers instructions
 - Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a Port Authority or any such regulatory body in a country to/from which **You** are travelling.
 - closure of airspace;
 - closure of **Your** scheduled point of departure;
- Additional expenses where the scheduled **Public Transport** operator has offered reasonable alternative travel arrangements.
- Costs which can be recovered from an airline or any other source, for example under EU Regulation 261 (details of **Your** rights can be downloaded from <http://europa.eu/>)

[You/europe/citizens/travel/passenger-rights/air/index_en.html](#)

- Anything mentioned in the general exclusions on page 9-10

Section J: Catastrophe

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**, in the event that the tour company is unable to assist and **You** are forced to move from the pre-booked accommodation as a result of:

- fire, lightning, explosion, earthquake, storm, tempest, hurricane, flood, tsunami.
- the Foreign, Commonwealth and Development Office issuing notice or advice against all travel or all but essential travel to the area in which **You** were due to travel to or were already staying during **Your Trip**, except where caused by an event described under items 1 above that existed at the start date of cover or at the time of booking a **Trip** (whichever is later), for irrecoverable travel or accommodation costs necessarily incurred to continue with the **Trip** or, if the **Trip** cannot be continued for **Your** return **Home**.

What is Not Covered

- The **Excess** as shown in the **Policy Schedule**.
- Claims where a report from local or national authority is not obtained stating that it was not acceptable for **You** to remain in **Your** booked accommodation.
- Claims where the tour company has made alternative arrangements.
- Any claim which is the result of any events announced on television, news bulletins or in the media in the **UK** before the start date of cover or at the time of booking a **Trip** (whichever is later).
- Anything mentioned in the general exclusions on page 9-10

Section K1/K2: Delayed Departure/ Holiday Abandonment

What is Covered

If departure of the scheduled **Public Transport** on which **You** are booked to travel is delayed at the final departure point from or to the **United Kingdom** for:

- at least 12 hours from the scheduled time of departure in respect of subsection K1 – Delayed Departure (see below) due to: or
- at least 24 hours from the scheduled time of departure in respect of subsection K2 – Holiday Abandonment (see below) due to:
 - strike or
 - industrial action or
 - adverse weather conditions or
 - mechanical breakdown of or a technical fault occurring in the scheduled **Public Transport** on which **You** are booked to travel.

We will pay **You**:

- Delayed Departure – The amount shown in the **Policy Schedule** for the first completed 12 hours delay and an additional amount for each full 12 hours delay thereafter up to the maximum amount shown in the **Policy Schedule**.
- Holiday Abandonment – Up to the amount shown in the **Policy Schedule** for any irrecoverable unused travel and accommodation costs and other pre-paid charges which **You** have paid or are contracted to pay if after a minimum 24 hours has elapsed, **You** choose to cancel **Your Trip** before departing from the **United Kingdom**.

You may claim only under subsection K1. or K2. above for the same event, not both.

You may claim only under Section K1 – Delayed Departure or Section I – Missed Departure for the same event, not both.

Special Conditions Relating to Claims

- You** must check in according to the itinerary supplied to **You**.
- You** must obtain confirmation from the carriers (or their handling agents) in writing of the number of hours of delay and the reason for the delay.
- You** must comply with the terms of contract of the travel agent, tour operator or provider of transport.
- In the case of a claim under sub section K2 – Holiday Abandonment **You** must provide **Your** booking confirmation together with written details from **Your** travel agent, tour operator or provider of transport/accommodation of the separate costs of transport, accommodation and other pre-paid costs or charges that made up the total cost of the **Trip**.

What is Not Covered

- The **Excess** as shown in the **Policy Schedule**.
- Claims arising directly or indirectly from:
 - Strike or industrial action or air traffic control delay existing or publicly declared by the date this insurance is effected by **You** or the date **Your Trip** was booked.
 - Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a Port Authority or any such regulatory body in a country to/from which **You** are travelling.
 - closure of **Your** scheduled point of departure
 - storm or severe snowfall.
 - closure of airspace;
- Anything mentioned in the general exclusions on page 9-10

Section M: Credit Card Fraud

What is Covered

We will pay **You** up to the amount shown in the **Policy Schedule** for losses suffered solely as a result of any credit or cash card for which **You** are responsible, being stolen or lost and/or fraudulently used outside the **United Kingdom** by any person other than **You** or a **Close Relative** or **Your Travelling Companion**.

What is Not Covered

- The **Excess** as shown in the **Policy Schedule**.
- Claims where **You** can or could have recovered **Your** losses from any other source.
- Claims where the card's reporting of loss procedures have not been followed.
- Any costs incurred in the replacement or return of the lost or stolen card.
- Anything mentioned in the general exclusions on page 9-10

Section N: Legal Expense

The following words and expressions used in this section of the policy shall mean the following wherever they appear in bold:

Legal Expenses:

- Fees, expenses and other costs reasonably incurred (as determined by **Our Legal Representative**) by a **Legal Representative** to pursue a claim or legal proceedings for damages and/or compensation against a third party who has caused **Your Bodily Injury**, death or illness.
- Costs that **You** are legally liable for following an award

of costs by any court or tribunal or an out-of-court settlement made in connection with any claim or legal proceedings.

Legal Representative:

The solicitor or other suitably qualified person appointed by **Us** in accordance with this section of the policy.

What is covered

We will pay up to the amount shown in shown in the **Policy Schedule** for **Legal Expenses** to bring a claim for damages or compensation against a third party, if **You** suffer an incident that results in **Bodily Injury**, death or illness caused by a third party during the **Trip**.

Special conditions Relating to Claims

- Written consent must be obtained from **Us** prior to incurring **Legal Expenses**. This consent will be given if **You** can satisfy **Us** that: there are reasonable (as determined by **Our Legal Representative**) grounds for pursuing the claim or legal proceedings; and in the opinion of **Our Legal Representative** the prospects of success and of recovering damages/enforcing a judgment is at least 51%.
- All claims or legal proceedings including any appeal against judgement resulting from the same original cause, event, or circumstance, will be regarded as one claim.
- If **You** are successful in any action, any **Legal Expenses** provided by **Us** must be reimbursed to **Us**.
- We** may at **Our** discretion assume control at any time of any claim or legal proceedings in **Your** name for damages and or compensation from a third party.
- We** may at **Our** discretion offer to settle a claim with **You** instead of initiating or continuing any claim or legal proceedings for damages and or compensation from a third party. Any such settlement will be full and final in respect to the claim.
- We** may at **Our** discretion offer to settle a counter-claim against **You** instead of continuing any claim or legal proceedings for damages and or compensation from a third party.
- Only the costs incurred by a **Legal Representative** approved or appointed by **Us** will be covered.
- We** shall have complete control over the legal proceedings through **Legal Representatives** **We** nominate up to the point where proceedings are issued at which point **You** are free to nominate a suitably qualified person, although **We** do not have to accept them.
- Any **Legal Representative** will be appointed by **Us** to represent **You** according to **Our** standard terms, which may include a Conditional Fee Agreement or a Contingency Fee Agreement.
- You** must cooperate fully with **Us** and the **Legal Representative** and follow their advice and provide any information and assistance required by them within a reasonable timescale.
- We** will have direct contact with the **Legal Representative**, and **You** authorise them to disclose any information or documentation **We** may ask for.
- If **We** ask, **You** must have any legal costs taxed, assessed or audited.

