

YOUR TRAVEL INSURANCE POLICY

Reference Number: 04409A/PYB

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YOUR TRAVEL INSURANCE FOR YOUR PEACE OF MIND

PLEASE take a little time to read and understand what **we** will cover and what **we** will not cover along with what **you** should do in the event of a claim to avoid any frustration or disappointment.

We would also like to draw **your** attention to restrictions on this policy in terms of age and **pre-existing medical condition(s)** as outlined in this policy document.

After reading this document, if **you** decide the terms of the insurance contract does not meet **your** requirements **you** can, WITHIN 14 DAYS OF THE DATE YOU RECEIVED THIS DOCUMENT, return it to the seller from whom you purchased the cover, for a full refund of premium.

TRAVEL INSURANCE

This travel insurance has been arranged by UK General Insurance Ltd on behalf of Ageas Insurance Limited, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark (including Faroe Islands), Egypt, Estonia, Finland, France (including Corsica), Georgia, Germany, Gibraltar, Greece (including Greek Isles), Hungary, Iceland, Ireland, Isle of Man, Italy (including Aeolian Islands, Sardinia, Sicily), Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Morocco, Netherlands, Norway (including Jan Meyen, Svalbard Islands), Poland, Portugal (including the Azores and Madeira Islands), Romania, Russia (European), San Marino, Serbia/Montenegro (including Kosovo), Slovakia, Slovenia, Spain (including the Balearic Islands and Canary Islands), Sweden, Switzerland, Tunisia, Turkey, Ukraine, Vatican City

This document only constitutes a valid evidence of insurance when it is issued in conjunction with a validation **certificate** issued between 1 July 2011 and 30 June 2012.

All travel must commence prior to 30 June 2013.

GEOGRAPHICAL LIMITS

Area 1 – United Kingdom

Area 2 – Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark (including Faroe Islands), Egypt, Estonia, Finland, France (including Corsica), Georgia, Germany, Gibraltar, Greece (including Greek Isles), Hungary, Iceland, Ireland, Isle of Man, Italy (including Aeolian Islands, Sardinia, Sicily), Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Morocco, Netherlands, Norway (including Jan Meyen, Svalbard Islands), Poland, Portugal (including the Azores and Madeira Islands), Romania, Russia (European), San Marino, Serbia/Montenegro (including Kosovo), Slovakia, Slovenia, Spain (including the Balearic Islands and Canary Islands), Sweden, Switzerland, Tunisia, Turkey, Ukraine, Vatican City

Area 3 - Worldwide (excluding the United States, Canada, Bermuda and the Caribbean)

Area 4 – Australia and New Zealand

Area 5 – Worldwide (including the United States, Canada, Bermuda and the Caribbean)

POLICY AGE LIMITS

Single Trip - 54 years at time of purchasing **your** insurance

Annual Multi Trip - 54 years at time of purchasing **your** insurance

Extended Stay - 45 years at time of purchasing **your** insurance

READ ME FIRST

EVIDENCE OF COVER

You should read this document carefully. It gives **you** full details of what is and is not covered and the conditions of the cover. Cover will vary from **policy to policy** and **Insurer to Insurer**.

CONDITIONS, EXCLUSIONS AND WARRANTIES

Conditions, exclusions and warranties will apply to individual sections of **your policy** while general exclusions, conditions and warranties will apply to the whole of **your policy**. It is a condition of this **policy** that all material facts must be disclosed to **us** at the time of taking out this insurance. Failure to do so may result in **our** non-liability for claims.

SPECIAL SPORTS & ACTIVITIES

You are only automatically covered under the **policy** for claims arising from activities shown within Table A and Table B. Cover for any other activities is excluded under this **policy** and cover for **winter sports** or golf is only provided if **you** have paid the additional premium and cover is shown on **your insurance certificate**.

PROPERTY CLAIMS

These claims are paid based on the value of the goods at the time **you** lose them and not on a 'new for old' or replacement cost basis. An allowance for wear, tear and depreciation will be deducted. Certain items of **personal possessions** are not covered.

PERSONAL LIABILITY

There is no cover for personal liability claims arising directly or indirectly from, happening through or in consequence of ownership, possession or use of any vehicle, automobile, aircraft or any mechanically propelled conveyance.

POLICY LIMITS

All sections of **your policy** have limits on the amount the **Insurer** will pay under that section. There are also specific limits under the **Personal Possessions** section for: any **single item, valuables**, items for which an original receipt, proof of purchase or an insurance valuation is not supplied.

POLICY EXCESSES

Under most sections of the policy, claims will be subject to an **excess** per person. This means that **you** will be responsible for the first part of the claim. The amount **you** have to pay is the **excess**.

REASONABLE CARE / UNATTENDED PROPERTY

You must exercise reasonable care to prevent **illness, injury** or loss or damage to **your** property, as if uninsured. There is no cover for property left **unattended** in a place to which the general public has access. There is no cover for loss of **cash** which was not carried on the **Insured's** person unless placed in a safety deposit box or similar locked, fixed receptacle.

COMPLAINTS PROCEDURE

If **you** have any cause for complaint regarding this insurance, please refer to the relevant section of this document for the complaints procedure to follow.

CANCELLATION PERIOD

If, after reading this policy **you** are not satisfied with it for any reason, **you** must return the **certificate** to the seller from whom you purchased the cover within 14 days of receipt in order to receive a full refund of premium, provided that a claim does not exist and that travel has not taken place. **We** can cancel this **policy** by sending seven days notice in writing to **your** last known address.

CHILDREN/INFANTS

Please note that any person under the age of 18 years old at the time of inception of this insurance, will be insured for free when travelling with an insured adult as part of a **family** group.

MATERIAL FACTS

You MUST disclose all material facts. A material fact is one that is likely to influence the **Insurer** in accepting **your** insurance. If **you** are in any doubt as to whether a fact is 'material', **you** should tell **us**. If the fact is considered to be material, **you** should seek written confirmation. If **you** do not disclose material facts, it may result in **your** claims being invalid.

LAW APPLICABLE UNDER THIS CONTRACT

The **Insurer** and the **Insured** are entitled to choose the law applicable to the insurance contract. The **Insurer** chooses the laws of England and Wales and, in the absence of any agreement to the contrary, the laws of England and Wales shall apply.

RESIDENCY

This **policy** is only available to **you** if you are permanently resident in the **United Kingdom**, Channel Islands or the Isle of Man and registered with a **medical practitioner** in one of these areas, being the one in which **you** permanently reside

HEALTH CONDITIONS

Your policy contains certain exclusions relating to **pre-existing medical conditions** that affect **you, your** travelling companions or anyone else upon whom **your** travel plans depend. Please read 'PRE-EXISTING MEDICAL CONDITIONS' of this **policy** wording.

24 HOUR EMERGENCY SERVICE

If **you** suffer an injury or illness which may lead to a claim under **your** insurance, **you** must always seek the advice of a registered **medical practitioner** before cancelling or curtailing **your trip**, or before incurring any expenses. If **you** are already on holiday you must seek the advice of the **Assistance Company**.

PRE-EXISTING MEDICAL CONDITIONS

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

This travel insurance operates on the basis that:

- a) You must be healthy, fit to travel and to undertake your planned trip;
- b) You are not travelling against the advice of a medical practitioner or would be had you sought his/her advice;
- c) You are not travelling with the intention of obtaining medical treatment or consultation abroad;
- d) You do not have any undiagnosed symptoms that require attention or investigation in the future (i.e symptoms for which you are awaiting investigations/consultations, or are awaiting results of investigations, and where the underlying cause has not been established).

This insurance excludes any claims arising directly or indirectly from a pre-existing medical condition affecting you and anyone else to be insured on this policy. This insurance also applies restrictions relating to pre-existing conditions of non-insureds on whom your trip depends and this is detailed below under CANCELLATION, CURTAILMENT OR TRIP INTERRUPTION - RESTRICTIONS RELATING TO THE HEALTH OF NON-INSUREDS.

For the purposes of this insurance, a pre-existing medical condition is defined as:

- any past or current medical condition that has given rise to symptoms or for which any form of treatment or prescribed medication, medical consultation, investigation or follow-up/check-up has been required or received during the 24 months prior to the commencement of cover under this policy and/or prior to any trip; and
- any cardiovascular or circulatory condition (e.g heart condition, hypertension, blood clots, raised cholesterol, stroke, aneurysm) that has occurred at any time prior to the commencement of cover under this policy and/or prior to any trip.

