



## Silver cover

Single and Annual Multi Trip Policies

Single trip – WH21CC9029-03 A&B  
Annual Multi-trip – WH21CC9029-04 A&B

This policy is for residents of the United Kingdom,  
the Channel Islands or British Forces Posted Overseas only  
For policies issued from **01/04/2021** to **31/03/2022**

## YOUR IMPORTANT INFORMATION

IF YOU NEED EMERGENCY MEDICAL  
ASSISTANCE ABROAD OR NEED TO CUT  
SHORT YOUR TRIP:

contact our 24 hour assistance team advice line  
on:

+44 (0) 203 829 6745

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IF YOU NEED A CLAIM FORM:  
you can download the relevant form:

[www.policyholderclaims.co.uk](http://www.policyholderclaims.co.uk)

or contact the claims department on:

+ 44 (0) 203 829 6761

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FOR GADGET CLAIMS PLEASE CONTACT THE  
CLAIMS ADMINISTRATORS:

+44 (0) 345 074 4813

[gadgetclaims@directgroup.co.uk](mailto:gadgetclaims@directgroup.co.uk)

9am-6pm Monday to Friday, 10am-4pm Saturday

CoverCloud is a trading name of Acumen Insurance  
Services Limited and is insured by White Horse Insurance  
Ireland dac. Acumen Insurance Services are an appointed  
representative of Maintenance Assist Ltd.

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It is <b>our</b> aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. <b>We</b> occasionally get complaints and these are usually through a misunderstanding or insufficient information. Any complaint will be investigated at once and the matter resolved as quickly as possible, please see the last page of the policy for information on our complaints procedure.	
Policy information	
This insurance (other than section B14) is insured by White Horse Insurance Ireland dac. White Horse Insurance Ireland dac is registered in Ireland No 306045. White Horse Insurance Ireland dac's Registered Office is First Floor, Rineanna House, Shannon Free Zone, Shannon, County Clare, Republic of Ireland. White Horse Insurance Ireland dac is deemed authorised and regulated by the Financial Conduct Authority. The nature and extent of consumer protections may differ from those for firms based in the United Kingdom. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the United Kingdom for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.	
Section B14 is administered by Bastion Insurance Services Ltd, and underwritten by Inter Partner Assistance SA UK Branch (IPA) which is fully owned by the AXA Partners Group. Inter Partner Assistance is a Belgian firm authorised by the National Bank of Belgium and subject to limited regulation by the Financial Conduct Authority. Details about the extent of its regulation by the Financial Conduct Authority are available from us on request. Inter Partner Assistance SA Financial Conduct Authority Register number is 202664. You can check this on the Financial Conduct Authority's Register by visiting the website <a href="http://www.fca.org.uk/register">www.fca.org.uk/register</a> . Bastion Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority.	
Full details are available on the Financial Service Register which is held on the Financial Conduct Authority's (FCA) website <a href="http://www.fca.org.uk">www.fca.org.uk</a> or by contacting the FCA on telephone number 0800 111 6768.	
<b>We</b> have a cancellation and refund policy, which you will find in full on page 6. Please be aware no full refund of the insurance premium will be given after the policies have been issued if you have travelled on, claimed or intend to claim against the policy.	
Criteria for purchase	
This insurance is sold on the understanding that you and anyone travelling with you and named on the insurance certificate:	
<ul style="list-style-type: none"> <li>• Have not started the <b>trip</b>.</li> <li>• Travel must take place within the <b>period of insurance</b> shown on your insurance certificate.</li> <li>• Your <b>trip</b> must start from the <b>United Kingdom</b>, the <b>Channel Islands</b> or <b>BFPO</b>.</li> <li>• You must be in <b>United Kingdom</b>, the <b>Channel Islands</b> or <b>BFPO</b> when your policy starts and be in the <b>United Kingdom</b>, the <b>Channel Islands</b> or <b>BFPO</b> when your policy ends.</li> <li>• Take all possible care to safeguard against accident, injury, loss or damage as if you had no insurance cover.</li> <li>• Is a resident of the <b>United Kingdom</b>, the <b>Channel Islands</b> or <b>BFPO</b>.</li> <li>• Are not travelling within your <b>home country</b> for less than 3 days on any one <b>trip</b>.</li> <li>• Are not travelling specifically to receive medical treatment during your <b>trip</b> or in the knowledge that you are likely to need treatment.</li> <li>• Understand there is no cover for <b>cruises</b> unless the cruise extension has been purchased and confirmed on your insurance certificate.</li> <li>• Are not travelling for more than 31 days on any one <b>trip</b> when purchasing an annual multi-trip policy (unless the appropriate premium has been paid to increase the duration and this is confirmed in writing).</li> <li>• Is aged 90 years and under at the time of purchase on your Annual Multi trip policy or your Single trip policy.</li> <li>• Is not travelling independently of the named insured adults on the policy where they are aged 17 years and under.</li> <li>• Are travelling with the intention to return to the <b>United Kingdom</b>, the <b>Channel Islands</b> or <b>BFPO</b> within your <b>trip</b> dates unless an extension has been agreed with <b>us</b> and we have confirmed in writing.</li> <li>• Are not travelling against the advice of your doctor or a medical professional.</li> </ul>	

You have a duty to take reasonable care to answer questions fully and accurately, and that any information you give to **us** is not misleading. This applies both when you take the policy out and at any time during the policy period. If you do not do so, we reserve the right to void your policy from inception and refuse all claims made against it. In the event that it becomes necessary to cancel your policy following a misrepresentation or suspected fraud, **we** will give you seven days' notice of cancellation of the policy by recorded delivery to you at your last known address.

**YOUR IMPORTANT CONTACT DETAILS**

**IF YOU HAVE A CHANGE IN HEALTH AFTER PURCHASING THIS POLICY PLEASE CALL ON 0345 812 0033**

Make sure you have all your medical information and medication details along with the details of the policy you have purchased. Open 9am – 5:30pm Monday - Friday

**IN CASE OF A SERIOUS EMERGENCY**

**PLEASE NOTE: This is a travel insurance policy and not private medical insurance. This means there is no cover for any medical expenses incurred in private medical facilities if we have confirmed that medically capable public facilities are available.**

**IF YOU NEED MEDICAL ASSISTANCE WHEN YOU ARE AWAY YOU SHOULD CALL THE LOCAL EQUIVALENT OF 999**

Customers should receive emergency medical treatment or management regardless of their ability to pay or any other consideration. A failure or refusal by a treating hospital or treating doctor to provide emergency treatment, management or care is a clear breach of an established duty of care.

**YOU SHOULD THEN CALL US ON +44 (0) 0203 829 6745**

Whilst the actual medical care you receive is in the hands of the local doctors treating you, **we** can obtain the medical information **we** need from them to establish what is wrong, as well as their treatment and discharge plans.

**We** can support you in the event you are admitted to a facility that may not be suitable for your clinical needs or where there are concerns over practice.

**We** will then advise on, and can put in place, suitable **repatriation** plans to get you **home** as soon as it is medically safe to do so. **We** will liaise with the treating doctor to get a fit to fly certificate when needed, and with aero-medical experts who will advise on both the timing and method of repatriation that is best suited to your individual needs and your recovery.

**It is important that you are aware of the following:**

<b>Medical Treatment</b>	<b>Repatriation (bringing you home)</b>
<ul style="list-style-type: none"> <li>• There is no cover for:                             <ul style="list-style-type: none"> <li>○ routine, non-emergency or elective treatment</li> <li>○ or treatment that can wait until you return <b>home</b>.</li> </ul> </li> <li>• Our doctors are not treating you; they are not responsible or in control of the clinical care you are receiving in a medical facility.</li> <li>• In some instances, you may need to be moved from one local facility to another larger/more specialised facility, for treatment.</li> <li>• Having travel insurance does not ensure a 'fast track' medical service from the treating facility, much like the NHS – emergency service rooms can be busy at certain times and so it is possible you may have to wait as you would in your local NHS hospital unless you require critical care.</li> <li>• Once you are discharged from hospital this does not always mean you are fit to fly <b>home</b> – For example, if you were in the UK and suffered the same injury/illness, then you would not consider flying out on holiday so soon after surgery/treatment/incident.</li> <li>• Some medical facilities will raise charges that are far in excess of customary and reasonable; <b>we</b> will deal with such bills directly and there is no need for you to pay them. You simply need to pass any correspondence about such bills to <b>us</b>. If we accept the claim, <b>we</b> can then provide full financial protection. Where claims are proportionately indemnified due to non-disclosure but there are bills which require audit of charges, <b>we</b> will discuss this with you directly.</li> </ul>	<ul style="list-style-type: none"> <li>• Coming <b>home</b> straight away is not always an option even if you are considered 'fit to fly' by the treating doctor.</li> <li>• <b>We</b> have a medical team with experience in aviation medicine who will advise on both the timing and method of repatriation which is best suited to your individual needs and your recovery.</li> <li>• Most airlines require specific criteria to be met in order to accept a 'medical passenger'.</li> <li>• Things change – if your health, stability or vitals change – then so do the plans.</li> <li>• Availability of air ambulances, stretchers and appropriate medical escorts can be limited in specific areas and at different times of the year.</li> <li>• Air Ambulances are 'flying intensive care units' and are only used to transport critical patients to a hospital in the UK, if treatment is not possible where they are.</li> </ul>

**PLEASE NOTE:** This is a travel insurance policy and not private medical insurance. This means there is no cover for any medical expenses incurred in private medical facilities if we have confirmed that medically capable public facilities are available.

#### FOR A NON-URGENT MEDICAL SITUATION

That is something you would normally see your GP or minor injuries unit for, so you don't need to attend hospital but you do need some medication to treat a non-emergency situation. **We** have teamed up with **Medical Solutions UK Ltd**, who offer UK Registered Doctors who give medical support and assessment over the phone and are able to prescribe in many countries across the globe. This means you can quickly access support with minor ailments without disrupting your **trip** too much. You can access this facility free of charge by calling:  
**+44 161 468 3793.**

#### YOU CAN ALSO CALL THE LOCAL EQUIVALENT OF 999

Customer should receive emergency medical treatment or management regardless of their ability to pay or any other consideration, a failure or refusal by a treating hospital or treating doctor to provide emergency treatment, management or care is a clear breach of an established duty of care.

#### OPTIMAL CARE

In **our** experience the access to the best doctors, diagnostics and optimal care in many areas of the world (particularly in Europe but also across many destinations worldwide) are limited to state facilities. They don't always look as nice, but **we** have experience of good clinical outcomes within a regulated environment without the risk of a patients' health being compromised over commercial interest, immoral and dangerous practices such as extortion, detainment and withdrawal of treatment you are unlikely to find occurring in state facilities.

#### IN THE EVENT THAT YOU DO RECEIVE OUT-PATIENT TREATMENT WHEN YOU ARE TRAVELLING

**In European Union Countries** – if you present yourself at a public facility you should show your EHIC/GHIC.

**In Australia** – you should enrol for Medicare, and have it accepted.

Using these agreements in public facilities will mean that medical treatment will be free, or at a reduced cost, and your standard policy excess will be waived from any claim you may make. If you are unable to use the EHIC/GHIC, you will have to pay the medical facility and submit a claim when you get home, the policy excess will then be applied.

**In Turkey, Cyprus, Egypt and Bulgaria** – **we** utilise the services of Global Excel who can arrange for the bill to be paid directly. You simply fill in a Global Excel form in the medical facility to confirm the nature of the treatment received and pay your policy excess to the facility. They will then send the remaining bill directly to Global Excel for payment. More information can be found here [www.globalexcel.com](http://www.globalexcel.com)

**Everywhere else in the World** – if there is not a suitable public facility that will treat you free of charge, you can pay the medical facility and retain all receipts so that you can make a claim when you get **home**.

**PLEASE NOTE:** If you require hospital treatment or you are admitted to hospital, you should call **us** on **+44 (0) 203 829 6745** before going to a medical facility or as soon as you possibly can thereafter. If you do not call **us**, your claim may be limited or declined all together.

**PRE-TRAVEL POLICY** (cover starts when you pay your premium or for Annual Multi-trip policies from your chosen start date)

Section	Cover available up to:	Your excess:
<b>A1</b> Cancellation – If you are unable to go on your trip	£2,000	£75
<b>A2</b> If your scheduled airline stops trading	£2,500	Nil

**TRAVEL POLICY** (cover starts when you leave home to start your trip)

<b>B1</b> If your travel plans are disrupted		
If your schedule airline stops trading	£2,500	Nil
If your departure is delayed by 12 hours or more	£245	Nil
Abandonment – If you choose to cancel after a 24 hours delay	£2,000	£75
If you need alternative transport to get you to your trip destination	£500	Nil
<b>B2</b> If you need emergency medical attention	£10,000,000	£75
Emergency dental treatment	£500	£75
Public hospital inpatient benefit	£1,500	Nil
<b>B3</b> Curtailment – If you need to come home early	£2,000	£75
<b>B4</b> If your possessions are lost, stolen or damaged	£2,000	£75
If your possessions are delayed by 12 hours or more	£400	Nil
<b>B5</b> If your cash is lost or stolen	£300	£75
If your passport is lost or stolen	£100	Nil
<b>B6</b> If you are hijacked	£2,000	Nil
If you are mugged	£200	Nil
<b>B7</b> Personal liability	£1,500,000	£75
<b>B8</b> Accidental death and disability benefit		
Accidental death benefit	£10,000	Nil
Permanent loss of sight or limb	£10,000	Nil
Permanent total disablement	£10,000	Nil
<b>B9</b> If a natural disaster occurs	£350	Nil
<b>B10</b> Pet care	£250	Nil
<b>B11</b> If you need legal advice	£50,000	Nil

**Optional extensions: Please find cover below which is available for an additional premium. The extensions will only apply if you have paid the relevant additional premium and they are shown on your insurance certificate.**

<b>B12</b> Winter sports extensions		
Owned ski equipment	£750	£75
Hired ski equipment	£200	£75
Loss of ski pass	£500	£75
Delayed ski equipment	£400	Nil
Loss of ski pack	£400	Nil
Piste closure	£400	Nil
Avalanche and landslide closure	£400	Nil
Physiotherapy in your home country	£350	Nil
<b>B13</b> Cruise extension		
If you cannot use your pre-paid shore excursions	£500	£75
Skipped port benefit	£375	Nil
Cabin confinement	£375	Nil
<b>B14</b> Gadget extension – Please note: Section B14 is administered by Bastion Insurance Services Ltd and underwritten by Inter Partner Assistance SA UK Branch (IPA) which is fully owned by the AXA Partners Group. See page 24 for more information.	£1,500	£50

Do you or anyone named on this policy need to declare any **medical conditions** or significant medical history?

1. Have you or anyone named on this policy ever been diagnosed with or treated for any of the following?
  - a. Heart or Circulatory conditions?
  - b. Strokes or High Blood Pressure?
  - c. Breathing or Respiratory conditions (including Asthma)?
  - d. Cancer (even if now in remission)?
  - e. Diabetes (including diet controlled)?
  - f. Irritable Bowel Disease (such as Crohn's, or Diverticulitis)?
2. Are you or anyone named on this policy currently taking any prescribed medication? (this will not apply to common colds, flu or contraceptive medication)
3. Are you or anyone named on this policy waiting for any tests, treatment, or a non-routine hospital appointment?
4. Have you or anyone named on this policy seen a medical professional in the last 2 years?

