

## Your Policy Wording

### INTRODUCTION TO YOUR POLICY

This policy document provides You with the terms, conditions and exclusions of the insurance cover, together with information that will help You in the event of an emergency. The policy contains different levels of cover, some of which do not apply unless You have paid the appropriate additional premium. Conditions and exclusions will apply to individual Sections of Your policy while general exclusions, conditions and notes will apply to the whole of Your policy.

**Please read this document and Your Certificate very carefully to ensure You understand the extent of the cover and assistance services, exactly what is and is not covered, the conditions of cover, and that this meets Your requirements.**

**Cooling Off Period:** Unless Your Trip will be completed within 1 month of buying this insurance, You have the right to cancel any policy of insurance within 14 days of the date of issue or receipt of the terms and conditions, whichever is later. We will refund to You any premium You have paid and will recover from You any payments We have made.

**PLEASE KEEP THIS DOCUMENT IN A SAFE PLACE AND TAKE IT WITH YOU WHEN YOU TRAVEL IN CASE YOU NEED ASSISTANCE OR NEED TO MAKE A CLAIM. IF YOU HAVE ANY QUESTIONS OR ARE IN ANY DOUBT ABOUT THE COVER PROVIDED PLEASE CALL OUR TRAVEL HELPLINE ON: 08450 264 264.**

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## YOUR TRAVEL POLICY

We will provide the services and benefits described in this policy:

- during the Period of Insurance
- within the Geographical Limits
- subject to the Limits of Cover, and all other terms, conditions and exclusions contained in this policy
- to persons who habitually reside in the UK Area (i.e. have their main home in the UK Area and have not spent more than 6 months abroad in the year prior to purchasing the policy)
- following payment of the appropriate premium for the level of cover selected

Benefits under this policy are underwritten by Europ Assistance Holding Irish Branch of 79 Merrion Square, Dublin 2, Ireland.

This policy is effected in England and is subject to the Laws of England and Wales.

Europ Assistance Holdings Ltd is authorised and regulated by the Financial Services Authority.

## SUMMARY OF COVER

Cover	Standard Limits of Cover	Excess	Super Limits of Cover	Excess	Backpacker Limits of Cover	Excess
Personal Assistance Services	Up to £250	Nil	Up to £250	Nil	Up to £250	Nil
Medical Emergency & Repatriation	Up to £1,000,000	£75	Up to £10,000,000	£50	up to £3,000,000	£75
Emergency Dental Treatment	Up to £200	£75	Up to £200	£50	Up to £200	£75
Additional Accommodation & Travelling Costs	Up to £1,000	Nil	Up to £1,000	Nil	Up to £1,000	Nil
Hospital Daily Benefit	£25 per day up to £1,000	Nil	£25 per day up to £1,000	Nil	£25 per day up to £1,000	Nil
Cancellation, Curtailment & Trip Interruption	Up to £1,000	£75 / £20 Loss Of Deposit	Up to £3,000	£50 / £20 Loss Of Deposit	Up to £1,000	£75 / £20 Loss Of Deposit
Travel Delay	£20 per day up to £200	Nil	£20 per day up to £200	Nil	N/A	N/A
UK Departure Assistance & Missed UK Connection	Up to £300	Nil	Up to £600	Nil	N/A	N/A
Missed Departure on the Outward Journey	Up to £300	£75	Up to £600	£50	N/A	N/A
Personal Luggage <ul style="list-style-type: none"> <li>▪ Single article, or Pair or Set of articles</li> <li>▪ Valuables (Limited to £100 if Insured Person is under 16)</li> </ul>	Up to £500 Up to £300 Up to £300	£75 £75 £75	Up to £2,000 Up to £300 Up to £300	£50 £50 £50	Up to £750 Up to £150 Up to £200	£75 £75 £75
Luggage Delay	£25	Nil	£75	Nil	N/A	N/A
Money & Passport <ul style="list-style-type: none"> <li>▪ Cash (Limited to £50 if Insured Person is under 16)</li> </ul>	Up to £100 N/A N/A	£75 N/A N/A	Up to £500 Up to £100	£50 £20 £20	Up to £200 Up to £120	£75 £20 £20

Personal Liability	Up to £1,000,000	£100	Up to £2,000,000	£100	Up to £1,000,000	£100
Personal Accident						
▪ Death	£10,000	Nil	£25,000	Nil	£15,000	Nil
If the Insured Person is aged under 16 or over 65	£3,000	Nil	£3,000	Nil	£3,000	Nil
▪ Loss of one or more Limbs, or total and irrecoverable Loss of Sight in one or both eyes	£10,000	Nil	£25,000	Nil	£15,000	Nil
▪ Permanent Total Disablement	£10,000	Nil	£25,000	Nil	£15,000	Nil
If the Insured Person is aged over 65	£1,000	Nil	£1,000	Nil	£1,000	Nil
Legal Protection	Up to £10,000	£200	Up to £25,000	£200	Up to £10,000	£200
Hijack	£50 per day up to a maximum of £1000	Nil	£100 per day up to a maximum of £2000	Nil	N/A	N/A
Optional Winter Sports Cover						
▪ Skis, ski equipment	Up to £500	£75	Up to £500	£50	Up to £500	£75
▪ Ski pass	Up to £250	£75	Up to £250	£50	Up to £250	£75
▪ Ski equipment delay	£15 per day up to a maximum of £300	Nil	£15 per day up to a maximum of £300	Nil	£15 per day up to a maximum of £300	Nil
▪ Piste closure	£20 per day up to a maximum of £200	Nil	£20 per day up to a maximum of £200	Nil	£20 per day up to a maximum of £200	Nil
▪ Avalanche or landslide	£30 per day up to a maximum of £150	Nil	£30 per day up to a maximum of £150	nil	£30 per day up to a maximum of £150	nil
Optional Special Sports & Activities Cover						
▪ Search and rescue fees	Up to £750	£75/£250	Up to £750	£50/£250	Up to £750	£75/£250
▪ Sports gear and activity equipment	Up to £500	£75	Up to £500	£50	Up to £500	£75
Optional Golf Cover						
▪ Golf Equipment	Up to £1,000	£75	Up to £1,000	£50	N/A	N/A
▪ Golf Equipment Hire	£30 per day up to a maximum of £300	Nil	£30 per day up to a maximum of £300	Nil	N/A	N/A
▪ Non-Refundable golfing fees	£75 per day up to a maximum of £300	Nil	£75 per day up to a maximum of £300	Nil	N/A	N/A
Optional Business Cover						
▪ Single article limit	Up to £2,000	£75	Up to £2,000	£50	N/A	N/A
▪ Computer Equipment	Up to £500	£75	Up to £500	£50	N/A	N/A
▪ Samples	Up to £1,500	£75	Up to £1,500	£50	N/A	N/A
▪ Emergency Courier	Up to £500	£75	Up to £500	£50	N/A	N/A
▪ Business Equipment Hire	£150 per day up to a maximum of £750	Nil	£150 per day up to a maximum of £750	Nil	N/A	N/A
▪ Business Money	Up to £1,000	£75	Up to £1,000	£50	N/A	N/A
▪ Cash limit	Up to £500	£75	Up to £500	£50	N/A	N/A
UK Cover						
▪ UK Medical Transfer	Necessary Costs	Nil	Necessary Costs	Nil	Necessary Costs	Nil
▪ Additional Accommodation Costs	Up to £1,000	Nil	Up to £1,000	Nil	Up to £1,000	Nil

## IMPORTANT NOTES

We would like to draw Your attention to important features of Your policy including:

- **Emergency Medical Expenses: This policy is NOT a Private Medical Insurance policy, and does not provide cover for procedures that can be carried out in Your country of residence after repatriation or for any medical expenses incurred in private facilities if a medically suitable State facility is available.**

▪ **Material Facts:** You must declare to Us all Material Facts that are likely to affect this insurance. Failure to do so may prejudice entitlement to claim. If You are uncertain as to whether a fact is material, You should declare it to Us by calling Our Travel Helpline on 08450 264 264. Please refer to the definition of a 'Material Fact' in the Meaning of Words.

▪ **Health:** This policy contains restrictions regarding Pre-existing Medical Conditions which unless declared and accepted by the Insurers in writing prior to travel may invalidate any subsequent claim. If You are in any doubt as to whether You would be covered by the policy please call the Medical Screening Helpline.

• **Changes in health or medication:** You must contact Us and declare any changes in Your health or Your medication that occur between the date You take out this policy and the date You start any Trip.

▪ **Cancellation, Curtailment & Trip Interruption cover:** It is important to note that the policy contains conditions and exclusions in relation to non-insured travelling companions, close relatives or persons with whom You intend to stay whilst on Your Trip, in the event of any need to cancel, curtail or interrupt a trip as a result of changes in their health. Please refer to the 'Important Limitations - Cancellation, Curtailment & Trip Interruption Cover' section for full details.

▪ **Special Sports & Activities:** This policy specifically excludes participating in or practising for certain sports and activities. Your policy can be extended to cover some of these sporting activities (as detailed under the Optional Special Sports & Activities Cover Section) when You have paid an appropriate additional premium. Your policy can be extended before departure from the UK Area. If You are going to take part in special sports and activities where there may be a high risk of injury or if You are in any doubt as to whether cover will apply, please call the Travel Helpline on 08450 264 264.

▪ **Age Limit:** No Section of this policy shall apply in respect of any person who has reached the age of 81 years at the commencement of the Period of Insurance for Single Trip policies, reached the age of 76 years at the commencement of the Period of Insurance for Zone 1 or reached the age of 66 years at the commencement of the Period of Insurance for Zone 2, 3 and 4 for Annual Multi-Trip policies or reached the age of 50 years at the commencement of the Period of Insurance for Backpacker policies.

▪ **Trip Limits:** This policy contains strict limits on the length of time You can spend travelling abroad on each Trip. Please refer to the definition of the 'Trip' in the Meanings of Words. TRAVELLING OR INTENDING TO TRAVEL IN EXCESS OF THE TRIP LIMITS WILL INVALIDATE ANY CLAIMS RELATING TO THAT PARTICULAR TRIP. Trips must commence and end in the UK Area and a return ticket must have been booked prior to departure.

▪ **Medical Emergency:** In the event of a medical emergency You must contact Us as soon as possible. You **MUST** contact Us before incurring expenses in excess of £500. If You are physically prevented from contacting Us immediately, You or someone designated by You must contact Us within 48 hours.

▪ **Pregnancy:** No cover is given under Sections 2, 3, 4, 5 and 6 of this policy in respect of any claim arising from pregnancy within 8 weeks (or 16 weeks in the case of a known multiple pregnancy) of the estimated date of delivery.

▪ **Third Party Liability:** If You use a motorised vehicle, (e.g. car, motor cycle, moped or scooter) sail or powered boat, or an airborne craft, no liability cover will apply under this policy and You must ensure that You have cover for third party injury or property damage in place.

▪ **Personal Possessions:** While this policy provides cover for Your Personal Luggage, if You are planning to take expensive items such as sophisticated photographic equipment, jewellery and other Valuables with You then You should check that You have adequate personal possessions cover, under a home contents insurance. The maximum We will pay under this policy for Valuables (as defined) owned by each Insured Person is limited to £300 Standard & Super/£200 Backpacker (or £100 if the Insured Person is aged under 16). Personal Luggage claims are paid based on the value of the goods at the time that they are lost and not on a 'new for old basis' or replacement cost basis; thus a deduction is made for wear, tear, and depreciation. Payment of any claims in respect of any one article or Pair or Set of articles will be limited to £50 unless satisfactory proof of ownership is submitted. Evidence of replacement value is not sufficient.

▪ **Policy Limits:** Most Sections of Your policy have limits on the amount the Insurer will pay under that Section. Some Sections also include other specific limits, for example: For any one item or for Valuables in total. You are advised to check Your policy.

▪ **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 the claim up to the excess value per Insured Person each and every incident. A definition of Policy Excess is in the Meaning of Words.

- **Reasonable Care: You need to take all reasonable care to protect yourself and Your property, as You would if You were not insured.**

## **IMPORTANT HEALTH REQUIREMENTS**

You must comply with the following conditions in order to have full protection under this policy. If You do not comply We may, at Our option, cancel the policy, refuse to deal with Your claim or reduce the amount of any claim payment.

This insurance operates on the following basis:

1. To be covered, You must be healthy, fit to travel and to undertake Your planned Trip;
2. The insurance will **NOT** cover You when You are travelling against the advice of a Medical Practitioner (or would be travelling against the advice of a Medical Practitioner had You sought his/her advice);
3. The insurance will **NOT** cover You when You are travelling with the intention of obtaining medical treatment or consultation abroad.
4. The insurance will **NOT** cover You if You have any undiagnosed symptoms that require attention or investigation in the future (that is symptoms for which You are awaiting investigations/consultations, or awaiting results of investigations, where the underlying cause has not been established)

**No claim arising directly or indirectly from a Pre-existing Medical Condition affecting You will be covered unless:**

- You have declared ALL Pre-existing Medical Conditions to Us; and
- You have declared any changes in Your health or prescribed medication; **and**
- We have accepted the condition(s) for insurance in writing.

Each Insured Person who has a Pre-existing Medical Condition must make a Medical Health Declaration before each Period of Insurance and, if there are any changes in Your health or prescribed medication, prior to commencement of the Period of Insurance or departing on any Trip. **Failure to declare ALL Pre-existing Medical Conditions that are relevant to the insurance may invalidate the policy.**

We may require You to obtain a medical report from Your General Practitioner or Consultant in order to assess whether cover applies. Any costs incurred in obtaining this medical report shall be borne by You.