Waived Conditions

The following medical conditions are covered subject to the normal terms and conditions of this insurance, provided the insured person can meet ALL of the following criteria:

- a) has NO other pre-existing medical condition(s) which is not listed below; and
- b) is not awaiting surgery for the condition; and
- c) has been fully discharged from any post-operative follow-up.

IMPORTANT NOTE: IF THE INSURED PERSON DOES NOT MEET ALL OF THE CRITERIA SHOWN ABOVE THEN ALL PRE-EXISTING CONDITIONS INCLUDING ANY LISTED BELOW REMAIN EXCLUDED FROM COVER UNDER THIS POLICY.

WAIVED CONDITIONS TABLE

■ Abnormal Smear Test	■ Dermatitis (no hospital admissions or consultations)	■ HRT (Hormone Replacement Therapy)
■ Achilles Tendon Injury	■ Deviated Nasal Septum	■ Hyperthyroidism (Overactive Thyroid)
■ Acne	■ Diarrhoea and/or Vomiting (resolved)	■ Hypospadias
■ Acronyx (Ingrowing Toe-nail)	■ Dilatation and Curettage	■ Hypothyroidism (Underactive Thyroid)
■ Adenoids	■ Dislocated Hip	■ Hysterectomy (provided no malignancy)
■ Allergic Rhinitis	■ Dislocations	■ Impetigo
■ Alopecia	■ Dry Eye Syndrome	■ Indigestion
■ Anal Fissure/Fistula	■ Dyspepsia	■ Influenza
■ Appendectomy	■ Ear Infections (resolved - must be all clear prior to travel if flying)	■ Ingrowing Toe-nail (Acronyx)
■ Astigmatism	■ Eczema (no hospital admissions or consultations)	■ Inguinal Hernia
■ Athlete's Foot (Tinea Pedis)	■ Endocervical Polyp	■ Insomnia
■ Attention Deficit Hyperactivity Disorder	■ Endocervicitis	■ Intercostal Neuralgia
■ Bell's Palsy (Facial Paralysis)	■ Endometrial Polyp	■ Intertrigo
■ Benign Prostatic Enlargement	■ Epididymitis	■ Irritable Bowel Syndrome (IBS)
■ Bladder Infection (fully recovered, no hospital admissions)	■ Epiphora (Watery Eye)	■ Keinboeck's Disease
■ Blepharitis	■ Epispadias	■ Keratoconus
■ Blindness	■ Epistaxis (Nosebleed)	■ Knee Injury - Collateral/cruciate ligaments
■ Blocked Tear Ducts	■ Erythema Nodosum	■ Knee Replacement (no subsequent arthritis)
■ Breast - Fibroadenoma	■ Essential Tremor	■ Kohlers Disease
■ Breast Cyst(s)	■ Facial Neuritis (Trigeminal Neuralgia)	■ Labyrinthitis
■ Breast Enlargement/Reduction	■ Facial Paralysis (Bell's Palsy)	■ Laryngitis
■ Broken Bones (other than head or spine) - (no longer in plaster)	■ Femoral Hernia	■ Learning Difficulties
■ Bunion (Hallux Valgus)	■ Fibroadenoma	■ Leptothrix
■ Bursitis	■ Fibroid - Uterine	■ Leucoderma
■ Caesarean Section	■ Fibromyalgia	■ Lichen Planus
■ Candidiasis (oral or vaginal)	■ Fibromyositis	■ Ligaments (injury)
■ Carpal Tunnel Syndrome	■ Fibrositis	■ Lipoma
■ Cartilage Injury	■ Frozen Shoulder	■ Macular Degeneration
■ Cataracts	■ Gall Bladder Removal	■ Mastitis
■ Cervical Erosion	■ Ganglion	■ Masteoidectomy (resolved - must be all clear prior to travel if flying)
■ Cervicitis	■ Glandular Fever (full recovery made)	■ Menopause
■ Chalazion	■ Glaucoma	■ Menorrhagia
■ Chicken Pox (fully resolved)	■ Glue Ear (resolved - must be all clear prior to travel if flying)	■ Migraine (provided this is a definite diagnosis and there are no ongoing investigations)
■ Cholecystectomy	■ Goitre	■ Mole(s)
■ Chronic fatigue syndrome (if only symptom is fatigue)	■ Gout	■ Molluscum Contagiosum
■ Coeliac Disease	■ Grave's Disease	■ Myalgia (Muscular Rheumatism)
■ Cold Sore (Herpes Simplex)	■ Grommet(s) inserted (Glue Ear)	■ Myalgic Encephalomyelitis (ME) (if the only symptom is fatigue)
■ Colitis (simple)	■ Gynaecomastia	■ Myxoedema
■ Common Cold(s)	■ Haematoma (external)	■ Nasal Infection
■ Conjunctivitis	■ Haemorrhoidectomy	■ Nasal Polyp(s)
■ Constipation	■ Haemorrhoids (Piles)	■ Nettle Rash (Hives)
■ Corneal Graft	■ Hallux Valgus (Bunion)	■ Neuralgia, Neuritis
■ Cosmetic Surgery	■ Hammer Toe	■ Nosebleed(s)
■ Cyst - Breast	■ Hay Fever	■ Nystagmus
■ Cyst - Testicular	■ Hernia (not Hiatus)	■ Obstructive Sleep Apnoea
■ Cystitis (fully recovered, no hospital admissions)	■ Herpes Simplex (Cold Sore)	■ Osgood-schlatter's Disease
■ Cystocele (fully recovered, no hospital admissions)	■ Herpes Zoster (Shingles)	
■ D & C	■ Hip Replacement (no subsequent arthritis)	
■ Deaf Mutism	■ Hives (Nettle Rash)	
■ Deafness	■ Housemaid's Knee (Bursitis)	
■ Dental Surgery		

■ Osteochondritis	■ Skin Ringworm (Tinea Corporis)	■ Torn Ligament
■ Otitis Media	■ Sleep Apnoea	■ Torticollis (Wry Neck)
■ Overactive Thyroid	■ Sore Throat	■ Trichomycosis
■ Parametritis	■ Sprains	■ Trigeminal Neuralgia
■ Pediculosis	■ Stigmatisms	■ Turner's Syndrome
■ Pelvic Inflammatory Disease	■ Stomach Bug (resolved)	■ Twisted Testicle
■ Photodermatitis	■ Strabismus (Squint)	■ Umbilical Hernia
■ Piles	■ Stress Incontinence	■ Underactive Thyroid
■ Pityriasis Rosea	■ Synovitis	■ Undescended Testicle
■ Post Viral Fatigue Syndrome (if the only symptom is fatigue)	■ Talipes (Club Foot)	■ Urethritis (fully recovered, no hospital admissions)
■ Pregnancy (provided no complications)	■ Tendon Injury	■ URTI (Upper Respiratory Tract Infection) (resolved, no further treatment)
■ Prickly Heat	■ Tennis Elbow	■ Urticaria
■ Prolapsed Uterus (womb)	■ Tenosynovitis	■ Uterine Polyp(s)
■ Pruritis	■ Termination of Pregnancy	■ Uterine Prolapse
■ Psoriasis (no hospital admissions or consultations)	■ Testicles - Epididymitis	■ Varicocele
■ Repetitive Strain Injury	■ Testicles - Hydrocele	■ Varicose Veins - legs only, never any ulcers or cellulitis (if GP has confirmed that client is fit to travel)
■ Retinitis Pigmentosa	■ Testicles - Varicocele	■ Vasectomy
■ Rhinitis (Allergic)	■ Testicular Cyst	■ Verruca
■ Rosacea	■ Testicular Torsion (Twisted Testicle)	■ Vertigo - provided no disabling episodes
■ Ruptured Tendons	■ Throat Infection(s)	■ Vitiligo
■ Salpingo-oophoritis	■ Thrush	■ Warts (benign, non-genital)
■ Scabies	■ Thyroid - Overactive	■ Womb Prolapse (uterus)
■ Scalp Ringworm (Tinea Capitis)	■ Thyroid Deficiency	■ Wry Neck (Torticollis)
■ Scheuermann's Disease	■ Tinea Capitis (Scalp Ringworm)	
■ Sebaceous Cyst	■ Tinea Corporis (Skin Ringworm)	
■ Shingles (Herpes Zoster)	■ Tinea Pedis (Athlete's Foot)	
■ Shoulder Injury	■ Tinnitus	
■ Sinusitis	■ Tonsillitis	
	■ Tooth Extraction	
	■ Toothache	

In addition to any medical condition shown in the 'Waived Conditions' table above, you may be automatically accepted for cover if you have ONLY ONE of the following conditions provided you have NO other pre-existing medical conditions.