What is NOT covered:

- the **Excess** as shown in the summary of cover;
- any claim **We** or **Our Legal Representatives** believe is not likely to be successful or if **We** think the costs of taking action will be more than any award or the prospects of success and of recovering damages/enforcing a judgment is likely to be less than 51%;

3. any claim reported to **Us** more than 3 months after the beginning of the incident which led to the claim;
4. **Legal Expenses** incurred in the defence against any civil claim or legal proceedings made or brought against **You**;
5. **Legal Expenses** incurred before receiving **Our** prior written approval;
6. **Legal Expenses** incurred in connection with any criminal or wilful act committed by **You**;
7. **Legal Expenses** incurred for any claim or legal proceedings brought against: a travel agent, tour operator, carrier, insurer or their agent; a holiday accommodation provider; **Us**, **You**, or any company or person involved in arranging this policy; any person named on this policy;
8. fines, compensation or other penalties imposed by a court or other authority;
9. **Legal Expenses** incurred after **You** have not accepted an offer from a third party to settle a claim or legal proceeding where the offer is considered by **Our Legal Representative** to be reasonable or **You** not accepting an offer from **Us** to settle a claim;
10. **Legal Expenses** which **We** consider to be unreasonable or excessive or unreasonably incurred (as determined by **Our** legal counsel);
11. **Legal Expenses** incurred in pursuing any claim for compensation against the manufacturer, distributor or supplier of any drug, medication or medicine;
12. any claim relating to: an illness which gradually develops and is not caused by a specific or sudden event; the driving of a motor vehicle for which **You** had no valid insurance; judicial review or coroner's inquest; defending **Your** legal right, except for the defence of any counterclaim.
13. any claim where **Legal Expenses** are based directly or indirectly on the amount of compensation awarded and specifically which is capable of being pursued under a Contingency Fee Agreement;
14. **Legal Expenses** incurred in any claim which is capable of being pursued under a Conditional Fee Agreement;
15. **Legal Expenses** incurred if an action is brought in more than one country;
16. anything mentioned in the General Exclusions.

Section P: Strike

What is Covered

We will pay **You** up to the amount shown in the **Policy Schedule** for any irrecoverable overseas accommodation costs at **Your Trip** destination which **You** have paid or are contracted to pay as a result of the cancellation of **Your** flight due to strike or industrial action taken by the airline on which **You** are due to travel.

Special Conditions Relating to Claims

1. In the event of strike or industrial action **You** must:
 - a) obtain written confirmation from the airline of the date and duration on which this occurred.
 - b) provide **Your** unused travel tickets.
 - c) provide receipts or bills for any accommodation cost claimed for.
2. **You** may claim only under Section K1 – Delayed Departure or Section P – Strike for the same event, not both.

What is Not Covered

1. In the event of strike or industrial action any additional accommodation costs incurred by **You**:
 - a) where the airline has offered reasonable alternative travel arrangements within 12 hours of **Your** original departure

time from the **United Kingdom**.

- b) which are recoverable from the airline or for which **You** receive or are expecting to receive compensation.
2. Claims arising directly or indirectly from strike or industrial action existing or being publicly announced prior to the date this insurance is effected by **You** or the time of booking any **Trip**.
3. Anything mentioned in the general exclusions on page 9-10

Sections Q1-Q5: Winter Sports

(Only operative if indicated in the validation certificate and additional premium paid).

COVER IN RESPECT OF SECTIONS Q1-Q5 ONLY OPERATES:

1. UNDER SINGLE TRIP AND BACKPACKER POLICIES IF THE APPROPRIATE WINTER SPORTS EXTENSION HAS BEEN CHOSEN AND THE APPROPRIATE ADDITIONAL PREMIUM HAS BEEN PAID.
2. UNDER ANNUAL MULTI TRIP POLICIES FOR A PERIOD NOT EXCEEDING 18 DAYS ON ESSENTIAL, PREMIER OR PREMIER PLUS COVER IN TOTAL IN EACH PERIOD OF INSURANCE, IF THE APPROPRIATE WINTER SPORTS EXTENSION HAS BEEN CHOSEN AND THE APPROPRIATE ADDITIONAL PREMIUM HAS BEEN PAID.

Section Q1: Ski Equipment

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**, for the accidental loss of, theft of or damage to **Your** own **Ski Equipment**, or for hired **Ski Equipment**. The amount payable will be the value at today's prices less a deduction for wear tear and depreciation, (calculated from the table below) or **We** may at **Our** option replace, re-instate or repair the lost or damaged **Ski Equipment**.

Age of Item	Amount Payable
Up to 1 year old	90% of purchase price
Up to 2 years old	70% of purchase price
Up to 3 years old	50% of purchase price
Up to 4 years old	30% of purchase price
Up to 5 years old	20% of purchase price
Over 5 years old	No payment

The maximum **We** will pay for any **Single Item** is calculated from the table above or shown in the **Policy Schedule**, whichever is the less.

Special Conditions Relating to Claims

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **Ski Equipment**.
2. For items damaged whilst on **Your Trip**, **You** must obtain an official report from a retailer confirming the item is damaged and beyond repair.
3. If **Ski Equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel **You** must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Ski Equipment** is lost, stolen or damaged whilst in the care of an airline **You** must:
 - a) obtain a Property Irregularity Report from the airline.
 - b) give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).

- c) retain all travel tickets and tags for submission if a claim is to be made under this policy.
4. Receipts for items lost, stolen or damaged or proof of ownership should be retained as these will help **You** to substantiate **Your** claim.

Our liability for **Ski Equipment** hired by **You** shall be further limited to the **Insured Persons** liability for such loss or damage.