If the answer is Yes to any of the above you must declare them to **us**; you cannot choose what you declare and what you don't.

**We** need to understand your health as a whole to be able to assess the risk you present in the lead up to your trip and while you are travelling. If any of the above apply to you and you do not declare them, any claim you make whether it is related or not, may only be paid in part or declined altogether.

Similarly, if there is a change in your health before you travel, such as new or increased medication, any referral for tests or a specialist appointment, or a new diagnosis/course of treatment, you must tell **us** or again any claim you make whether it is related or not, may only be paid in part or declined altogether.

If **we** feel that anything you tell **us** might increase the risk and chance of a claim, **we** may ask you to pay an additional premium, apply an increased excess, change the policy terms or withdraw cover altogether.

To declare an **existing medical condition(s)** or a **change in health** please call **us** on: **0345 812 0033** Monday – Friday 9am-5:30pm.

Should your medical situation change before you travel, and **we** are unable to provide cover, **we** will either allow you to make a claim for cancellation or, for single trip policies **we** will refund 50% of the total policy premium you have paid, and for multi-trip policies **we** will refund 1/12<sup>th</sup> of the total policy premium you have paid for each full calendar month remaining on the policy.

## WHEN YOUR PRE-TRAVEL & TRAVEL POLICY START AND END

The cover for Policy A, as described under section A1 & A2 of the pre-travel policy, starts from the start date of cover shown on your insurance certificate, after the policy was issued and ends when you leave **home** or **BFPO** to start your **trip**.

On annual multi-trip policies cover starts on the chosen starting date and cancellation cover is not in force until that date. Subsequent **trips** start from the date of booking.

The cover under policy B starts when you commence your **trip** and ends when you complete your **trip**. Cancellation cover will cease when you start your **trip**, or upon expiration of your policy, whichever is the first. No further **trips** are covered except where you hold an annual multi-trip policy which will cover further trips with durations of 31 days and less, unless the appropriate additional premium has been paid. There is absolutely no cover for any portion of a trip which is longer than 31 days in duration unless the appropriate additional premium has been paid.

## EXTENSION OF YOUR POLICY

If in the event of:

- your death, injury or **illness** during your **trip**,
- delay or failure of public transport services during your **trip**,
- delay or failure of your return flight to the **United Kingdom**, the **Channel Islands** or **BFPO** from your international departure point;
- you being unable to complete the **trip** before your travel policy expires due to an insured event,

cover will be automatically extended for up to a maximum of 31 days without additional premium for the additional days necessary to complete the **trip**.

## IMPORTANT INFORMATION ABOUT THIS POLICY

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<b>YOUR POLICY WORDINGS</b>	Your insurance document shows details of both pre-travel and travel insurance policies, including the sections of cover, limits, conditions, exclusions, and information on what to do if you need to claim. The policy is a legal contract between <b>us</b> and you. <b>We</b> will pay for any insured event, as described in the policy, that happens during the <b>period of insurance</b> and for which you have paid the appropriate premium. Travel insurance policies have specific requirements for both purchasing and making successful claims. Please take the time to read and understand it straight away as not all policies are the same. All risks which are covered are set out clearly in sections with conditions, limits and exclusions (things which are not covered). If your circumstances do not fit those specified then there is no cover in place.
<b>CANCELLING YOUR POLICIES</b>	<p>You have a 'cooling off' period where, should you decide that the terms and conditions do not meet your requirements, and provided you have not travelled or claimed on the policy, you can advise Cover Cloud Travel Insurance within 14 days of purchase for a full refund to be considered. Should you wish to cancel your policy outside of the 14 day cooling off period, and can confirm that there have been no claims on the policy and that you have not travelled, the following cancellation terms will be applied dependant on what type of policy you have purchased.</p> <p>Single Trip policies – In the event you have not travelled and are not claiming on the policy, a refund of 50% of the total policy premium you have paid will apply. If you have travelled or are intending to claim, or have made a claim (irrespective of whether your claim was successful or not) <b>we</b> will not consider refunding any proportion of your premium.</p> <p>Annual Multi Trip policies - Provided you have not made a claim on the policy (irrespective of whether your claim was successful or not) and you confirm in writing that there is no claim pending, should you choose to cancel and understand that all benefits of the policy will be cancelled, we will refund 1/12<sup>th</sup> of the total premium paid, for each full calendar month remaining on the policy from the date of cancellation. If you are intending to, or have claimed (irrespective of whether your claim was successful or not) <b>we</b> will not consider refunding any proportion of your premium.</p> <p><b>We</b> reserve the right to give 7 days' notice of cancellation of this policy, without refund, by recorded delivery to you at your last known address in the event of the following circumstances; fraud, suspected fraud, misleading information or deliberate misrepresentation, or abusive behaviour to any of our staff or agents.</p>
<b>BE CAUTIOUS</b>	This policy is designed to cover many eventualities whilst you are on your <b>trip</b> . It does not provide cover in all circumstances and <b>we</b> expect that you take all possible care to safeguard against accident, injury, loss or damage as if you had no insurance cover.
<b>PREGNANCY</b>	Our policies include emergency medical expenses cover for pregnancy and childbirth from week 0 to week 28 inclusive whilst you are away. From the start of week 29 to week 40 of the pregnancy, there is no cover for claims relating to normal pregnancy and normal childbirth or cancellation, however, medical expenses and cancellation cover will be provided if any of the following complications arise: Toxaemia, Gestational hypertension, Ectopic pregnancy, Post-partum haemorrhage, Pre-eclampsia, Molar pregnancy or hydatidiform mole, Retained placenta membrane, Placental abruption, Hyperemesis gravidarum, Placenta praevia, Stillbirth, Miscarriage, Emergency Caesarean, A termination needed for medical reasons, Premature birth more than 12 weeks (or 16 weeks if you know you are having more than one baby) before the expected delivery date. Please note <b>we</b> will not cover denial of boarding by your carrier so you should check that you will be able to travel with the carrier/airline in advance. It is essential, if at the time of booking your <b>trip</b> you are aware that you are pregnant, that you ensure that you are able to have the required vaccinations for that <b>trip</b> ; no cover will be provided for cancellation in the event that, after booking you discover travel is advised against, or you are unable to receive the appropriate and required vaccinations for that country.
<b>MEDICAL COVER</b>	Your travel policy is not Private Health Insurance, in that it only covers unavoidable, unexpected <b>emergency treatment</b> . You need to check that you have had all the recommended vaccinations and inoculations for the area you are travelling to. It is also recommended that you check with your doctor that it is safe for you to travel bearing in mind your method of travel, the climate and the availability and standard of local medical services in your chosen destination. You will then need to declare your <b>existing medical condition(s)</b> and have it accepted by Cover Cloud Travel Insurance for it to be eligible for cover under your policy. It is often wise to carry additional supplies of your regular prescribed medications in your hand luggage in case your bags are delayed. Cover will not be granted if travel is against the advice of your doctor or a medical professional.
<b>EHIC/GHIC</b>	The European Health Insurance Card (EHIC) or The Global Health Insurance Card (GHIC) allows you (provided you are a UK or <b>BFPO</b> resident) to access state-provided healthcare in all European Economic Area ( <b>EEA</b> ) countries and Switzerland at a reduced cost and in many cases free of charge. We strongly recommend that you carry it with you when travelling abroad. Remember to check your EHIC/GHIC is still valid before you travel. Applying on <a href="http://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/">www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/</a> for the card is free and it is valid for up to five years. If your EHIC/GHIC is accepted whilst obtaining medical treatment abroad your policy excess will be reduced to Nil (with the exception of increased excess relating to declared medical conditions). If you are travelling outside the <b>EEA</b> then there are some countries that have reciprocal agreements with the UK and these can be found on <a href="http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx">http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx</a> .
<b>MEDICARE</b>	If you are travelling to Australia you must register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle you to reduced medical charges from doctors, reduced prescription charges and access to Medicare hospitals.
<b>USA MEDICAL COST</b>	Medical providers in the USA routinely charge international patients inflated costs for providing medical treatment. As this policy covers customary and reasonable medical expenses, <b>we</b> will not pay excessive or inflated charges for your treatment so it is important that you do not pay any medical providers up front, either at the time of your treatment or on your return to your <b>home country</b> . They may engage the services of collection agencies but any correspondence should simply be sent on to <b>us</b> , unanswered. There is no lawful action that can be taken which we cannot step in and take over on your behalf.
<b>YOUR EXCESS</b>	Your policy carries an excess and this is the amount you have to contribute towards each claim, unless you have paid an additional premium to waive the excess (please note: the excess waiver does not apply to the gadget extension). All excesses shown for this policy are payable by each insured-person, per section and for each incident giving rise to a separate claim. Your excess may be increased to include existing medical conditions (including anything directly or indirectly related to that condition) confirmed in writing by <b>us</b> . The increased excess will apply to all persons insured on the policy whose claim has been caused by the declared medical condition.