Arthritis (Juvenile, Osteoarthritis, Rheumatoid or Psoriatic Arthritis, Reiter's Syndrome, Rheumatism):

- There must have been NO hospital admissions within the last 12 months.
- Must NOT affect the back more than any other area of the body.
- No more than 2 medications.
- No mobility aids (other than walking stick or frame).
- Must NOT be awaiting surgery.
- Must have NO lung problems.

Asthma (Wheezing):

- There must have been NO hospital admissions EVER.
- Must have been diagnosed prior to age 50.
- Must be controlled with no more than 2 medications (NO nebulizer, NO home oxygen).
- Must have been a non-smoker for at least 12 months.
- Must be able to walk 200 yards on the flat without becoming short of breath.

Diabetes Mellitus (Sugar Diabetes):

- Type 2 (Non-Insulin-Dependent Diabetes Mellitus) only.
- Controlled by diet alone or by no more than 1 medication (no Insulin).
- There must have been NO hospital admissions or diabetic complications EVER.
- Must have been a non-smoker for at least 12 months.

Down's Syndrome:

- There must be NO associated conditions or complications (e.g. congenital heart disease, epilepsy, gastrointestinal abnormalities).

Hypercholesterolaemia (High/Raised Cholesterol):

- No more than 1 medication.
- Must NOT be the inherited form.
- Must have been a non-smoker for at least 12 months.

Hypertension (High Blood Pressure, White Coat Syndrome):

- No more than 2 medications.
- There must have been no change in treatment within the last 6 months.
- Must have been a non-smoker for at least 12 months.

Hypotension (Low Blood Pressure):

- Must NOT be associated with any underlying condition.

Osteoporosis (Osteopaenia, Fragile Bones):

- There must have been NO vertebral (backbone) fractures.

If the insured person has any other pre-existing medical condition or does not meet all the criteria above all pre-existing conditions including any listed above remain excluded from cover under this policy.

CANCELLATION AND CURTAILMENT - RESTRICTIONS RELATING TO THE HEALTH OF NON-INSUREDS.

This policy will NOT cover any claims under the Cancellation and Curtailment section arising directly or indirectly from any pre-existing medical condition known to you prior to the commencement of the period of insurance affecting any close relative or travelling companion who is not insured under this policy, or person with whom you intend to stay whilst on your trip if:

- i) a terminal diagnosis had been received prior to the commencement of the period of insurance; or
- ii) they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic at the commencement of the period of insurance; or
- iii) during the 90 days immediately prior to the commencement of the period of insurance they had:
 - required surgery, inpatient treatment or hospital consultations; or
 - required any form of treatment or prescribed medication.

You should also refer to the General Exclusions.

PREGNANCY

As is consistent with the treatment of all **pre-existing medical conditions** under the **policy**, the **policy** does not intend to cover the normal costs or losses otherwise associated with pregnancy (including multiple pregnancy) or childbirth. This includes, but is not limited to, delivery by caesarean section or any other medically or surgically assisted delivery which does not cause medical complications. The **policy** does, however, cover **you** should complications arise with **your** pregnancy due to **accidental bodily injury** or unexpected **illness** which occurs while on **your trip**.

24 HOUR EMERGENCY ASSISTANCE SERVICE

The 24 hour Emergency Assistance Service provides immediate help in the event of an **insured** person's illness or injury whilst travelling abroad – they provide a 24 hour multi-lingual emergency service 365 days a year and can be contacted by telephone or fax.

The emergency assistance provided for **you** by this insurance is operated by **One Assist** and **Healthwatch S.A.**

In the event of any illness, injury, accident or hospitalisation which requires:

Inpatient treatment, anywhere in the world **you** must contact:

One Assist
Tel: 0113 318 8120
Fax: 0113 318 8122

Outpatient treatment, anywhere in the world, excluding North America, the **United Kingdom**, Channel Islands and Isle of Man **you** must contact:

Healthwatch S.A.
Tel: 0113 318 0124
Fax: 0113 318 0125
Email: newcase@healthwatch.gr

Outpatient treatment, in North America, The **United Kingdom**, Channel Islands and Isle of Man, **you** must contact:

One Assist
Tel: 0113 318 8120
Fax: 0113 318 8122

One Assist or **Healthwatch S.A.** may be able to guarantee costs on **your** behalf. When contacting **One Assist** or **Healthwatch S.A.** please state that **your** insurance is provided by UK General Insurance Ltd and quote the appropriate scheme name and reference number:

Scheme Name: Protectyourbubble
Reference number: 04409A/PYB

Note: **You** must retain receipts for medical and additional costs incurred and **you** are responsible for any policy **excess** which should be paid by **you** at the time of treatment.

In-patient Treatment Abroad

If **you** go into hospital **you** must contact **One Assist** immediately. If **you** do not, this could mean that **we** will not provide cover or **we** will reduce the amount **we** pay for medical expenses.

Outpatient Treatment Abroad

If **you** require outpatient treatment please contact the appropriate Emergency **Assistance Company** as detailed above. If the Emergency Assistance is being provided by Healthwatch SA, they will ensure that the treating doctor or Clinic is aware of the following instructions.

OUTPATIENT INSTRUCTIONS TO DOCTORS/CLINICS

In order to have your invoices paid quickly, please send your treatment invoice together with a copy of the **policy** (clearly showing the patient name/s) and any supporting documentation related to the outpatient treatment (Medical report, cost breakdown) by email to newcase@healthwatch.gr

You must include your bank account details, IBAN no's and / or swift code for payment to be processed electronically.

Out Patient Department tel: 00 30 2310 256454

Out Patient Department fax: 00 30 2310 256455 or 00 30 2310 254160

Email: newcase@healthwatch.gr

Returning early to the United Kingdom, Channel Islands or Isle of Man,

If **you** have to return to the **United Kingdom**, Channel Islands or Isle of Man under the Medical Emergency and Repatriation section the relevant Emergency **Assistance Company** must authorise this. If they do not, this could mean that **we** will not provide cover or **we** may reduce the amount **we** pay for **your** return **home**. **We** reserve the right to repatriate **you** should **our** medical advisors consider you fit to travel.

NB. FAILURE TO CONTACT THE 24 HOUR MEDICAL EMERGENCY COMPANY MAY RESULT IN A CLAIM BEING INVALID.

POLICY CONTRACT PERIOD

Contract Period - Single Trip or Extended Stay Trip

A single return **trip**, as defined in the **period of insurance**, beginning and ending in **your country of residence**, subject to a maximum limit of 31 days if **you** have purchased a single **trip** policy and 365 days if **you** have purchased an extended stay policy.

Please note that cover for **trips** within **your own country of residence** only applies providing they are pre booked for a period of at least two nights.

Contract Period - One way Trip

A single outward **trip**, as defined in the **period of insurance**, beginning in **your country of residence**. The **period of insurance** shall expire normally or in any event no later than 72 hours after the time the **Insured** first leaves the immigration control of their final destination country and subject to a maximum limit of 31 days.

Contract Period - Annual Multi-Trip

Any number of return **trips** beginning and ending in **your country of residence** as defined subject to the following:

- The maximum **trip** duration is 21 days.
- cover for overnight **trips** within **your country of residence** applies when accommodation is pre-paid & pre-booked for a minimum of two consecutive nights and a booking form confirming **your** reservation obtained.

DEFINITIONS

Any word defined below will have the same meaning wherever it is shown in **your policy** in bold print. These definitions have been listed in alphabetical order.

Accident, Accidental

A sudden, unexpected event caused by something external and visible, which results directly and solely in loss, damage or physical **bodily injury**.

Act of Terrorism

An act, including but not limited to the use of force or violence and/ or the threat 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 and/ or the public, or any section of the public in fear.

Adverse Weather

Weather of such severity that the police (or appropriate authority) warn by means of public communications network (including but not limited to television or radio) that it is unsafe for individuals to attempt to travel via the route originally envisaged by **you**.

Assistance Company

Please see '24 Hour Emergency Assistance' section.