Based on Our assessment of the medical information supplied to Us, We will decide whether or not the person is suitable for insurance, if certain exclusions or restrictions should be imposed, or if cover can be offered subject to the payment of an additional premium. If We offer cover, and, if the cover is subject to the payment of an additional premium, cover will not commence until full payment has been received by Us and written confirmation has been provided by Us.

***To declare a Pre-existing Medical Condition or a change in Your state of health or prescribed medication, You should contact the Medical Screening Helpline during office hours on: 0844 338 6306.***

You should also refer to the General Exclusions.

## **Important Limitations – Cancellation, Curtailment & Trip Interruption Cover**

This policy will **NOT** cover any claims under Section 6 (Cancellation, Curtailment or Trip Interruption) arising directly or indirectly from any Pre-existing Medical Condition, (known to You prior to the commencement of the Period of Insurance) affecting any:

- Close Relative who is not travelling as an Insured Person under this policy; or
- travelling companion who is not insured under this policy; or
- person with whom You intend to stay whilst on Your Trip,

If during the 90 days immediately prior to the commencement of the Period of Insurance they had:

- a. required surgery, inpatient treatment or hospital consultations; or
- b. required any form of treatment or prescribed medication; or
- c. if they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic at the commencement of the Period of Insurance; or
- d. if a terminal diagnosis had been received prior to the commencement of the Period of Insurance.

You should also refer to the General Exclusions.

## **EMERGENCY ASSISTANCE 24 HOURS A DAY**

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You should first check that the circumstances are covered by Your policy.

Having done this please contact the appropriate 24-hour telephone number shown after the appropriate Section of cover. Give Your name, insurance details, reference number and as much information as possible. Please give Us a telephone, fax or telex number, or email address where We can contact You or leave messages at any time of the day or night.

**To comply with the terms and conditions of the insurance You must obtain Our prior authorisation before incurring any expenses over £500. In case of emergency, if You are physically prevented from contacting Us immediately, You or someone designated by You must contact Us within 48 hours.**

## **TRIPS TO MAINLAND SPAIN, THE CANARY ISLANDS (Tenerife, Gran Canaria, Fuerteventura, Lanzarote, La Palma, Gomera and El Hierro) AND THE BALEARIC ISLANDS (Cabrera, Formentera, Ibiza, Majorca/Mallorca, Menorca) – 24 HOUR EMERGENCY SERVICE**

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When away from Home, it is most important that You have immediate access to professional medical attention in the event of an emergency. With this in mind, We have put in place, for Your benefit, a network of medical professionals throughout mainland Spain, the Canary Islands and the Balearic Islands, at Your service 24 hours a day, 7 days a week. This is supported by a 24 hour medical emergency service, which can direct You to these professionals, and which will also follow Your case through from the moment You enter hospital until You are released and, in more serious cases, until You are safely repatriated (accompanied, if deemed medically necessary, by one of Our medical team).

In addition, **no Policy Excess will apply** when You receive **inpatient treatment** (where medically necessary) at:

- a) one of Our network hospitals, or
- b) a state hospital when You have used the EHIC to effectively reduce the cost of Your medical treatment or medicines.

For further information:

Telephone:	0044 (0) 1444 442077
E-mail:	<a href="mailto:medicalops@europ-assistance.co.uk">medicalops@europ-assistance.co.uk</a>
Website:	<a href="http://www.europ-assistance.co.uk/spanishmedicalnetwork">www.europ-assistance.co.uk/spanishmedicalnetwork</a>

## **RECIPROCAL HEALTH AGREEMENTS**

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If You intend travelling to European Union (EU) countries, the European Economic Area (EEA) or Switzerland We would advise You to obtain a EHIC Application from Your local main Post Office. On returning this, duly completed, to the main Post Office You will be issued with a European Health Insurance Card (EHIC), which will entitle You to certain free or reduced cost health arrangements in the EU, EEA or Switzerland. (Full details are given in the DoH Leaflet No. T7.1 - Health Advice for Travellers.)

**Please note: For claims under Section 2 (Medical Emergency & Repatriation) or Section 3 (Emergency Dental Treatment), no Policy Excess will apply when You receive inpatient treatment (where medically necessary) at a state hospital within the EU, EEA or Switzerland if You have used the European Health Insurance Card to effectively reduce the cost of Your treatment or medicines.**

When You are travelling to Australia and You register for treatment under the national Medicare scheme, Medicare provides:

- free treatment as an in-patient or out-patient at a public hospital;
- subsidised medicines under the Pharmaceutical Benefits Scheme; and
- benefits for medical treatment provided by doctors through private surgeries and Government Health Centres (not hospitals).

You must enrol at Medicare offices in Australia if You will be receiving treatment. If You receive treatment before You enrol, Medicare benefits can be backdated, if You are eligible. To be eligible You must be a resident of the United Kingdom or Ireland and will need to show Your British or Irish passport with an appropriate visa, and acceptable identification (for example a driving licence). If You do not enrol at Medicare offices We may reject Your claim or limit the amount We pay to You. If You need treatment which cannot be carried out under Medicare you **MUST** contact Our 24 hours Emergency Service before seeking private treatment. If You do not do so, We may reject Your claim or limit the amount We pay to You.

For more information You should contact:

Health Insurance Commission  
PO Box 1001,  
Tuggeranong,

## MEANING OF WORDS

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Wherever the following words and phrases appear in this policy they will always have these meanings:

**Accidental Bodily Injury:** A sudden, violent, external, unexpected specific event, which occurs at an identifiable time and place, which solely and independently of any other cause results, within 12 months, in the death, Loss of Limb, Loss of Sight or the Permanent Total Disablement of an Insured Person.

**Carrier:** A scheduled or chartered aircraft (excluding all non-pressurised single engine piston aircraft), land (excluding any hired motor vehicle) or water conveyance licensed to carry passengers for hire.

**Certificate:** The validation page issued in respect of this policy which sets out the names of the Insured Persons, the Geographical Limits, the Period of Insurance and any other special conditions and terms.

**Close Relative:** Spouse or Common Law Partner, parent, parent-in-law, step-parent, legal guardian, children (including legally adopted and step-children, and daughter/son-in-law), sibling (including step-siblings and sister/brother-in-law), grandparent, grandchild, or fiancé(e) of an Insured Person.

**Common Law Partner:** The person living with the Insured Person as if husband or wife, including same sex partner, for at least six consecutive months at the commencement of the Period of Insurance.

**Curtailement:** Abandonment of a planned Trip, after commencement of the outward journey, by return to Home earlier than on the scheduled return date.

**Family:** The main Insured Person, his/her spouse or Common Law Partner, and/or their dependent children under 18 years of age (in full-time education and residing with them).

**Geographical Limits:** The countries of the Zone for which You have paid the appropriate premium, as specified on the Certificate.

Cover applies door-to-door, so the appropriate benefits (unless stated otherwise) apply within Your country of departure once You commence Your Trip, and during Your return journey to Your Home.

You will be covered when travelling by recognised public transport between countries, but not if You are being paid to crew a private motor or sailing vessel or are travelling by private plane.

**Zone 1:** Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark (including Faeroe Islands), Estonia, Finland, France (including Corsica), Georgia, Germany, Gibraltar, Greece (including Greek Isles), Hungary, Iceland, Ireland, Italy (including Aeolian Islands, Sardinia, Sicily), Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway (including Jan Mayen, Svalbard Is), Poland, Portugal (including Azores, Madeira Islands), Romania, Russia (European), San Marino, Serbia/Montenegro (including Kosovo), Slovakia, Slovenia, Spain (including Balearic Islands, Canary Islands), Sweden, Switzerland, Turkey, Ukraine, United Kingdom (including England, Scotland, Wales, Northern Ireland, Channel Islands, Hebrides, Isle of Man, Isle of Wight, Orkney Is, Shetland Is) and Vatican City.

**Zone 2:** Australia & New Zealand

**Zone 3:** All countries worldwide, excluding the United States and Canada.

**Zone 4:** All countries worldwide.

**Golf Equipment:** Golf clubs, golf bag, non motorised golf trolley and golf shoes.

**Home:** Your principal place of residence in the UK Area, used for domestic purposes, and including garage(s) and other outbuilding(s).

**Insured Person or You/Your:** Each person named on the Certificate and for whom the appropriate premium has been paid, resident in the UK Area, and at the commencement of the Period of Insurance being not more than 80 years of age for Single Trip policies, 75 years of age for Zone 1 or 65 years of age for Zone 2, 3 and 4 for Annual-Multi-Trip policies, 49 years of age for Backpacker policies.

**Limits of Cover:** Unless stated to the contrary, Our maximum liability **in any one Period of Insurance** is limited to the amount stated in each Section, per Insured Person.

**Loss of Limb:** Loss by physical severance, or the total and irrecoverable permanent loss of use or function of, an arm at or above the wrist joint, or a leg at or above the ankle joint.

**Loss of Sight:** Total and irrecoverable loss of sight in one or both eye(s); this is considered to have occurred if the degree of sight remaining after correction is 3/60 or less on the Snellen scale. (This means being able to see at 3 feet or less what You should see at 60 feet.)

**Manual Work:** Work involving 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), or the undertaking of any trade of plumber, electrician, lighting or sound technician, carpenter, painter/decorator or builder, or manual labour of any kind (other than in the catering industry). Cover for Manual Work will be provided where such work is solely in a voluntary capacity, and where there is no financial gain. In such circumstances, there will be no cover for hands-on involvement with the installation, assembly, maintenance, repair or use of heavy electrical, mechanical or hydraulic plant or machinery, or for working more than 3 meters above the ground, and cover for Personal Accident and Personal Liability is excluded. In the event of an injury occurring as a result of voluntary labour, the Policy Excess under Section 2 (Medical Emergency & Repatriation) will be increased to £250.

**Material Fact:** A fact likely to influence the acceptance or assessment of this insurance by Underwriters. If in doubt as to what constitutes a Material Fact, please contact Us.

**Medical Condition:** Any medical or psychological disease, sickness, condition, illness or injury that has affected You or any Close Relative, travelling companion or person with whom You intend to stay whilst on Your Trip.

**Medical Health Declaration:** Medical information that needs to be declared to Us before each Period of Insurance by any Insured Person who has suffered from a Pre-existing Medical Condition.

**Medical Practitioner:** A legally licensed member of the medical profession, recognised by the law of the country where treatment is provided and who, in rendering such treatment is practising within the scope of his/her licence and training, and who is not related to You or any travelling companion.

**Money:** Sterling and foreign currency and travellers cheques.

**Pair or Set:** A number of items of Personal Luggage considered as being similar or complementary to one another or used together.

**Period of Insurance:** The period shown on the Certificate. Subject to:

**Single Trip policies:** Cancellation cover starts when You purchase this insurance or when You book Your Trip, whichever is the later. Cover for all other Sections applies for the duration of Your Trip, as stated on the Certificate, provided it does not exceed a maximum of 91 consecutive days and for which You have paid the appropriate premium.

**Annual Multi-trip policies:** Cover applies as for Single Trip policies however, the Period of Insurance is for 12 months during which You are covered for each Trip You book and undertake within that period, on condition that:

- each Trip does not exceed a maximum of 31 consecutive days.
- irrespective of the number of individual Trips You undertake in each Period of Insurance, the maximum number of days You can spend abroad must not exceed 183.
- Trips solely within the UK Area are only insured if You have pre-booked at least five consecutive nights paid accommodation.

**Backpacker policies:** Cover applies as for Single Trip policies for one trip of up to 18 months in duration. You can return to the United Kingdom during this period of insurance, however cover is not valid whilst in the United Kingdom and for the subsequent outward bound journey until you resume your trip and arrive at your foreign destination. All cover will cease if a claim is made under section 6 (Cancellation, Curtailment & Trip Interruption).

Note: Travelling or intending to travel in excess of the Trip limits will invalidate any claims relating to that particular Trip.

There is no cover under the Cancellation Section of this policy outside the Period of Insurance. However, if during the Period of Insurance You book a Trip with a start date after the expiry of Your Annual Multi-trip policy then Cancellation cover will continue for that Trip provided You renew this policy on or before its expiry date and there is no gap in cover.

Legal advice and the Homecall assistance service continue to apply for up to 7 days after You return Home.

**Permanent Total Disablement:** Permanent Total Disablement which, having lasted for a period of at least 12 consecutive months from the date of occurrence will, in the opinion of Our Medical Officer, entirely prevent You from engaging in, or giving any attention to, any and every business or occupation for the remainder of Your life.



**Personal Luggage:** Items usually carried or worn by travellers for their individual use during a Trip.

- Note 1: Items hired to You, and all items loaned or entrusted to You are excluded (other than skis and ski equipment where the appropriate Winter Sports premium has been paid).
- Note 2: This travel insurance is not intended to cover expensive items for which You should take out full 'All Risks' insurance.

**Policy Excess:** The first amount per Insured Person, each and every incident, each and every section of cover.

- Note 1: In the event of an injury occurring as a result of voluntary Manual Work, the Policy Excess under Section 2 (Medical Emergency & Repatriation) will be increased to £250.
- Note 2: When You are engaging in certain Special Sports and Activities (as shown under the Optional Special Sports and Activities Section of this policy) the Policy Excess under Section 2 (Medical Emergency & Repatriation) will be increased to £250.

**Pre-existing Medical Condition:**

1. Any past or current Medical Condition that has given rise to symptoms or for which any form of treatment or prescribed medication, medical consultation, investigation or follow-up/check-up has been required or received **during the 2 years** prior to the commencement of cover under this policy and/or prior to any Trip: **and**
2. any cardiovascular or circulatory condition (e.g. heart condition, hypertension, blood clots, raised cholesterol, stroke, aneurysm) that has occurred **at any time** prior to the commencement of cover under this policy and/or prior to any Trip.