What is Not Covered

1. The **Excess** as shown in the **Policy Schedule**.
2. **Loss**, theft of or damage to **Ski Equipment** left **Unattended** at any time or contained in or stolen from an **Unattended** vehicle:
 - a) overnight between 9pm and 8am (local time) or
 - b) at any time between 8am and 9pm (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle confirmed by a police report.
3. **Loss** or damage due to delay, confiscation or detention by customs or other authority.
4. **Loss** or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
5. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Ski Equipment**.
6. Claims arising from loss or theft from **Your** accommodation unless there is evidence of forced entry which is confirmed by a police report.
7. Claims arising from loss or theft or damage of **Ski Equipment** carried on a vehicle roof rack unless secured by a lockable ski rack.
8. Anything mentioned in the general exclusions on page 9-10

Section Q2: Ski Equipment Hire

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**, for the reasonable cost of hiring replacement **Ski Equipment** as a result of the accidental loss of, theft of or damage to or temporary loss in transit for more than 12 hours of **Your Ski Equipment**.

Special Conditions Relating to Claims

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **Ski Equipment**.
2. For items damaged whilst on **Your Trip**, **You** must obtain an official report from a retailer confirming the item is damaged and beyond repair.
3. If **Ski Equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel **You** must report to them, in writing, details of the theft or damage and obtain written confirmation. If **Ski Equipment** is lost, stolen or damaged whilst in the care of an airline **You** must:
 - a) obtain a Property Irregularity Report from the airline.
 - b) give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
 - c) retain all travel tickets and tags for submission if a claim is to be made under this policy.

4. Receipts for items lost, stolen or damaged or proof of ownership should be retained as these will help **You** to substantiate **Your** claim.

What is Not Covered

1. **Loss**, theft of or damage to **Ski Equipment** left **Unattended** at any time or contained in or stolen from an **Unattended** vehicle:
 - a) overnight between 9pm and 8am (local time) or
 - b) at any time between 8am and 9pm (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle confirmed by a police report.
2. **Loss** or damage due to delay, confiscation or detention by customs or other authority.
3. **Loss** or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
4. Anything mentioned in the general exclusions on page 9-10

Section Q3: Ski Pack

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**:

- a) For the unused portion of **Your** ski pack (ski school fees, lift passes and hired **Ski Equipment**) following **Your Bodily Injury** or illness.
- b) For the unused portion of **Your** lift pass if **You** lose it.

Special Conditions Relating to Claims

1. **You** must provide written confirmation from a **Medical Practitioner** that such **Bodily Injury** or illness prevented **You** from using **Your** ski pack.
2. **You** must report to an appropriate authority within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss or theft of **Your** ski pass.

What is Not Covered

Anything mentioned in the general exclusions on page 9-10

Section Q4: Piste Closure

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule**, for the cost of transport organised by the tour operator to an alternative site if due to lack of snow conditions results in the closure of skiing facilities (excluding cross-country skiing) in **Your** resort and it is not possible to ski. The cover only applies:

- a) To the resort which **You** have pre-booked for a period exceeding 12 hours and for so long as such conditions prevail at the resort, but not exceeding the pre-booked period of **Your Trip** and
- b) To **Trips** taken outside the **United Kingdom** during the published ski season for **Your** resort.

Special Conditions Relating to Claims

You must obtain written confirmation from the resort management of the piste conditions, confirming the closure of facilities and the dates applicable.

What is Not Covered

1. Any circumstances where transport costs, compensation or alternative skiing facilities are provided to **You**.
2. Anything mentioned in the general exclusions on page 9-10

Section Q5: Avalanche Closure

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You** up to the amount shown in the **Policy Schedule** for the cost of transport organised by the tour operator to an alternative site if an avalanche results in the closure of skiing facilities (excluding cross-country skiing) in **Your** resort and it is not possible to ski. The cover only applies:

- a) To the resort which **You** have pre-booked for a period exceeding 12 hours and for so long as such conditions prevail at the resort, but not exceeding the pre-booked period of **Your Trip** and
- b) To **Trips** taken outside the **United Kingdom** during the published ski season for **Your** resort.

Special Conditions Relating to Claims

You must obtain written confirmation from the resort management of the piste conditions, confirming the closure of facilities and the dates applicable.

What is Not Covered

1. The **Excess** as shown in the **Policy Schedule**.
2. Anything mentioned in the general exclusions on 9-10

Section R1-R5: Travel Disruption

(Only operative if indicated in the validation certificate and appropriate premium paid)

This extension to the policy provides the following amendments to the insurance, specifically for costs and expenses that are not recoverable from any other source.

Section R1: Extended Cancellation Or Curtailment Charges Cover

(Only operative if indicated in the validation certificate and appropriate premium paid)

What is Covered

Section A – Cancellation or **Curtailment** charges is extended to include the following cover. **We** will pay **You** up to £1,000 for any irrecoverable unused travel and accommodation costs (and other pre-paid charges) which **You** have paid or are contracted to pay, together with any reasonable additional travel expenses incurred if:

- a) **You** were not able to travel and use **Your** booked accommodation or
- b) the **Trip** was **Curtailed** before completion as a result of the Travel Advice Unit of the the Foreign, Commonwealth & Development Office (FCDO) www.gov.uk/fcdo issuing a directive:
 - i) prohibiting all travel or all but essential travel to or
 - ii) recommending evacuation from the country or specific **Area** or event to which **You** were travelling, providing the directive came into force after **You** purchased this insurance or booked the **Trip** or in the case of **Curtailment** after **You** had left the **United Kingdom** to commence the **Trip**.

In relation to medical epidemic and pandemic please see general exclusion 18.

Section R2/R3: Extended Delayed Departure / Extended Holiday Abandonment Cover

(Only operative if indicated in the validation certificate and appropriate premium paid)

What is Covered

Section K1 – Delayed departure is extended to include the following cover. **We** will pay **You** one of the following amounts:

1. If the scheduled **Public Transport** on which **You** are booked to travel is cancelled or delayed, leading to **Your** departure being delayed for more than 12 hours at the departure point of any connecting **Public Transport** in the **United Kingdom** or to **Your** overseas destination or on the return journey to **Your Home We** will pay **You** £20 for the first completed 12 hours delay and £10 for each full 12 hours delay after that, up to a maximum of £100 (which is meant to help **You** pay for telephone calls made and meals and refreshments purchased during the delay) provided **You** eventually continue the **Trip**.
 2. **We** will pay **You** up to £1,000 for either:
 - a) any irrecoverable unused accommodation and travel costs (and other pre-paid charges) which **You** have paid or are contracted to pay because **You** were not able to travel and use **Your** booked accommodation as a result of:
 - i) the scheduled Public transport on which **You** were booked to travel from the **United Kingdom** being cancelled or delayed for more than 12 hours or
 - ii) **You** being involuntarily denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 12 hours and **You** choose to cancel **Your Trip** because the alternative transport to **Your** overseas destination offered by the **Public Transport** operator was not reasonable or
 - b) suitable additional accommodation (room only) and travel expenses necessarily incurred in reaching **Your** overseas destination and/or in returning to the **United Kingdom** as a result of:
 - i) the **Public Transport** on which **You** were booked to travel being cancelled, delayed for more than 12 hours, diverted or re-directed after take-off or
 - ii) **You** being involuntarily denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 12 hours and **You** choose to make other travel arrangements for **Your Trip** because the alternative transport offered by the scheduled **Public Transport** operator was not reasonable. The amount payable will be calculated after deduction of the amount of the refund on **Your** ticket(s) together with any compensation from the **Public Transport** operator. **You** can only claim under subsections 1. or 2. for the same event, not both. If the same costs, charges or expenses are also covered under any other section of this policy
- You** can only claim for these under one section for the same event. **You** may claim only under Subsection 1 or Section K1 – Delayed Departure for the same event, not both.