Bodily Injury

Means an identifiable physical injury sustained by **you** caused by sudden, unexpected, external and visible means.

Business Equipment

Means communication devices and other business related equipment that is carried by **you** in the course of **your** business. It incorporates business goods or samples, presentation materials, packaging/cases, technical materials/equipment directly associated with **your** trade or profession. It does not include laptop computers or their accessories.

Business Money

Means **business money** or travellers cheques taken on **your** business **trip**.

Cancellation Costs

Travel, accommodation, car hire and excursions paid or contracted to be paid by **you** in respect of **your trip**.

Cash

Bank currency notes and coins.

Certificate

An insurance validation certificate issued by the seller which describes **you** and the **Insured** person(s) who are covered under this **policy**.

Claims Handler

Direct Group Travel Services
Tel: 0844 412 4296 quoting 04409A/PYB

Close Business Associate

A person in the same employment as **you** in **your country of residence**, whose absence from work or place of employment for one or more complete days at the same time as **you**, prevents the effective continuation of that business.

Common-Law Partner(s)

Any couple (including same sex) in common law relationship or who have co-habitated in **your country of residence** for at least 6 months prior to the commencement of **your trip**.

Country of Residence

The country of permanent residence in which **you** live within the **United Kingdom**, Channel Islands or Isle of Man, for no less than 6 months of the year.

Curtailment Costs

Travel costs necessary to return **you home** before the booked return date and a pro-rata amount representing the total pre-paid or contracted costs of accommodation, car hire and excursions attributable to each complete day of **your trip**.

The following are not included in the definition:

- all costs attributable to the outward and return travel tickets, whether used or unused.

Excess

The first amount **you** and each person named under the insurance **certificate** have agreed to pay towards a claim under each section of this **policy**, as outlined within the Schedule of Benefits.

Family

Up to two (2) adults and all their dependent children under the age of 18.

Fragile Articles

Means any item(s) carried as **your personal possessions** which could be easily damaged or destroyed.

Golf Equipment

Golf Clubs, Golf Bags, Golf Shoes, Golf Trolley owned or hired by **you**.

Home

Your usual place of residence in the **United Kingdom**, Channel Islands or Isle of Man, for no less than 6 months of the year.

Insurer

UK General Insurance Ltd on behalf of Ageas Insurance Limited.

Illness

Any disease, infection or **bodily injury** which is unexpectedly contracted by **you** prior to **your trip** or unexpectedly manifests itself for the first time during **your trip**.

Insurance Premium Tax (IPT)

A Government tax which must be paid by **you** in addition to the insurance premium.

Medical Practitioner

A registered practicing member of the medical profession who is not related to **you** or any person with whom **you** are travelling.

Pair or Set

Two or more items of **personal possessions**, which are owned by **you** and which are complimentary or used or worn together.

Personal Money

Bank currency notes, coins and travellers cheques.

Personal Possessions

Luggage, clothing, **valuables** and personal items which are owned by **you** and have been either taken or purchased on the **trip**. The following are not included in the definition:

Animal skins, antiques, bicycles, binoculars, bonds, buggies, computer games and computer game consoles, computer or telecommunications equipment of any kind, contact or corneal lenses, coupons, diving

equipment, documents of any kind, furs, ipods, marine and craft equipment, mobile phones, **money**, motor vehicles, MP3 players, musical instruments, prams, prescription spectacles, radios, sailboards or related equipment or fittings of any kind, securities, stamps, sunglasses, surfboards, tape recorders, television sets, travellers cheques, video equipment or DVD equipment of any kind.

Period of Insurance

Single **trip** cover – The **trip** duration as shown in **your certificate**. Cover under the Cancellation section of **your policy** starts from the date the **certificate** is issued and ends:

- at the start of **your trip** or
- if a claim is made under the Cancellation cover.

The cover under all other sections of **your policy** starts at **your trip** departure and ends:

- if a claim is made under the Cancellation cover; or
- on **your return home**, place of business, hospital, nursing home in the **United Kingdom**, Channel Islands or Isle of Man; or
- the expiry of the **policy**; or
- following **your** refusal and/or failure to return **home** following confirmation from the 24 hour Emergency Assistance Service that **you** are fit and able to return **home**; or
- your trip** exceeding the maximum **trip** length for single **trips**.

If **you** have purchased an Extended Stay **policy**, cover applies as for Single **Trip** policies for one **trip** of up to 12 months in duration. **You** can return to **your home** country during this **period of insurance** but cover is not valid whilst in **your home** country or for the subsequent outward bound journey until **you** resume **your trip** and arrive at **your final destination**. All cover ceases if a claim is made under the Cancellation and Curtailment section.

One-way **trip** cover - ends on the expiry of the **policy**, or 72 hours after the time **you** first leave the immigration control of **your final destination** country, whichever is earlier.

Annual Multi **Trip** cover – The period starting and ending on those dates shown on **your certificate**. Cover under the Cancellation section of **your policy**, starts from the later of either:

- the date of inception of **your certificate**; or
- the time at which the **trip** is booked.

And ends at whichever happens first:

- the start of **your trip**; or
- the expiry of the **policy** contract period.

The cover under all other sections of **your policy**, starts at **your trip** departure and ends on either:

- your return home**; or
- the expiry of this **policy**; or
- your trip** exceeding the maximum **trip** length for any one **trip**; or
- following **your** refusal and/or failure to return **home** following confirmation from The 24 hour Emergency Assistance Service that **you** are fit to return **home**; whichever happens first.

Cover will automatically be extended day by day up to a maximum of 30 days after the expiry of the **policy** when the return is necessarily delayed as a result of ill-health of **you** or failure of **public transport** provided that the **Assistance Company** has been notified and agreed this.

Policy Age Limits

Single **Trip** - 54 years at time of purchasing **your** insurance

Annual Multi **Trip** - 54 years at time of purchasing **your** insurance

Extended Stay - 45 years at time of purchasing **your** insurance

Policy

Your certificate, this **policy** and endorsements.

Pre-existing medical condition

Any past or current medical condition that has given rise to symptoms or for which any form of treatment or prescribed medication, medical consultation, investigation or follow-up/check-up has been required or received during the 24 months prior to the commencement of cover under this **policy** and/or prior to any **trip**; and

Any cardiovascular or circulatory condition (e.g heart condition, hypertension, blood clots, raised cholesterol, stroke, aneurysm) that has occurred at any time prior to the commencement of cover under this **policy** and/or prior to any **trip**.

Public Transport

A train, bus, coach, ferry service or scheduled airline flight operating to a published timetable to join the booked travel itinerary.

Redundancy, Redundant

You becoming unemployed under the Protection of Employment Act. **You** must have been given a Notice of **Redundancy** and qualify for payment under the current **redundancy** payments legislation.

The following are not included in the definition:

- Any employment which has not been continuous and with the same employer;
- Any employment which is not on a permanent basis;
- Any employment which is on a short term fixed contract;
- Any instance where **you** had reason to believe that **you** would be made **redundant** at the time of booking **your trip**.

Relative

Brother, step brother, brother-in-law, **common law partner**, daughter, step daughter, adopted daughter, daughter-in-law, fiancé(e), grandchild, grand parents, legal guardian, parent, step parent, parent-in-law, sister, step sister, sister-in-law, son, step son, adopted son, son-in-law, foster child or spouse.

Single Item

Any one article, pair, set or collection owned by **you**.

Single Parent Family

One adult and all of his/her dependent children under the age of 18.

Ski Equipment

Skis, ski bindings, ski boots, ski poles, snowboard, snowboard bindings and snowboard boots, owned or hired by **you**.

Special Sports & Activities

Those activities outlined in Table A and Table B as being covered under the **policy**.

Sports Equipment

Those items that are usually worn, carried, used or held during the participation in a sporting activity.

Territorial Waters

All waters within the jurisdiction of the country **you** are visiting during **your trip**.

Total Disablement

Means **you** are prevented from engaging in paid employment or paid occupation of any and every kind, except any occupation normally reserved for the disabled.

Travel Documents

Means passport, green cards, travel tickets and accommodation vouchers owned by **you**.

Travelling Companion

Any named person on **your** insurance **certificate** and/or booking invoice.

Trip

Any journey made by **you** within the area shown in the **certificate** which begins and ends in the **United Kingdom**, Channel Islands or Isle of Man during the **period of insurance**. The policy will also cover a one way trip commencing in the **United Kingdom**, Channel Islands or Isle of Man but ends 72 hours after the time **you** first leave the immigration control of **your final destination** country.