**Secure Luggage Area:** Any of the following, as and where appropriate:

- The locked dashboard, boot or luggage compartment of a motor vehicle.
- The locked luggage compartment of a hatchback vehicle fitted with a lid closing off the luggage area, or of an estate car with a fitted and engaged tray or roller blind cover behind the rear seats.
- The fixed storage units of a motorised or towed caravan.
- A locked luggage box, locked to a roof rack which is itself locked to the vehicle roof.

**Special Sports and Activities:** The activities listed under the Optional Special Sports & Activities Cover Section of this policy.

**Strike or Industrial Action:** Any form of Industrial Action, whether organised by a trade union or not, which is carried on with the intention of preventing, restricting or otherwise interfering with the production of goods or the provision of services.

**Travel Documents:** Travel tickets, accommodation and other redeemable travel vouchers, Green Card, driving licences and passports.

**Trip:** A journey within the countries of the Geographical Limits, during the Period of Insurance:

- **Single Trip policies:** the maximum number of days for which You have paid the appropriate premium; or
- **Annual Multi-trip policies:** a maximum of 31 consecutive days; or
- **Backpacker policies:** One trip of up to 18 months in duration depending on the premium you have paid.
- Note 1: **(Single Trip policies only)** If you are between 76 and 80 years old at the commencement of the Period of Insurance the maximum number of days is limited to 17 consecutive days.
- Note 2: **(Annual Multi-trip policies only)** If you are between 66 and 75 years old at the commencement of the Period of Insurance no cover is provided to travel to Zone 2, 3 or 4.
- Note 3: Travelling or intending to travel in excess of the Trip limits will invalidate any claims relating to that particular Trip.
- Note 4: Trips must commence and end in the UK Area and a return ticket must have been booked prior to departure.

**UK Area:** Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

**Unattended:** When You cannot see **and** are not close enough to Your property or vehicle to prevent unauthorised interference or theft of Your property or vehicle.

**Valuables:** Cameras, photographic, and video equipment, and associated equipment of any kind; computer hardware and software; games consoles (Playstation, Gameboy, Nintendo, etc) accessories and games; personal organisers; mobile telephones; televisions; portable audio equipment (DVD, CD, mini-disc, MP3 players, i-pods, etc) and all associated discs and accessories; spectacles; prescription sunglasses, telescopes; binoculars; jewellery; watches; furs; leather articles; perfumes; precious stones and articles made of or containing gold, silver or other precious metals.

**We, Our or Us:** Europ Assistance Holdings Ltd, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN.

**Winter Sports:** The activities listed under the Optional Winter Sports Cover Section of this policy.

**You/Your:** Each person named on the Certificate and for whom the appropriate premium has been paid, resident in the UK Area, and at the commencement of the Period of Insurance being not more than 80 years of age for Single Trip policies, 75

years of age for Zone 1 or 65 years of age for Zone 2, 3 and 4 for Annual Multi-Trip policies and 49 years of age for Backpacker policies.

## UPGRADES

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This policy contains different levels of cover, some of which do not apply unless You have paid the appropriate additional premium. Any extra benefit You have purchased is shown on Your Certificate. Please read the wording and ensure the cover reflects Your requirements.

Upon the payment of an additional premium, You may upgrade Your travel insurance coverage by purchasing any of the following upgrades prior to commencement of Your Trip:

- **Winter Sports Cover**  
If You are under 65 years of age, Your policy can be extended, subject to certain limitations, to cover Winter Sports. Please refer to the Optional Winter Sports Cover Section in this policy for full details.
- **Special Sports & Activities Cover**  
Your policy can be extended, subject to certain limitations, to cover Special Sports and Activities. Please refer to the Optional Special Sports & Activities Cover Section in this policy for full details.
- **Golf Cover**  
Your policy can be extended to cover Golf Equipment and Non-refundable golfing fees.
- **Business Cover**  
Your policy can be extended to cover Business Equipment.

## SECTION 1 PERSONAL ASSISTANCE SERVICES

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### What is covered:

We will pay the administrative and delivery costs, up to a maximum of **£250** per Trip, in providing the following services in respect of a Trip:

#### a) Information about Your destination

We can provide information on:-

- current visa and entry permit requirements for any country. However, if You hold a passport from a country other than Great Britain, Northern Ireland, the Isle of Man or the Channel Islands, We may need to refer You to the UK Embassy or Consulate of that country;
- current requirements for inoculations and vaccinations for any country in the World and advice on current World Health Organisation warnings;
- arranging relevant inoculations and vaccinations before the commencement of a Trip abroad. We will not pay the cost of these inoculations or vaccinations;
- climate;
- local languages;
- time differences;
- main bank opening hours, including whether or not a Bank Holiday falls within Your intended Trip;
- motoring restrictions, regulations, Green Card and other insurance issues.

#### b) Transfer of Emergency Funds

We will transfer emergency funds to You in case of urgent need, up to a maximum under this policy, per Trip, of **£500**.

This service will apply when access to Your normal financial/banking arrangements is not available locally, and is intended to cover Your immediate emergency needs.

You must authorise Us to debit Your credit or charge card with the amount of the transfer, or You must make alternative arrangements to deposit the funds in Our account in the UK.

#### c) Message Relay

We will transmit two urgent messages following illness, accident or travel delay problems.

#### d) Drug Replacement

We will assist You in replacing lost drugs or other essential medication, or lost or broken prescription glasses or contact lenses, which are unobtainable overseas. We can source and deliver to You compatible blood supplies.

**What is not covered:** The cost of any items or of blood (unless insured under another Section of this policy), and the costs of supplying any medication inadvertently not carried by the Insured Person on the Trip.

**e) Non-Emergency Medical Referral**

We will provide the names and addresses of local doctors, hospitals, clinics and dentists when consultation or minor treatment is required. If any other treatment is involved, You must contact Us as soon as possible, before You incur substantial charges.

If Your child (aged under 18 years) who has been left in the country of departure becomes ill or suffers injury, We can provide medical advice and monitor the situation until Your return Home.

**f) Tracing Lost Luggage**

If Your luggage is lost or misdirected in transit, and the Carrier has failed to resolve the problem, We will help with tracing and re-delivering the luggage. You will need to have Your luggage tag number available.

**g) Replacement Travel Documents**

We will help You replace lost or stolen tickets and Travel Documents and refer You to suitable travel offices.

**What is not covered:** The cost of any items insured under another Section of this policy.

**h) Lost Credit Cards**

If Your credit or charge cards are lost or stolen while You are abroad, We can advise the appropriate card issuers.

**i) Homecall Referral**

If Your Home within the UK Area suffers damage during Your Trip, then We can arrange for a repairer from Our list of Europ Assistance-approved tradesmen to contact You to effect emergency repairs to the domestic plumbing or drainage system, the domestic gas or electricity supply, the roofing, external locks, doors or windows, or the fixed heating system.

You can call Us for help up to 7 days after You have returned Home from a Trip.

You will be responsible for the payment of all charges associated with effecting the repair, including any call-out fee, and You should make arrangements to pay the repairer or Europ Assistance Holdings Limited at the time the work is carried out.

## **SECTION 2 MEDICAL EMERGENCY & REPATRIATION**

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**What is covered:**

We will pay the following costs, up to **£1,000,000 Standard/£10,000,000 Super/£3,000,000 Backpacker**, for each Insured Person who suffers sudden and unforeseen bodily injury or illness, or who dies during a Trip outside the UK Area:

- Reasonable medical expenses for the immediate needs of a medical emergency. Included are Medical Practitioner's fees, hospital expenses, in-patient and out-patient medical treatment and charges for medical transportation to the nearest suitable hospital abroad, when deemed necessary by a recognised Medical Practitioner.
- Burial or cremation of a deceased Insured Person abroad up to **£2,500**; or alternatively transportation costs of returning Home an Insured Person's body or ashes.
- Additional travelling costs to repatriate You Home when recommended by Our Medical Officer. We will pay for the cost of a medical escort if considered necessary.

**We reserve the right to limit payment to what Our Medical Officer deems to be reasonable.**

**If Our Medical Officer advises a date when it is feasible and practical to repatriate You, but You choose instead to remain abroad, Our liability to pay any further costs under this Section after that date will be limited to what We would have paid if Your repatriation had taken place.**

**What is not covered:**

- a) costs in excess of £500 which have not been authorised by Us in advance (see Important Notes);

- b) any claims arising directly or indirectly as a result of any Pre-existing Medical Conditions, unless You have declared ALL Pre-existing Medical Conditions to Us and We have written to You accepting them for insurance;
- c) any pre-planned or pre-known medical treatment or diagnostic procedure;
- d) treatment which, in the opinion of Our Medical Officer, can reasonably be delayed until Your return to the country of departure;
- e) any treatment which is not a surgical or medical procedure with the sole purpose of curing or relieving acute illness or injury;
- f) treatment or services provided by a private clinic or hospital, health spa, convalescent home or any rehabilitation centre unless confirmed as medically necessary by Our Medical Officer.
- g) treatment for cosmetic purposes unless Our Medical Officer agrees that such treatment is necessary as the result of an accident covered under this policy;
- h) expenses incurred as a result of a tropical disease when You have not had the recommended inoculations and/or taken the recommended medication;
- i) any costs incurred in the UK Area other than in connection with transportation of You or Your remains to Home from abroad;
- j) any costs incurred in the Channel Islands which are recoverable under the local health service;
- k) any costs where the transportation Home has not been arranged by Us;
- l) any costs in respect of unused pre-paid travel costs when We have paid to repatriate You;
- m) air-sea rescue costs;
- n) the Policy Excess except where You have received inpatient treatment at a state hospital within the European Union, European Economic Area or Switzerland and You have used a European Health Insurance Card to effectively reduce the cost of Your treatment or medicines.
  - Note: When You are engaging in certain Special Sports and Activities (as shown under the Optional Special Sports and Activities Section of this policy) the Policy Excess in respect of this Section will be increased to £250.
- o) any costs incurred when engaging in Special Sports and Activities unless You have paid the appropriate Special Sports & Activities premium;
- p) any costs incurred by You when You are engaging in Winter Sports unless You have paid the Winter Sports premium;
- q) anything mentioned in the General Exclusions.

### In an emergency

You should first check that the circumstances are covered by Your policy. Having done this please contact the number shown below, giving Your name, Certificate number, and as much information as possible.

Please give Us a telephone, fax or telex number where We can contact You or leave messages at any time of the day or night.

**To comply with the terms and conditions of the insurance You MUST contact Us as soon as possible. You MUST obtain Our prior authorisation before incurring any expenses over £500. In case of emergency, if You are physically prevented from contacting Us immediately, You or someone designated by You must contact Us within 48 hours.**

**For assistance outside U.K. dial: +44 844 338 6300**

**If travelling alone, We recommend that You should carry Your insurance documents with You at all times.**

## SECTION 3 EMERGENCY DENTAL TREATMENT

### What is covered:

We will pay up to **£200** for the costs of providing necessary temporary treatment for the immediate relief of pain or discomfort, and/or emergency repairs to dentures and orthodontic appliances carried out solely to alleviate distress in eating.

### What is not covered:

- a) the costs of any subsequent permanent or routine treatment;
- b) any pre-planned or pre-known dental treatment or diagnostic procedure;
- c) treatment which, in the opinion of Our Medical Officer, can reasonably be delayed until Your return to the country of departure;
- d) any dental treatment or diagnostic procedure which is not solely for the immediate relief of pain or discomfort, or to alleviate distress in eating;
- e) normal wear and tear;
- f) any self-inflicted damage, including damage caused by tooth-brushing or any other oral hygiene activity;
- g) any damage to dentures, other than whilst being worn by You;
- h) dental treatment involving the provision of dentures or the use of precious metals;
- i) any costs incurred in the UK Area;
- j) any costs incurred in the Channel Islands which are recoverable under the local health service;

- k) the Policy Excess except where You have received inpatient treatment at a state hospital within the European Union, European Economic Area or Switzerland and You have used a European Health Insurance Card to effectively reduce the cost of Your treatment or medicines;
- l) any costs incurred when engaging in Special Sports and Activities unless You have paid the appropriate Special Sports & Activities premium;
- m) any costs incurred by You when You are engaging in Winter Sports unless You have paid the Winter Sports premium;
- n) anything mentioned in the General Exclusions.

## **SECTION 4 ADDITIONAL ACCOMMODATION & TRAVELLING COSTS**

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### **What is covered:**

On condition that You contact Us first and We make all the travel arrangements, in the event of a valid claim for repatriation under Section 2 (Medical Emergency & Repatriation), We will pay up to an overall limit of **£1,000** for each Insured Person for the following:

- The additional travelling costs and accommodation costs incurred in returning Home each Insured Person accompanying You on the Trip, if Our Medical Officer confirms that it is medically necessary for You to be accompanied on the Trip Home, and the return journey cannot take place on the original scheduled date.
- Additional travelling and accommodation costs arranged by Us for one person required, on medical advice, to fly out to You and accompany You Home.
- A return journey air ticket plus reasonable accommodation costs to enable a business colleague, where necessary, to replace You in Your location outside the UK Area following Your medical repatriation or death during a Trip.
- Additional travelling costs incurred in returning Home Your children under 18 years of age and insured under this policy if You are incapacitated and there is no other responsible adult to supervise them. A competent person will be provided to accompany the children Home.

### **What is not covered:**

- a) any air travel costs in excess of a return economy/tourist class ticket;
- b) accommodation costs other than the cost of the room;
- c) any air travel costs in excess of a one-way economy/tourist class ticket for each child to be repatriated;
- d) anything mentioned in the General Exclusions.