<p><b>AUSTRALIA AND NEW ZEALAND</b></p> <p><b>BACK COUNTRY</b></p> <p><b>BEACH SWIMMING</b></p> <p><b>BFPO</b></p> <p><b>BUSINESS ASSOCIATES</b></p> <p><b>CASH</b></p> <p><b>CHANGE IN HEALTH</b></p> <p><b>CHANNEL ISLANDS</b></p> <p><b>CHAPTER 11</b></p> <p><b>CLOSE RELATIVE</b></p> <p><b>CO-OPERATE</b></p> <p><b>CORONAVIRUS</b></p> <p><b>CRUISE</b></p>	<p>Australia, including Territory of Cocos (Keeling Islands, The Territory of Christmas Island, Norfolk Island and Lord How Island), and New Zealand, including the Cook Islands, Niue and Tokelau.</p> <p>Guided skiing in terrain which are in remote areas away from groomed pistes, not within ski boundaries and outside of patrolled resort boundaries, this includes terrain that has been accessed by a ski lift but then requiring a hike, ski, climb or skidoo to reach areas of side country or back country.</p> <p>Within 50 metres of the shore, in areas marked with safety buoys and under the supervision of a lifeguard.</p> <p>British Forces Posted Overseas.</p> <p>A business partner, director or employee of yours who has a close working relationship with you.</p> <p>Sterling or foreign currency in note or coin form.</p> <p>Any deterioration or change in your health between the date the policy was bought and the date of travel, this includes new medication, change in regular medication, deterioration of a previously stable condition, referral to a specialist, investigation of an undiagnosed condition or awaiting treatment/consultation.</p> <p>Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.</p> <p>A form if bankruptcy that involves the process of the reorganisation plan of a bankrupt company under the supervision of a court or the appropriate regulator and describes how an insolvent company will change structurally to help it pay its debts and stay in business.</p> <p>Spouse or partner who you are living together with, parents, grandparents, legal guardians, foster child, parents-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, step-parents, step-child, step-brother, step-sister, aunt, uncle, brother, sister, child, grandchild, niece, nephew, or fiancé(e).</p> <p>Provide <b>us</b> with any information or documentation <b>we</b> may reasonably require to enable <b>us</b> to verify and process your claim.</p> <p>Means COVID-19, severe acute respiratory syndrome <b>coronavirus</b> (SARS-COV-2) or any mutation or variation of these.</p> <p>A pleasure voyage of more than 72 hours duration, sailing as a passenger on a purpose-built ship on sea/s or oceans that may include stops at various ports.</p>	<p><b>CURTAILMENT</b></p> <p><b>DOMESTIC FLIGHT</b></p> <p><b>EEA</b></p> <p><b>EMERGENCY TREATMENT</b></p> <p><b>EPIDEMIC</b></p> <p><b>ESSENTIAL ITEMS</b></p> <p><b>EUROPE INCLUDING SPAIN</b></p> <p><b>EUROPE EXCLUDING SPAIN</b></p> <p><b>EXCESS</b></p> <p><b>EXCURSION</b></p> <p><b>EXISTING MEDICAL CONDITION</b></p> <p><b>FAMILY</b></p>	<p>The cutting short of your <b>trip</b> by your early return <b>home</b> or your <b>repatriation</b> to a hospital or nursing home in your <b>home country</b>. Payment will be made on the number of full days of your <b>trip</b> that are lost from the day you are brought <b>home</b>.</p> <p>A flight where the departure and arrival take place within the <b>United Kingdom</b> or the <b>Channel Islands</b>.</p> <p>The EEA (European Economic Area) countries include Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherland, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.</p> <p>Any ill-health or injury which occurs during your <b>trip</b> and requires immediate treatment before you return <b>home</b>.</p> <p>Means any event(s) declared as an epidemic by the World Health Organisation or its equivalent or by a relevant national government body.</p> <p>Underwear, socks, toiletries and a change of clothing.</p> <p>All countries included in <b>Europe excluding Spain</b>, but including Spain, Balearic Islands and the Canary Islands.</p> <p>Albania, Algeria, Andorra, Armenia, Austria, Azerbaijan, Azores, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Corfu, Corsica, Crete, Croatia, Cyprus, Czech Republic, Denmark, Eire (Republic of Ireland), Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Greek Islands, Hungary, Iceland, Isle of Man, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Northern Ireland, Norway, Poland, Portugal, Romania, Russia, San Marino, Sardinia, Serbia, Slovakia, Slovenia, Sweden, Switzerland, The Channel Islands, Ukraine, Vatican City.</p> <p>The amount you must pay towards any claim as shown in the policy summary, your schedule or any endorsements. The excess applies to each insured person and each event that leads to a claim.</p> <p>A short journey or activity undertaken for leisure purposes.</p> <p>Any serious or recurring medical condition which has been previously diagnosed or been investigated or treated in any way, at any time prior to travel, even if this condition is currently considered to be stable and under control.</p> <p>Two adults and their dependents who are under the age of 18, residing in the UK and in full time education. In this scenario a dependent is considered as children, grandchildren, step-children, adopted children or foster children.</p>	<p><b>FAMILY MEMBER</b></p> <p><b>FLIGHT</b></p> <p><b>GADGET</b></p> <p><b>HOME</b></p> <p><b>HOME COUNTRY</b></p> <p><b>ILL/ILLNESS</b></p> <p><b>INFECTIOUS DISEASE</b></p> <p><b>INSURED PERSON/YOU/YOUR</b></p> <p><b>INSHORE</b></p> <p><b>KNOWN EVENT</b></p> <p><b>MANUAL LABOUR</b></p> <p><b>MEDICAL CONDITIONS</b></p> <p><b>NATURAL DISASTER</b></p> <p><b>OFF PISTE</b></p>	<p>Any person who is related to you by blood, marriage, adoption, fostering or co-habitation.</p> <p>A service using the same airline or airline flight number.</p> <p>See definition on page 9.</p> <p>One of your normal places of residence in the <b>United Kingdom</b>, the <b>Channel Islands</b> or <b>BFPO</b>.</p> <p>Either the <b>United Kingdom</b> or the <b>Channel Islands</b>.</p> <p>A condition, disease, set of symptoms or sickness leading to a significant change in your health, as diagnosed and confirmed by a doctor during the <b>period of insurance</b>.</p> <p>Any disease which has been declared as a epidemic or pandemic by the World Health Organisation (WHO) or the UK Government.</p> <p>Any person named on the insurance certificate.</p> <p>Within 12 Nautical miles off the shore.</p> <p>An existing, publicly announced or publicly broadcasted occurrence such as government directives, unusual weather conditions, road traffic accidents, passport or customs delays, strikes, or anything you are aware of.</p> <p>Work involving the lifting or carrying of heavy items in excess of 25Kg, work at a higher level than two storeys, or any form of work underground.</p> <p>Any disease, <b>illness</b> or injury, including any psychological conditions.</p> <p>A natural event such as avalanche, blizzard, earthquake, flood, forest fire, hurricane, lightning, tornado, tsunami or volcanic eruption.</p> <p>Skiing within ski area boundaries, off marked and groomed pistes and in between groomed trails and runs, where ski lifts and emergency services are easily accessible and ending back at a ski area lift. Not including back country or areas marked or prohibited from entry.</p>
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<p><b>ON PISTE</b></p> <p><b>OFFSHORE PAIR OR SET</b></p> <p><b>POSSESSIONS</b></p> <p style="text-align: center;">↓</p> <p><b>Clothes</b></p> <p><b>Cosmetics*</b> *excluding items considered as 'Duty Free'</p> <p><b>Luggage</b></p> <p><b>Electrical items &amp; photographic equipment</b></p> <p><b>Drones</b></p> <p><b>Fine jewellery &amp; watches</b></p> <p><b>Buggies, Strollers &amp; Car seats</b></p> <p><b>Laptops</b></p> <p><b>Eyewear</b></p> <p><b>Duty free</b></p> <p><b>Shoes</b></p>	<p>Piste skiing, including skiing on areas in and around the resort, but off the actual marked pistes, such as skiing on a hillside between marked pistes, or skiing down slopes adjacent to marked runs, but always finishing at the bottom of tows or lifts within the resort and never in areas cordoned off or restricted. All other areas are considered as 'off piste' and therefore require purchase of an additional activity pack.</p> <p>Over 12 Nautical miles off the shore.</p> <p>Two or more items of possessions that are complementary or purchased as one item or used or worn together.</p> <p>Each of your suitcases and containers of a similar nature and their contents and articles you are wearing or carrying:</p> <p>Underwear, outerwear, hats, socks, stockings, belts and braces.</p> <p>Make-up, hair products, perfumes, creams, lotions, deodorants, brushes, combs, toothbrushes, toothpastes and mouthwashes.</p> <p>Handbags, suitcases, holdalls, rucksacks and briefcases.</p> <p>Any item requiring power, either from the mains or from a battery and any equipment used with them such as CDs, <b>drones</b>, games, tapes, cassettes or cartridges, cameras, video cameras, camera cases, stand, films, discs or cartridges.</p> <p>Un-manned aerial vehicles</p> <p>Rings, watches (only meaning a traditional watch such as analog; automatic or digital, and not an item such as a smart watch. This is defined as a <b>gadget</b> as shown on page 9) necklaces, earrings, bracelets, body rings, made of or containing any precious or semi-precious stones or metal.</p> <p>Buggies, Strollers &amp; Car seats</p> <p>Portable computer suitable for use whilst travelling.</p> <p>Spectacles, sunglasses, prescription spectacles or binoculars.</p> <p>Any items purchased at duty free.</p> <p>Boots, shoes, trainers and sandals.</p>	<p><b>PANDEMIC</b></p> <p><b>PERIOD OF INSURANCE</b></p> <p><b>PUBLIC TRANSPORT</b></p> <p><b>REDUNDANCY/ REDUNDANT</b></p> <p><b>RELEVANT INFORMATION</b></p> <p><b>REPATRIATION</b></p> <p><b>RESIDENT</b></p> <p><b>SCHEDULED AIRLINE</b></p> <p><b>SKI EQUIPMENT</b></p> <p><b>SKI PACK</b></p> <p><b>SPORTS AND HAZARDOUS ACTIVITIES</b></p>	<p>Means any event(s) declared as a pandemic by the World Health Organisation or its equivalent or by a relevant national government body.</p> <p>The <b>trip</b> dates shown on the insurance certificate or if the policy is a multi-trip, a <b>trip</b> that does not exceed the stated limit that falls within the dates shown on the insurance certificate.</p> <p>Buses, coaches, domestic flights or trains that run to a published scheduled timetable.</p> <p>Being an employee where you qualify under the provision of the Employment Rights Acts, and who, at the date of termination of employment by reason of redundancy, has been continuously employed for a period of two years or longer and is not on a short term fixed contract.</p> <p>A piece of important information that would increase the likelihood of a claim under your policy.</p> <p>The return of someone named on the policy to their <b>home</b>, a hospital, nursing home or funeral directors in the <b>United Kingdom, the Channel Islands or BFPO</b> as arranged by the Assistance Team, unless otherwise agreed by <b>us</b>.</p> <p>Means a person who has had their main <b>home</b> in the <b>United Kingdom, the Channel Islands or BFPO</b> and has not spent more than six months abroad in the year before buying this policy.</p> <p>An airline that publishes a timetable and operates its service to a distinct schedule and sells tickets to the public at large, separate to accommodation and other ground arrangements.</p> <p>Skis, ski bindings, ski poles, ski boots, ski goggles, ski helmet, board boots, snowboard bindings and snowboards.</p> <p>Ski pass, ski lift pass and ski school fees.</p> <p>Any recreational activity that requires skill and involves increased risk of injury.</p> <p>If you are taking part in any sport/activity please refer to pages 25-26 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call <b>us</b> on</p> <p style="text-align: center;">0345 812 0033 Open Monday- Friday 9am – 5:30pm, or email <a href="mailto:info@covercloud.co.uk">info@covercloud.co.uk</a></p>	<p><b>TRAVEL DOCUMENTS</b></p> <p><b>TRAVEL COMPANION</b></p> <p><b>TRIP</b></p> <p><b>UNATTENDED</b></p> <p><b>UNEXPECTEDLY</b></p> <p><b>UNITED KINGDOM</b></p> <p><b>WE/OUR/US</b></p> <p><b>WINTER SPORTS</b></p> <p><b>WORLDWIDE</b></p> <p><b>WORLDWIDE EXCLUDING USA, CANADA, THE CARIBBEAN &amp; MEXICO</b></p>	<p>Current passports, ESTAs, valid visas, travel tickets, European Health Insurance Cards (EHIC), Global Health Insurance Cards (GHIC) and valid reciprocal health form S2.</p> <p>A person with whom you are travelling with and on the same booking, or with whom you have arranged to meet at your trip destination with the intention of spending a proportion of your <b>trip</b> with, who may have booked independently and therefore not included on the same booking and may have differing inbound and outbound departure times or dates.</p> <p>A holiday or journey for which you have made a booking such as a flight or accommodation, that begins when you leave <b>home</b> or <b>BFPO</b> and ends on your return to either (i) your <b>home</b>, or (ii) a hospital or nursing home in the <b>United Kingdom, Channel Islands or BFPO</b>, following your <b>repatriation</b>.</p> <p>Left away from your person where you are unable to clearly see and are unable to get hold of your possessions.</p> <p>At the time of purchase of this insurance policy there was no reasonable chance or knowledge of a circumstance that would lead to a claim, including information publicised in mainstream media or medical outlets.</p> <p>United Kingdom - England, Wales, Scotland, Northern Ireland and the Isle of Man.</p> <p>White Horse Insurance Ireland dac.</p> <p>Skiing, snowboarding and ice skating.</p> <p>Anywhere in the world.</p> <p>Anywhere excluding the United States of America, Canada, the Caribbean and Mexico.</p>
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<p><b>ACCIDENTAL LOSS</b></p>	<p>Means that the <b>Gadget</b> has been accidentally left by you in a location and <b>you</b> are permanently deprived of its use.</p>	<p><b>GADGETS</b></p>	<p>The portable electronic items insured by this certificate, purchased by <b>you</b> in the UK, Isle of Man or the Channel Islands; that is no more than 48 months old (or 18 months old if a laptop) at the point of policy purchase. Items must have been purchased as new or, in the case of refurbished items, purchased directly from the manufacturer, and <b>you</b> must be able to evidence ownership of <b>your gadget</b>. Gadgets can include: Mobile Phones, iPads, Tablets, Camera's, Laptops, Portable Gaming Consoles, iPods/MP3 Players, E-readers/Kindles, Smart Watches, Sat Nav's and Portable DVD Players.</p>	<p><b>TERRORISM</b></p>	<p>Means any act, including but not limited to the use of force or violence of the threat thereof, of any person or group of persons, whether acting alone or on behalf of, or in connection with, any organisation or government, committed for political, religious, ideological or similar purposes, including the intention to influence any government to put the public or any section of the public in fear.</p>
<p><b>ACCESSORIES</b></p>	<p>Means anything that came in the same packaging as the <b>gadget</b>, such as earphones and mains chargers.</p>				
<p><b>CLAIMS ADMINISTRATORS</b></p>	<p>Direct Group Limited.</p>			<p><b>WE / US / OUR</b></p>	<p>UK Branch of Inter Partner Assistance.</p>
<p><b>EVIDENCE OF OWNERSHIP</b></p>	<p>Means a document to evidence that the <b>gadget you</b> are claiming for belongs to <b>you</b>. This can be a copy of the till receipt, delivery note, gift receipt or, if the gadget is a mobile phone, confirmation from your Network Provider that the mobile phone has been used by <b>you</b>.</p>	<p><b>PRECAUTIONS</b></p>	<p>All measures that it would be reasonable to expect a person to take in the circumstances to prevent accidental loss, damage or theft of your <b>gadgets</b>.</p>	<p><b>YOU / YOUR</b></p>	<p>The person who owns the <b>gadgets</b> as stated on the application form.</p>
		<p><b>PROOF OF USAGE</b></p>	<p>Means evidence that the <b>gadget</b> has been in use since policy inception. Where the <b>gadget</b> is a mobile phone, this information can be obtained from your Network Provider. For other <b>gadgets</b>, in the event of an accidental damage claim this can be verified when the <b>gadget</b> is sent to <b>our</b> repairers for inspection.</p>		

# Conditions and exclusions applying to your policies

Below are some important conditions and exclusions which apply to your pre travel and travel policy. It is recommended that you read this along with the conditions for each section of your policies as this will make sure that you are aware of any conditions which may affect your circumstances or likelihood to claim.

## APPLYING TO ALL SECTIONS OF YOUR POLICIES:

You are not covered under any section, unless specified within the section schedule, for any of the following circumstances:

- Any trip under an annual multi-trip policy that exceed 31 days duration. This includes not insuring you for part of a trip which is longer than 31 days.
- Within the last 2 years, any existing medical conditions or health conditions that have been diagnosed, been in existence or for which you have received treatment from a hospital or specialist consultant or for which you are awaiting or receiving treatment or under investigation for, unless we have agreed cover in writing and any additional premium has been paid.
- Cruises, unless the appropriate cruise extension has been paid for (see definition on page 7).
- Loss of earnings, additional hotel costs, additional car hire, Visas, ESTAs, additional parking fees, vaccinations, inoculations, kennel/cattery fees or any other loss unless specified in the policy.
- The cost of taxi fares, telephone calls, faxes or any expenses for food or drink unless stated.
- Any claim arising from any relevant information known by you at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to us and we have agreed in writing any terms applicable.
- The operation of law, or as a result of an unlawful act or criminal proceedings against anyone included in your booking, or any deliberate or criminal act by an insured person.
- Participation in any sports and activities listed in Activity Packs 2-8 unless the appropriate additional premium has been paid and the policy endorsed (see definition of sports and hazardous activities on page 8).
- Any claim arising from the carrier's (e.g. airline) or any agent of the airport operator refusal to permit you to travel for whatever reason.
- Any costs which are due to any errors or omissions on your travel documents.
- Delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other Government officials or authorities of any country.
- Manual labour (see definition on page 7).
- The use of Drones (see definition of page 8).
- Any claim where you travelled against the advice of your doctor or medical professional.
- No cover will be in force for Policy B if you claim under Policy A.
- If you choose not to adhere to medical advice given, any claims related will not be paid.
- Any claims that result from cyber risks which includes cyber-attacks, computer viruses, data loss, failure of any computer system or connected device to operate, update or work properly.
- You travelling to an area that is classified as 'Advise against all travel' or 'Advise against all but essential travel' by the Foreign, Commonwealth and Development Office (FCDO) at any point during the period of insurance.
- Air travel other than as a passenger in a licenced aircraft being operated by a licenced commercial air carrier.
- You travelling on, or in, a motorised vehicle for which the driver of the vehicle does not hold appropriate qualifications to operate in that country (Please note there is no cover under section B7 for any claim related to the use of motorised vehicles). You can visit the following link to the UK Government site for more information on appropriate licences: [www.gov.uk/driving/licence-categories](http://www.gov.uk/driving/licence-categories)
- If you are riding pillion, the rider must also hold the appropriate qualifications to ride in the UK.
- You travelling on a motorised vehicle without wearing a crash helmet, whether legal required locally or not.
- Any claim which is covered under any other insurance policy held at the time of the incident.
- Any payments made or charges levied after the date of diagnosis of a new medical condition, any change in your health or medication after the policy was purchased unless this has been advised to us and any revised terms or conditions have been confirmed by us in writing.
- Your suicide, self-injury, reckless behaviour or any wilful act of self-exposure to danger, infection or injury (except where it is to save a human life).
- In respects of all sections, other than emergency medical expenses, - war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution insurrection or military or usurped power.
- Any costs incurred before departure (except cancellation and scheduled airline failure) or after you return home.
- Your failure to obtain the required passport, Visa or ESTA.
- You, your travelling companion, close relative or business associate being under the influence of:
  - Drugs (except those prescribed by your registered doctor but not when prescribed for the treatment of drug addiction);
  - Alcohol (a blood alcohol level that exceed 0.19% - approximately four pints or four 175ml glasses of wine);
  - Solvents;
  - Or anything relating to you, your travelling companion, close relative or business associates prior abuse of drugs, alcohol or solvents.
- Any claim that is due to any failure (including financial) of your travel agent or tour operator, any transport or accommodation provider, their agent or anybody who is acting as your agent.
- Any claim relating to travel advice by the Foreign, Commonwealth and Development Office (FCDO) or comparable prohibitive regulations by the Government of the country you are travelling to unless otherwise stated as covered under an individual section of cover.

### We cannot cover you if:

- You cannot provide evidence of ownership for any gadget.
- You travelling against the advice or recommendations published by the Foreign and Commonwealth Office applicable at the time of your departure.
- You cannot prove that your gadget is less than 48 months old at the date you start your trip with valid evidence of ownership (not from online auctions), and purchased as new and within the United Kingdom.

### We won't pay for:

- Any kind of damage whatsoever unless the damaged Gadget is provided for repair.
- Any expense incurred as a result of not being able to use the Gadget, or any loss other than the repair or replacement costs of the Gadget unless relating to unauthorised call / data use for your mobile phone up to the maximum value of £1,500.
- Loss of, or damage to, accessories over the value of £150, or accessories that were not lost, stolen or damaged at the same time as the gadget/s.
- Any claim for any Gadget over the value of the maximum sum for the level of cover you choose. This can be found on your insurance certificate.
- Nuclear Risk – Damage or destruction caused by, contributed to or arising from:
  - ionising radiation or contamination by radioactivity from any nuclear fuel or 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 component thereof.
- Loss of Data or Software – Any loss of, or damage to, information or data or software contained in or stored on the Gadget whether arising as a result of a claim paid by this insurance or otherwise.
- Value Added Tax (VAT) where you are registered with HM Revenue and Customs for VAT.
- Your gadget(s) were purchased outside of the UK, or if it was purchased second hand.
- You cannot provide proof of usage for your gadget after the date the insurance has been purchased.
- Your laptop is older than 18 months.
- Any loss of SIM (subscriber identity module) card.
- Accidental loss where the circumstances of the loss cannot be clearly identified, i.e. where you are unable to confirm the time and place of the loss.
- Any theft, loss or damage that occurs to your gadget/s whilst travelling on public transport or on an aircraft unless they are being carried in your hand luggage or on your person.
- Sonic Boom – Damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
- War Risk – Terrorism, war, invasion, acts of foreign enemy, hostilities whether war is declared or not, civil war, rebellion, revolution, insurrection, military or usurped power, confiscation, nationalism or requisition or destruction or damage to property by or under the order of any government or public or legal authority.
- Any indirect loss or damage resulting from the event which caused the claim under this policy.
- Liability of whatsoever nature arising from ownership or use of the gadgets, including any illness or injury resulting from it.