If annual multi **trip** cover is selected any such **trip** over the maximum **trip** duration that **you** have chosen to purchase is not insured and any **trip** solely within **your country of residence**, is only covered where **you** have pre-booked at least two nights accommodation and a booking invoice is obtained.

Single Trip Policies

- The maximum **trip** duration is 31 days.

Extended Stay Policies

- The maximum **trip** duration is 365 days.

Annual Multi Trip Policies

- The maximum **trip** duration is 21 days.

Winter Sports

- Winter Sports** cover is available on payment of an additional premium on single **trip** and annual multi **trip** **policies**. On annual multi **trip** **policies** cover is limited to 17 days per **trip** and in the aggregate.

Please note that all **trips** must start and end in **your country of residence** and a return ticket must have been booked prior to departure (unless **you** have purchased one way **trip** cover). Equally, if **you** exceed a maximum **trip** limit on an annual multi **trip** **policy** or travel outside the dates of cover on a single **trip** or Extended Stay **policy**, as shown on **your certificate**, all cover for the whole **trip** duration will be invalidated.

United Kingdom

England, Scotland, Wales and Northern Ireland.

Unattended

Means when **you** are not in full view of and not in a position to prevent unauthorized interference with **your** property or vehicle.

Valuables

Articles made of or containing gold, silver or other precious metals, binoculars, camcorders, cameras, computer equipment, computer games & computer game consoles, compact disc players, furs, jewellery, leather goods, Mini-Disc players, mobile phones, MP3 players & iPods, photographic equipment, precious or semi-precious stones, silks, spectacles, sunglasses, telescopes, watches, owned by **you**.

Winter sports

Guided cross-country skiing (Nordic Skiing), mono skiing, off-piste skiing or snowboarding (in areas designated safe by resort management), recreational racing, skiing, snowboarding and snow sledging.

The following are not included in the definition, but not limited to:

Freestyle skiing, heli-skiing, ice hockey, luge, off-piste skiing or snowboarding in areas designated as unsafe by resort management, off-piste skiing or snowboarding where there is an avalanche warning in place, parapenting, ski acrobatics and stunting, ski bob racing, ski-doing, ski flying, ski jumping, ski racing or training, the use of skeletons or bobsleighs, snow mobiling, tobogganing.

We/Us/Our

UK General Insurance Ltd on behalf of Ageas Insurance Ltd.

You/ Yours/ Insured

Any person named on the **certificate**.

BENEFITS AND UPGRADES

Benefits provided under this insurance **policy** are dependent upon the level of cover that **you** purchase and are identified accordingly on the Schedule of Benefits shown within this **policy** document. Where **you** have been able to purchase an upgrade, this will be shown on **your** insurance **certificate**.

Excess Waiver

The **excess** is reduced to nil when **you** have chosen to pay the additional premium for **excess** waiver cover.

Double Excess

When **you** have selected the double **excess** option, all **excesses** specified on the Schedule of Benefits are doubled per **Insured Person**.

- Optional Business Cover** (Standard, Premier and Premier Plus Single **Trip** and Annual Multi **Trip** only) **Your policy** can be extended to provide additional benefits for Business cover as identified within the Business Cover section of **your policy**.

- Optional Golf Cover** (Standard, Premier and Premier Plus Single **Trip** and Annual Multi **Trip** only) **Your policy** can be extended to provide additional benefits for Golf cover as identified within the Golf Cover section of **your policy**.

- Optional Winter Sports Cover** (Single **Trip** and Annual Multi **Trip** only) **Your policy** can be extended to provide additional benefits for **Winter Sports** cover as identified within the **Winter Sports** section of **your policy**. Under Annual Multi **Trip** **policies**, **winter sports** cover is limited to 17 days per **trip** and in the aggregate.

SECTIONS OF COVER

We will, subject to the terms of the **policy** and confirmation of proof of payment of the appropriate insurance premium, pay the benefit described in respect of events occurring during the **period of insurance**. This **policy** gives full details of the cover, limits and exclusions applicable to the insurance. It should be read in conjunction with a validation **certificate** that states the persons covered and the basis of that cover. Together these documents form a contract of insurance.

SECTION 1 – MEDICAL EMERGENCY AND REPATRIATION

SPECIAL CONDITION

In the event of **your** death, or **you** being involved in an **accident**, being admitted to hospital, or curtailing for medical reasons, the **Assistance Company** must be advised as soon as possible and liability shall only attach for expenses agreed by them. Failure to notify the **Assistance Company** could prejudice the **Insurer** and could result in the **Insurer's** non-acceptance of liability of such claims.

NOTE: This section does not apply to trips within your own country of residence.

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits in respect of the following expenses necessarily incurred as a result of **you** sustaining **accidental bodily injury**, unexpected **illness** or **your** death:

1 Emergency Medical Expenses

- Cost of medical, surgical or hospital treatment. The **Insurer** reserves the right to repatriate when, in the opinion of the **Insurer's** medical advisors, the **Insured** is fit to travel;

- b) Cost of transporting **your** remains back **home** or burial or cremation of a deceased **Insured** abroad up to £2,500.

2 Emergency Repatriation

- a) The cost of return to **your country of residence** of an injured or sick **Insured** by medically appropriate means where, in the opinion of the **Insurer's** medical advisors, such return is medically necessary.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for

1. the **excess** (unless **you** use an EHIC (European Health Insurance Card) which successfully reduces the amount of the claim) as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
2. claims arising from a **pre-existing medical condition** which is specifically advised as excluded under the **'Pre-Existing Medical Conditions'** section and where **you** do not comply with the conditions laid out in this section;
3. claims arising for treatment or surgery which, in the opinion of the **Insurer's** medical advisors, is not essential or can reasonably be delayed until **your return home**;
4. claims arising from the additional costs of single or private hospital room accommodation;
5. claims arising from medical treatment of any kind received after **you** have returned **home**;
6. claims arising from medical treatment of any kind not authorised at the time by a recognised registered **medical practitioner**;
7. claims arising from medical treatment of any kind occurring after **you** have refused the offer of repatriation when, in the opinion of the **Insurer's** medical advisors, **you** are fit to travel;
8. claims arising in respect of elective medical treatment, physiotherapy treatment and other associated therapies;
9. claims arising out of **your** failure to contact the **Assistance Company**;

SPECIAL CONDITION

Should **you** require medical treatment in Australia, **you** should enrol with MEDICARE. It is not necessary to enrol on arrival. **You** can simply do this at the first occasion on which **you** receive treatment. In-patient and out-patient treatment at a public hospital is then available free of charge. Should **you** be admitted to hospital, immediate contact must be made with the **Assistance Company** and their authority obtained in respect of any treatment NOT available under MEDICARE before such treatment is provided.

SECTION 2 – EMERGENCY DENTAL TREATMENT

NOTE: This section does not apply to trips within your own country of residence.

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits for the costs of providing necessary temporary treatment for the immediate relief of pain only and/or emergency repairs to dentures and orthodontic appliances carried out solely to alleviate distress when eating.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. the **excess** (unless **you** use an EHIC (European Health Insurance Card) which successfully reduces the amount of the claim) as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
2. claims arising for costs for any subsequent permanent or routine treatment;
3. any treatment which is pre-planned or expected;
4. claims arising for treatment which, in the opinion of the **Insurer's** medical advisors, is not essential or can reasonably be delayed until **your return home**;
5. any damage to dentures, other than whilst being worn by **you**;
6. normal wear and tear;
7. any treatment involving the provision of dentures or the use of precious metals.

SECTION 3 - ADDITIONAL ACCOMMODATION AND TRAVELLING COSTS

SPECIAL CONDITION

In respect of cover under this section, the **Assistance Company** must be contacted and liability shall only attach for expenses agreed by them. Failure to notify the **Assistance Company** could prejudice the **Insurer** and could result in the **Insurer's** non-acceptance of liability of such claims.

NOTE: This section does not apply to trips within your own country of residence.

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits for the following necessary additional costs (in the event of a valid claim for repatriation under the Medical Emergency and Repatriation section).