## **SECTION 5 HOSPITAL DAILY BENEFIT**

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### **What is covered:**

In the event of a valid claim under Section 2 (Medical Emergency & Repatriation) or Section 3 (Emergency Dental Treatment), when You are admitted to a recognised hospital abroad as an in-patient for more than 24 continuous hours, We will pay You a benefit of **£25** per Insured Person per complete day of in-patient treatment up to a maximum under this policy of **£1,000** per Insured Person.

### **What is not covered:**

- a) any claim arising in connection with a Trip solely within the UK Area;
- b) anything mentioned in the General Exclusions.

## **SECTION 6 CANCELLATION, CURTAILMENT & TRIP INTERRUPTION**

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### **Cancellation & Curtailment**

#### **What is covered:**

We will reimburse up to a maximum of **£1,000 Standard/£3,000 Super/£1,000 Backpacker** per Insured Person in total under this policy for financial loss You suffer, being non-refundable deposits and amounts You have paid (or have contracted to pay), for travel and accommodation You do not use because of Your inability to commence travel or complete the Trip.

**Cancellation** cover applies if You have booked a Trip to take place within the Period of Insurance, but You are forced to cancel Your travel plans because of one of the following changes in circumstances, which is beyond Your control, and of which You were unaware at the time You booked the Trip. Please see also the Travel Delay cover (Section 7).

**Curtailment** cover applies if You are forced to cut short a Trip You have commenced, and return to the UK Area, because of one of the following changes in circumstances which is beyond Your control, and of which You were unaware at the time You booked the Trip.

- Unforeseen illness, injury or death of You, a Close Relative or any person with whom You have arranged to travel or stay during the Trip.
- You abandoning Your Trip following a delay of more than 12 hours in the departure of Your outward flight, sea-crossing or international coach or train journey, forming part of the booked Trip's itinerary, as a result of Strike or Industrial Action (of which You were unaware at the time You booked the Trip), adverse weather conditions, or the mechanical breakdown of, or accident of, the aircraft, sea vessel, coach or train.
- You or any person with whom You plan to travel being called up for Jury Service or being subpoenaed as a witness in a Court of Law (other than in a professional or advisory capacity).
- If You are made redundant and You qualify for redundancy payment under current legislation.
- Accidental damage, burglary, flooding or fire affecting Your Home, occurring during the Trip or within 48 hours before You depart, when a loss in excess of **£1,500** is involved and Your presence is required by the Police in connection with such events.
- Your compulsory quarantine.

### **Trip interruption**

#### **What is covered:**

On condition that You contact Us first, and that We make all the travel arrangements, We will pay necessary additional travelling costs incurred in returning You Home in the event You have a valid Curtailment claim. If the situation permits, and the period of Your original booked Trip has not expired, We will also pay necessary additional travel costs in transporting You back to the location abroad.

Travel by air will be limited to one economy/tourist class ticket for each Insured Person.

**Trip interruption** cover applies when You need to make an unscheduled return journey to the UK Area during a Trip because of:

- the death, imminent demise, or hospitalisation due to serious accident or illness, of a Close Relative;
- accidental damage, burglary, flooding or fire affecting Your Home during Your Trip, when a loss in excess of **£1,500** is involved and when Your presence is required by the Police in connection with such events.

If You cannot recoup the cost of any pre-paid accommodation or holiday costs, You may be able to submit a pro-rata Curtailment claim under this Section for such costs.

The maximum amount We will pay under Section 6 in total for cancellation, Curtailment and Trip interruption claims is **£1,000 Standard/£3,000 Super/£1,000 Backpacker** per Insured Person.

#### Special conditions relating to claims

You must obtain a medical certificate from the Medical Practitioner in attendance and Our prior approval to confirm the necessity to return Home prior to the scheduled return date of the Trip in the event of unforeseen illness or injury.

In the event of Curtailment or interruption of the Trip, You must contact Us first and allow Us to make all the necessary travel arrangements.

If, at the time of requesting Our assistance in the event of a Curtailment or interruption claim, satisfactory medical evidence is not supplied in order to substantiate that the claim is due to an unforeseen illness, injury or death of You, a Close Relative, travelling companion or person with whom You have arranged to stay whilst on Your Trip, We will make all necessary arrangements **at Your cost** and arrange appropriate reimbursement as soon as the claim has been validated.

Your cancellation, Curtailment or Trip interruption must be necessary and unavoidable in order for You to claim.

You must notify the Carrier or Travel Agent immediately You know the Trip is to be cancelled or curtailed, to minimise Your loss as far as possible. If You fail to notify the Carrier or Travel Agent immediately it is found necessary to cancel the Trip, Our liability shall be restricted to the cancellation charges that would have applied had failure not occurred.

If You cancel the Trip due to unforeseen illness or injury You must provide a medical certificate from the treating General Practitioner stating that this prevented You from travelling.

If You cancel, curtail or interrupt Your Trip because Your presence is required by the Police in connection with accidental damage, burglary, flooding or fire affecting Your Home during Your Trip, You must produce to Us written documentation from the Police confirming that the loss or damage occurred during the Trip - otherwise no claim will be paid.

Curtailment claims will be calculated from the date of return to the UK Area.

**What is not covered:**

- a) any disinclination to travel or continue travelling, unless Your change of travel plans is caused by one of the circumstances listed under **'What is Covered'**;
- b) any claim arising directly or indirectly from a known Pre-existing Medical Condition affecting You unless You have declared ALL Pre-existing Medical Conditions to Us and We have written to You accepting them for insurance;
- c) any claim arising directly or indirectly from a Pre-existing Medical Condition, known to You prior to the commencement of the Period of Insurance, affecting any Close Relative, travelling companion who is not insured under this policy or person with whom You intend to stay whilst on Your Trip if during the 90 days immediately prior to the commencement of the Period of Insurance they had:
  - required surgery, inpatient treatment or hospital consultations; or
  - required any form of treatment or prescribed medication; or
  - if they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic at the commencement of the Period of Insurance; or
  - if a terminal diagnosis had been received prior to the commencement of the Period of Insurance.
- d) Cancellation because of pregnancy or childbirth unless the Cancellation is certified by a Medical Practitioner as necessary due to actual medical complications;
- e) claims arising from actual or planned Strike or Industrial Action which was common knowledge at the time You booked the Trip;
- f) any costs in respect of any unused pre-paid travel costs when We have paid to repatriate You;
- g) withdrawal from service of the aircraft, sea vessel, coach or train on which You are booked to travel, by order or recommendation of the regulatory authority in any country. You should direct any claim in this case to the transport operator involved;
- h) failure by the provider of any part of the booked Trip to supply the service or transport (whether as the result of error, insolvency, omission, default or otherwise). You should direct any claim in this case to the provider involved;
- i) change of plans due to Your financial circumstances except if You are made redundant and qualify for redundancy payment under current UK legislation;
- j) any claim arising as a result of attendance of an Insured Person, or any other person on whom the holiday plans depend, in a Court of Law. This exclusion will not apply if You are called up for Jury Service or are subpoenaed as a witness (other than in any professional or advisory capacity);
- k) any cancellation or Curtailment caused by work commitment or amendment of Your holiday entitlement by Your employer;
- l) any claim resulting from Your inability to travel due to an Insured Person's failure to hold, obtain or produce a valid passport or any required visa in time for the booked Trip;
- m) prohibitive regulations by the Government of any country, or delay or amendment of the booked Trip due to Government action;
- n) the Policy Excess. If You are claiming only for loss of deposit then the excess is reduced to £20 per Insured Person per claim;
- o) the cost of this policy;
- p) anything mentioned in the General Exclusions.

## **SECTION 7 TRAVEL DELAY**

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**What is covered:**

**(Single Trip and Annual Multi-Trip policies only)**

If the departure of Your first outward or final inward international flight, sea crossing or coach or train journey forming part of a booked Trip and specified on Your ticket, is delayed as a direct result of Strike, Industrial Action, adverse weather conditions, failure of air traffic control systems, or mechanical breakdown of aircraft, sea vessel, coach or train:

- for **more than 24 hours** beyond the intended **departure** time: We will pay the sum of **£20** per Insured Person for the first 24 hours Your departure is delayed and a further **£20** per Insured Person for each subsequent full 24 hours delay, up to a maximum of **£200** in all per Insured Person per Trip; or
- for **more than 12 hours** beyond the intended **departure** time: You can choose instead to abandon Your Trip and submit a Cancellation claim under Section 6.

Special conditions relating to claims

If You suffer delays You must obtain written confirmation from the Carrier stating the period and reason for delay.

**What is not covered:**

- a) claims arising from actual or planned Strike or Industrial Action which was common knowledge at the time You made travel arrangements for the Trip;
- b) withdrawal from service of the aircraft, sea vessel, coach or train on which You are booked to travel, by order or recommendation of the regulatory authority in any country. You should direct any claim to the transport operator involved;
- c) claims where You have not obtained written confirmation from the Carrier stating the period and reason for delay;
- d) any claim arising in connection with a Trip solely within the UK Area;
- e) anything mentioned in the General Exclusions.

## **SECTION 8 UK DEPARTURE ASSISTANCE & MISSED UK CONNECTION**

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**What is covered:**

**(Single Trip and Annual Multi-Trip policies only)**

We will pay up to a maximum of **£300 Standard/£600 Super** per Insured Person to meet the additional costs incurred should You be delayed or miss Your connection as follows:

**On Your Outward Journey:**

If after leaving Your Home You are delayed during Your internal/connecting journey to the airport, port, coach or rail terminal, as a result of disruption, cancellation, delay, curtailment, suspension, failure or alteration of public transport, or breakdown or accident immobilising the private vehicle in which You are travelling:

- We will provide assistance to enable You to continue Your journey to the UK international departure point;
- where necessary We will provide alternative transport or emergency local help, including the towing of Your vehicle to the nearest garage.

**On Your Return to the UK:**

If Your main international air, sea, coach or rail Carrier is delayed and You miss Your pre-booked and pre-paid UK internal travel connection by scheduled public transport We will:

- assist You to reach Home from the point where You transfer from the main international air, sea, coach or rail Carrier;
- liaise with the onward transport provider to advise of Your late arrival and will, if necessary, make alternative travel arrangements to enable You to get Home within a reasonable time.

Should You arrive at the UK transfer point on time but You are unable to continue Home as planned due to the disruption, cancellation, delay, curtailment, suspension, failure or alteration of Your planned internal travel connection by scheduled public transport; or the immobilisation or loss of the private vehicle, left in the country of departure or at the transfer point, and in which You proposed to travel We will:

- provide necessary alternative transport, local emergency assistance, recovery of the private vehicle and the passengers to Home or overnight accommodation whilst awaiting repairs to the private vehicle.

Special conditions relating to claims

If You suffer delays You must obtain written confirmation from the Carrier stating the period and reason for delay.

If the private vehicle in which You are travelling or intending to travel is immobilised by breakdown or accident, then You will be responsible for authorising repairs and for meeting any costs other than for 1 hour's roadside assistance and towing charges to the repairer nominated by You or to Your Home as appropriate.

You must take every reasonable step to commence and complete the journey to the UK international departure point on time.

**What is not covered:**

- a) claims arising from Strike or Industrial Action which had started, or for which a starting date had been announced, before You made any travel arrangements for Your Trip;
- b) claims due to You allowing insufficient time to complete Your journey to the departure point;
- c) withdrawal from service (temporary or otherwise) of the aircraft, sea vessel, coach or train on which You are booked to travel, by order or recommendation of the regulatory authority in any country. You should direct any claim to the transport operator involved;



- d) additional costs where the scheduled public transport operator has offered reasonable alternative travel arrangements;
- e) immobilisation or loss of any vehicle You have taken abroad on Your Trip;
- f) anything mentioned in the General Exclusions.

## SECTION 9 MISSED DEPARTURE ON THE OUTWARD JOURNEY

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### What is covered: (Single Trip and Annual Multi-Trip policies only)

We will pay for reasonable additional travelling and accommodation expenses necessarily incurred to reach the booked destination by the most direct alternative route, up to a maximum of **£300 Standard/£600 Super**:

if You arrive at the airport, port or international coach or rail terminal too late to commence the outward journey abroad of Your booked Trip, as a result of:

- breakdown of or accident involving the vehicle in which You are travelling; or
- cancellation or curtailment of scheduled public transport due to adverse weather conditions, Strike or Industrial Action or mechanical breakdown, derangement or accident;

We will provide assistance by liaising with the Carrier and/or Tour Operator to advise of Your late arrival and, as necessary, We will make arrangements for overnight hotel accommodation and alternative international travel.

### Special conditions relating to claims

You must take every reasonable step to commence and complete the journey to the departure point and check in for the flight, sea crossing, coach or train journey on time.

You must obtain written confirmation from the Carrier stating the period and reason for delay.

### What is not covered:

- a) claims arising from actual or planned Strike or Industrial Action which was common knowledge at the time You booked the Trip;
- b) withdrawal from service of the aircraft, sea vessel, coach or train on which You are booked to travel, by order or recommendation of the regulatory authority in any country. You should direct any claim to the transport operator involved;
- c) additional costs where the scheduled public transport operator has offered reasonable alternative travel arrangements;
- d) claims for additional mechanical wear and tear or depreciation of Your vehicle or for mileage charges other than additional fuel and oil;
- e) claims under this Section in addition to claims under Section 7 (Travel Delay);
- f) claims due to You allowing insufficient time to complete Your journey to the departure point;
- g) the Policy Excess;
- h) anything mentioned in the General Exclusions.