Section R4: Extended Missed Departure Cover

(Only operative if indicated in the validation certificate and appropriate premium paid)

What is Covered

Section I – Missed departure cover is extended to include the following cover:

- We** will pay **You** up to £500 for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching **Your** overseas destination or returning to the **United Kingdom** if **You** fail to arrive at the departure point in time to board any onward connecting **Public Transport** on which **You** are booked to travel, following completion of the initial international journey, including connections within the **United Kingdom** on the return journey to **Your Home** as a result of:
 - the failure of other scheduled **Public Transport** or
 - strike, industrial action or adverse weather conditions or
 - You** being involuntarily denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 12 hours. If the same expenses are also covered under any other section of this policy **You** can only claim for these under one section for the same event.

Section R5: Accommodation Cover

(Only operative if indicated in the validation certificate and appropriate premium paid)

What is Covered

We will pay **You** up to £1,000 for either:

- any irrecoverable unused accommodation costs (and other pre-paid charges) which **You** have paid or are contracted to pay because **You** were not able to travel and use **Your** booked accommodation or
- reasonable additional accommodation and transport costs incurred:
 - up to the standard of **Your** original booking, if **You** need to move to other accommodation on arrival or at any other time during the **Trip** because **You** cannot use **Your** booked accommodation or
 - with the prior authorisation of The **Assistance Company** to repatriate **You** to **Your Home** if it becomes necessary to **Curtail the Trip**

as a result of, fire, flood, earthquake, explosion, tsunami, landslide, avalanche, volcanic eruption, hurricane, storm or an outbreak of food poisoning or an infectious disease affecting **Your** accommodation or resort. **You** can only claim under one of subsections 1. or 2. of What is covered for the same event, not both. If the same costs and charges are also covered under any other section of this policy **You** can only claim for these under one section for the same event.

Special Conditions Relating to Claims

(Applicable to all extended sections of cover)

- If **You** fail to notify the travel agent, tour operator or provider of transport or accommodation as soon as **You** find out it is necessary to cancel the **Trip**, the amount **We** will pay will be limited to the cancellation charges that would have otherwise applied.
- You** must get (at **Your** own expense) written confirmation from the provider of the accommodation (or their administrators), the local Police or relevant authority that **You** could not use **Your** accommodation and the reason for this.
- For **Curtailment** claims only: **You** must tell The **Assistance**

Company as soon as possible of any circumstances making it necessary for **You** to return **Home** and before any arrangements are made for **Your** repatriation.

- You** must check in, according to the itinerary supplied to **You** unless **Your** tour operator or airline has requested **You** not to travel to the airport.
- You** must get (at **Your** own expense) written confirmation from the scheduled **Public Transport** operator (or their handling agents) of the cancellation, number of hours of delay or involuntarily denied boarding and the reason for these together with details of any alternative transport offered.
- You** must comply with the terms of contract of the scheduled **Public Transport** operator and seek financial compensation, assistance or a refund of **Your** ticket from them, in accordance with the terms and/or (where applicable) **Your** rights under EU Air Passengers Rights legislation in the event of denied boarding, cancellation or long delay of flights.
- You** must get (at **Your** own expense) written confirmation from the scheduled **Public Transport** operator/accommodation provider that reimbursement will not be provided.

What Is Not Covered

(Applicable To All Section R Extended Sections Of Cover)

- The **Excess** as shown in the **Policy Schedule** of each and every claim, per incident claimed for, under this section by each **Insured Person** (except claims under subsection 1. a) of What is covered under the Extended delayed departure cover above)
- The cost of Airport Departure Duty/Tax (whether irrecoverable or not).
- Travel tickets paid for using any airline mileage reward scheme, for example Air Miles.
- Accommodation costs paid for using any Timeshare, Holiday Property Bond or other holiday points scheme.
- Claims arising directly or indirectly from:
 - Strike, industrial action, cancellation of **Public Transport** or a directive prohibiting all travel or all but essential travel, to the country or specific **Area** or event to which **You** were travelling, existing or being publicly announced by the date **You** purchased this insurance or at the time of booking any **Trip**.
 - An aircraft or sea vessel being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority, Port Authority or any such regulatory body in a country to/from which **You** are travelling.
 - Denied boarding due to **Your** drug use, alcohol or solvent abuse or **Your** inability to provide a valid passport, visa or other documentation required by the **Public Transport** operator or their handling agents.
- Any costs incurred by **You** which are recoverable from the providers of the accommodation (or their administrators) or for which **You** receive or are expected to receive compensation or reimbursement.
- Any costs incurred by **You** which are recoverable from the **Public Transport** operator or for which **You** receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.
- Any accommodation costs, charges and expenses where the **Public Transport** operator has offered reasonable alternative travel arrangements.
- Any costs for normal day to day living such as food and drink which **You** would have expected to pay during **Your Trip**.

10. Claims arising within 7 days of the date **You** purchased this insurance or the time of booking any **Trip**.
11. Anything mentioned in the general exclusions applicable to all sections of the policy.

Claims Evidence

(Applicable To All Section R Extended Sections Of Cover)

We will require (at **Your** own expense) the following evidence where relevant:

- A copy of the advice against all travel or all but essential travel issued by the Foreign, Commonwealth & Development Office (FCDO)
- Booking confirmation together with a cancellation invoice from **Your** travel agent, tour operator or provider of transport/accommodation.
- In the case of **Curtailed** claims, written details from **Your** travel agent, tour operator or provider of transport/accommodation of the separate costs of transport, accommodation and other pre-paid costs or charges that made up the total cost of the **Trip**.
- **Your** unused travel tickets.
- A letter from the carriers (or their handling agents) confirming the number of hours delay, the reason for the delay and confirmation of **Your** check in times.
- Written confirmation from the scheduled **Public Transport** operator (or their handling agents) of the cancellation, number of hours of delay or involuntarily denied boarding and the reason for these together with details of any alternative transport offered.
- Written confirmation from the company providing the accommodation (or their administrators), the local Police or relevant authority that **You** could not use **Your** accommodation and the reason for this.
- Receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.
- Any other relevant information relating to **Your** claim under this section that **We** may ask **You** for.