We will pay:	If you are unable to travel because:	But we won't do anything if:	If you need to claim:
<p>up to £2,000 for your proportional share of any pre-paid costs that are directly related to your trip for:</p> <ul style="list-style-type: none"> <li>• transport charges;</li> <li>• loss of accommodation costs;</li> <li>• foreign car hire; and</li> <li>• pre-paid excursions booked before you go on your trip</li> </ul> <p>which you have paid and cannot get back from anyone else in the first instance, or which cannot be transferred or used for another purpose and results in a financial loss.</p>	<p>you were forced to cancel your <b>trip</b> because the following <b>unexpectedly</b> happened before you left <b>home</b> which you would not have been expected to foresee or avoid:</p> <ul style="list-style-type: none"> <li>• you became ill (excluding contracting <b>coronavirus</b>), were injured or died;</li> <li>• you became ill with an <b>infectious disease</b> (including <b>coronavirus</b>) within 14 days of your <b>trip</b> starting;</li> <li>• you died as a result of an <b>infectious disease</b> (including <b>coronavirus</b>);</li> <li>• a <b>travel companion</b>, a <b>close relative</b>, a <b>business associate</b>, or the person you were going to stay with became ill (excluding contracting <b>coronavirus</b>), was injured or died;</li> <li>• your <b>home</b> was burgled, or seriously damaged by fire, storm or flood;</li> <li>• you, or a <b>travel companion</b> were called for jury service or required as a witness in a court of law;</li> <li>• you, or a <b>travel companion</b> were made <b>redundant</b>;</li> <li>• you, or a <b>travel companion</b> had leave withdrawn and are in the armed forces (including reserves and territorial), emergency services, medical or nursing professions (in the public sector) or senior employees of the government;</li> <li>• as a result of fire, earthquake, storm, fire, riot or civil unrest, the Foreign, Commonwealth and Development (FCDO) or comparable prohibitive regulations by the Government of the country you were due to visit and within 50 miles of your chosen destination, change the travel advice to all but essential travel.</li> </ul>	<ul style="list-style-type: none"> <li>• you have not paid your <b>excess</b> or accept it will be deducted from any settlements;</li> <li>• you are claiming due to a <b>known event</b>;</li> <li>• you are unable to provide evidence from a medical professional confirming your injury, <b>illness</b> or <b>infectious disease</b>;</li> <li>• you cancelled your <b>trip</b> because             <ul style="list-style-type: none"> <li>○ you chose or were recommended to quarantine or isolate as a result of exposure to an <b>infectious disease</b> including <b>coronavirus</b>;</li> <li>○ you became ill with an <b>infectious disease</b> (including <b>coronavirus</b>) more than 14 days before your <b>trip</b> starting;</li> <li>○ a <b>travel companion</b>, a <b>close relative</b>, a <b>business associate</b>, or the person you were going to stay with became ill or died due to contracting <b>coronavirus</b>;</li> <li>○ you simply did not want to travel or had a fear of travelling;</li> <li>○ you could no longer afford to pay for the <b>trip</b>;</li> <li>○ of an <b>existing medical condition</b> which you have not told <b>us</b> about and that <b>we</b> have not agreed to cover in writing;</li> <li>○ of an <b>epidemic, pandemic</b> as declared by the World Health Organisation (WHO);</li> <li>○ of FCDO, government or local authority advice relating to any <b>infectious disease</b> including <b>coronavirus</b>;</li> </ul> </li> <li>• you, or a <b>travel companion</b> did not obtain the required <b>travel documents</b>, inoculations or vaccinations for the area you are travelling to;</li> <li>• you, or a <b>travel companion</b> are the defendant in a court of law;</li> <li>• you did not obtain prior authority to take leave or your leave was cancelled on disciplinary grounds;</li> <li>• you ask <b>us</b> to pay for a loss that is insured or guaranteed by any other existing protection, specifically Package Travel Regulations, ATOL (including Civil Aviation Authority requirements), ABTA protection, or from your credit card provider under s75 Consumer Credit Act, or any other specific legislation for transport or travel providers;</li> <li>• you ask <b>us</b> to pay for any costs already accepted or offered by your transport and/or accommodation provider, even if this is a credit note or alternative travel arrangements;</li> <li>• you are unable to prove your financial loss;</li> <li>• you purchased this insurance with the reasonable intention or likelihood of making a claim;</li> <li>• you are making a claim for course charges or tuition fees unless agreed in writing by <b>us</b>;</li> <li>• you do not <b>co-operate</b> with <b>us</b>.</li> </ul>	<p>Download or request a cancellation claim form and ensure that the medical certificate in the cancellation claim form is completed by the General Practitioner of the person whose injury, <b>illness</b> or death has caused the cancellation. As well as providing the claims handlers with required documentation as listed on the front of your claim form.</p> <p>Inform your tour operator/travel agent/flight company immediately of your necessity to cancel and request a cancellation invoice.</p> <p>Provide <b>us</b> with your original summons notice.</p> <p>Obtain written confirmation to validate your circumstances.</p>

**BE AWARE! No cover is provided under this section due to;**

- anything mentioned in the conditions and exclusions (page 10).
- any circumstances not listed above.
- your carrier's refusal to allow you to travel for whatever reason.
- the cancellation of your **trip** by the tour operator, travel agent or accommodation provider.
- changes in FCDO, Government or local authority advice relating to any **infectious disease** including **coronavirus**.

We will pay:	If:	Provided your:	If you need to claim:
<p><b>up to £2,500 to cover any amounts already paid for the scheduled flight that you are unable to get back from anyone else.</b></p>	<ul style="list-style-type: none"> <li>the airline on which you are booked with has an administrator appointed, files for bankruptcy or becomes insolvent and is not able to provide agreed services before your departure causing you financial loss.</li> </ul>	<ul style="list-style-type: none"> <li><b>excess</b> has been paid or deducted from any settlement.</li> <li>scheduled flight is booked independently through a licensed or bonded travel organiser or direct with a <b>scheduled airline</b> in the <b>United Kingdom</b>, the <b>Channel Islands</b> or <b>BFPO</b> and it is not part of an inclusive trip or holiday package.</li> <li>booking has not been taken over by another airline.</li> <li>claim is not for additional expenses if you are forced to rearrange your <b>trip</b> or any expenses for loss of accommodation, loss of car hire expenses, loss of excursions or any loss not specified in the policy.</li> </ul>	<p>Download or request a cancellation claim form and complete it enclosing all required documentation listed on the front.</p> <p>You will need to supply confirmation that the airline has stopped operating, together with your original purchase receipt and unused ticket.</p>

**BE AWARE! No cover is provided under this section due to:**

- anything mentioned in the conditions and exclusions (page 10).
- the financial failure of your travel agent, tour organiser, booking agent or flight consolidator with whom your scheduled flight has been booked.
- you being able to obtain a refund from any other source, where your **scheduled airline** is bonded or insured elsewhere or where you have paid for the flight by credit card and can claim a refund from credit card provider, even if the payment is insufficient to meet your claim.
- your **scheduled airline** being in administration or, in the USA and Canada, in **Chapter 11** at the time of taking out your policy.

**Your travel policy - If your travel plans are disrupted (Policy B Section 1)**

We will pay:	If:	Provided:	If you need to claim:
<p><b>up to £2,500 for the proportionate value of the unused part of your scheduled airline ticket.</b></p>	<ul style="list-style-type: none"> <li>the airline on which you are booked has an administrator appointed, files for bankruptcy or became insolvent and is not able to provide agreed services after your departure from your <b>home country</b> causing you a financial loss.</li> </ul>	<ul style="list-style-type: none"> <li>you are not claiming for additional expenses if you are forced to cut short your <b>trip</b> or any expenses for loss of accommodation, loss of car hire expenses, loss of excursions or any loss not specified in the policy.</li> </ul>	<p>Download or request and complete a departure delay claim form.</p>
<p><b>£35 for trip disruption allowance per 12 hours up to a maximum of £245 in total.</b></p>	<ul style="list-style-type: none"> <li>the departure of your international flight, international train or sailing is delayed on your outbound journey for more than 12 hours from its scheduled departure time from your international departure point.</li> </ul>	<ul style="list-style-type: none"> <li>you are at the airport/port/station and the delay is over 12 hours.</li> <li>delay is not due to the diversion of aircraft after it has departed.</li> </ul>	<p>Obtain written confirmation from your airline, railway company, shipping line or their handling agents that shows the scheduled departure time, the actual departure time and reason for the delay of your flight, international train or sailing.</p>
<p><b>up to £2,000 for the cancellation of your trip.</b></p>	<ul style="list-style-type: none"> <li>after 24 hours of delay at your international departure point for your outbound journey from the <b>United Kingdom</b>, the <b>Channel Islands</b> or <b>BFPO</b> you abandon the <b>trip</b>.</li> </ul>	<ul style="list-style-type: none"> <li>your <b>trip</b> is not less than 2 days duration or is a one-way trip.</li> <li>your <b>excess</b> has been paid or deducted from any settlement.</li> <li>your flight was not cancelled by the airline.</li> <li>you are not abandoning your <b>trip</b> as a result of any <b>epidemic</b> or <b>pandemic</b> as declared by the World Health Organisation (WHO).</li> <li>you are not abandoning your <b>trip</b> due to FCDO, government or local advice relating to any <b>infectious disease</b> including <b>coronavirus</b>.</li> </ul>	<p>Obtain written confirmation from your airline, railway company, shipping line or their handling agents that shows the scheduled departure time, the actual departure time and reason for the delay of your flight, international train or sailing.</p>
<p><b>up to £500 for alternative transport to get you to your trip destination.</b></p>	<ul style="list-style-type: none"> <li>the vehicle in which you are travelling to your international departure point becomes un-driveable due to mechanical failure or being involved in an accident or your public transport is delayed, preventing you from being able to check-in on time for your outward departure from the <b>United Kingdom</b>, the <b>Channel Islands</b> or <b>BFPO</b>.</li> </ul>	<ul style="list-style-type: none"> <li>you have allowed sufficient time to check-in as shown on your itinerary.</li> <li>the claim is not due to the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from <b>home</b>.</li> </ul>	

**BE AWARE! No cover is provided under this section for:**

- anything mentioned in the conditions and exclusions (page 10).
- any compensation when your tour operator has rescheduled your flight itinerary or the airline/railway company/shipping line/handling agents offer or provide alternative transport that departs within 12hrs, or where you are able to obtain a refund from any other source, where your scheduled airline is bonded or insured elsewhere or where you have paid for the flight by credit card and can claim a refund from your credit card provider, even if the payment is insufficient to meet your claim.
- your **scheduled airline** being in administration or, in the USA and Canada, in **Chapter 11** at the time of taking out your policy.
- the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from **home**.

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
<p>up to £10,000,000 outside your home country OR up to £10,000 inside your home country following necessary emergency expenses that are payable within six months of the event that causes the claim that results from your death, injury or illness:</p>	<ul style="list-style-type: none"> <li>fees or charges for necessary and <b>emergency treatment</b>, to be paid outside your <b>home country</b> for medical, surgical, hospital, nursing home or nursing services.</li> <li>additional travel, accommodation and <b>repatriation</b> costs to be made for or by you and for any one other person who is required for medical reasons to stay with you, to travel to you from your <b>home country</b> or to travel with you, where it is deemed medically necessary.</li> <li>the cost of returning your ashes <b>home</b> or the return of your body to your <b>home</b>.</li> </ul>	<ul style="list-style-type: none"> <li>any costs where you have not paid your <b>excess</b>.</li> <li>any claim(s) for <b>coronavirus</b> costs incurred inside your <b>home country</b>.</li> <li>emergency medical treatment and <b>repatriation</b> costs if you chose to travel against the advice of the Foreign, Commonwealth and Development Office (FCDO), government or local authority even if the advice is against all but essential travel.</li> <li>any costs where you went against the Foreign, Commonwealth and Development Office (FCDO), government, local authority or medical advice relating to any <b>infectious disease</b> including <b>coronavirus</b>.</li> <li>treatment due to, or a complication of, an <b>existing medical condition</b> unless <b>we</b> have agreed cover in writing and any additional premium has been paid.</li> <li>any elective or pre-arranged treatment or any routine non-emergency tests or treatment, this includes complications as a result of elective, pre-arranged or cosmetic treatment received whilst abroad.</li> <li>costs of private treatment unless <b>our</b> 24 hour Assistance Team has agreed and adequate public facilities are not available.</li> <li>replenishment of any medication you were using at the start of the <b>trip</b>, or follow up treatment for any condition you had at the start of your <b>trip</b>.</li> <li>the cost of early <b>repatriation</b> when medical treatment of a standard acceptable by <b>our</b> Assistance Team is available locally.</li> <li>the cost associated with the diversion of an aircraft due to your death, injury or <b>illness</b>.</li> <li>repairs to or for artificial limbs or hearing aids.</li> <li>the cost of diagnostic tests or treatment for any <b>existing medical condition</b> other than that which has caused the immediate emergency.</li> <li>any extra costs for single/private accommodation in a hospital or nursing home.</li> </ul>	<p><b><u>FOR MEDICAL EMERGENCIES</u></b></p> <p><b>+44 (0) 203 829 6745</b></p> <p><b>Call our 24 hour Assistance Team, 7 days a week, 365 days a year, from anywhere in the world</b></p> <p>Download or request a claim form for emergency medical expenses and complete to the best of your ability.</p> <p>For non-emergency cases, visits to doctors, hospital outpatients, or pharmacies you must keep and provide <b>us</b> with all (original) receipts accounts and medical certificates.</p> <p>For cases where the Assistance Team were informed please provide (in addition to the above) your case number or name of the person you spoke to and a photocopy or scanned image of your EHC/GHIC card.</p>
<p>up to £7,000</p>	<ul style="list-style-type: none"> <li>your death outside your <b>home country</b> for your burial or cremation.</li> </ul>	<ul style="list-style-type: none"> <li>repairs to or for artificial limbs or hearing aids.</li> <li>the cost of diagnostic tests or treatment for any <b>existing medical condition</b> other than that which has caused the immediate emergency.</li> <li>any extra costs for single/private accommodation in a hospital or nursing home.</li> </ul>	<p>For cases where the Assistance Team were informed please provide (in addition to the above) your case number or name of the person you spoke to and a photocopy or scanned image of your EHC/GHIC card.</p>
<p>public hospital benefit of £75 per 24 hours, up to a maximum of £1,500</p>	<ul style="list-style-type: none"> <li>each full 24 hours that you are in a public hospital as an in-patient during the period of the <b>trip</b> in addition to the fees and charges.</li> </ul>	<ul style="list-style-type: none"> <li>work involving the use of precious metals in any dental treatment.</li> <li>the provision of dentures, crowns or veneers.</li> <li>any treatment or work which could wait until your return <b>home</b>.</li> </ul>	
<p>up to a maximum cost of £500</p>	<ul style="list-style-type: none"> <li>emergency dental treatment only to treat sudden pain.</li> </ul>	<ul style="list-style-type: none"> <li>work involving the use of precious metals in any dental treatment.</li> <li>the provision of dentures, crowns or veneers.</li> <li>any treatment or work which could wait until your return <b>home</b>.</li> </ul>	

**BE AWARE!** This is a travel insurance policy and not private medical insurance. This means there is no cover for any medical expenses incurred in private medical facilities if **we** have confirmed that medically capable public facilities are available. Whilst the actual medical care you receive is in the hands of the local doctors treating you, **we** can obtain the medical information **we** need from them to establish what is wrong, as well as their treatment and discharge plans. **We** can support you in the event you are admitted to a facility that may not be suitable for your clinical needs or where there are concerns over practice. **We** will then advise on, and can put in place, suitable **repatriation** plans to get you **home** as soon as it is medically safe to do so. **We** will liaise with the treating doctor to get a fit to fly certificate when needed, and with aero-medical experts who will advise on both the timing and method of **repatriation** that is best suited to your individual needs of your recovery.