## SECTION 10 PERSONAL LUGGAGE

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### What is covered:

If, in the course of a Trip, Your Personal Luggage is damaged, stolen, destroyed or lost (and not recovered), We will cover You up to an overall maximum of **£500 Standard/£2,000 Super/£750 Backpacker** per Insured Person in total under this policy.

Within this amount the following sub-limits apply:

- The maximum We will pay for any one article, or for any one Pair or Set of articles, is **£300 Standard & Super/£150 Backpacker**. If You cannot provide an original receipt, valuation report or other satisfactory proof of ownership and value to support the claim, payment for any one article, or for any one Pair or Set of articles, will be limited to a maximum of **£50**. Evidence of replacement value is not sufficient.
- The maximum We will pay for all articles lost, damaged or stolen in any one incident is limited to **£300 Standard & Super/£150 Backpacker** if You cannot provide satisfactory proof of ownership and value.
- The maximum We will pay under this policy for all Valuables owned by each Insured Person is limited to **£300 Standard & Super/£200 Backpacker** (or **£100** if the Insured Person is aged under 16). The maximum We will pay for sunglasses or prescription glasses of any kind is limited to **£150**.

- The maximum We will pay for Personal Luggage or Valuables lost, damaged or stolen from a beach or pool-side is limited to **£100** per incident.
- The maximum We will pay for any cigarettes or alcohol lost, damaged or stolen is limited to **£50** in total under this policy.

#### Special conditions relating to claims

We have the option to either pay You for the loss, or replace, reinstate or repair the items concerned.

Claims are paid based on the value of the goods at the time that they are lost and not on a 'new for old basis' or replacement cost basis; thus a deduction is made for wear, tear, and depreciation, bearing in mind the age of the items.

You must take suitable precautions to secure the safety of Your Personal Luggage, and must not leave it unsecured or Unattended or beyond Your reach at any time in a place to which the public have access.

If claiming for Your goods that were stolen or lost You should produce proof of purchase of the original goods by way of receipts, credit card or bank statements, as failure to do so may affect the assessment of the claim.

Within 24 hours of the incident, You must report loss of Personal Luggage to the local Police or to the Carrier, as appropriate, (damage to Personal Luggage in transit must be reported to the Carrier before You leave the baggage hall and a Property Irregularity Report (PIR) must be obtained), or to Your hotel or accommodation management, or to the Tour Operator representative.

You must produce to Us written documentation from one of the parties listed above confirming that the loss or theft occurred during the Trip - otherwise no claim will be paid.

#### **What is not covered:**

- a) any item loaned, hired or entrusted to You;
- b) any loss, theft of, or damage to Personal Luggage left in an Unattended motor vehicle if:
  - the items concerned have not been locked out of sight in a Secure Luggage Area;
  - no forcible and violent means have been used by an unauthorised person to affect entry into the vehicle; and
  - no evidence of such entry is available.
- c) theft of Valuables from an Unattended motor vehicle;
- d) loss, theft of, or damage to, Valuables from checked-in luggage left in the custody of a Carrier and/or Valuables packed in luggage left in the baggage hold or storage area of a Carrier;
- e) electrical or mechanical breakdown or derangement of the article insured;
- f) wear and tear, damage caused by moth or vermin, denting or scratching, or any process of dyeing or cleaning;
- g) confiscation or detention by Customs or other lawful officials and authorities;
- h) dentures; bonds; securities; stamps or documents of any kind, including driving licences and passports; musical instruments; typewriters; glass; china; antiques; pictures; pedal cycles; hearing aids; coupons; vehicles or accessories; boats and/or ancillary equipment; samples or merchandise or business goods or specialised equipment relating to a trade or profession;
- i) damage to fragile or brittle articles unless by fire or resulting from an accident to a sea going vessel, aircraft or vehicle;
- j) liability in respect of a Pair or Set of articles where We shall be liable only for the value of that part of the Pair or Set which is lost or damaged;
- k) sports' gear whilst in use;
- l) equipment used in connection with any Winter Sports or Special Sports and Activities unless You have paid the appropriate additional premium to extend Your policy;
- m) loss or theft of or damage to Money (please see Section 12);
- n) losses from a roof or boot luggage rack (other than losses of camping equipment, which remains covered under this Section);
- o) the Policy Excess;
- p) anything mentioned in the General Exclusions.

## **SECTION 11 LUGGAGE DELAY ON YOUR OUTWARD JOURNEY**

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#### **What is covered:**

#### **(Single Trip and Annual Multi-Trip policies only)**

If Your luggage is certified by the Carrier to have been lost or misplaced on the outward journey of a Trip for a period in excess of **12 hours but less than 48 hours**, then You can claim an amount of up to **£25 Standard/£75 Super** per Insured Person for the purchase of essential items.

Such sums will be refundable to Us if the luggage or any part of it proves to be permanently lost and/or a claim is made under the Personal Luggage Section.

Special conditions relating to claims

You must provide receipts and a report from the Carrier confirming the length of the delay - otherwise no payment will be made.

**What is not covered:**

- a) any claim arising in connection with a Trip solely within the UK Area;
- b) anything mentioned in the General Exclusions.

## **SECTION 12 MONEY AND PASSPORT**

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**What is covered:**

- **(For Super and Backpacker policies only)** If during a Trip, the Money You are carrying on Your person or You have left in a safety deposit box is lost, stolen, damaged or destroyed, then subject to the following conditions and exclusions, We will indemnify You up to an overall maximum under this policy of **£500 Super/£200 Backpacker** per Insured Person in total.

The maximum We will pay for bank notes, currency notes and coins is **£100 Super/£120 Backpacker** per Insured Person.

The maximum We will pay for bank notes, currency notes and coins belonging to an Insured Person aged under 16 is **£50**.

- If Your passport is lost or stolen outside the country of departure during a Trip, We will pay up to **£100 Standard/£250 Super/£200 Backpacker** per Insured Person in respect of reasonable additional travel and accommodation expenses You incur abroad to obtain a replacement passport. We do not cover the replacement cost of the passport itself.

Special conditions relating to claims

Within 24 hours of the incident You must report loss of Money or Your passport to the local Police or to the Carrier, as appropriate, or to Your hotel or accommodation management, or to the Tour Operator representative.

You must produce to Us written documentation from one of the parties listed above confirming that the loss or theft occurred during the Trip - otherwise no claim will be paid.

You must produce to Us evidence of the withdrawal of bank notes, currency notes or coins - otherwise no payment will be made.

**What is not covered:**

- a) shortages or loss due to error, omission, depreciation in value, or confiscation or detention by Customs or other lawful officials and authorities;
- b) anything that can be replaced by the issuer;
- c) any claim for Money when You have purchased the Standard policy;
- d) the Policy Excess;
- e) anything mentioned in the General Exclusions.

## **SECTION 13 PERSONAL LIABILITY**

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**What is covered:**

If in the course of a Trip You become legally liable for accidental bodily injury to, or the death of, any person and/or accidental loss of or damage to their property, then:

On condition that there is no other insurance in force covering the loss, the material damage or Your liability, We will indemnify You (or in the event of Your death, Your legal personal representatives) against:

- all sums which You shall become legally liable to pay as compensation; and
- all law costs awarded to any claimant or incurred in the defence of any claim that is contested by Us or with Our consent.

We will pay up to a maximum, including costs, of **£1,000,000 Standard/£2,000,000 Super/£1,000,000 Backpacker** under this policy. This limit applies to any and all claimants in any one Period of Insurance affected by any and all occurrences with any one original cause.

**What is not covered:**

- a) injury to, or the death of, any member of Your family or household, or any person in Your service;
- b) property belonging to, or held in trust by You or Your family, household or servant;
- c) loss of or damage to property which is the legal responsibility of You or Your family, household or servant. (This exclusion will not apply to temporary accommodation which You occupy and for which You assume contractual responsibility during Your Trip);
- d) any liability which attaches by virtue of a contractual agreement, but which would not exist in law in the absence of such an agreement;
- e) claims for injury, loss or damage arising directly or indirectly from:
  - ownership or use of: airborne craft; horse-drawn, motorised, mechanically-propelled or towed vehicles; vessels (other than row boats, punts or canoes); animals (other than horses, domestic dogs or cats); firearms;
  - the pursuit or exercise of any trade, profession or gainful occupation, or the supply of goods and services by You;
  - the ownership or occupation of any land or building;
  - wilful or malicious acts.
- f) liability or material damage for which indemnity is provided under any other insurance;
- g) accidental injury or loss not caused through Your negligence;
- h) any injury, illness, death, loss, expense or other liability attributable to the transmission of any communicable disease or virus, or to HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS and/or any mutant derivatives or variations thereof however caused;
- i) an Insured Person engaging in any Special Sports and Activities or Winter Sports where this policy specifically states that Personal Liability cover is excluded (regardless of whether the Special Sports and Activities or Winter Sports premium has been paid);
- j) any claim arising in connection with a Trip solely within the UK Area;
- k) the Policy Excess;
- l) anything mentioned in the General Exclusions.

**SECTION 14 PERSONAL ACCIDENT**

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**What is covered:**

If You suffer Accidental Bodily Injury during the Trip, which within 12 months is the sole and direct cause of death or disablement, We will pay to You or Your legal personal representatives the following benefits:

COVER	STANDARD BENEFIT	SUPER BENEFIT	BACKPACKER BENEFIT
Death	£10,000	£25,000	£15,000
Loss of one or more Limbs, or total and irrecoverable Loss of Sight in one or both eyes	£10,000	£25,000	£15,000
Permanent Total Disablement	£10,000	£25,000	£15,000

**What is not covered:**

- a) injury not caused solely by outward, violent and visible means;
- b) Your disablement caused by mental or psychological trauma not involving Your bodily injury;
- c) disease or any physical defect, infirmity or illness which existed prior to the commencement of the Trip;
- d) any payment per Insured Person in excess of **£10,000 Standard/£25,000 Super/£15,000 Backpacker**;
- e) any payment in excess of **£3,000** arising from death of Insured Persons **under 16 years** of age or **over 65 years** of age;
- f) any payment in excess of **£1,000** arising from the Permanent Total Disablement of Insured Persons **over 65 years** of age;
- g) an Insured Person engaging in any Special Sports and Activities or Winter Sports where this policy specifically states that Personal Accident cover is excluded (regardless of whether the Special Sports and Activities or Winter Sports premium has been paid);
- h) anything mentioned in the General Exclusions.

**SECTION 15 LEGAL PROTECTION**

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**What is covered:**

We will provide telephone advice, guidance and assistance on any legal problem, which arises in connection with a Trip or in connection with Your Home. This service is available when You start Your Trip until 7 days after You return Home.

If You suffer death, illness or personal injury during the Trip, or if Your Home in the UK Area suffers damage during the Trip, then in the event that You or Your personal representatives decide to take out legal proceedings in pursuit of compensation, and **We consider that You are likely to obtain a reasonable settlement:**

We will advance on Your behalf:

- Up to **£10,000 Standard/£25,000 Super/£10,000 Backpacker** in total under this policy per Insured Person (and in total for all Insured Persons in connection with any one event giving rise to a claim) for legal costs and expenses directly incurred in the pursuit of these proceedings.
- Additional travel expenses in the event that a Court outside the UK Area requires You to attend in connection with an event giving rise to an action under this Section, up to a maximum per Insured Person of **£250**.
- When We have begun proceedings on Your behalf and You receive no compensation, or only limited compensation, We will indemnify You against claims for fees, costs and expenses arising out of the proceedings, to the extent that these fees, costs and expenses exceed the amount of any compensation You have received, up to **£10,000 Standard/£25,000 Super/£10,000 Backpacker** in total under this policy per Insured Person (and in total for all Insured Persons in connection with any one event giving rise to a claim). This benefit will be offset against the advance described above.

**Special conditions relating to claims**

We shall have complete control over the legal proceedings although You do not have to accept the lawyer nominated by Us.

Lawyers must be qualified to practice in the Courts of the country where the event giving rise to the claim occurred or where the proposed defendant under this Section is resident.

If You are unable to agree with Us on a suitable lawyer We will ask the ruling body for lawyers in that country to nominate another lawyer. In the meantime, We may appoint a lawyer to protect Your interests.

If an award of compensation is made and payment is received by You, or by a lawyer instructed on Your behalf, then all sums advanced or paid by Us shall be repaid out of the compensation received.

We can opt to conduct legal proceedings instituted in the United States of America or Canada under the contingency fee system operating in North America.

We will not begin legal proceedings in more than one country in respect of the same occurrence.

You must notify Us as soon as possible of any incident which may give rise to a claim, and at the latest, within 90 days.

**What is not covered:**

- a) costs or expenses incurred without prior authorisation by Us;
- b) any incident, which may give rise to a claim, not notified to Us within 90 days;
- c) the pursuit of a claim against Us, Our agent or an Insurer underwriting any Section of this policy, or a Travel Agent, Tour Operator or Carrier;
- d) actions between Insured Persons, or actions pursued in order to obtain satisfaction of a judgement or legally binding decision;
- e) any advice or any claim arising in connection with a Trip solely within the UK Area;
- f) the Policy Excess;
- g) anything mentioned in the General Exclusions.

## SECTION 16 HIJACK

### What is covered: (Single Trip and Annual Multi-Trip policies only)

We will pay **£50 Standard/£100 Super** per complete 24 hours up to a maximum of **£1,000 Standard/£2,000 Super** if the aircraft or sea vessel in which You are travelling is hijacked for more than 24 hours on the original, prebooked, outward journey or return journey.

### What is not covered:

- a) Any claim resulting from You acting in a way which could cause a claim under this Section;
- b) You must give Us a written statement from an appropriate authority confirming the hijack and how long it lasted.
- c) anything mentioned in the General Exclusions.