Section S1-S4: Cruise Cover

(Only operative if indicated in the validation certificate and additional premium paid). This extension to the policy provides the following amendments to the insurance, specifically for costs related to the additional expenses whilst **You** are on a **Cruise**.

S1: Cruise Connection

(Only operative if indicated in the validation certificate and appropriate premium paid).

What is Covered

We will pay **You** up to the amount shown in the **Policy Schedule** for reasonable additional onward travel expenses and accommodation (room only) necessarily incurred in reaching the next available embarkation point of **Your** cruise itinerary if **You** fail to arrive at the original embarkation point in time to board **Your Cruise** ship on which **You** are booked to travel, or **Your** failure to disembark at the original disembarkation place and time to reach **Your** international flight departure point, as a direct result of:

1. the failure of any scheduled **Public Transport**
2. the failure of **Your** booked **Cruise** ship
3. strike, industrial action or adverse weather conditions.

Special Conditions Relating to Claims

You must allow sufficient time for the scheduled **Public Transport**, **Cruise** ship or other transport to arrive on schedule

and to deliver **You** to **Your** embarkation point or International Departure point.

You may claim only under Section S1 or Section I – Missed Departure, for the same event, not both..

What is Not Covered

1. The **Excess** as shown in the **Policy Schedule**.
2. Claims arising directly or indirectly from:
 - a) Strike or industrial action or air traffic control delay existing or publicly announced by the date **You** purchased this insurance or at the time of booking any **Trip**.
 - b) Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a Port Authority or any similar body in any country.
 - c) closure of airspace.
 - d) closure of **Your** scheduled point of departure.
3. Additional expenses where the scheduled **Public Transport** operator has offered reasonable alternative travel arrangements.
4. Any delay caused by quarantine on the **Cruise** ship due to contagious disease.
5. Anything mentioned in the general exclusions on page 9-10

S2: Cabin Confinement

(Only operative if indicated in the validation certificate and appropriate premium paid)

What is Covered

We will pay up to the amount shown in the **Policy Schedule** for each 24 hour period that **You** are confined by the ships medical officer to **Your** cabin for medical reasons during the period of the **Trip**.

What is Not Covered

We will not cover the following:

1. Any confinement to **Your** cabin which has not been confirmed in writing by the ships medical officer.
2. Anything mentioned in the general exclusions on page 9-10

S3: Missed Excursions

(Only operative if indicated in the validation certificate and appropriate premium paid)

What is Covered

We will pay up to the amount shown in the **Policy Schedule** for the cost of pre-booked excursions, which **You** were unable to use as a direct result of being confined to **Your** own cabin due to an accident or illness which is covered under section B – Emergency Medical and other expenses.

What is Not Covered

We will not cover the following:

1. The **Excess** as shown in the **Policy Schedule**.
2. Anything mentioned in the general exclusions on page 9-10

S4: Emergency Airlift

(Only operative if indicated in the validation certificate and appropriate premium paid)

What is Covered

Section B: Emergency Medical and Other Expenses will extend to provide cover for necessarily incurred emergency airlift

expenses if **You** require medical attention or facilities which are not available on board **Your** cruise ship, and **You** need to be transported to the nearest hospital onshore.

What is Not Covered

1. The **Excess** as shown in the **Policy Schedule**.
2. Anything mentioned in the general exclusions on page 9-10.
3. Anything mentioned under, What is Not Covered, of Section B: Emergency Medical and Other Expenses.

Optional Covers

(Only operative if indicated in the validation certificate and additional premium paid).

COVER IN RESPECT OF SECTIONS T, U, V AND W ONLY OPERATES:

IF THE APPROPRIATE OPTIONAL COVER EXTENSION HAS BEEN CHOSEN AND THE APPROPRIATE ADDITIONAL PREMIUM HAS BEEN PAID.

Section T: Flight Cancellation

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule** for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching **Your** overseas destination and/or in returning to the **United Kingdom** as a result of the flight on which **You** were booked to travel being cancelled or delayed for more than 24 hours and **You** choose to make other travel arrangements for **Your Trip** because the alternative transport offered by the airline was not within 24 hours of **Your** original scheduled departure time. The amount payable will be calculated after deduction of the amount of the refund on **Your** ticket(s) together with any compensation from the airline.

You may claim only under Section T – Flight Cancellation or Section K1 – Delayed Departure for the same event not both.

Special Conditions Relating to Claims

1. **You** must check in according to the itinerary supplied to **You**.
2. **You** must get written confirmation from the airline (or their handling agents) of the cancellation or number of hours delay and the reason for these together with details of any alternative transport offered.
3. **You** must comply with the terms of contract of the airline and seek financial compensation, assistance or a refund of **Your** ticket(s) from them in accordance with such terms and/or (where applicable) **Your** rights under EU Air Passenger Rights legislation in the event of cancellation or long delay of flights. Details of **Your** rights can be downloaded from: http://europa.eu/Youreurope/citizens/travel/passenger-rights/air/index_en.htm

What is Not Covered

1. The **Excess** as shown in the **Policy Schedule**.
2. The cost of recoverable airport charges and levies.
3. Claims arising directly or indirectly from:
 - a) Strike, industrial action or air traffic control existing or being publicly announced by the date **You** purchased this insurance or at the time of booking any **Trip**.
 - b) An aircraft being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority or any similar body in any country.

- c) closure of airspace.
 - d) closure of **Your** scheduled point of departure.
4. Any costs incurred by **You** which are recoverable from the airline or for which **You** receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.
 5. Any accommodation costs, charges and expenses where the airline has offered alternative travel arrangements within 24 hours of **Your** original scheduled departure time.
 6. Any costs which **You** would have expected to pay during **Your Trip**.
 7. Anything mentioned in the general exclusions on page 9-10

Section U: Wedding/Civil Partnership

(Only operative if indicated in the validation certificate and additional premium paid).

Special Definitions

(which are shown in italics)

You/Your/Insured Person/Insured Couple – means the couple travelling abroad to be married/entered into civil partnership whose names appear on the validation certificate

Wedding/Civil Partnership attire – means dress, suits, shoes and other accessories bought specially for the wedding/civil partnership and make-up, hair styling and flowers paid for or purchased for the wedding/civil partnership forming part of **Your Baggage**.