**No cover is provided under this section for:**

- anything mentioned in the conditions and exclusions (page 10) (including any treatment, tests and associated illnesses related to any **existing medical condition** not declared to **us**).
- any costs and expenses for inpatient treatment or **repatriation** transportation or additional accommodation or travel or burial or cremation costs unless they have been authorised by our 24 hour Assistance Team.
- services or treatment received by you, including any form of cosmetic surgery OR any treatment received by you after the date that, in the opinion of the Assistance Team, in consultation with your treating doctor, you can return **home** or which can wait until you return to your **home country**.
- additional accommodation which exceeds the standard of that originally booked or any costs for food or drink.
- additional flights which exceed the standard of that originally booked unless medically necessary and agreed with the Assistance Team
- medical costs in excess of customary and reasonable levels of charging.
- any claim where you went against FCDO, government, local authority or medical advice relating to any **infectious disease** including **coronavirus**.
- any claim where the risk associated with bringing you **home** is greater than the risk of you remaining in resort or any claim where your return **home** would present unnecessary risk to other travellers.

<b>We will pay:</b>	<b>If:</b>	<b>But we won't do anything if:</b>	<b>If you need to claim:</b>
<p>up to £2,000 in total for your proportional share of any unused pre-paid accommodation, car hire and excursions that are directly related to your trip which you have paid and cannot get back from anyone else in the first instance, or which cannot be transferred or used for another purpose, as well as any additional travel expenses incurred to get you home.</p> <p><b>Please Note: You must use or re-validate your original ticket for your early return. If this is not possible you must provide evidence that additional costs were necessary. Any refunds due to unused original tickets will be deducted from your claim. If you do not have an original return ticket, you will not be reimbursed for costs incurred for your early return.</b></p>	<p>you had to cut short your <b>trip</b> because the following <b>unexpectedly</b> happened after you left <b>home</b> which you would not have been expected to foresee or avoid:</p> <ul style="list-style-type: none"> <li>• you became <b>ill</b>, were injured or died during your <b>trip</b>;</li> <li>• a <b>travel companion</b>, a <b>close relative</b>, a <b>business associate</b>, or the person you were going to stay with became <b>ill</b> (excluding contracting <b>coronavirus</b>), was injured or died;</li> <li>• your <b>home</b> was burgled, or seriously damaged by fire, storm or flood;</li> <li>• your pre-booked accommodation was damaged by a <b>natural disaster</b>, and alternative accommodation was not provided;</li> <li>• you, or a <b>travel companion</b> were called for jury service or required as a witness in a court of law;</li> <li>• you, or a <b>travel companion</b> had leave withdrawn and are in the armed forces (including reserves and territorial), emergency services, medical or nursing professions (in the public sector) or senior employees of the government;</li> <li>• as a result of fire, earthquake, storm, fire, riot or civil unrest, the Foreign, Commonwealth and Development (FCDO) or comparable prohibitive regulations by the Government of the country you were in and within 50 miles of your chosen destination, change the travel advice to all but essential travel.</li> </ul>	<ul style="list-style-type: none"> <li>• you have not paid your <b>excess</b> or accept it will be deducted from any settlements;</li> <li>• you are claiming due to a <b>known event</b>;</li> <li>• you are claiming due to FCDO, government or local authority advice relating to any <b>infectious disease</b> including <b>coronavirus</b>;</li> <li>• you are claiming due to a <b>close relative</b>, <b>travel companion</b>, or the person you were going to stay with, who are not insured on the policy contracts or shows symptoms of <b>coronavirus</b>;</li> <li>• you ask <b>us</b> to pay for the cost of your original return ticket when <b>we</b> have paid for a new ticket or arranged your medical <b>repatriation</b>;</li> <li>• you had cut short your <b>trip</b> because:             <ul style="list-style-type: none"> <li>○ you chose or were recommended to quarantine or isolate as a result of exposure to an <b>infectious disease</b> including <b>coronavirus</b>;</li> <li>○ you could no longer afford to pay for the <b>trip</b>;</li> <li>○ you did not want to continue travelling or had a fear of continuing your <b>trip</b>;</li> <li>○ of an <b>existing medical condition</b> which you have not told <b>us</b> about and that <b>we</b> have not agreed to cover in writing;</li> <li>○ of a normal pregnancy or childbirth where you were more than 29 weeks pregnant at the start of your <b>trip</b>;</li> </ul> </li> <li>• you, or a <b>travel companion</b> are the defendant in a court of law;</li> <li>• you did not obtain prior authority to take leave or your leave was cancelled on disciplinary grounds;</li> <li>• you ask <b>us</b> to pay for a loss that is insured or guaranteed by any other existing protection, specifically Package Travel Regulations, ATOL (including Civil Aviation Authority requirements), ABTA protection, or from your credit card provider under s75 Consumer Credit Act, or any other specific legislation from transport or travel providers;</li> <li>• you ask <b>us</b> to pay for any costs already accepted or offered by your transport and/or accommodation provider, even if this is a credit note or alternative travel arrangements;</li> <li>• you are unable to prove your financial loss;</li> <li>• you are making a claim for course charges or tuition fees unless agreed in writing by <b>us</b>;</li> <li>• you do not <b>co-operate</b> with <b>us</b>.</li> </ul>	<p>Download or request a curtailment claim form and ensure that the medical certificate in the cancellation claim form is completed by the General Practitioner of the person whose injury, <b>illness</b> or death has caused the curtailment. As well as providing the claims handlers with required documentation as listed on the front of your claim form.</p> <p>Inform your tour operator/travel agent/flight company immediately of your necessity to cancel and request a cancellation invoice.</p> <p><b><u>If you need to cut short your trip:</u></b></p> <p>Due to a medical necessity you must ring to confirm this with <b>our</b> 24 hour Assistance Team.</p> <p style="text-align: center;"><b>+44 (0) 203 829 6745</b></p> <p>curtailment claims will not otherwise be covered.</p> <p>You should keep any receipts or accounts given to you and send them in to the claims office.</p>

**BE AWARE!** If you need to come **home** early due to your **illness** you **MUST** contact our Assistance Team who will be able to assist you. If you need to come **home** for any other reason you should make your own arrangements. Please also note curtailment claims are calculated from the day you return **home** and no payment is made for loss of enjoyment however caused.

**No cover is provided under this section for:**

- anything mentioned in the conditions and exclusions (page 10).
- coming **home** early due to your **existing medical condition** where the risk attached to that **medical condition** has not been accepted by **us** in writing.
- coming **home** early due to death or **illness** of a **close relative**, the person you are staying with, or a **business associate** caused by an **existing medical condition** or a known complication of it.
- any claim not supported by a detailed letter/certificate from the treating doctor explaining why your early return was medically necessary.
- any resumption of your **trip** once it has been curtailed. There is no further cover once you have returned to your **home country**.
- any curtailment travel costs must be to the same standard as that of your pre-booked return travel costs booked as part of your original **trip**.
- changes in FCDO, Government or local authority advice relating to any **infectious disease** including **coronavirus**.



We will pay:	For:	Provided you:	If you need to claim:
<p>up to a total of £2,000 for <u>your</u> possessions, with a maximum amount for:</p> <ul style="list-style-type: none"> <li>Clothes —————&gt; £400</li> <li>Luggage —————&gt; £200</li> <li>Shoes —————&gt; £200</li> <li>Cosmetics —————&gt; £200</li> <li>Fine jewellery &amp; watches —————&gt; £400</li> <li>Electrical items &amp; photographic equipment —————&gt; £400</li> <li>Buggies, Strollers &amp; Car seats —————&gt; £150</li> <li>Eyewear —————&gt; £150</li> <li>Unreceipted items up to a maximum of: —————&gt; £150</li> </ul> <p><b>either</b></p> <ul style="list-style-type: none"> <li>• the cost of repairing items that are damaged whilst on your <b>trip</b>, up to the original purchase price of the item, less an allowance for age, wear and tear.</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>• the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your <b>trip</b>.</li> </ul>	<p><b>either</b></p> <ul style="list-style-type: none"> <li>• the cost of repairing items that are damaged whilst on your <b>trip</b>, up to the original purchase price of the item, less an allowance for age, wear and tear.</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>• the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your <b>trip</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• have paid your <b>excess</b> or accept it will be deducted from any settlement.</li> <li>• have complied with the carrier's conditions of carriage.</li> <li>• have notified the Police, your carrier or tour operator's representative and obtained an independent written report.</li> <li>• own the items you are claiming for and are able to provide proof of ownership/purchase for any items over £50 in value.</li> <li>• are not claiming for items which have been damaged by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents i.e. food, liquids, gels etc.</li> <li>• are not claiming for possessions which have been lost or stolen from a beach or lido (if so we will only pay a maximum of £50).</li> <li>• have not left <b>electrical items, eyewear, jewellery &amp; watches</b> or <b>photographic equipment</b> unattended (including being contained in luggage during transit) except where they are locked in a safe or safety deposit box where these are available (or left out of sight in your locked holiday or trip accommodation). This includes items left behind following you disembarking your coach, train, bus, flight, ferry or any other mode of transport.</li> <li>• have not left your possessions unattended away from your holiday or <b>trip</b> accommodation unless left in the locked boot or covered luggage area of a motor vehicle where entry was gained by violent and forcible means.</li> <li>• have obtained written confirmation of any loss, damage or delay from your tour operator/airline provider.</li> </ul>	<p><b>For all damage claims:</b> you should retain the items in case <b>we</b> wish to see them, you will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please then return the damaged items to:</p> <p>The Recoveries Department, 1 Tower View, Kings Hill West Malling, Kent, ME19 4UY</p> <p><b>For all loss or damage claims during transit:</b> (a) retain your tickets and luggage tags, (b) report the loss or damage to the appropriate carrier and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p><b>For all losses</b> you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p><b>For delay claims</b> You must keep all receipts for these items and send them in to <b>us</b> with your claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.</p>
<p><b>Up to £100 per 12 hour period up to a maximum of £400</b></p>	<ul style="list-style-type: none"> <li>• the purchase of <b>essential items</b> if your luggage containing your possessions are delayed due to being misplaced, lost or stolen on your outward journey from your <b>home country</b> for over 12 hours from the time you arrived at your <b>trip</b> destination.</li> </ul>	<ul style="list-style-type: none"> <li>• have obtained written confirmation of any loss, damage or delay from your tour operator/airline provider.</li> </ul>	<p>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</p>

**BE AWARE!** Your travel insurance policy is not intended to cover items of high value, such as video camcorders, expensive watches etc. as these should be fully insured under your house contents insurance on an All Risks extension for 365 days of the year. There is a maximum amount you can claim and a maximum amount in total for each category, and these are shown in the list of possessions set out at the top left of this page. The possessions section only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted.

**No cover is provided under this section for:**

- anything mentioned in the conditions and exclusions (page 10) or any items that do not fall within the categories of cover listed above.
- mobile telephones, SIM cards, mobile telephone prepayment cards, lost/stolen mobile telephone call charges or mobile telephone accessories, **gadgets** (as defined on page 9) car keys, perishable goods, tobacco products, alcohol and perfumes.
- the use of, or damage to, **drones**. **Drones** are only covered if they are lost or stolen during your **trip**.
- any claim where there is other insurance in place, then this policy shall apply only in excess of any amount paid under such other insurance.

## If your cash or passport is lost or stolen on your trip (Policy B Section 5)

We will pay:	For:	Provided:	If you need to claim:
<p>each insured person:</p> <p>up to £300 (cash limit of £50 if under 18)</p>	<ul style="list-style-type: none"> <li>the loss or theft of your cash during your <b>trip</b>.</li> </ul>	<ul style="list-style-type: none"> <li>your <b>excess</b> has been paid or deducted from any settlement.</li> <li>your <b>cash</b> or passport was:                             <ul style="list-style-type: none"> <li>on your person.</li> <li>held in a safe or safety deposit box where one is available.</li> <li>left out-of-sight in your locked <b>trip</b> accommodation.</li> </ul> </li> <li>you are not claiming for any costs incurred before departure or after you return <b>home</b> or any costs which are due to any errors or omissions on your <b>travel documents</b> or money exchange.</li> <li>you are not claiming for any missed travel or accommodation arrangements as a result of your passport being lost or stolen.</li> </ul>	<p>For all losses you should report to the Police as soon as practicable, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p>For loss of <b>cash</b> we will also require:</p> <p>(a) currency exchange rate confirmations from your <b>home country</b> for foreign currency.</p> <p>(b) where sterling is involved, documentary evidence of possession (e.g. <b>cash</b> withdrawal receipt or bank statement showing withdrawal).</p> <p>For a lost or stolen passport you will also need to get a letter from the consulate, airline or travel provider where you obtained a replacement and keep all the receipts for your travel and accommodation expenses.</p>
<p>up to £50</p>	<ul style="list-style-type: none"> <li>cover to contribute towards the cost of an emergency <b>travel document</b>.</li> </ul>		
<p>up to £50</p>	<ul style="list-style-type: none"> <li>cover for necessary costs collecting your emergency <b>travel document</b> on your <b>trip</b>.</li> </ul>		

### BE AWARE! No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 10).
- any financial loss suffered as a result of your debit/credit card or passport being lost or stolen.
- the cost of a new passport upon your return to the United Kingdom, the Channel Islands or **BFPO**.
- cash or passport that is not on your person, in a safe/safety deposit box or left out-of-sight in your locked **trip** accommodation.
- loss of **cash** due to depreciation in value, currency changes or shortage caused by any error or omission.
- any loss which is covered by another insurance policy.