## OPTIONAL WINTER SPORTS COVER

This policy specifically excludes participating in or practising for certain winter sports and activities. If You are under 65 years of age, Your policy can be extended to cover some of these sporting activities when You have paid the additional Winter Sports premium. Your policy can be extended before departure from the UK Area.

### When are You covered for Winter Sports?

If You have purchased a Single Trip policy, You are covered when taking part in Winter Sports if You have paid the appropriate additional premium for the Period of Insurance.

If You have purchased an Annual Multi-trip policy, You are covered when taking part in Winter Sports for one Trip of up to **17** consecutive days during the Period of Insurance when You have paid the appropriate additional premium.

This policy will cover You when You are engaging in the following sports and activities on a non-competitive and non-professional basis during Your Trip when You have paid the additional Winter Sports premium:

Ice-skating (outdoor)	Snowboarding (off-piste but on recognised and authorised areas only)
Skiing (off-piste but on recognised and authorised areas only)	Snowboarding (on-piste)
Skiing (on-piste / glacier)	Tobogganing

Your policy can be extended to cover the following sports and activities for an additional premium, **but no cover will apply in respect of any Personal Accident or Personal Liability claims:**

Ice sailing/ice windsurfing	Snow Mobiling
Skidoo	

You will **not** be covered for any claims arising directly or indirectly when engaging in or practising for the following sports and activities:

Bobsleigh	Ski Jumping
Heli-skiing	Ski Racing
Ice Hockey	Ski Stunting
Luge	Skiing off-piste outside recognised and authorised areas
Paraskiing	Snowboarding off-piste outside recognised and authorised areas
Skeleton	

You are **not** covered when engaging in organised competitions or when skiing against local authoritative warning or advice.

*If You are undertaking a pursuit or activity which is not listed in this policy or are in any doubt as to whether cover will apply, please call Our Travel Helpline on 08450 264 264.*

### What is covered?

Benefits under the Sections of cover already described are extended to cover Winter Sports as follows. Please note that all terms, conditions and exclusions (except where these are amended under this upgrade) continue to apply for all Sections in respect of Winter Sports. You must read these extensions in conjunction with Sections 1-16 and refer back to them when appropriate for full cover details.

## SECTION 17 CANCELLATION OR CURTAILMENT

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### What is covered in addition to Section 6:

- Financial loss You suffer in connection with deposits You cannot recover, or for payments You have made (or have contracted to pay) for unused ski pass or ski school fees.
- If You are certified by a Medical Practitioner at the ski resort as being unable to ski as a direct result of injury or sudden and unforeseen illness occurring during the Trip, We will pay You a proportionate refund in respect of charges for unused ski-pack.

## SECTION 18 SKIS, SKI EQUIPMENT & SKI PASS

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### What is covered in addition to Section 10:

- We will pay up to **£500** per Insured Person if skis and ski equipment belonging to or hired by You is/are damaged, stolen, destroyed or lost (and not recovered) in the course of a Trip.
- We will pay up to **£250** per Insured Person if Your ski pass You are carrying on Your person or have left in a safety box is lost, stolen, damaged or destroyed in the course of a Trip.

Skis and ski equipment are covered against damage or loss whilst in use.

Skis are covered when locked to a roof rack, which is itself locked to the roof of a vehicle.

### Special conditions relating to claims

You must take sufficient precautions to secure the safety of Your skis, ski equipment and ski pass and must not leave them Unattended at any time in a place to which the public has access.

### What is not covered:

a) the Policy Excess if skis or ski equipment belonging to or hired to you is/are damaged, stolen, destroyed or lost (and not recovered);

## SECTION 19 LUGGAGE DELAY

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### What is covered:

If Your luggage is certified by the Carrier to have been misplaced on the outward journey of a Trip in excess of 12 hours, then You can claim up to **£15** per day, with a maximum under this policy of **£300** per Insured Person, for hire of replacement skis and ski equipment. You must provide Us with receipts and written confirmation from the Carrier confirming the delay.

### What is not covered:

Anything mentioned in the General Exclusions.

## SECTION 20 PISTE CLOSURE

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### What is covered:

If during a Trip You are prevented from skiing at the pre-booked resort for more than 24 consecutive hours, because insufficient snow causes a total closure of the lift system (other than baby drags and lifts used for transport within the resort by non-skiers), We will reimburse up to **£20** per day to a maximum of **£200** per Insured Person:

- for all reasonable travel costs and lift pass charges You have to pay to travel to and from a similar area to ski; OR
- as a cash benefit payable if no suitable alternative skiing is available.

**What is not covered:**

- a) claims arising from closure of the resort lift system due to avalanches or dangerous high winds;
- b) Trips in the Northern Hemisphere outside the period commencing 1st November and ending 31st March;
- c) Trips in the Southern Hemisphere outside the period commencing 1st May and ending 30th September;
- d) anything mentioned in the General Exclusions.

**SECTION 21 AVALANCHE OR LANDSLIDE**

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**What is covered:**

If, following avalanches or landslides, access to and from the ski resort is blocked or scheduled public transport services are cancelled or curtailed We will pay up to **£30** per day to a maximum of **£150** per Insured Person for reasonable extra accommodation and travel expenses. Evidence of limited access will be required.

**OPTIONAL SPECIAL SPORTS & ACTIVITIES COVER**

This policy specifically excludes participating in or practising for certain sports and activities. Your policy can be extended to cover some of these sporting activities when You have paid an appropriate additional premium. Your policy can only be extended before departure from the UK Area.

This policy will cover You when You are engaging in the following sports and activities on a non-competitive and non-professional basis during Your Trip:

Athletics	Jogging
Badminton	Netball
Baseball	Orienteering
Basketball	Rambling
BMX cycling	Roller Blading (Line Skating / Skate boarding)
Bowls	Rounders
Cricket	Running, Sprint / Long Distance
Cross country running	Safari (organised – no guns)
Curling	Skate boarding
Cycling	Snorkelling
Fell running	Squash
Golf	Tennis
Heptathlon	Trekking (under 2,000 metres altitude)
Hiking (under 2,000 metres altitude)	Volleyball
	Yachting (crewing) - inside territorial waters

The following sports and activities will also be covered **but no cover will apply in respect of any Personal Accident or Personal Liability claims:**

Archery	Football
Boxing Training (no contact)	Horse riding (no Polo, Hunting, Jumping)
Camel/Elephant Riding / Trekking	Parascending (over water)
Canoeing/Kayaking (inland/coastal)	Roller Hockey/Street Hockey
Field Hockey	Sand Yachting
Fishing (Fresh water and deep sea)	White/Black Water Rafting (Grade 1 to 4)



Your policy can be extended to cover the following Special Sports and Activities for an additional premium

Scuba Diving (max depth 30 metres – qualified)	Water Polo
Triathlon	Windsurfing

Your policy can be extended to cover the following Special Sports and Activities for an additional premium, **but no cover will apply in respect of any Personal Accident or Personal Liability claims:**

Abseiling	Lacrosse
Animal Conservation/Game Reserve work	Marathons
Canoeing/Kayaking (white water)	Martial Arts (Training only)
Clay pigeon shooting	Motorcycling (under 50cc - no racing)
Cross channel swimming	Mountain Biking
Dry skiing	Mountain Boarding
Fencing	Paintballing
Flying as a passenger (private/small aircraft)	Rowing (inland/coastal)
Gaelic Football (non-competitive)	Sailboarding/sandboarding
Go Karting (recreational use)	Scuba Diving (max depth 30 metres unqualified)
Gymnastics	Scuba Diving (max depth 40 metres qualified)
Handball	Surfing
High Diving	Wake boarding
Hot Air Ballooning	War Games (non-armed forces)
Jet Boating	Water Skiing
Jet Skiing	Weight-lifting
Kite surfing/Landboarding/Buggyng	Zorbing/Hydrozorbng

Your policy can be extended to cover the following Special Sports and Activities for an additional premium, **but no cover will apply in respect of any Personal Accident or Personal Liability claims, and the Policy Excess will be increased to £250 under Section 2 (Medical Emergency & Repatriation):**

American Football	Paragliding/Parapenting
Bungee Jump (up to 3)	Parascending (over land)
Gliding	Rugby
Hang Gliding	Sky Diving
Hiking (over 2,000, but under 6,000 metres altitude)	Trekking (over 2,000, but under 6,000 metres altitude)
Motorcycling (over 50cc - no racing)	White/Black Water Rafting (Grade 5 to 6)
Parachuting	Yachting (crewing) - outside territorial waters

You will **not** be covered for any claims arising directly or indirectly when engaging in or practising for the following sports and activities:

Boxing	Parasailing
Canyoning	Point-to-point
Caving / Cave Diving	Polo
Flying as a pilot	Potholing
Horse Jumping	Professional Sports
Horse Racing	Quad Biking
Hunting / Shooting	Rock Climbing
Hunting-on-horseback	Rock Scrambling
Hurling	Shark feeding/cage diving
Martial Arts (Competition)	Steeplechasing
Microlighting	Team sports played in competitive contests
Motor Racing (all types)	Wrestling
Mountaineering	Yachting (racing)

*If You are undertaking a pursuit or activity which is not listed in this policy or are in any doubt as to whether cover will apply, please call Our Travel Helpline on 08450 264 264.*

**What is covered?**

Benefits under the Sections of cover already described under Sections 1 - 16 are extended to cover Special Sports and Activities as follows. Please note that all terms, conditions and exclusions (except where these are amended under this upgrade) continue to apply for all Sections. You must read these extensions in conjunction with all Sections to which they relate and refer back to them when appropriate for full cover details.

## **SECTION 22 SPECIAL SPORTS & ACTIVITIES EXTENSION**

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**What is covered in addition to Section 2 (Medical Emergency & Repatriation) and Section 3 (Emergency Dental Treatment):**

- We will pay the necessary fees You are charged by specialist local rescue organisations for search, rescue and emergency transfer to hospital, up to **£750** per Insured Person per Trip.

**What is not covered:**

- a) participation as a professional sportsperson receiving payment for each appearance (other than sponsorship only);
- b) any sport or activity specifically shown as excluded under this policy;
- c) participation in organised competitions involving any Special Sports and Activities;
- d) any obligation upon Us to organise any search and rescue operation;
- e) the Policy Excess. Please note: When You are engaging in certain Special Sports and Activities the Policy Excess in respect of this Section will be increased to £250 (as shown);
- f) anything mentioned in the General Exclusions.

## **SECTION 23 SPORTS GEAR AND ACTIVITY EQUIPMENT**

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**What is covered in addition to Section 10:**

- We will pay up to **£500** per Insured Person if Your sports gear and/or activity equipment is damaged, destroyed, lost or stolen during the Trip. Your sports gear and/or activity equipment will be covered whilst in use.

Special conditions relating to claims

You must take sufficient precautions to ensure the safety of Your sports gear and activity equipment and must not leave it unsecured or outside Your reach or Unattended at any time in a place to which the public have access.

**What is not covered:**

- a) the Policy Excess;
- b) anything mentioned in the General Exclusions.

## **OPTIONAL GOLF COVER**

If You have paid the additional premium to include Golf cover and the cover is shown on Your certificate, cover under Sections 24 to 26 will apply.

## **SECTION 24 – GOLF EQUIPMENT**

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**What is covered:**  
**(Single Trip and Annual Multi-Trip policies only)**

We will pay up to **£1,000** per Insured Person, for Accidental loss, theft of or damage to Golf Equipment which You own.

**What is not covered:**

- a) the Policy Excess in respect of each and every claim;
- b) more than £50 per single item, up to a maximum of £200 in total for any one claim if You are unable to provide the original receipt, proof of purchase or an insurance valuation which was obtained prior to the loss;
- c) Golf Equipment which is over three years old;
- d) any claim for loss or theft of Golf Equipment if You have not notified the police within 24 hours of its discovery and obtained a written report which includes the crime reference number;

- e) any claim, if the loss or theft occurs during a journey or whilst in the custody of an airline or other carrier or their handling agent and You have not obtained an official report or a Property Irregularity Report (PIR);
- f) claims arising from delay, detention, seizure or confiscation by Customs or other officials;
- g) claims for loss, theft or damage to anything being shipped as freight or under a Bill of Lading;
- h) damage to, loss or theft of Golf Equipment, which is being carried on a vehicle roof rack;
- i) damage to, loss or theft of Golf Equipment, if it has been left:
  - unattended in a place to which the public have access; or
  - left in an unattended motor vehicle; or
  - in the custody of a person who does not have an official responsibility for the safekeeping of the property;
- j) any claim for damage to Golf Equipment whilst in use;
- k) anything mentioned in the General Exclusions.

## SECTION 25 - GOLF EQUIPMENT HIRE

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### **What is covered: (Single Trip and Annual Multi-Trip policies only)**

If Your own Golf Equipment is lost, stolen, damaged, misdirected or delayed in transit by more than 24 hours We will pay You **£30** for the cost of hiring the necessary Golf Equipment for each 24 hour period You are without Your own golf equipment, up to **£300** per Insured Person.

### **What is not covered:**

- a) any claim for loss or theft of Golf Equipment if You have not notified the police within 24 hours of its discovery and obtained a written report which includes the crime reference number;
- b) any claim, if the loss or theft occurs during a journey or whilst in the custody of an airline or other carrier or their handling agent of the incident and obtained an official report or a Property Irregularity Report (PIR);
- c) claims arising from delay, detention, seizure or confiscation by Customs or other officials;
- d) claims for loss, theft or damage to anything being shipped as freight or under a Bill of Lading;
- e) damage to, loss or theft of Golf Equipment, which is being carried on a vehicle roof rack;
- f) damage to, loss or theft of Golf Equipment, if it has been left:
  - unattended in a place to which the public have access; or
  - left in an unattended motor vehicle; or
  - in the custody of a person who does not have an official responsibility for the safekeeping of the property.
- g) anything mentioned in the General Exclusions.