- a) Additional travel and accommodation costs for each **Insured Person** accompanying **you** on the **trip** to return **home**, if **our** medical advisors confirm that it is medically necessary for **you** to be accompanied on the **trip home**, and the return journey cannot take place on the original pre-booked tickets;
- b) Additional travel and accommodation costs for one person to fly out to **you** and accompany **you home**, if **our** medical advisors confirm that this is necessary;
- c) Travel and accommodation costs for a business colleague, as necessary, to replace **you** in your location outside **your home country** following **your** repatriation or death during a **trip**;
- d) Additional travel costs to return **home** any of **your children** insured under this **policy** if **you** are incapacitated and there is no other responsible adult to supervise them.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. any air travel costs in excess of a return economy/tourist class ticket for each **Insured Person**;
2. accommodation costs other than the cost of the room.

SECTION 4 - HOSPITAL DAILY BENEFIT

NOTE: This section does not apply to trips within your own country of residence.

What You Are Covered For:

The **Insurer** will pay **you** the amount shown in the Schedule of Benefits for each and every completed period of 24 hours for which **you** are an inpatient in a hospital abroad, as a direct result of **you** sustaining **accidental bodily injury** or unexpected **illness** which is covered under the Medical Emergency and Repatriation section.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. claims where the **Assistance Company** has not been contacted and a recommended hospital has been appointed;
2. any claim if **you** have purchased Economy cover.

SECTION 5 – CANCELLATION AND CURTAILMENT

Cancellation and Curtailment

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits if **your trip** is cancelled or curtailed due to any one of the reasons listed below occurring to **you**, or **your travelling companion** during the covered period. The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits:

- **Cancellation** for travel and accommodation expenses (including pre-booked ski pass and ski tuition fees where **you** have paid the appropriate additional premium for **winter sports cover**) paid or contracted to be paid by **you** in respect of **your own trip** (prior to any occurrence giving rise to a claim under this section) which are not recoverable.
- **Curtailment** for travel expenses to **your home** and pro-rata amount of the total pre-paid or contracted cost for each complete day of the **trip** which is foregone and which are not recoverable (excluding pre-paid or contracted costs for transportation to return **home** and used travel ticket costs).

Reasons for Cancellation and Curtailment:

- a) Death, **serious illness or serious injury**, occurring during the **period of insurance**, to **you**, **your travelling companion**, a **relative** or **close business associate of you** or **your travelling companion**, or the person with whom **you** have arranged to stay whilst on the **trip**;
- b) **You** being called for jury service or witness call;
- c) **Accident to your vehicle** within 7 days prior to intended date of departure (applicable to self-drive holidays only);
- d) **You** posting overseas or emergency and unavoidable requirements of duty in the Armed Forces, Police, Fire, Nursing or Ambulance Services;
- e) **Your Redundancy** notified during the **period of insurance** which qualifies for payment under the Redundancy Payments Act;
- f) Fire, flood or burglary at **your home** or place of business occurring or becoming apparent within 5 days prior to the commencement of the journey or holiday;
- g) **Your** presence being required by the police following burglary at **home** or **your** place of business;
- h) Cancellation or curtailment of any one component part or series of parts of the booked **trip** travel arrangements arising solely from the error, insolvency, omission or default of each provider on which the performance of any other component part or series of parts of the itinerary depends.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
2. disinclination to travel or continue travelling;
3. claims arising from a **pre-existing medical condition** which is specifically advised as excluded under the **'Pre-Existing Medical Conditions'** section and where **you** do not comply with the conditions laid out in this section;
4. normal pregnancy, without any accompanying **bodily injury**, illness, disease or complication;
5. claims arising which are not supported by written medical confirmation and clinical reports from medical service providers, as well as all other proof of the happening of an event causing Cancellation or Curtailment;
6. claims for any costs associated with unused timeshare property;
7. claims arising where **you** have not been able to receive the necessary inoculations or vaccinations or obtain necessary visas;
8. claims arising from **your** financial circumstances other than due to **redundancy** where **you** qualify for **redundancy** payment under current EU legislation;
9. claims arising from a change in work commitments or holiday entitlement;
10. claims arising from any loss resulting from the cancellation or delay of a flight, subsequent to **your** initial international departure or return from or to **your country of residence**;
11. claims arising for the direct losses incurred as a result of scheduled airline failure.

SPECIAL NOTE:

It is a condition of this section that any claim for Cancellation be advised verbally to the claims administrators as soon as possible and then confirmed in writing to them as soon as possible thereafter. Curtailment must be authorised by the Assistance company following confirmation from the treating doctor that IT IS MEDICALLY NECESSARY THAT THE INSURED CURTAILS THEIR TRIP, where the curtailment is due to an illness/injury.

If you curtail your trip due to an illness/death of a third party, family member or relative then you must also ring the Assistance company, otherwise your claim may be declined. You must always take action to mitigate your costs.

SECTION 6 – TRAVEL DELAY

NOTE: This section does not apply to trips within your own country of residence.

What You Are Covered For:

If departure of the **public transport** on which **you** are booked to travel is delayed at the final departure point from or to the **United Kingdom**, Channel Islands or Isle of Man for at least 12 hours from the scheduled time of departure as a result of strike or industrial action, **adverse weather** conditions or mechanical breakdown, the **Insurer** will compensate **you** as follows:

- **Travel Delay** The amount shown in the Schedule of Benefits for the first full 12 hour period of delay, up to the maximum amount shown in the Schedule of Benefits, provided always that **you** obtain in writing from the carrier a statement confirming the length and exact nature of the delay.
- **Abandonment** If **you** choose to cancel **your trip** following a delay of not less than 12 hours beyond the scheduled departure time (and written confirmation obtained from the carrier), the **Insurer** will indemnify **you** up to the amount shown in the Schedule of Benefits for travel, accommodation, car hire & excursions paid or contracted to be paid by **you** in respect of **your own trip** (prior to any occurrence giving rise to a claim under this section) and which are not recoverable elsewhere.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
2. claims arising from strike or industrial action, if the strike or industrial action was notified at the time the insurance was purchased or the **trip** was booked (whichever is later);
3. **your** failure to check in as per **your** original itinerary;
4. claims where **you** have not obtained written confirmation from the carrier stating the period and reason for the delay;
5. withdrawal from service of the **public transport** on which **you** are booked to travel, by order or recommendation of the regulatory authority in any country. **You** should direct any claim to the transport operator involved.
6. any claim payable that can be paid under the Missed Departure on the Outward Journey section;
7. any claim if **you** have purchased Economy cover.

SECTION 7 – MISSED DEPARTURE ON THE OUTWARD JOURNEY

NOTE: This section does not apply to trips within your own country of residence.

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits, in respect of reasonable additional costs of travel and accommodation necessarily incurred if **you** are unable to reach the international point of departure of the booked travel itinerary on the initial outward journey from **your home** country only, as a consequence of the failure of **public transport** services or the accident/breakdown of a motor vehicle in which **you** are travelling.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

- claims arising as a result of **you** not having taken reasonable steps to complete the journey to the departure point on time;
- claims arising from the failure of **public transport** services caused by strike, riot or civil commotion for which warning has been given prior to the commencement of departure to the departure point;
- claims arising from the vehicle not having been properly serviced and maintained, in the event of vehicle breakdown;
- claims arising from an accident/ breakdown of a motor vehicle, where no written evidence of such accident/ breakdown has been supplied.
- claims arising from delay/cancellation of **public transport**, where no written evidence of such delay/cancellation has been supplied.
- claims arising where missed departure is caused as a result of a delay in a prior connecting flight;
- any claim if **you** have purchased Economy cover.

SECTION 8 - PERSONAL POSSESSIONS**What You Are Covered For:****Lost, Stolen or Damaged**

The **Insurer** will reimburse **you** up to the amount as shown in the Schedule of Benefits, for the value of **personal possessions** taken or purchased on the **trip** by **you** which are accidentally lost, stolen or damaged. The maximum payment for any **single item** is shown as a sub-limit in the Schedule of Benefits. The maximum payment for **valuables** is shown as sub-limit in the Schedule of Benefits. The maximum payment for any **single item** for which an original receipt, proof of purchase or insurance valuation (obtained prior to the loss) is not supplied is £60 subject to a maximum of £300 for all such items. The maximum payment for mobile telephones is £100. The maximum payment for cigarettes and alcohol lost, damaged or stolen is £50. The maximum limit for personal possessions lost, damaged or stolen from a beach or poolside is £100.