## If you are mugged or hijacked (Policy B Section 6)

We will pay:	For:	Provided:	If you need to claim:
<p>up to £200 per 24 hours</p> <p>up to a total of £2,000</p>	<p>each full 24 hour period you are:</p> <ul style="list-style-type: none"> <li>confined as a result of a hijack.</li> </ul>	<ul style="list-style-type: none"> <li>you have reported the matter to the Police immediately upon your release and provide within 30 days of returning from your <b>trip</b> a police report confirming you were unlawfully detained and the dates of such detention.</li> <li>you are necessarily hospitalised in a public hospital and have submitted a claim for emergency medical expenses and provided <b>us</b> with a written Police report.</li> </ul>	<p>Claims will need to be supported by a written report from the appropriate authorities.</p> <p>Download a claim for either medical expenses / and possessions (if applicable) and complete to the best of your ability.</p>
<p>up to £50 per 24 hours up to a total of £200</p>	<ul style="list-style-type: none"> <li>hospitalised following a mugging attack</li> </ul>		

### BE AWARE! No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 10).
- any claim where you are unable to provide **us** with proof of the incident, for example Police/authorities/medical report.
- any claim where you are attacked or confined as a result of your illegal activity or reckless behaviour.

We will pay:	For:	Provided:	If you need to claim:
<p><b>up to £1,500,000</b></p>	<ul style="list-style-type: none"> <li>• legal liability for damages (and claimant's costs and expenses) and defence costs occurring during the period of this insurance that you are legally liable to pay that relates to an incident caused directly or indirectly by you and that results in:                             <ul style="list-style-type: none"> <li>○ accidental bodily injury of any person.</li> <li>○ loss of, or damage to, property that does not belong to you or any member of your family and is neither in your charge or control nor under the charge or control of any member of your family.</li> <li>○ loss of, or damage to, <b>trip</b> accommodation which does not belong to you or any member of your family.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• your <b>excess</b> has been paid or deducted from any settlement.</li> <li>• liability for loss of, or damage to, property or accidental bodily injury is not caused or suffered by:                             <ul style="list-style-type: none"> <li>○ your own employment, profession or business or anyone who is under a contract of service with you, acting as a carer, whether paid or not, or any member of your family or <b>travel companion</b> or is caused by the work you or any member of your family or <b>travel companion</b> employ them to do.</li> <li>○ your ownership, care, custody or control of any animal.</li> </ul> </li> <li>• compensation or any other costs are not caused by accidents involving your ownership, possession or control of any:                             <ul style="list-style-type: none"> <li>○ land or building or their use either by or on your behalf other than your temporary trip accommodation, mechanically propelled vehicles and any trailers attached to them, aircraft, motorised skis, motorised waterborne craft or sailing vessel, firearms or incendiary devices.</li> </ul> </li> </ul>	<p><b>Never admit responsibility to anyone</b> and do not agree to pay for any damage, repair costs or compensation.</p> <p>Keep notes of any circumstances that may become a claim so these can be supplied to <b>us</b> along with names and contact details of any witnesses as well as any supporting evidence <b>we</b> may require.</p> <p>Forwards to the Claims Handler immediately upon receipt every letter, claim, writ, summons or process.</p> <p>Notify the Claims Handler in writing when you have knowledge of any impending prosecution, inquest, fatal accident or official inquiry in connection with any such accident.</p>

**BE AWARE! No cover is provided under this section for:**

- anything mentioned in the conditions and exclusions (page 10).
- accidental bodily injury suffered by you or any member of your family, or any event caused by any deliberate or reckless act or omission by you or a member of your family.
- claims where an indemnity is provided under any other insurance or where it falls on you by agreement and would not have done if such agreement did not exist. i.e. rental disclaimer.

## Accidental death and disability benefit (Policy B Section 8)

We will pay:	For:	Provided:	If you need to claim:
<p>a single payment as shown on your summary of cover:</p> <p>£10,000 → death.</p> <p>£10,000 → total and permanent loss of sight in one or both eyes, or total loss by physical severance or total and permanent loss of use of one or both hands or feet occurring within 12 months of the event happening.</p> <p>£10,000 → permanent and total disablement from engaging in paid employments or paid occupations of any and every kind all occurring within 12 months of the event happening*.</p>	<p>your accidental bodily injury whilst on your <b>trip</b>, that independently of any other cause, results in your:</p>	<ul style="list-style-type: none"> <li>• you have not deliberately exposed yourself to danger and that the incident is due to an accident and not <b>illness</b> or infection.</li> <li>• you are not under 18 or over 75 and claiming permanent disablement.</li> <li>• you are not claiming for more than one of the benefits that is a result of the same injury.</li> </ul>	<p>Download or request a claim form for Personal Accident immediately and complete to the best of your ability.</p> <p>In the event of death <b>we</b> will require sight of an original copy of the death certificate, for other claims please write describing the circumstances of the accident and its consequences, and you will be advised what further documentation is required.</p>

**BE AWARE!** This is a one off lump sum benefit for the death or very serious incapacity, as specified, of an insured person when this is solely caused by an accident occurring during the **period of insurance**. It is quite separate from costs covered under the medical section.

(\* Where you are not in paid employment or occupation, this shall be defined as 'all your usual activities, pastimes and pursuits of any and every kind'.)

**No cover is provided under this section for:**

- anything mentioned in the conditions and exclusions (page 10).

## If a natural disaster occurs (Policy B Section 9)

We will pay:	For:	Provided:	If you need to claim:
<p>up to a maximum of £350</p>	<ul style="list-style-type: none"> <li>• reasonable additional costs of travel and accommodation, to the same standard as those on your booking, to enable you to continue your <b>trip</b> close to that originally booked if the pre-booked accommodation has been damaged by fire, flood, earthquake, storm, lightning, explosion or hurricane.</li> </ul>	<ul style="list-style-type: none"> <li>• you are able to provide evidence of the necessity to make alternative travel arrangements.</li> </ul> <p>your <b>trip</b> is not:</p> <ul style="list-style-type: none"> <li>• within the United Kingdom or the Channel Islands.</li> <li>• formed as part of a package holiday.</li> </ul>	<p>You will need to provide written evidence from your tour operator to confirm the need to find alternative accommodation, stating the reason why this was necessary. You will need to submit this to our claims office along with your original booking confirmation and receipts for all expenses made.</p>

**BE AWARE!** No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 10).
- any amounts recoverable from any other source.
- alternative transport home, missed flights/connections, food, drink, telephone calls or any other loss specified in this policy.
- any claim where the fire, flood, earthquake, storm, lightning, explosion or hurricane had already happened up to 2 weeks before you left **home**.

<b>We will pay:</b>	<b>For:</b>	<b>Provided:</b>	<b>If you need to claim:</b>
<p><b>£25 per 24 hours up to a maximum of £250</b></p>	<ul style="list-style-type: none"> <li>every complete period of 24 hours that you are delayed following the delayed arrival in the UK, Channel Islands or <b>BFPO</b> of your pre-booked flight, train, coach or sea trip on the return journey which results in you incurring additional kennel or cattery fees.</li> <li>every complete period of 24 hours that you are unable to return <b>home</b> due to your <b>illness</b>.</li> </ul>	<ul style="list-style-type: none"> <li>your pets stay exceeds the pre-booked period of accommodation.</li> <li>your claim does not form part of the original pre-booked duration for your pet.</li> <li>you reached your international departure point on your return journey <b>home</b> in time to board the pre-booked transport.</li> <li>you are able to provide written confirmation from the transport provider showing the original booked arrival time, the actual arrival time and the reason for the delay.</li> <li>you have a valid claim under section B2 on this policy.</li> </ul>	<p>You will need to provide written confirmation from the transport provider showing the original booked arrival time, the actual arrival time and the reason for the delay.</p>

**BE AWARE! No cover is provided under this section for:**

- anything mentioned in the conditions and exclusions (page 10).
- any claim where the delay is less than 24 hours in total.

We will pay:	For:	Provided:	If you need to claim:
<p>up to £50,000</p> <p>and for 30 minutes legal advice on the telephone</p>	<ul style="list-style-type: none"> <li>• legal costs and expenses incurred in pursuing claims for compensation and damages due to your death or personal injury whilst on the <b>trip</b>.</li> <li>• enquires relating to your insured <b>trip</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• you accept that your legal expenses indemnity is paid as a loan for all persons insured to take legal action for compensation as a result of your death, <b>illness</b> or injury during your <b>trip</b>. You must pay this loan back to <b>us</b> out of any compensation you receive.</li> <li>• legal proceedings in the USA or Canada follow the contingency fee system operating in North America.</li> <li>• you are not pursuing a claim against a carrier, travel agent, tour operator, tour organiser, the insurers or their agents or the claims office.</li> <li>• <b>we</b> believe that you are likely to obtain a reasonable settlement.</li> <li>• the costs cannot be considered under an arbitration scheme or a complaints procedure.</li> <li>• you are not claiming against another insured-person who is a <b>family member</b>, a friend or <b>travel companion</b>, whether insured by <b>us</b> or another provider.</li> <li>• the claim is not due to damage to any mechanically propelled vehicle.</li> <li>• the claim is not pursued in more than one country.</li> <li>• the claim is reported to us and/or our appointed representative within 3 months after the incident which led to the claim.</li> <li>• you take all reasonable steps to keep any costs as low as possible.</li> <li>• costs do not relate to fines or damages awarded to punish the person responsible rather than to compensate for any losses.</li> </ul>	<p>If you have an accident abroad and require legal advice you should contact:</p> <p>Penningtons Manches LLP 31 Chertsey Street, Guildford, Surrey, GU1 4HD</p> <p>They will arrange for up to thirty minutes of free advice to be given to you by a lawyer.</p> <p>To obtain this service you should telephone: 0345 241 1875</p> <p>Opening Hours Mon – Fri 8:30am -7pm</p>

**Choosing an appointed representative.**

Penningtons Manches LLP is our appointed representative due to its expertise in travel law. They are regularly audited by **us**, and maintain the highest levels of customer service. They also have delegated authority to act which means your claim is likely to proceed much quicker. Because of the relationship between **us** and Penningtons Manches LLP **we** are able to address any concerns which may arise in a way which is simply not possible with another firm.

- If **we** accept your claim **we** will appoint Penningtons Manches LLP to pursue the claim on your behalf;
- **We** may, at **our** discretion, agree to instruct an alternative firm, either at the point of issuing proceedings, or if there is a conflict of interest;
- **We** will only agree to the instruction of an alternative firm, at the point of issuing proceedings, or if there is a conflict of interest, if that firm also agrees to act in line with our terms of appointment;
- If you and **we** cannot agree on an appointed advisor, the matter will be referred to an Alternative Resolution Facility;
- Where a claim occurs you will supply any reposts or information and proof to **us** and the claims office as may be required. Any legal expenses incurred without **our** prior authorisation or that of the claims office will not be paid. **We** will settle all claims under the law of the country that you live in within the United Kingdom or the Channel Islands unless **we** agree otherwise with you.
- No cover is provided for anything mentioned in the conditions and exclusions (page 10).

Upon payment of an additional premium your policy will cover **winter sports** – (on piste skiing and snowboarding, for leisure purposes only and not participating in any timed, competitive or off piste/specialist ski/snow board activities) for the entire duration of your Single Trip or for 17 days in one policy year on your Annual Multi Trip. **We** recommend when participating in **winter sports** that the appropriate clothing, including crash helmets, should be worn, and activities undertaken match the level of experience the insured person has in that sport (e.g. if you are a beginner skier do not undertake a black run).

We will pay:	For:	Provided:	If you need to claim:
<p>up to £750 for owned ski equipment.</p> <p>single article limit: £375</p> <p>up to £200 for hired ski equipment.</p> <p>Unreceipted items: up to £150</p>	<ul style="list-style-type: none"> <li>at our option to repair or replace any <b>ski equipment</b> that is damaged whilst on your <b>trip</b>, up to the original purchase price of the item, less an allowance for age, wear and tear.</li> </ul>	<ul style="list-style-type: none"> <li>you have paid your <b>excess</b> or accept it will be deducted from any settlement.</li> <li>you have complied with the carrier's conditions of carriage.</li> <li>you are not claiming for damage caused by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents or ski equipment damaged whilst in use.</li> <li>on delay, loss or theft claims you have notified the police, your carrier or tour operator's representative and obtained an independent written report.</li> </ul>	<p><b>For all loss or damage claims during transit:</b></p> <p>you need to retain your tickets and luggage tags, report the loss or damage to the transport provider, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p><b>For all damage claims</b> keep the items in case <b>we</b> wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please then return the damaged items to:</p> <p>The Recoveries Department 1 Tower View, Kings Hill West Malling, Kent, ME19 4UY</p> <p><b>For all other losses</b> you should report to the Police within 24 hours of discovery, and obtain a written report and reference number from them.</p> <p><b>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</b></p>
<p>up to £500</p> <p>up to £20 per 24 hours delay, up to a maximum of £400</p> <p>up to £20 per 24 hours up to a maximum of £400</p>	<ul style="list-style-type: none"> <li>the loss or theft of your ski pass.</li> <li>the cost of hiring replacement <b>ski equipment</b> if your <b>ski equipment</b> is delayed due to being misplaced, lost or stolen on your outward journey for over 24 hours from the time you arrived at your <b>trip</b> destination.</li> <li>the loss of use of your <b>ski pack</b> following your injury or <b>illness</b> during your <b>trip</b>.</li> </ul>	<ul style="list-style-type: none"> <li>the <b>ski equipment</b> was not left unattended unless left in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means.</li> <li>you are able to provide the damaged items on request or to prove the existence or prove ownership/purchase or responsibility of any items.</li> <li>you have a valid claim for emergency medical expenses.</li> <li>you have supporting medical evidence confirming your inability to ski.</li> </ul>	
<p>up to £20 per 24 hours up to a maximum of £400</p>	<ul style="list-style-type: none"> <li>each full 24 hour period you are unable to ski due to the lack of snow which results in the total closure of skiing facilities in the resort.</li> </ul>	<ul style="list-style-type: none"> <li>you are skiing during the peak season for the ski resort you are skiing/snowboarding in.</li> <li>you have obtained a letter from the local ski school or ski resort management stating the reason for closure, the date, time of the closure and the date and time it re-opened.</li> </ul>	
<p>up to £20 per 24 hours up to a maximum of £400</p> <p>up to £350</p>	<ul style="list-style-type: none"> <li>the cost of additional transport and/or accommodation if, because of the prevention of access due to an avalanche, you are unable to reach or leave your pre-booked resort.</li> <li>the cost of physiotherapy treatment on your return to your <b>home country</b>.</li> </ul>	<ul style="list-style-type: none"> <li>you are not claiming for more than £20 per full 24 hour period.</li> <li>you are claiming for physiotherapy treatment which is directly related to an injury or <b>illness</b> which occurred during your <b>trip</b>, and for which you received treatment during your <b>trip</b>.</li> </ul>	

**BE AWARE!** This section only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted.

**No cover is provided under this section for:**

- anything mentioned in the conditions and exclusions (page 10).
- any claim if your tour operator has compensated, offered or provided travel, alternative transport and/or accommodation to an alternative resort
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by **us**.