## SECTION 26 – NON REFUNDABLE GOLFING FEES

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### **What is covered: (Single Trip and Annual Multi-Trip policies only)**

We will pay You **£75** per day up to **£300** per Insured Person for the proportionate value of any non-refundable;

- Pre-paid green fees; or
- Golf Equipment hire fees; or
- Tuition hire fees

Which are not used due to:

- a) You being involved in an Accident; or
- b) Your sickness; or
- c) adverse weather conditions which causes the closure of the golf course.

### **What is not covered:**

- a) any claims arising directly or indirectly as a result of any Pre-existing Medical Conditions, unless You have declared these to Us and We have written to You accepting them for insurance;
- b) claims arising directly from a medical condition which is not substantiated by a report from the treating doctor confirming Your inability to play golf;
- c) anything mentioned in the General Exclusions.

## OPTIONAL BUSINESS COVER

If You have paid the additional premium to include Business cover and the cover is shown on Your certificate, cover under Sections 27 to 29 will apply.

### SECTION 27 – BUSINESS EQUIPMENT

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**What is covered:**  
**(Single Trip and Annual Multi-Trip policies only)**

We will pay up to **£2,000** in total per Trip, for Accidental loss, theft or damage to Your Business Equipment. We will also pay for any emergency courier expenses You have incurred, in obtaining any Business Equipment which is essential to Your intended business itinerary.

The maximum We will pay for any one article or samples is **£500**.

The maximum We will pay for computer equipment is **£1,500**.

**What is not covered:**

- a) Your engaging in manual work in conjunction with any profession, business or trade during the Trip;
- b) the Policy Excess in respect of each and every claim;
- c) more than £50 per single item, up to a maximum of £200 in total for any one claim if You are unable to provide the original receipt, proof of purchase or an insurance valuation which was obtained prior to the loss;
- d) wear tear or depreciation;
- e) any claim for loss or theft of Your Business Equipment if You have not notified the police within 24 hours of its discovery and obtained a written report which includes the crime reference number;
- f) any claim, if the loss or theft of Your Business Equipment occurs during a journey or whilst in the custody of an airline or other carrier or their handling agent and You have not obtained an official report or a Property Irregularity Report (PIR);
- g) claims arising from delay, detention, seizure or confiscation by Customs or other officials;
- h) damage caused by the leakage of powder or liquid carried with Your Business Equipment;
- i) any breakage of fragile articles, unless the breakage is caused by fire or an Accident involving the vehicle in which You are being carried;
- j) claims for loss, theft or damage to anything being shipped as freight or under a Bill of Lading;
- k) damage to, loss or theft of Your Business Equipment, if it has been left:
  - unattended in a place to which the public have access; or
  - left in an unattended motor vehicle, unless they have been taken from a locked boot between 8am-8pm local time and there is evidence of forced entry, which is confirmed by a police report;
  - in the custody of a person who does not have an official responsibility for the safekeeping of the property;
- l) any claim for Business Equipment delay, if You cannot supply receipts for the essential items purchased and written confirmation from the carrier as to the length of the delay;
- m) anything mentioned in the General Exclusions.

### SECTION 28 - BUSINESS EQUIPMENT HIRE

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**What is covered:**  
**(Single Trip and Annual Multi-Trip policies only)**

If Your Business Equipment is lost, stolen, damaged, misdirected or delayed in transit by more than 12 hours We will pay You **£150** for the cost of hiring the necessary Business Equipment for each 24 hour period You are without Your business equipment, up to a maximum of **£750** in total per Trip.

**What is not covered:**

- a) any claim for loss or theft of Business Equipment if You have not notified the police within 24 hours of its discovery and obtained a written report which includes the crime reference number;
- b) any claim, if the loss or theft of Your own Business Equipment occurs during a journey or whilst in the custody of an airline or other carrier or their handling agent and an official report or a Property Irregularity Report (PIR) was not obtained;
- c) claims arising from Your own Business Equipment being delayed, detained, seized or confiscated by Customs or other officials;
- d) claims for loss, theft or damage to anything being shipped as freight or under a Bill of Lading;
- e) damage to, loss or theft of Your own Business Equipment, which is being carried on a vehicle roof rack;
- f) damage to, loss or theft of Your own Business Equipment, if it has been left:

- unattended in a place to which the public have access; or
  - left in an unattended motor vehicle, unless they have been taken from a locked boot between 8am-8pm local time and there is evidence of forced entry, which is confirmed by a police report.
  - in the custody of a person who does not have an official responsibility for the safekeeping of the property.
- g) anything mentioned in the General Exclusions.

## SECTION 29 – BUSINESS MONEY

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### What is covered:

**(Single Trip and Annual Multi-Trip policies only)**

We will pay up to **£1,000** in total under this Policy for the loss or theft of Your business money during Your Trip. The maximum We will pay for currency is **£500**.

### What is not covered:

- a) the Policy Excess in respect of each and every claim;
- b) any claim for loss or theft of business money if You have not notified the police within 24 hours of its discovery and obtained a written report which includes the crime reference number;
- c) any claim, if the loss or theft of Your own Business Equipment occurs during a journey or whilst in the custody of an airline or other carrier or their handling agent and an official report or a Property Irregularity Report (PIR) was not obtained;
- d) any loss if You have not taken reasonable steps to prevent a loss happening;
- e) loss or theft of business money that is:
  - not on Your person; or
  - not deposited in a safe, a safety deposit box or similar fixed container in Your Trip accommodation;
  - loss or theft of business money that does not belong to:
    - Your employer; or
    - You, if You are self employed;
  - loss or theft of travellers cheques, if the issuer provides a replacement service;
  - depreciation in value, currency changes or shortage caused by any error or omission;
- f) claims arising from delay, detention, seizure or confiscation by Customs or other officials;
- g) anything that can be replaced by the issuer;
- h) anything mentioned in the General Exclusions.

## UK COVER

This policy will cover You for each Trip You undertake solely within the UK Area provided You have pre-booked a **minimum of 5 consecutive nights** in paid accommodation away from Home. All conditions and exclusions (except where these are amended below) continue to apply to the Sections mentioned.

## SECTION 30 UK MEDICAL TRANSFER

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### What is covered:

Medical Transfer if You are hospitalised 50 miles or more from Home, either through sudden illness or accident, in the course of a Trip within the UK Area. We will arrange and pay for Your transfer to a suitable hospital near Your Home when it becomes medically feasible. As necessary We will also arrange and pay for a medical escort to accompany You.

### What is not covered:

- a) claims when We have not been contacted at the time You are hospitalised or when We have not given You Our prior authorisation that We will pay the costs;
- b) You being hospitalised less than 50 miles from Home;
- c) any claims arising directly or indirectly as a result of any Pre-existing Medical Conditions, unless You have declared ALL Pre-existing Medical Conditions to Us and We have written to You accepting them for insurance;
- d) anything mentioned in the General Exclusions.

## SECTION 31 ADDITIONAL ACCOMMODATION COSTS

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### What is covered:

In the event of a valid claim under Section 30 UK Medical Transfer, You are covered for additional accommodation costs as described in Section 4 Additional Accommodation & Travelling Costs.

## GENERAL CONDITIONS APPLYING TO ALL SECTIONS

1. No cover will come into force, or continue in force, under Sections 2, 3, 4, 5 and 6, unless each Insured Person, who by reason of the Important Health Requirements must make a Medical Health Declaration in respect of the period for which insurance is required, has declared ALL Pre-existing Medical Conditions to Us and have been formally accepted by Us in writing.
2. Any medical information supplied in a Medical Health Declaration will be treated in the strictest confidence, will be used solely for Our own internal purposes for the assessment of the risk, and will not be disclosed to any outside person or authority without the specific approval of the person whose details are shown in the Medical Health Declaration. We shall not refuse cover unless, in Our opinion, the risk associated with the particular person travelling is substantially greater than that represented by the average healthy traveller. The cost of any medical evidence produced in connection with a Medical Health Declaration shall be borne by You.
3. During each Period of Insurance and before You depart on each Trip You must declare to the Medical Screening Helpline any change in Your health or medical status. This change must be accepted in writing by Us before cover will be continued. If in doubt as to whether any change is material, You should contact the Medical Screening Helpline.
4. You must declare to Us all Material Facts which are likely to affect this insurance. Failure to do so may prejudice entitlement to claim. If You are uncertain as to whether a fact is material, You should declare it to Us.
5. You must exercise reasonable care for the supervision and safety of both You and Your property. You must take all reasonable steps to avoid or minimise any claim. You must act as if You are not insured.
6. You must avoid needless self-exposure to peril unless You are attempting to save human life.
7. We will make every effort to apply the full range of services in all circumstances dictated by the terms and conditions. Remote geographical locations or unforeseeable adverse local conditions may preclude the normal standard of service being provided.
8. You must comply in full with the terms and conditions of this policy before a claim will be paid. Please read this policy carefully, and if unsure as to what is covered or excluded, contact the Travel Helpline on 08450 264 264.
9. In the event of an emergency or any occurrence that may give rise to a claim for substantial costs under this insurance, You must contact Us as soon as possible. You must make no admission of liability, offer, promise or payment without Our prior consent. **Please Telephone Us first.**
10. We are entitled to take over Your rights in the defence or settlement of a claim, or to take proceedings in Your name for Our own benefit against another party and We shall have full discretion in such matters.
11. We may, at any time, pay to You Our full liability under this policy after which no further liability shall attach to Us in any respect or as a consequence of such action.
12. Where it is possible for Us to recover sums that We have paid out under the terms of the policy, You will co-operate fully with Us in any recovery attempt We make and We will pay all costs associated with the recovery of Our outlay. You agree not take any action that may prejudice Our recovery rights and will advise Us if You instigate proceedings to recover compensation arising from any incident which has led to a successful claim against this policy. The sums We have paid out under the terms of the policy will be reimbursed from any recovery made
13. You must take all practicable steps to recover any article lost or stolen and to identify and ensure the prosecution of the guilty person(s). We may at any time and at Our expense take such action as We deem fit to recover the property lost or stated to be lost.
14. In the event of a valid claim You shall allow Us the use of any relevant Travel Documents You are not able to use because of the claim.
15. You must notify Us in writing of any event which may lead to a claim, within 28 days of Your return Home. As often as We require You shall submit to medical examination at Our expense. In the event of the death of an Insured Person We shall be entitled to have a post mortem examination carried out at Our expense. You must supply Us with a written statement substantiating Your claim, together with (at Your own expense) all certificates, information, evidence and receipts that We require.
16. If any fraudulent claim is made or if any fraudulent means or devices are used to obtain any benefit under the insurance, this policy shall become void and the premium paid shall be forfeited. Any benefits so claimed and received must be repaid to Us.
17. We may give 7 days notice of cancellation of this policy by recorded delivery to You at Your last known address. In this case We shall refund to You the unexpired pro-rata portion of the premium You have paid, subject to there having been no known claims or losses.
18. If any dispute arises as to the policy interpretation, or as to any rights or obligations under this policy, We offer You the option of resolving this by using the arbitration procedure We have arranged. Please see the details shown under Customer Satisfaction. Using this service will not affect Your legal rights.

19. You will be required to repay to Us, within one month of Our request to You, any costs or expenses We have paid on Your behalf which are not covered under the terms and conditions of this policy.
20. This policy is subject to the Laws of England and Wales whose courts alone shall have jurisdiction in any disputes.
21. You must pay the appropriate premium for the full number of days comprising Your planned Trip. If Your Trip is planned to exceed the total number of days for which We offer insurance then no cover at all shall apply in respect of that particular Trip and You will need to make alternative insurance arrangements.
22. When engaging in any sport or holiday activity (not excluded under General Exclusion 17) You must accept and follow the supervision and tuition of experts qualified in the pursuit or activity in question, and You must use all appropriate precautions, equipment and protection.
23. Special Sports and Activities and Winter Sports are covered only if You have paid the appropriate additional premium required before departure from the UK Area.
24. Although We are prepared to cover You when undertaking certain sports and activities, the availability of the insurance cover does not, in itself, imply that We or the underwriters consider such sports and activities as safe. At all times You must satisfy yourself that You are capable of safely undertaking the planned sport or activity and You must take care to avoid injury, accident or loss to yourself and to others.