What is Covered

1. **We** will pay up to the amounts shown in the **Policy Schedule** for the accidental loss of, theft of or damage to the items shown below forming part of **Your Baggage**:
 - a) for each wedding/civil partnership ring taken or purchased on the **Trip** for each **Insured Person**.
 - b) for wedding/civil partnership gifts taken or purchased on the **Trip** for the *Insured Couple*.
 - c) for *Your wedding/civil partnership attire* which is specifically to be worn by *You* on *Your* wedding/civil partnership day. The maximum payment for any **Single Item** is shown in the **Policy Schedule**. The amount payable will be the value at today's prices less a deduction for wear tear and depreciation, (or **We** may at **Our** option replace, reinstate or repair the lost or damaged **Baggage**).
2. **We** will pay the *Insured Couple* up to £300 for the reasonable additional costs incurred to reprint/make a copy of or retake the photographs/video recordings either at a later date during the **Trip** or at a venue in the **United Kingdom** if:
 - a) the professional photographer who was booked to take the photographs/video recordings on **Your** wedding/civil partnership day is unable to fulfil such obligations due to **Bodily Injury**, illness or unavoidable and unforeseen transport problems, or
 - b) the photographs/video recordings of the wedding day taken by a professional photographer are lost, stolen or damaged within 14 days after the wedding/civil partnership day and whilst **You** are still at the holiday/honeymoon location.

You may claim only under one of either Section U – Wedding/Civil Partnership Cover or Section E – **Baggage, Baggage** Delay and Passport for the same event, not both.

Special Conditions Relating to Claims

- You** must report to the local Police within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **Baggage**.
- If **Baggage** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel **You** must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Baggage** is lost, stolen or damaged whilst in the care of an airline **You** must:
 - obtain a Property Irregularity Report from the airline.
 - give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
 - retain all travel tickets and tags for submission if a claim is to be made under this policy.
- Receipts for items lost, stolen or damaged or proof of ownership should be retained as these will help **You** to substantiate **Your** claim.

What is Not Covered

- The **Excess** as shown in the **Policy Schedule**.
- Loss**, theft of or damage to **Valuables** left **Unattended** at any time (including in a vehicle or in the custody of carriers) unless deposited in a hotel safe or safety deposit box.
- Loss**, theft of or damage to **Baggage** left **Unattended** at any time or contained in an **Unattended** vehicle:
 - overnight between 9pm and 8am (local time) or
 - at any time between 8am and 9pm (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle confirmed by a police report.
- Loss** or damage due to delay, confiscation or detention by customs or other authority.
- Loss**, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, mobile telephones or telecommunications equipment of any kind, deeds, manuscripts, securities, perishable goods, surfboards/sailboards bicycles, marine equipment or craft or any related equipment or fittings of any kind, **Ski Equipment** and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).
- Loss** or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or accident to the aircraft, sea vessel, train or vehicle in which they are being carried.
- Loss** or damage due to breakage of sports equipment or damage to sports clothing whilst in use.
- Loss**, theft of or damage to business goods, samples, tools of trade, motor accessories and other items used in connection with **Your** employment or occupation.
- Loss** or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown or liquid damage.
- Anything mentioned in the general exclusions on page 9-10

Section V: Business Cover

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

- In addition to the cover provided under Section E – **Baggage** and **Passport** **We** will pay **You** up to the amount shown in the **Policy Schedule** for the accidental loss of, theft of or damage to **Business Equipment** occurring during the **Period of Insurance**. The amount payable will be the current market value, which takes into account a deduction for wear tear and depreciation, (or **We** may at **Our** option replace, reinstate or repair the lost or damaged **Business Equipment**).
- We** will also pay reasonable additional accommodation and travelling expenses incurred in arranging for a colleague or business associate to take **Your** place on a pre-arranged **Business Trip** in the event that:
 - You** die.
 - You** are unable to make the **Business Trip** due to **You** being hospitalised or totally disabled as confirmed in writing by a **Medical Practitioner**.
 - Your Close Relative** or **Close Business Associate** in the **United Kingdom** dies, is seriously injured or falls seriously ill.

Special Conditions Relating to Claims

- You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **Business Equipment**.
- Receipts for items lost, stolen or damaged or proof of ownership should be retained as these will help **You** to substantiate **Your** claim.

What is Not Covered

- In respect of Cover 1 above:
 - The **Excess** as shown in the **Policy Schedule**.
 - Loss**, theft or damage to **Business Equipment** left **Unattended** at any time or contained in or stolen from an **Unattended** vehicle:
 - overnight between 9pm and 8am (local time) or
 - at any time between 8am and 9pm (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle is confirmed by a police report.
 - Loss** or damage due to delay, confiscation or detention by customs or other authority.
 - Wear and tear, depreciation, deterioration or loss or damage by atmospheric or climatic conditions by moth vermin by any process of cleaning, repairing or restoring mechanical or electrical breakdown.
 - Loss** of, theft of or damage to films, tapes, cassettes, cartridges or discs other than for their value as unused materials unless purchased pre-recorded when **We** will pay up to the makers latest list price.
- In respect of Cover 2 above:
 - Additional costs under 2. b) above if **You** were totally disabled, hospitalised or **You** were on a waiting list to go into hospital at the time of arranging the **Business Trip**.
 - Additional costs under 2. b) and c) above if **You** were aware of circumstances at the time of arranging the **Business Trip** which could reasonably have been expected to give rise to Cancellation of the **Business Trip**.
- In respect of Cover 1 and 2 above:
 - Any loss or damage arising out of **You** engaging in manual work.

- b) Any financial loss or costs incurred arising from the Interruption of **Your** business.
- 4. The cost of replacing downloaded content or the cost of retaking images or reinstating data stored on business equipment.
- 5. Anything mentioned in the general exclusions on page 9-10

Golf Cover

(Only operative if indicated in the validation certificate and additional premium paid).

COVER IN RESPECT OF SECTIONS W1-W3 ONLY OPERATES:

UNDER SINGLE **Trip** POLICIES AND MULTI **Trip** POLICIES IF THE APPROPRIATE GOLF COVER EXTENSION HAS BEEN CHOSEN AND THE APPROPRIATE ADDITIONAL PREMIUM HAS BEEN PAID AND IS SHOWN ON THE VALIDATION CERTIFICATE.

Section W1: Golf Equipment

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You** up to the amount as shown in the **Policy Schedule** for loss, theft, or damage to **Your Golf Equipment**. The amount payable will be at today's prices less a deduction for wear tear and depreciation (calculated from the table below), or **We** may at **Our** option replace, reinstate or repair the lost or damaged **Golf Equipment**. The maximum **We** will pay for any **Single Item** is shown in the **Policy Schedule**.