We will pay:	For:	Provided:	If you need to claim:
<p><b>Loss of pre-paid excursions up to £500</b></p>	<ul style="list-style-type: none"> <li>pre-paid shore excursions that you are unable to participate in due to your confinement to a hospital, or ships hospital bed during your <b>trip</b>.</li> </ul>	<ul style="list-style-type: none"> <li>you have paid or accept that your <b>excess</b> will be deducted from any settlement.</li> <li>you have obtained a written statement from the treating doctor at the time of the cancellation confirming the necessity to cancel your excursion.</li> </ul>	<p>You must obtain a written report from the Cruise Operator, Carrier or their handling agents confirming the skipped port and the reason for it.</p>
<p><b>Skipped port benefit £75 per port up to a maximum of £375</b></p>	<ul style="list-style-type: none"> <li>up to £75 per port that your cruise operator is unable to dock at designated itinerated ports due to adverse weather conditions or timetable restrictions</li> </ul>	<ul style="list-style-type: none"> <li>you are not claiming for a missed port caused by strike or industrial action.</li> <li>you are not claiming because your ship cannot put people ashore due to a scheduled tender operation failure.</li> <li>you have obtained a written report from the cruise operator, carrier or their handling agents confirming the skipped port and the reason for it.</li> </ul>	<p>Obtain written confirmation from your mechanic or the public transport provider that shows the reason for your delay.</p>
<p><b>Cabin confinement up to £75 per 24 hours, up to a maximum of £375</b></p>	<ul style="list-style-type: none"> <li>for each full 24 hour period that you are confined to your cabin or in a state hospital as an in-patient during the period of the <b>trip</b> in addition to the fees and charges paid.</li> </ul>	<ul style="list-style-type: none"> <li>you have not had any monetary amount (including on board credit) of compensation offered by the ship or tour operator</li> <li>there is a valid claim under section B2 of this policy.</li> </ul>	<p>You will need to obtain independent confirmation of the circumstances.</p> <p>You can provide a written report confirming the length of confinement with your cabin during your <b>trip</b>.</p>

**BE AWARE! No cover is provided under this cruise extension for:**

- anything mentioned in the conditions and exclusions (page 10).
- any amounts recoverable from any other source.
- alternative transport home, missed flights/connections, food, drink, telephone calls or any other loss.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.
- any claim as a result of any **epidemic** or **pandemic** as declared by the World Health Organisation (WHO).
- any claim due to FCDO, government or local advice relating to any **infectious disease** including **coronavirus**.



# Gadget extension (Policy B Section 14) on payment of additional premium

This extension to your policy is administered by Bastion Insurance Services Ltd and underwritten by Inter Partner Assistance SA UK Branch (IPA) which is fully owned by the AXA Partners Group.

We will cover:	For:	Provided:	If you need to claim:
<p>each Insured Person up to the value shown in your summary of cover</p> <p>Please be aware that we can only insure gadgets that are:</p> <ul style="list-style-type: none"> <li>• purchased as new, in the UK, with evidence of ownership available;</li> <li>• purchased as refurbished in the UK direct from the manufacturer or network provider with evidence of ownership available;</li> <li>• gifted to you as long as you are able to provide a gift receipt;</li> <li>• not more than 48 months old (or 18 months old if claiming for a laptop) at the date you start your trip; and</li> <li>• in good condition and full working order at the time this policy was purchased.</li> </ul>	<ul style="list-style-type: none"> <li>• the cost of repairing your <b>Gadget</b> if it is damaged as the result of an accident whilst on your trip.</li> <li>• the cost of repairing your <b>gadget</b> if it is damaged as a direct result of electrical or mechanical breakdown occurring whilst on <b>your</b> trip and outside of the manufacturer's guaranteed period.</li> </ul> <p>N.B. Repairs will be carried out using readily available parts. Where possible <b>we</b> will use original parts but in some cases, unbranded parts may be used. In the event that any repairs authorised by <b>us</b> under this policy invalidate <b>your</b> manufacturer's warranty, <b>we</b> will repair or replace your <b>gadget</b> for the remaining period of <b>your</b> manufacturer's warranty.</p> <ul style="list-style-type: none"> <li>• the cost of replacing your <b>gadget</b> and <b>accessories</b> if they are accidentally lost or stolen whilst on <b>your</b> trip (where only a part or parts of your <b>gadget</b> have been accidentally lost or stolen <b>we</b> will only replace that part or parts).</li> <li>• the reimbursement of unauthorised calls or data download if your mobile phone is accidentally lost or stolen whilst on <b>your</b> trip and is used fraudulently.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>you</b> have paid your excess or accept it will be deducted from any settlement.</li> <li>• <b>you</b> are not claiming for items which have been damaged by:- <ul style="list-style-type: none"> <li>- <b>you</b> deliberately damaging or neglecting the <b>gadget</b>;</li> <li>- <b>you</b> not following the manufacturer's instructions;</li> <li>- routine servicing, inspection, maintenance or cleaning;</li> <li>- a manufacturers defect or recall of the <b>gadget</b>;</li> <li>- repairs carried out that have not been pre-approved by <b>us</b>;</li> <li>- repairs carried out by non-manufacturer approved repairers;</li> <li>- liquid damage to <b>your gadget(s)</b> where the event causing the need to claim involved <b>you</b> taking <b>your gadget(s)</b> on a boat, other water vessels or whilst taking part in water activities;</li> <li>- cosmetic damage of any kind, including scratches, dents and other visible defects that do not affect safety or performance;</li> <li>- the use of non-original <b>accessories</b>;</li> <li>- wear and tear, including but not limited to replacement of or adjustment to fittings, control knobs or buttons, batteries or aerials, or gradual deterioration of performance; or</li> <li>- if the serial number has been deliberately tampered with in any way.</li> </ul> </li> <li>• <b>you</b> are not claiming for theft: <ul style="list-style-type: none"> <li>- from any motor vehicle where <b>you</b> or someone acting on your behalf is not in the vehicle, unless the <b>Gadget</b> has been concealed in a locked boot, closed glove compartment or other closed internal compartment and all the vehicles windows and doors closed and locked and all security systems have been activated. A copy of the repairers account for such damage, or other evidence of damage must be supplied with any claim;</li> <li>- from any building or premises (including your holiday accommodation) unless the theft involves force in gaining entry to or exit from the building or premises, resulting in damage to the building or premises. A copy of the repairers account for such damage, or other evidence of damage must be supplied with any claim;</li> <li>- where <b>your Gadget</b> was in the possession of a third party (other than a member of your immediate family) at the time of the event giving rise to a claim under this insurance;</li> <li>- when away from <b>your</b> home, unless the <b>Gadget</b> is concealed on or about <b>your</b> person when not in use;</li> <li>- where the <b>gadget</b> has been left unattended when it is away from <b>your</b> home or holiday accommodation;</li> <li>- where all available precautions have not been taken; or</li> <li>- if <b>you</b> do not report the theft or loss of <b>your Gadgets</b> to the Police within 48 hours of discovering it, or as soon as possible after that, and do not obtain a written Police report.</li> </ul> </li> <li>• <b>you</b> are not claiming for the reimbursement of charges where <b>you</b> have not provided an itemised bill from <b>your</b> service provider.</li> <li>• <b>you</b> are not claiming for the cost for any calls or data where <b>you</b> have not reported the incident to <b>your</b> service provider to bar and blacklist your phone within 24 hours of discovery of the incident.</li> <li>• <b>you</b> are not claiming for unauthorised calls or data download exceeding the sum of £1,500.</li> </ul>	<p>Please telephone our claims department:</p> <p style="text-align: center;"><b>+44 (0) 345 074 4813</b></p> <p style="text-align: center;"><b>9am-6pm Monday to Friday</b> <b>10am-4pm Saturday</b></p> <p style="text-align: center;"><a href="mailto:gadgetclaims@directgroup.co.uk">gadgetclaims@directgroup.co.uk</a></p> <p>If <b>your gadget</b> is lost or stolen <b>you</b> need to do the following:</p> <ol style="list-style-type: none"> <li>1. notify the <b>Claims Administrators</b> as soon as possible but in any event within 28 days of any incident likely to give rise to a claim under this insurance;</li> <li>2. report the theft or accidental loss of any <b>gadget</b> to the Police within 48 hours of discovery and obtain a written crime report in support of a theft claim or written lost property report in support of an accidental loss claim;</li> <li>3. report the theft or accidental loss of any mobile phone within 24 hours of discovery to your Airtime Provider and blacklist your handset. Airtime Providers' numbers; - 3 – +44 (0) 7782 333 333 - BT Mobile – +44 (0) 8000 322 111 - O2 – +44 (0) 8705 214 000 - Orange – +44 (0) 7973 100 150 - T-Mobile – +44 (0) 845 412 5000 - Virgin – +44 (0) 8456 000 789 - Vodafone – +44 (0) 7836 191 191 - EE – +44 (0) 7953 966 250</li> <li>4. If <b>your gadget</b> is damaged <b>you</b> MUST provide this <b>gadget</b> for inspection/repair in the UK.</li> </ol>

**BE AWARE!** This policy is not a replacement as a new policy. If the **gadget(s)** cannot be repaired **we** will replace with identical **gadget(s)**, if this is not possible **we** will replace it with one of comparable or better specification or the equivalent value. Replacement items will only be delivered to a UK address of **your** choice. **You** will need to arrange onward shipment to **your** destination country. The excess waiver does not apply to this section.

**No cover is provided under this gadget extension for anything mentioned in the conditions and exclusions (page 11).**

- loss, theft or damage to any **electrical items** as defined on page 8 as these are covered under Section B4.
- loss, theft or damage to a **drone** (see policy definition on page 8).
- **we** will not provide cover, pay any claim or provide any benefit if doing so would expose **us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

**SPORTS AND HAZARDOUS ACTIVITIES:**

Unlike other policies we cover many sports and activities as standard; no additional premium is required for activities listed in Activity Pack 1. We have categorised the activities that are not covered as standard into seven further bands. If you do not see your chosen activity, do not worry, we may cover it, but you must contact us so we can discuss the activity and what, if any, additional premium is necessary.

*(All of the activities are covered on a non-professional and non-competitive basis, unless otherwise stated).* Any claims which arise whilst undertaking any of these activities for any purpose other than leisure (examples of non-leisure purposes include professional / semi-professional / paid / sponsored racing, timed events – unless otherwise specified, professional, display events, photo shoots, etc...) will not be covered under this policy. Safety guidelines provided from a professional event company or organiser must be followed. Failure to do so will invalidate a claim. If you are unsure please do not hesitate to contact us on 0345 812 0033 and we can discuss your individual requirements. We consider 'professional or competitive' to be activities/sports where you are either paid for participating in, receive any element of sponsorship, fees or prize money in excess of £200.

Please note those activities marked with an asterisk (\*) do not have Personal Liability cover or Accidental Death and Disability cover.

**Activity Pack 1 – Covered as standard** Aerobics, Amateur Athletic Field Events, Amateur Athletic Track Events, Angling/Fishing (freshwater), Animal Sanctuary (non big game), Archery\*, Badminton, Bamboo Rafting, Banana Boating, Bar Work, Baseball, Basketball, Billiards, Bird Watching, Body Boarding, Boules, Bowling, Bowls, Bridge Swinging, Bungee Jumping, Camel/Elephant Riding/Trekking (UK booked), Camping, Canoeing/Kayaking (White Water Grades 1-3)\*, Catamaran Sailing (In-shore)\*, Clay Pigeon Shooting\*, Cricket, Croquet, Curling, Cycle Touring/Leisure Biking (up to 1,000m), Dancing, Darts, Disc Golf, Diving (Indoor up to 5m), Dragon Boat Racing, Fell Running (up to 1,000m), Fencing, Fives, Flag Football, Flying as passenger (private/small aircraft/helicopter)\*, Football/Soccer – Practice and Training, Frisbee (recreational), Golf, Handball - Practice and Training, Highland games, Horse Riding (No Jumping), Hot Air Ballooning\*, Indoor Skating (not ice), Jet Boating\*, Jet Skiing\*, Kiting, Korfball, Laser Tag, Low Ropes, Marathons, Mini-Golf, Model Flying, Model sports, Mountain Biking (up to 1,000m), Netball, Orienteering, Petanque, Peteca, Pigeon Racing, Pony Trekking, Pool, Quoits, Rackets, Racquetball, Rafting (White Water Grades 1-3)\*, Re-Enactment, Rifle Range\*, Ringos, River Punting, Roller Blading/Skating (not ice)/Skate Boarding/Scooters (non motorised), Rounders, Rowing (inshore –recreational)\*, Safari (UK organised), Safari Trekking (UK organised), Sailing/Yachting (recreational - inshore), Scuba Diving (not solo, up to maximum 30m)\*, Segway (supervised, non-competitive), Snorkelling (not open water), Softball, Squash, Stoolball, Swimming (pool - not open water), Swimming off a boat (with a qualified supervisor in attendance – i.e. a lifeguard), Swimming with Dolphins (Pool, not open water), Sydney Harbour Bridge Climbing (Professional organised and supervised), Table Tennis, Ten Pin Bowling, Tennis, Theme Parks, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) all up to 1,000m, Tubing\*, Tug of War, Unicycle riding, Volleyball, Water Parks, Whale Watching (professionally organised), Yachting (Inshore – crewing), Yoga.

**Activity Pack 2 – Additional Premium required (in addition to the activities listed under Pack 1)** Abseiling (Indoor/Outdoor climbing wall up to 25m), Adventure Racing (up to 6 hours), Airsoft\*, Angling/Fishing (Sea), Camel/Elephant Riding/Trekking (non-UK booked), Climbing (Indoor/Outdoor climbing wall up to 25m), Cross Country Running, Diving (Indoor up to 10m), Dry Slope Skiing, Falconry, Fell Running (up to 2,000m), Fly boarding, Football/Soccer - Organised Amateur Match, Frisbee (Ultimate Frisbee), Gaelic Football, Gorilla Trekking (Booked pre-trip – requires appropriate trekking altitude pack), Gymnastics, Handball (Organised Amateur Match), Hockey (Field – Organised Amateur Match), Ice Skating, Iron Man, Judo (Organised Training), Karate (Organised Training), Kendo (Organised Training), Lacrosse, Martial Arts (Organised Training), Mountain Biking (up to 2,000m), Paint Balling\*, Parasailing\*, Parascending (Over water)\*, Rap Running/Jumping (Indoor/Outdoor climbing wall up to 25m), Rugby (Training), Safari (non UK booked), Safari Trekking (non UK booked), Sand Yachting, Sea Canoeing/Kayaking (inshore)\*, Shark Diving/Swimming (Cage)\*, Shinty, Street Hockey, Surf life-saving (organised competition), Surfing\*, Tough Mudder, Trampolining, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) all up to 2,000m, Triathlon, up to 1 day Skiing (On Piste)/Dry slope Skiing/Snowboarding (On Piste), War Games/Paint Balling, Water Polo, Water Skiing (No Jumping)\*, Weight Lifting, Windsurfing/Boardsailing/Sailboarding\*, Wrestling (Organised Training).