## GENERAL EXCLUSIONS APPLYING TO ALL SECTIONS

### No Section of this policy shall apply in respect of:

1. Any person who has reached the age of 81 years prior to the commencement of the Period of Insurance for Single Trip policies, reached the age of 76 years prior to the commencement of the Period of Insurance for Zone 1 or 66 years prior to the commencement of the Period of Insurance for Zone 2, 3 and 4 for Annual Multi-Trip policies or reached the age of 50 years prior to the commencement of the Period of Insurance for Backpacker policies.
2. Any person practicing in Winter Sports who has reached the age of 65 years prior to the commencement of the Period of Insurance.
3. Claims arising from a Material Fact or facts, which have not been disclosed to Us and accepted by Us in writing prior to the commencement of the Period of Insurance (or, in the case of Annual Multi-trip cover, prior to the commencement of any Trip).
4. Loss, damage or expense which at the time of happening is insured by, or would, but for the existence of this policy, be insured by any other existing certificate, policy or any motoring organisation's service. If You have any other policy in force, which may cover the event for which You are claiming, You must tell Us. This exclusion shall not apply to Personal Accident cover under Section 14.
5. Costs which would have been payable if the event being the subject of a claim had not occurred (for example, the cost of meals which You would have paid for in any case).
6. Consequential losses of any nature other than as specifically provided within the terms and conditions of this policy.
7. Costs of telephone calls or faxes, meals, taxi fares (with the sole exception of the taxi costs incurred for the initial journey to a hospital abroad due to an Insured Person's illness or injury), interpreters' fees, inconvenience, distress, loss of earnings, loss of enjoyment of holiday, time-share maintenance fees, holiday property bonds or points and any additional travel or accommodation costs (unless pre-authorised by Us or part of a valid claim under Section 2 (Medical Emergency & Repatriation), Section 4 (Additional Accommodation & Travelling Costs), Section 6 (Cancellation, Curtailment & Trip Interruption) or Section 12 (Money & Passport)).
8. Any claim under Sections 2, 3, 4, 5 or 6 arising directly or indirectly from pregnancy within 8 weeks (or 16 weeks in the case of a known multiple pregnancy) of the estimated date of delivery.
9. Any deliberately careless or deliberately negligent act or omission by You.
10. Any claim arising or resulting from Your own illegal or criminal act.
11. Needless self-exposure to peril except in an endeavour to save human life.
12. Any claim arising directly or indirectly from Your drug addiction or solvent abuse, excessive alcohol intake, or You being under the influence of alcohol or drug(s).
13. Any claim arising or resulting directly or indirectly from Your suicide, attempted suicide, or intentional self-injury.
14. Any claim under Sections 2, 3, 4, 5, 6 or 13 arising directly or indirectly from sexually transmitted diseases.
15. The Insured Person engaging in Manual Work in conjunction with any profession, business or trade during the Trip.
16. The Insured Person engaging in any Special Sports and Activities or Winter Sports unless the appropriate Special Sports & Activities or Winter Sports extension premium required has been paid.
17. The Insured Person engaging in or practising for the following sports and activities: Bobsleigh, Boxing, Canyoning, Caving / Cave Diving, Flying as a pilot, Heli-skiing, Horse Jumping, Horse Racing, Hunting / Shooting, Hunting-on-horseback, Hurling, Ice Hockey, Luge, Martial Arts (Competition), Microlighting, Motor Racing (all types), Mountaineering, Parasailing, Paraskiing, Point-to-point, Polo, Potholing, Professional Sports, Quad Biking, Rock Climbing, Rock Scrambling, Shark feeding/cage diving, Skeleton, Ski Jumping, Ski Racing, Ski Stunting, Skiing off-piste outside recognised and authorised areas, Snowboarding off-piste outside recognised and authorised areas, Steeplechasing, Team sports played in competitive contests, Wrestling, Yachting (racing) or any other activities not mentioned under this policy unless You have referred these to Us and We have written to You accepting them for insurance. ***If You are undertaking a pursuit or activity which is not listed in this policy or are in any doubt as to whether cover will apply, please call Our Travel Helpline on 08450 264 264.***
18. Participation in any organised competition involving any Special Sports and Activities or Winter Sports.

19. The Insured Person fighting except in self-defence.
20. Notwithstanding any provision to the contrary within this insurance, or any endorsement thereto, it is agreed that this insurance excludes any loss or expense of whatsoever nature directly or indirectly caused by, resulting from, or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss: War, hostilities or warlike operations (whether war be declared or not); invasion; act of an enemy foreign to the nationality of the Insured Person or the country in, or over, which the act occurs; civil war; riot; rebellion; insurrection; revolution; overthrow of the legally constituted government; civil commotion assuming the proportions of, or amounting to, an uprising; military or usurped power; explosions of war weapons; release of weapons of mass destruction that do not involve an explosive sequence; murder or assault subsequently proved beyond reasonable doubt to have been the act of agents of a state foreign to the nationality of the Insured Person whether war be declared with that state or not; terrorist activity. For the purpose of this exclusion terrorist activity means an act, or acts, of any person, or group(s) of persons, committed for political, religious, ideological or similar purposes with the intention to influence any government and/or to put the public, or any section of the public, in fear. Terrorist activity can include, but not be limited to, the use of force or violence and/or the threat thereof. Furthermore, the perpetrators of terrorist activity can either be acting alone, or on behalf of, or in connection with any organisation(s) or government(s). Also excluded hereon is any loss or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, or suppressing any, or all, of the above incidents. In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect. This exclusion does not apply to claims under Section 2 (Medical Emergency & Repatriation) and Section 14 (Personal Accident).
21. The Insured Person travelling to a country or specific area or event to which the Foreign and Commonwealth Office has advised persons not to travel.
22. Loss or destruction or damage or any expense whatsoever resulting from: ionising radiation or contamination by radioactivity from any nuclear waste from the combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
23. Delay, loss, damage, injury or consequential loss, directly or indirectly caused by the actual or potential inability of any computer, data processing equipment or media, microchip, integrated circuit or similar device, or any computer software or stored programme to correctly recognise any date as its true calendar date or to continue to function correctly in respect of or beyond that date - except under Section 2 (Medical Emergency & Repatriation), and Section 14 (Personal Accident).
24. Delay, loss, damage, injury or consequential loss, directly or indirectly caused by the actual or potential inability of any computer, data processing equipment or media, microchip, integrated circuit or similar device, or any computer software or stored programme to correctly operate as a result of a computer virus - except under Section 2 (Medical Emergency & Repatriation), and Section 14 (Personal Accident). Computer viruses include any program or software, which prevents any operating system, computer program or software working properly or at all.
25. Any claim when You have not paid the appropriate premium for the number of days comprising Your planned Trip, regardless of when the event resulting in the claim occurred.
26. Consequential loss of any kind arising from the provision of, or any delay in providing, the services to which this policy relates, unless negligence on Our part can be demonstrated.
27. Any loss or damage directly or indirectly caused by the provision of, or any delay in providing, the medical (or medical related) services to which the cover under this policy relates, whether provided by us or by anybody else (whether or not recommended by us and/or acting on our behalf) unless negligence on Our part can be demonstrated.

## **MAKING A CLAIM ON RETURN HOME**

First, check Your Certificate and the appropriate Section of Your policy to make sure that what You are claiming for is covered.

Claims forms can be obtained from [www.eaclaims.co.uk](http://www.eaclaims.co.uk) Alternatively telephone Our Claims Helpline on 0870 737 6303 to obtain a claim form, giving Your name and Certificate number, and brief details of Your claim.

All claims must be notified within 28 days of Your return on a policy claim form, accompanied by original invoices, receipts, reports, etc. Please refer to the relevant Section of Your policy for specific conditions and details of the supporting evidence that We require. Please remember that it is always advisable to retain copies of all documents when submitting Your claim form. We recommend you use registered post.

In order to handle claims quickly, We may use appointed claims handling agents.

When claims settlements are made by the BACS (Bank Automatic Clearing System) or other electronic banking system method, You will be responsible for supplying Us with the correct bank account details and Your full authority for Us to remit monies directly to that account. Provided that payment is remitted to the bank account designated by You, Europ Assistance shall have no further liability or responsibility in respect of such payment, and it shall be Your sole responsibility to make collection of any misdirected payment in the event of incorrect details having been provided to Us.

Europ Assistance reserves the right to charge an administration fee if it changes its practices of claims administration in the future.



**Important notice**

Under the new European Union (EU) travel regulations, You are entitled to claim compensation from Your Carrier if any of the following happen:

**1 Denied boarding and cancelled flights**

If You check in on time but You are denied boarding because there are not enough seats available or if Your flight is cancelled, the Carrier must offer You financial compensation.

**2 Long delays**

If Your flight is delayed for more than five hours, the airline must offer to refund Your ticket.

**3 Luggage**

If Your checked-in luggage is damaged or lost by an EU airline, You must claim compensation from the Carrier within seven days. If Your checked-in luggage is delayed, You must claim compensation from the Carrier within 21 days of its return.

You can download full details from [http://europa.eu.int/comm/transport/air/rights/index\\_en.htm](http://europa.eu.int/comm/transport/air/rights/index_en.htm)

## CUSTOMER SATISFACTION

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**Our Promise of Service:** We aim to provide a first class service at all times. However, if You have a complaint You should contact Us in the first instance at:

Quality Department,  
Europ Assistance Holdings Limited,  
Sussex House,  
Perrymount Road,  
Haywards Heath,  
West Sussex RH16 1DN

Telephone: 0844 338 5799 or e-mail on: [quality@europ-assistance.co.uk](mailto:quality@europ-assistance.co.uk)

If We cannot give You a final decision by four weeks from the day We receive Your complaint We will explain why and tell You when We hope to reach a decision.

Our decision is final and based on the evidence presented. If You feel that there is any new evidence or information that may change Our decision, You have the right to make an appeal.

If You are not satisfied with the results of Our investigation, You have the right to refer Your complaint to an independent authority for consideration. That authority is the Financial Ombudsman Service (FOS) at:

South Quay Plaza  
183 Marsh Wall  
London E14 9SR

Telephone: 0845 080 1800

Please note that if You wish to refer this matter to the FOS You must do so within 6 months of Our final decision. You must have completed the complaints procedure before the FOS will consider Your case.

## CANCELLATION PROVISIONS

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**Right to return the insurance document** Unless Your Trip will be completed within 1 month of buying this insurance, You have the right to cancel any policy of insurance within 14 days of the date of issue or receipt of the terms and conditions, whichever is later. We will refund to you any premium you have paid and will recover from you any payments we have made

**Cancellation by the Insured Person** If You subsequently give notice in writing or by telephone to Us to cancel this policy such cancellation shall take effect on the date the notice is received or on the date specified in the notice, whichever is the later.

**Cancellation by Us** We may give 7 days notice of cancellation of this policy by recorded delivery letter to You at Your last known address.

**Premium position upon cancellation by Us**, or in respect of an Annual Multi-trip policy following the death of the Insured Person (except when the subject of a claim occurring in the course of a Trip):

If premium has been paid for any period beyond the date of cancellation of this insurance, the relevant pro-rata portion of this premium will be refunded to You or Your estate.

If however an incident has arisen during the Period of Insurance which has or will give rise to a claim, then no refund will be made.

**Effective time of cancellation** This policy shall cease at 00.01 hours Greenwich Mean Time on the day following the last day of the Period of Insurance for which premium has been paid.

## DATA PROTECTION ACT 1998 NOTICE

We collect and maintain personal information in order to underwrite and administer the policies of insurance that We issue. All personal information is treated with the utmost confidentiality and with appropriate levels of security. We will not keep Your information longer than is necessary.

Your information will be protected from accidental or unauthorised disclosure. We will only reveal Your information if it is allowed by law, authorised by You, to prevent fraud or in order that We can liaise with Our agents in the administration of this policy.

Under the terms of the Act You have the right to ask for a copy of any information We hold on You upon payment of an administrative fee and to require a correction of any incorrect information held. Any inaccurate or misleading data will be corrected as soon as possible.

The above principles apply whether We hold Your information on paper or in electronic form.

Enquiries in relation to data held by the Medical Screening Helpline should be directed to the Data Compliance Manager, Bishopscourt Affinity Solutions Limited, 6<sup>th</sup> Floor, Regent House, Hubert Road, Brentwood, Essex CM14 4JE, while those in relation to data held by Europ Assistance Holdings Limited should be directed to the Customer Contact Centre Manager, Europ Assistance Holdings Limited, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN.

## TRAVEL CHECKLIST

Before You travel, You should ask yourself the following:

- Do You know of any Pre-existing Medical Condition that You need to tell Us about?  
If You have answered 'Yes' to the above question, You should telephone the Medical Screening Helpline.
- If You have purchased an Annual Multi-trip policy, will the duration of any Trip exceed 91 consecutive days?
- Do You intend to engage in any Winter Sports whilst on Your Trip?
- Do You intend to engage in any Special Sports or Activities whilst on Your Trip?

If You have answered 'Yes' to any of these questions, or want to check anything before You travel, You should contact Our Travel Helpline on 08450 264 264.

## IF YOU ARE DEAF OR HARD OF HEARING

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**The following number is available for deaf, hard of hearing and speech impaired customers who have access to a minicom: 01444 450389**

## REQUESTING ASSISTANCE

IN AN EMERGENCY, FIRST CHECK THAT THE CIRCUMSTANCES ARE COVERED BY THIS POLICY. HAVING DONE THIS TELEPHONE EUROP ASSISTANCE STATING YOUR NAME AND POLICY NUMBER.

HELPLINE	NUMBER
Travel Helpline	08450 264 264
Medical Screening Helpline	0844 338 6306
Travel Assistance	UK Code then *844 338 6304 or *1444 442006 Fax: UK Code then *1444 415887
Medical Emergency & Repatriation	UK Code then *844 338 6300 or *1444 442003 Fax: UK Code then *1444 410102
Medical Emergency (mainland Spain and the Balearic Islands)	UK Code then *870 737 5900 or *1444 442077 Fax: UK Code then *1444 410102
Travel Insurance Claims and Cancellation	0844 338 6303
Medical Referral Abroad (Non-emergency)	UK Code then *844 338 6304 or *1444 442006 Fax: UK Code then *1444 410102
Legal Advice & Legal Expenses Claims	UK Code then 0844 338 6302
Curtalement & Trip Interruption	UK Code then *844 338 6300 or *1444 442003 Fax: UK Code then *1444 410102
Additional Accommodation & Travelling Costs	UK Code then *844 338 6300 or *1444 442003 Fax: UK Code then *1444 410102

\* When calling from inside the UK first dial zero. **(When calling from outside the UK first dial the UK Code +44)**

*To ensure We are consistent in providing Our customers with quality service, We may record Your telephone call.*



[www.europ-assistance.co.uk](http://www.europ-assistance.co.uk)