Age of Item	Amount Payable
Up to 1 year old	90% of purchase price
Up to 2 years old	70% of purchase price
Up to 3 years old	50% of purchase price
Up to 4 years old	30% of purchase price
Up to 5 years old	20% of purchase price
Over 5 years old	No payment

Special Conditions Relating to Claims

1. **You** must report to the police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss or theft of all **Golf Equipment**. A Holiday Representatives Report is not sufficient.
2. If **Golf Equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel **You** must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Golf Equipment** is lost, stolen or damaged whilst in the care of an airline **You** must:
 - a) obtain a Property Irregularity Report from the airline.
 - b) give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
 - c) retain all travel tickets and tags for submission if a claim is to be made under this policy.
3. Receipts for items lost, stolen or damaged or proof of ownership should be retained as these will help **You** to substantiate **Your** claim.

What is Not Covered

1. The **Excess** as shown in the **Policy Schedule**.
2. **Loss**, theft or damage to **Golf Equipment** left **Unattended** at any time or contained in or stolen from an **Unattended** vehicle:

- a) overnight between 9pm and 8am (local time) or
- b) at any time between 8am and 9pm (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot, locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle confirmed by a police report.
3. **Loss** or damage due to delay, confiscation or detention by customs or other authority.
4. **Loss** or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
5. Claims arising for loss, theft or damage of **Golf Equipment** carried on a vehicle roof rack.
6. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Baggage**.
7. Anything mentioned in the general exclusions on page 9-10

Section W2: Golf Equipment Hire

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You** up to the amount as shown in the **Policy Schedule** for each 24 hour period, for the cost of necessary hire of **Golf Equipment** following:

- a) accidental loss of, theft of or damage to **Your Golf Equipment**; or
- b) the temporary loss in transit during the outward journey for at least 24 hours of **Your Golf Equipment**.

Special Conditions Relating to Claims

1. **You** must report to the police in the country where the incident occurred within 24 hours of discovery and or as soon as possible after that obtain a written report of the loss, theft or attempted theft of all **Golf Equipment**.
2. For items damaged whilst on **Your Trip You** must obtain an official report from an appropriate retailer confirming the item is damaged and beyond repair.
3. If **Your Golf Equipment** is temporarily lost in transit **You** must obtain written confirmation from the carrier as to the exact nature and length of time temporarily lost.
4. If **Your Golf Equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel **You** must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Your Golf Equipment** is lost, stolen or damaged whilst in the care of an airline **You** must:
 - a) obtain a Property Irregularity Report from the airline.
 - b) give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
 - c) retain all travel tickets and tags for submission if a claim is to be made under this policy.
5. Receipts for items lost, stolen or damaged or proof of ownership should be retained as these will help **You** to substantiate **Your** claim.

What is Not Covered

1. **Loss**, theft or damage to **Golf Equipment** left **Unattended** at any time or contained in or stolen from an **Unattended** vehicle:
 - a) overnight between 9pm and 8am (local time) or
 - b) at any time between 8am and 9pm (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those

vehicles without a separate boot locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle confirmed by a police report.

2. **Loss** or damage due to delay, confiscation or detention by customs or other authority.
3. **Loss** or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
4. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Baggage**.
5. Claims arising for loss, theft or damage of **Golf Equipment** carried on a vehicle roof rack.
6. Anything mentioned in the general exclusions on page 9-10

Section W3: Green Fees

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You** up to the amount shown in the **Policy Schedule**, for the proportionate value of any non-refundable, pre-paid green fees, **Golf Equipment** hire or tuition fee necessarily unused due to the following:

- a) **Your Bodily Injury** or illness, or
- b) The loss or theft of **Your** pre-booked and pre-paid documentation which prevents **Your** participation in the pre-paid golfing activity.
- c) The closure due to adverse weather conditions of the golf course.

Special Conditions Relating to Claims

1. **You** must report to the police in the country where the incident occurred within 24 hours of discovery and obtain a written report of the loss, theft or theft or attempted theft of **Your** documentation.
2. For claims as a result of **Your Bodily Injury** or illness **You** must obtain a report substantiating **Your Medical Condition**, it's occurrence and **Your** inability to play golf from the treating doctor.
3. **You** must obtain written confirmation from the golf club of the time(s) and date(s) of the golf course closure due to adverse weather conditions.

What is Not Covered

1. Claims arising directly or indirectly as a result of **Your** failure to comply with the important conditions relating to health shown on page 9-10.
2. Anything mentioned in the general exclusions on page 9-10

Section X: Gadget Cover

(Only operative if indicated in the validation certificate and additional premium paid).

What is Covered

We will pay **You**, up to the amount shown in the **Policy Schedule** after taking off an amount for age, wear and tear and loss of value for:

1. **Accidental Damage** if **Your Gadget** is damaged as a result of an accident.
2. **Theft** if **Your Gadget** is stolen.
3. **Malicious Damage** if **Your Gadget** is damaged as a result of intentional or deliberate damage of someone else.
4. **Loss** if **Your Gadget** is lost.
5. Unauthorised **Usage** if **Your Gadget** is lost or stolen, and the **Loss** or **Theft** is covered by **Your** policy, **We** will refund

the cost of unauthorised calls, messages and downloads made from it and after the time it was lost or stolen. Cover will only apply to unauthorised usage within 24 hours of discovery of the **Loss** or **Theft of Your Gadget**. Itemised bills must be provided to support **Your** claim. This cover will only apply if there is no protection from such losses from **Your** network provider.

Special Conditions Relating to Claims

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the **Loss, Theft** or attempted theft.
2. For items damaged whilst on **Your Trip**, **You** must obtain an official report from a retailer confirming the item is damaged and beyond repair.
3. **You** must provide **Us** with any receipts, documents or **Proof of Purchase**, that is reasonable for **Us** to request.
4. Cover excludes payments recoverable from any party, under the terms of any other contract, guarantee, warranty or insurance.
5. The **Gadget** must be less than 36 months old with valid **Proof of Purchase** (not from online auctions) when this insurance started.
6. In an event of a claim for damaged items **We** will pay the repair or replacement costs of the **Gadget** as a result of accident or **Malicious Damage**. Where only parts of the **Gadget** are damaged **We** will only replace the part or parts.
7. **We** will not pay any claim for **Loss** where the circumstances of the **Loss** cannot be clearly identified, i.e. where **You** are unable to confirm the time and place of the **Loss**.
8. **You** and **Your Immediate Family** are required to take all **Reasonable Precautions** at all times.