- Travel Documents** The **Insurer** will reimburse **you** up to the maximum as shown in the Schedule of Benefits for the value of **travel documents** held by **you** which are lost or stolen (and reasonable expenses directly consequential upon any such loss whilst abroad).
- Baggage Delay** The **Insurer** will reimburse **you** for the cost of emergency purchases, up to the maximum as shown in the Schedule of Benefits should **personal possessions** be delayed or lost in transit on the outward journey for more than 24 hours. Payment made under this heading will be set against the amount of any claim arising if the **personal possessions** are permanently lost. **You** must supply receipts for the items purchased and confirmation from the carrier of the length of delay.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

- the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
- claims arising from breakage of **fragile articles** unless caused by fire or **accident** to a vehicle;
- claims arising from damage caused by leakage of powder or liquid carried within **personal possessions**;
- claims arising for theft which are not reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
- claims arising for loss or damage which are not reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against or in connection with carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery, and an official written report obtained). In the case of an airline, a Property Irregularity Report will be required;
- claims arising for breakage of **sports equipment** (unless **ski equipment** or **golf equipment** and appropriate **wintersports** or golf cover has been effected) whilst in use;
- claims arising from delay, detention, seizure or confiscation by customs or other officials;
- claims arising for loss, theft or damage to household goods or anything shipped as freight or under a Bill of Lading;
- claims arising for loss of or damage to dentures or bridgework;
- claims arising for **personal possessions** left **unattended** in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property including, theft or damage occurring on a beach or in or around a swimming pool;
- claims arising for loss, theft or damage of items from an **unattended** motor vehicle, unless taken from a locked boot, glove box or locked & secured roof box between 8am and 8pm local time and there is evidence of violent and forcible entry which is confirmed by a written police report;
- claims arising for loss or damage to items carried on a vehicle roof rack;
- claims arising for loss, theft or damage to **valuables** which at the time of such loss, theft or damage were located in checked-in luggage or a motor vehicle;
- loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning, repairing or restoring, mechanical or electrical breakdown.

SPECIAL NOTE:

The **Insurer's** liability for articles owned by the **Insured** shall be further limited to take into account wear and tear, as follows:

Up to 1 year old	- 90% of purchase price
Up to 2 years old	- 70% of purchase price
Up to 3 years old	- 50% of purchase price
Up to 4 years old	- 30% of purchase price
Up to 5 years old	- 20% of purchase price
Over 5 years old	- Nil

SECTION 9 - PERSONAL MONEY**What You Are Covered For:**

The **Insurer** will reimburse **you** up to the amount as shown in the Schedule of Benefits in respect of loss of **personal money** which is the property of **you** and carried on **your** person or placed in a safety deposit box or similar locked, fixed receptacle. Cover for **cash** and **cash** lost or stolen whilst at the beach is limited to the amount shown in the Schedule of Benefits.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

- the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;

- claims arising for theft which have not been reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
- claims for loss which have not been reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against or in connection with carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery, and an official written report obtained);
- claims arising from delay, detention, seizure or confiscation by Customs or other officials;
- claims arising from shortages due to error, omission or depreciation in value;
- claims arising for loss or theft of **personal money** which at the time of such loss or theft was located in checked-in luggage or an **unattended** motor vehicle at any time;
- claims arising for **personal money** left **unattended** in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property including loss or theft occurring on a beach or in or around a swimming pool.

SECTION 10 - PERSONAL LIABILITY**What You Are Covered For:**

The **Insurer** will pay **you** up to the amount as shown in the Schedule of Benefits for the legal liability of the **Insured** for accidental injury/death to third parties and/or **accidental** damage to their property within the geographical limits of their **policy**. This cover is applicable only in respect of liability under the law of the country in which the event giving rise to the claim occurred, or under the laws of England and Wales (whichever is applicable to the case in point).

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

- the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
- claims arising directly or indirectly from, happening through or in consequence of:
 - employer's liability, contractual liability, or liability to a member of **your** family or **your travelling companion**;
 - animals belonging to, or in the care, custody or control of the **Insured**;
 - wilful, malicious or unlawful acts or the use of firearms;
 - the pursuit of trade, business or profession;
 - ownership or occupation of land or buildings (other than **your** temporary **trip** accommodation); or
 - you** being under the influence of intoxicating liquor or drugs;
- claims arising directly or indirectly from, happening through or in consequence of ownership, possession or use of any vehicle, automobile, aircraft, watercraft, or any mechanically propelled conveyance;
- claims for legal fees and costs resulting from any criminal proceedings;
- any claim where **you** have cover under another insurance **policy**.

SPECIAL CONDITION

No liability shall be admitted and no admission, arrangement, offer, promise or payment shall be made by the **Insured** without the written consent of the **Insurer**, who shall be entitled, if they so desire, to take over and conduct, in the name of the **Insured**, their defence of any claim or to prosecute for their own benefit any claims for indemnity, damages or otherwise against any third party. The **Insurer** shall have full discretion in the conduct of any negotiations, proceedings, or the settlement of any claims and the **Insured** shall, wherever possible, give all such information and assistance as the **Insurer** may require.

SECTION 11 - PERSONAL ACCIDENT**What You Are Covered For:**

The **Insurer** will pay **you** or **your** estate the sum insured as shown in the Schedule of Benefits for losses resulting from an external **accident** resulting in **your** death, loss of limb(s), loss of sight or permanent **total disablement**. Loss must occur within 180 days of the date of **accident**. No benefits shall be paid for more than one loss suffered.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

- any benefit where **your** death, injury or loss does not occur within 180 days of the **accident**;
- any benefit as a result of participating in **special sports or activities**, not detailed as covered in this **policy** document;
- any benefit if **you** cannot prove to the **Insurer** that the permanent **total disablement** has continued for 12 months from the date of the injury and in all probability will continue for the remainder of **your** life;
- more than one lump sum under this section.

SECTION 12 - LEGAL EXPENSES**What You Are Covered For:**

The **Insurer** will reimburse **you** up to the amount as shown in the Schedule of Benefits, for legal costs incurred by **you** in pursuit of legal proceedings against third parties (excluding any member of **your** or **your travelling companion's** family, **your travelling companion**, **close business associate** or employer) for any compensation owed to **you** arising directly from physical **bodily injury** or **your** death during the **period of insurance**.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

- the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
- claims arising for any legal expenses incurred without prior written authorisation by the **Insurer**;
- claims arising where the **Insurer** considers **your** prospects of success in achieving a reasonable benefit to be insufficient;
- claims arising pursuant to a contingent fee agreement between **you** and **your** counsel/lawyer;
- claims arising for any additional travel and accommodation expenses incurred over the amount shown in the Schedule of Benefits, whilst in pursuit of legal proceedings;
- claims arising from **you** pursuing legal proceedings as part of and/or on behalf of a group or organisation;
- claims incurred for any legal costs in pursuing legal proceedings against a Travel Agent, Tour Operator, Carrier, Broker, UK General Insurance Ltd, Ageas Insurance Limited, the **Claims Handler**, the **Assistance Company**;
- claims occurring under criminal law;
- claims occurring or where the case is brought to court in more than one country.

SPECIAL CONDITIONS

The **Insured** must comply with the following procedures:

- the **Insured** shall apply to the **Insurer** for a written acknowledgement by the **Insurer** of the existence of a potentially viable claim;
- if an acknowledgement in a) is granted, the **Insurer** shall initially pay up to 5% of the amount shown in the Schedule of Benefits for legal costs incurred by the **Insured** to determine the probability of success in achieving a reasonable benefit. This shall include an assessment of the legal liability of the potential defendant and the ability to collect damages from the potential defendant;
- the **Insurer** shall not be responsible for any legal expenses incurred prior to its issuing the **Insured** with a written acknowledgement of the existence of a potentially viable claim;
- in the event that the **Insured** is awarded compensation (by judgement or settlement), the **Insurer** shall be entitled to recover from the **Insured** or on behalf of the **Insured** any sum paid under any section of this **policy** on account of the same incident for which compensation is received.

SECTION 13 – UK CHIROPRACTIC AND PHYSIOTHERAPY EXPENSES

Note: This section does not apply to trips within your own country of residence

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits for chiropractic and physiotherapy expenses that **you** incur in **your country of residence** following an illness or accidental injury happening during **your trip**.