**Activity Pack 3 - Additional Premium required (in addition to the activities listed under Pack 1 & 2) – Included upon payment of winter sports premium** Adventure Racing (up to 12 hours), American Football (Organised & with Safety Equipment), Animal Sanctuary (Big Game), Biathlon, Big Foot Skiing, Blade Skating, Breathing Observation Bubble (BOB), Canoeing/Kayaking (White Water Grade 4)\*, Canyoning, Cat Skiing\*, Flying (Crew/Pilot)\*, Flying Helicopter (Pilot)\*, Glacier Walking, Gliding (non-competitive)\*, Go Karting\*, Gorge Walking (with ropes), Gorilla Trekking (booked during trip – requires appropriate trekking altitude pack), Harness Racing, Hockey (Ice) With Full Body Protection, Horse Jumping (no Polo, no Hunting), Horse Riding (Eventing), Husky Dog Sledding, Hydro Zorbing, Kick Sledging, Land Skiing, Langlauf, Modern Pentathlon, Mono-Skiing, Mountain Boarding, Octopush, Off Road Motorcycling (up to 250cc)\*, Off-piste skiing/snowboarding (with guide), Passenger Sledge, Power Boating (inshore)\*, Power lifting, Quad Bikes (Providing you wear a helmet)\*, Rafting (White Water Grade 4)\*, River Tubing\*, Rodeo, Roller Hockey, Rugby (Amateur Game), Sand Boarding, Sand Dune Surfing/Skiing\*, Ski Boarding, Ski Bobbing, Ski Dooing, Skiing, Skiing – Nordic/Cross Country, Sledging/Tobogganing, Sleigh riding (Reindeer, Horses or Dogs), Snorkelling – Open Water, Snow Biking, Snow Mobile/Ski Doos\*, Snow Parascending, Snow Scooting, Snow Shoe Walking, Snow Tubing, Snowcat Driving\*, Speed Sailing (in shore)\*, Speed Skating, Speed Trials/Time Trials (Organised, not public roads), Summer Tobogganing, Swimming (open water), Swimming off of a boat (Unsupervised and / or no lifeguard), Swimming with Dolphins – Open Water, Telemarking, Tree Top Canopy Walking, Under 17 Driving (not public roads)\*, Zorb Football.

**Activity Pack 4 - Additional Premium required (in addition to the activities listed under Pack 1-3)** Blowcarting/Land Yachting/Kite Buggy, Boxing Training, Devil Karting\*, Dirt Boarding, Fell Running (up to 3,000m), Gorge Walking (no ropes), High Diving - indoor/ outdoor swimming pool only, Jousting, Kite-Boarding/Surfing, Motorised Buggy\*, Mountain Biking (up to 3,000m), Paragliding\*, Parascending (over land)\*, Roller Skating (24 hour relay)\*, Ski Biking, Ski Blading /Snow Blading, Skiing – Snowcat, Snow Karting\*, Snow Surfing\*, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 3,000m) Wake Boarding, Water Skiing (Jumping)\*.

**Activity Pack 5 - Additional Premium required** (in addition to the activities listed under Pack 1-4) Abseiling (outdoor above 25m), Caving/Pot Holing, Climbing (Rock & Ice), Fell Running (up to 4,000m), Heli-skiing, Hurling, Hydrospeeding, Ice Go Carting, Ice Windsurfing, Mountain Biking (up to 4,000m), Polo, Polo cross, Rap Running/Jumping (Outdoor above 25m), River Bugging\*, Skeleton, Ski Mountaineering (up to 4,000m), Ski Randonee, Ski Run / Walking (up to 4,000m), Ski Touring (up to 4,000m), Ski Joering, Skiing – Freestyle, Skiing – Glacier, Snow Kiting, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering - in group (up to 4,000m), Via Ferratta, Wind Tunnel Flying/Indoor Sky Diving\*, Zorbing/Sphering.

**Activity Pack 6 - Additional Premium required** (in addition to the activities listed under Pack 1-5) Adventure Racing (up to 24 hours), Assault Courses including High Ropes, Black Water Rafting\*, Bull Riding, Canoeing/Kayaking (White Water Grade 5)\*, Cave Diving, Cave Tubing, Cycling Racing, Cyclo Cross, Freestyle Skateboarding, Gliding (competition)\*, Hang Gliding, Micro Lighting\*, Motocross\*, Motor Racing/Rallies/Competitions (amateur)\*, Off-Piste Skiing/Snowboarding (Without a Guide), Parapenting/Paraponting\*, Power Boating (off shore)\*, Power Gliding\*, Power Kiting, Rafting (White Water Grade 5)\*, Scuba Diving (not solo - to 40m)\*, Ski Flying\*, Slack-Lining, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering - in group (Inca - Trail), Wicker Basket Tobogganing, Zip Trekking.

**Activity Pack 7 - Additional Premium required** (in addition to the activities listed under Pack 1-6) Adventure Racing (up to 36 hours), BMX Freestyle & Racing, Downhill Mountain Biking, Fell Running (up to 5,000m), Kloofing, Mountain Biking (up to 5,000m), Scuba Diving (Solo) – up to 40m, Ski Mountaineering (up to 5,000m), Ski Run / Walking (up to 5,000m), Ski Touring (up to 5,000m), Solo Climbing/Mountaineering (up to 5,000m), Tandem Skydive (maximum of 2 jumps per trip)\*, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 5,000m).

**Activity Pack 8 - Additional Premium required** (in addition to the activities listed under Pack 1-7) Adventure Racing (up to 48 hours), Airboarding\*, Alligator Wrestling, Bobsleigh, Bouldering, Boxing, Bull Running, Coasteering, Drag Racing\*, Fell Running (up to 6,000m), Free Diving, Ice Diving, Ice Holing, Ice Marathon, Ice Speedway, Judo (competition), Karate (competition), Kendo (competition), Luge/Bobsleigh, Martial Arts (competition), Mixed Gas Diving, Mountain Biking (up to 6,000m), Parachuting\*, Potholing, Rowing (Off-shore Recreational)\*, Sailing/Yachting (Off-shore recreational)\*, Shark Diving/Swimming (no cage, full safety equipment and supervised)\*, Ski Acrobatics, Ski Jumping, Ski Mountaineering (up to 6,000m), Ski Racing, Ski Run / Walking (up to 6,000m), Ski Stunting, Ski Touring (up to 6,000m), Skiing – Para, Solo Sky Diving (maximum of 1 jump per trip)\*, Sky Jumping\*, Sky Surfing\*, Tree Top Canopy Walking (set up), Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 6,000m), Wrestling (Amateur competition), Yachting (racing/crewing) - outside territorial waters (offshore)\*.

## If you need to claim

If you require a claim form please download it on the internet at: [www.policyholderclaims.co.uk](http://www.policyholderclaims.co.uk)

Alternatively, please advise the section of the insurance on which you want to claim and your policy number and policy reference to:

**The Claims Department, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY. Telephone: 0203 829 6761. Email [claims@policyholderclaims.co.uk](mailto:claims@policyholderclaims.co.uk)**

### You need to:

- produce your insurance certificate confirming you are insured before a claim is submitted.
- give **us** full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
- provide all necessary information and assistance **we** may require at your own expense (including, where necessary, medical certification and details of your National Health number, or equivalent, and Private Health Insurance).
- pass any and all correspondence relating to outstanding medical bills to **us** with your claim form, or if received afterwards, send them to **us** quoting your claim reference.
- pass on to **us** immediately every writ, summons, legal process or other communication in connection with the claim.
- provide full details of any House Contents and All Risks insurance policies you may have.
- ensure that all claims are notified within 3 months of the incident occurring.
- not abandon any property to **us** or the claims office.
- not admit liability for any event or offer to make any payment without **our** prior written consent.

### We can:

- make your policy void where a false declaration is made or any claim is found to be fraudulent, as detailed on page 6.
- take over and deal with, in your name, the defence/settlement of any claim made under the policy.
- subrogate against the responsible party and take proceedings in your name, but at our expense, to recover for **our** benefit the amount of any payment made under the policy.
- obtain information from your medical records (with your permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without your prior approval.
- only make claims payments by electronic BACS transfer, unless otherwise agreed by **us**.
- pay a maximum of £80 for medical records/completion of a medical certificate.
- cancel all benefits provided by this policy without refund of premium when a payment has been made for cancellation or curtailment of the **trip** under a single trip policy.
- not make any payment for any event that is covered by another insurance policy.
- only pay a proportionate amount of the claim where there is other insurance in force covering the same risk and to require details of such other insurance.
- settle all claims under the law of the country that you live in within the **United Kingdom** or the **Channel Islands** unless **we** agree otherwise with you.
- submit any disputes arising out of this contract to the exclusive jurisdiction of the courts of the country that you live in within the **United Kingdom**, the **Channel Islands** or **BFPO**.

## If you need to make a claim under Section B14 (Gadget extension only)

- **You** must inform the police within 48 hours of discovery of any incident relating to theft, accidental loss or malicious damage, and obtain a written incident report. If the item is a mobile phone, you must also report the incident to **your** airtime provider.
- **You** must provide **us** with details of the claim and any other contract, guarantee, warranty or insurance that may apply to the loss including but not limited to household insurance. Where appropriate a rateable proportion of the claim may be recovered direct from these insurers.
- **You** must provide evidence of ownership for **your gadgets** and proof of travel to support any claim, and any other receipts or documents that it is reasonable for **us** to request. If **you** cannot provide **evidence of ownership** or proof of travel **your** claim will not be valid.
- **You** must pay the policy **excess** before **your** claim can be finalised
- **You** cannot transfer the insurance to someone else without notifying **us** in writing and receiving confirmation from **us**.
- Notify the **Claims Administrator** on 0345 074 4813 or by email at [gadgetclaims@directgroup.co.uk](mailto:gadgetclaims@directgroup.co.uk) as soon as possible but ideally within 48 hours of the discovery of any incident likely to give rise to a claim under this section.
- **We** will process **your** claim under the terms and conditions of Section B14 of this insurance based on the first reason notified to **us** for the claim. If **your** claim is not covered and **you** then submit a claim having changed the reason, **we** will consider this as fraud. Details of all such cases will be passed to the appropriate agencies for action.

**We** will send **you** the appropriate claim form by email (or post if you prefer). This claim form will have a 'check list' of documents and evidence **we** will need to process **your** claim, please ensure **you** provide **us** with this information, if **you** are unable to then please include a note as to why certain evidence cannot be provided.

Once **you** return this form to **us**, **we** will supply you with a claim number and send **you** an acknowledgement of this by email (please keep watch on **your** spam/junk folders).

**You** may submit **your** claim form and evidence by email but **you** should not destroy the originals in case **we** need them. For personal possession claims or any claim with receipted items (taxi, pharmacy, receipts etc.) **you** will need to send the originals in to **us** prior to settlement.

Please read the general conditions contained in this policy document and the relevant sections of **your** policy for more information. **We** may refuse to reimburse **you** for any expenses for which **you** cannot provide receipts or bills, along with **evidence of ownership** and/or proof of purchase.

**You** should also report the theft or accidental loss of any mobile phone within 24 hours of discovery to **your** Airtime Provider and blacklist **your** handset.

Airtime Providers' numbers:

3 - +44 (0) 7782 333 333

BT Mobile – +44 (0) 8000 322 111

O2 - +44 (0) 8705 214 000

Orange - +44 (0) 7973 100 150

T-Mobile - +44 (0) 845 412 5000

Virgin - +44 (0) 8456 000 789

EE - +44 (0) 7953 966 250

Vodafone - +44 (0) 7836 191 191

If **your gadget** is damaged **you** must provide this **gadget** for inspection/repair. Please note all repairs are carried out within the UK and repaired or replacement **gadgets** can only be despatched back to a UK address.

**Data Protection Notice of White Horse Insurance Ireland dac**

White Horse Insurance Ireland dac holds your personal information in accordance with all applicable data protection laws.

To administer your policy White Horse Insurance Ireland dac will collect and use information about you provided by you and this notice applies to anyone who is insured under this Insurance policy and whose personal information may be processed for the provision of insurance and related services.

Personal information may be used by **us** for the purposes of administering your policy; including decision making on provision of insurance cover, underwriting, processing and claims handling. **We** may also use your personal information for other related matters such as customer service, analysis, complaints handling and the detection and prevention of crime. The information you have supplied may be passed to other insurers and reinsurers for underwriting and claims purposes or to other third-party service providers used by **us** in fulfilling your insurance contract.

**We** may send your personal information in confidence to other companies who provide services to **us** for processing and storage. This may mean sending information to countries outside of the **United Kingdom**, European Union or European Economic Area that may not have the same levels of privacy legislation as in the **United Kingdom**, European Union or European Economic Area. When **we** do this, **we** will ensure that **we** transfer the data securely and accordingly to regulatory requirements. By buying this insurance policy, you agree to **us** using your personal information in this way.

You have various rights in relation to personal information that is held by **us**, including the right to request access to your personal information, the right to correct inaccurate personal information, or the right to request the deletion or suppression of personal information where this is not restricted by any conflicting legitimate interest.

This notice explains certain aspects of how **we** use your information and what rights you have in relation to your personal information, however you can obtain more information about how **we** use your data by reviewing our full Privacy Policy. Our Privacy Policy is available on **our** website [www.whitehorseinsurance.eu](http://www.whitehorseinsurance.eu)

Your data will be treated in accordance with **our** Privacy Policy.

**GADGET EXTENSION – Section B14 Only**

**Our** full data privacy notice is available at: [www.axa-assistance.co.uk](http://www.axa-assistance.co.uk). Alternatively, a hard copy is available from **us** on request. Email: [dataprotectionenquiries@axa-assistance.co.uk](mailto:dataprotectionenquiries@axa-assistance.co.uk).

**Sections A1 – B13** are insured by White Horse Insurance Ireland dac, and administered by Rothwell & Towler Ltd.

In the event that you wish to make a formal complaint you should contact **us** by using one of the following options:

- a) in writing (letter or email) to the address shown below; or
- b) by telephone to the telephone number shown below.

If your complaint is regarding the selling of your policies:

The Customer Services Manager

Rothwell & Towler Ltd

Tourism House, Woodwater Park,

Pynes Hill, Exeter, EX2 5WS

Email: [complaints@rothwellandtowler.co.uk](mailto:complaints@rothwellandtowler.co.uk) Tel: +44 (0) 345 812 0033

If your complaint is about the outcome of your claim, or assistance provided:

Quality and Improvements Manager

Policy Holder Claims

1 Tower View, Kings Hill, West Malling,

Kent, ME19 4UY

Email: [complaints@policyholderclaims.co.uk](mailto:complaints@policyholderclaims.co.uk) Tel: +44 (0) 203 829 6604

### **The Financial Ombudsman Service**

If you remain dissatisfied with the outcome of your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. The contact details for the Financial Ombudsman Service are:

The Financial Ombudsman Service,

Exchange Tower, London E14 9SR

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Telephone: 0800 023 4567 (free from mobile phones and landlines) or 0300 123 9123. For callers from abroad: +44(0)20 7964 0500.

The Financial Ombudsman Service offers a free and independent service to you, to help settle disputes between businesses providing financial services and their customers.

## Your right to complain – for Section B14 Gadget extension

### **If your complaint relates to Section B14 – Gadget extension**

In the first instance please contact:

The Customer Services Director, Direct Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL.

Email: [gadgetcomplaints@directgroup.co.uk](mailto:gadgetcomplaints@directgroup.co.uk) Tel: +44 (0) 345 074 4788.

- Please ensure your policy number is quoted in all correspondence to assist a quick and efficient response.
- The claim administrators will make every effort to resolve your complaint immediately. If they cannot resolve your complaint by the end of the next working day they will acknowledge your complaint within 5 days of receipt and will do their best to resolve the problem within four weeks by sending you a final response letter.
- If they are unable to resolve your complaint in this time they will write to advise you of progress and will endeavour to resolve your complaint within the following four weeks.

### **If you are still not satisfied with the outcome you may:**

- Ask the Financial Ombudsman Service (FOS) to review your case. Their address is Exchange Tower, London, E14 9SR. Their telephone advice line is 0800 023 4567 if calling from a landline or 0300 123 9123 if calling from a mobile, or visit [www.fos.org.uk](http://www.fos.org.uk)

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