What is Not Covered

1. The **Excess** as shown in the **Policy Schedule**.
2. Any **Loss, Theft** or **Accidental Damage** of the **Gadget** left as checked in **Baggage**.
3. Any **Loss, Theft** or **Accidental Damage** to the **Gadget** as a result of confiscation of detention by customs, other officials or authorities.
4. Any **Theft** unless accompanied by a Crime Reference number, Lost Property numbers are not acceptable in support of a **Theft** claim.
5. Any claim involving **Theft** unless reported to the appropriate Local Police authorities and the Network (if applicable) within 24 hours of discovering the incident.
6. **Theft** of the **Gadget** from an unoccupied premise whilst on **Your Trip**, unless there is evidence of violent and forcible entry to the premises.
7. **Theft** of the **Gadget** from the person unless force, or threat of violence is used.
8. **Theft** or **Accidental Damage** to the **Gadget** whilst in the possession of anyone else other than **Your Immediate Family**.
9. **Theft** of or damage to the accessories other than SIM or PCIMA cards which were in the **Gadget** at the time of the damage or **Theft**.
10. Any claim resulting in the failure of any electrical or computer equipment, software, micro-controller, microchip, accessories or associated equipment to correctly recognise and process any calendar date or time.
11. Any kind of damage whatsoever unless the damaged **Gadget** is provided for repair.

12. The VAT element of any claim if **You** are registered for VAT.
13. Reconnection costs or subscription fees of any kind.
14. Any expense incurred as a result of not being able to use the **Gadget** or any loss other than the repair or replacement cost of the **Gadget**.
15. Any **Gadget** stolen from an unattended vehicle
16. Wear and tear, loss of value, mechanical or electrical breakdown or damage caused by cleaning, repairing or restoring and damage caused by leaking powder or fluid in **Your Baggage**.
17. Anything mentioned in the general exclusions on page 9-10

COMPLAINTS PROCEDURE

Making Yourself Heard

We realise that things can go wrong and there may be occasions when **You** feel that **We** have not provided the service **You** expected. When this happens **We** want to hear about it so that **We** can try to put things right. It is important that **You** know that **We** are committed to providing **You** with an exceptional level of service and customer care.

Our Promise to You

- Acknowledge complaints quickly.
- Investigate complaints quickly and thoroughly.
- Do everything possible to resolve **Your** complaint.
- Keep **You** informed of the progress.
- Learn from **Our** mistakes.
- Use information from complaints to continuously improve **Our** service.

Calls are recorded and monitored.

Who to Contact?

If the complaint relates to **Your** policy

Contact the agent who sold **You** **Your** policy

If the complaint relates to a claim on **Your** policy

Contact **Us** in the first instance and **We** will deal with **Your**

complaint, or refer **You** to **Our** partner that handles **Our** claims. **Our** contact details can be found on all correspondence that **We** or **Our** representatives have sent **You**.

When You Contact Us:

- Please give **Us** **Your** name and preferred contact method.
- Please quote **Your** policy and/or claim number and the type of policy **You** hold.
- Please explain clearly and concisely the reason for **Your** complaint.

We expect to resolve the majority of complaints quickly and satisfactorily at this stage, but if **You** are not satisfied with the outcome, **You** can take the issue further.

If You are Dissatisfied with the outcome

If **You** have not received a final response within eight weeks from the date that **We** have received the complaint, or **You** are not satisfied with the outcome of the complaint, **You** have the right to refer the matter to the Financial Ombudsman Service who will investigate **Your** complaint.

The Financial Ombudsman Service is an independent body that arbitrate on complaints about general insurance products and other financial services. It will only consider complaints after **We** have provided **You** with written confirmation that **Our** internal complaints procedure has been exhausted.

Please note that **You** have six months from the date of **Our** final response in which to refer **Your** complaints to the Ombudsman. Referral to the Ombudsman will not affect **Your** right to take legal action.

Ombudsman details

Exchange Tower,
London,
E14 9SR.
Telephone: 0800 023 4 567
Fax: 020 7964 1001
E-mail: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

DATA PROTECTION

Any information that **You** have given to Cover-More Blue Insurance Services Limited will be used for the administration of **Your** policy. The information that **You** have provided will be shared with the following parties: The insurers of the policy, insurance company 'EuroInns' AD, to obtain a premium if **Your** quote requires referral to them. The personal information that will be shared with the insurer at this time will be **Your** name, **Your** contact details and any medical history as declared to **Us** by **You**. If **You** purchase a product with Cover-More Blue Insurance Services Limited, **Your** information will be shared with the insurer of the policy to underwrite **Your** policy. In the event of a claim **Your** personal information will be shared with the insurer and their appointed emergency assistance company and/or claims administrator. Details of these organisations are stated within this policy terms and conditions. **Your** personal information might also be shared with the Financial Conduct Authority and/or other regulatory/governing bodies for the purposes of compliance monitoring and to prevent and detect fraud. **We** reserve the right to disclose personally identifiable information in order to comply with the law, applicable regulations and government requests. **We** also reserve the right to use such information in order to protect **Our** operating systems and integrity as well as other users. Any third parties employed by **Us** to process **Your** data on **Our** behalf are subject to contractual obligations to protect the security of **Your** data. These activities are carried out within the **UK** and European Economic Area (EEA), and outside the EEA. The data protection laws and/or the agreements (The Standard Contractual Clauses or International Data Transfer Agreements (IDTAs) approved by the UK Information Commissioners) **We** have entered into with the receiving parties in relation to the processing of data outside the EEA provide a similar level of protection to the laws and/or agreements **We** have entered into within the EEA. **You** must however be aware that it may be possible for a government, court, law enforcement or regulatory agency to overrule any agreement **We** make for such purposes as crime prevention or national security. **You** are entitled, on request, to a copy of the personal information Cover-More Blue Insurance Services Limited holds about **You**, and **You** have other rights in relation to how **We** use **Your** data. Please let **Us** know if **You** think any information held about **You** is inaccurate, so that it may be corrected.

How You can contact us?

If **You** have any questions or queries about how **We** use **Your** data, or require a paper copy of the statement, **You** can contact **Us**.

How do You use my claims history?

When **You** tell **Us** about an incident or claim **We** may pass information relating to it to the relevant database. **We** and other insurers may search these databases when **You** apply for insurance or in the event of any incident or claim, to validate **Your** claims history or that of any other person or property likely to be involved in the policy or claim.

This helps to check information provided and prevent fraudulent claims.

Fraud prevention and detection

In order to prevent and detect fraud **We** may at any time:

- check **Your** personal data against counter fraud systems
- use **Your** information to search against various publicly available and third party resources; use industry fraud tools including undertaking credit searches and to review **Your** claims history
- share information about **You** with other organisations including but not limited to the police, the Insurance Fraud Bureau (IFB), other insurers and other interested parties.

If **You** provide false or inaccurate information and fraud is identified, the matter will be investigated and appropriate action taken. This may result in **Your** case being referred to the Insurance Fraud Enforcement Department (IFED) or other police forces and fraud prevention agencies. **You** may face fines or criminal prosecution. In addition, **We** may register **Your** name on the Insurance Fraud Register, an industry-wide fraud database.