What You Are Not Covered For:

- In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:
- the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
 - claims arising from a **pre-existing medical condition** which is specifically advised as excluded under the **'Pre-Existing Medical Conditions'** section and where **you** do not comply with the conditions laid out in this section;
 - claims arising from treatment which, in the opinion of the **Insurer's** medical advisors, is not essential and not related to **your** illness or injury abroad;
 - claims arising out of **your** failure to contact the **Assistance Company** when the illness or injury presents itself abroad;
 - any claim where **you** do not also have a valid claim under the Medical Emergency and Repatriation section of this policy for the same incident.

SECTION 14 – UK PRESCRIPTION CHARGES

Note: This section does not apply to trips within your own country of residence

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits for prescription charges that **you** incur in **your country of residence** following an illness or accidental injury happening during **your trip**.

What You Are Not Covered For:

- In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:
- the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
 - claims arising from a **pre-existing medical condition** which is specifically advised as excluded under the **'Pre-Existing Medical Conditions'** section and where **you** do not comply with the conditions laid out in this section;
 - claims arising from prescriptions which, in the opinion of the **Insurer's** medical advisors, are not essential and not related to **your** illness or injury abroad;
 - claims arising out of **your** failure to contact the **Assistance Company** when the illness or injury first presents itself abroad;
 - any claim where **you** do not also have a valid claim under the Medical Emergency and Repatriation section of this policy for the same incident.

SECTION 15 - CATASTROPHE

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount as shown in the Schedule of Benefits in the event that the tour operator is unable to assist and **you** are forced to move from the prebooked accommodation as a result of fire, lightning, explosion, earthquake, storm, tempest, hurricane, flood, tsunami, which is confirmed in writing by local or national authority for irrecoverable travel or accommodation costs necessarily incurred to continue with the **trip** or, if the **trip** cannot be continued, for return **home**.

What You Are Not Covered For:

- In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:
- the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
 - claims where a report from a local or national authority is not obtained stating that it was not acceptable for **you** to remain in **your** booked accommodation;
 - claims where the tour operator is responsible;
 - any expenses that **you** can get back from any tour operator, airline, hotel or other service provider;
 - any expenses that **you** would normally have to pay during the period of **your** journey/holiday;
 - claims arising for additional costs where receipts are not supplied;
 - any claim if **you** have purchased Economy cover.

SECTION 16 - WITHDRAWAL OF SERVICES

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount as shown in the Schedule of Benefits if **you** suffer withdrawal of water or electricity supplies continuously for at least a 60 hour period during **your trip**.

What You Are Not Covered For:

- In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:
- any claim arising from strike or industrial action existing at the time this insurance was issued;
 - claims that are not supported by written confirmation from the tour operator or hotel of the length of withdrawal of service;
 - any claim if **you** have purchased Economy cover.

SECTION 17 - DOMESTIC PETS

What You Are Covered For:

In the event of a delay of more than 24 hours to **your** final planned inbound flight, rail or sea **trip** to the UK, Channel Islands or Isle of Man, the **Insurer** will reimburse **you** up to the amount as shown in the Schedule of Benefits in respect of additional kennel and/or cattery fees necessarily incurred as a result of the delay. The delay must directly result from strike, industrial action, adverse weather conditions, failure of air traffic control systems or mechanical breakdown of an aircraft, sea vessel, coach or train.

What You Are Not Covered For:

- In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:
- claims not substantiated by a written report from the carrier stating the length and exact nature of the delay;
 - claims arising from delay caused by strike or industrial action if already notified at the time the insurance was purchased;
 - claims not substantiated by written confirmation from the kennel/cattery confirming the extra charges;
 - any costs relating to pets other than cats and dogs that **you** own;
 - any claim if **you** have purchased Economy cover.

OPTIONAL WINTER SPORTS COVER

Provided the appropriate additional premium has been paid and cover is detailed on **your certificate**. If **you** have purchased an annual multi **trip policy**, **winter sports** cover is provided up to a maximum of 17 days per **trip** and in the aggregate on payment of the additional premium. **Winter Sports** cover is not available on Extended Stay **policies**.

Guided cross country skiing (nordic skiing)	Skiing
Mono skiing	Snow-boarding
Off piste skiing or snow-boarding (in areas designated safe by resort management)	Snow sledging
Recreational racing	

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

Freestyle skiing	Ski bob racing
Heli-skiing	Ski-doing
Ice hockey	Ski flying
Luging	Ski jumping
Off-piste skiing or snowboarding (in areas designated as unsafe by resort management)	Ski racing or training
Off-piste skiing or snowboarding (where there is an avalanche warning in place)	Skeletons/bobsleigh
Parapenting	Snow mobiling
Ski acrobatics and stunting	Tobogganing

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

If **you** are undertaking a pursuit or activity which is not listed in this policy or are in any doubt as to whether cover will apply, please call Our Travel Helpline on 00 44 (0) 844 482 1053.

SECTION 18 - SKI EQUIPMENT

What You Are Covered For:

The **Insurer** will reimburse **you** in respect of loss or breakage of **ski equipment** up to the amount as shown in the Schedule of Benefits for owned or hired **ski equipment**.

What You Are Not Covered For:

- In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:
- the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
 - claims arising for theft which are not reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
 - claims arising for loss or damage which are not reported to any appropriate authority within 24 hours of discovery and an official written report obtained. For claims arising against or in connection with common carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery and an official written report obtained, will not be covered. In the case of an airline, a Property Irregularity Report will be required;
 - claims arising from delay, detention, seizure or confiscation by Customs or other officials;
 - claims arising for loss, theft or damage to anything shipped as freight or under a Bill of Lading;
 - claims arising for **ski equipment** left **unattended** in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of property;
 - claims arising for loss, theft or damage of items from an **unattended** motor vehicle, unless taken from a locked boot or lockable roof rack between 8am to 8pm local time and there is evidence of damage or violent and forcible entry which is confirmed by a written police report;
 - breakage, loss or theft of **ski equipment** over 5 years old;
 - any claim if **you** have purchased an Extended Stay **policy**;
 - loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning, repairing or restoring, mechanical or electrical breakdown.

SPECIAL NOTE:

The **Insurer's** liability for **ski equipment** owned by the **Insured** shall be further limited to take into account wear and tear, as follows :

Up to 1 year old	- 90% of purchase price
Up to 2 years old	- 70% of purchase price
Up to 3 years old	- 50% of purchase price
Up to 4 years old	- 30% of purchase price
Up to 5 years old	- 20% of purchase price
Over 5 years old	- No cover provided

SECTION 19 - SKI HIRE

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount as shown in the Schedule of Benefits for the cost of necessary hire of **ski equipment** following:

- loss, theft or breakage of **your ski equipment**; or
- the misdirection or delay in transit of **your ski equipment**.

What You Are Not Covered For:

- In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:
- claims arising for theft which are not reported to the appropriate police authority within 24 hours of discovery and an official written report obtained;
 - claims arising for loss or damage which are not reported to any appropriate authority within 24 hours of discovery and an official written report obtained. For claims arising against or in connection with common carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery and an official written report obtained, will not be covered. In the case of an airline, a Property Irregularity Report will be required;
 - claims arising for loss, theft or damage to anything shipped as freight or under a Bill of Lading;
 - claims arising for **ski equipment** left **unattended** in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property;
 - claims arising for loss, theft or damage of **ski equipment** from an **unattended** motor vehicle, unless taken from a locked boot or lockable roof rack between 8am and 8pm local time and there is evidence of violent and forcible entry which is confirmed by a written police report;
 - claims arising from delay, detention, seizure or confiscation by Customs or other officials;
 - any claim if **you** have purchased an Extended Stay **policy**;
 - loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning, repairing or restoring, mechanical or electrical breakdown.

SECTION 20 - SKI PACK

What You Are Covered For:

The **Insurer** will indemnify **you** up to the amount as shown in the Schedule of Benefits, for the proportionate value of any ski pass, ski hire or tuition fee unused due to the following:

- you** being involved in an **accident** or due to **your illness**.
- loss or theft of ski pass.

What You Are Not Covered For:

- In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:
- claims arising from a medical condition which are not substantiated by a written report from the treating doctor confirming your inability to ski;
 - claims arising from a **pre-existing medical condition** which is specifically advised as excluded under the **'Pre-Existing Medical Conditions'** section and where **you** do not comply with the conditions laid out in this section;

3. claims arising for theft which are not reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
4. claims arising for loss or damage which are not reported to any appropriate authority within 24 hours of discovery and an official written report obtained. For claims arising against or in connection with common carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery and an official written report obtained, will not be covered. In the case of an airline, a Property Irregularity Report will be required;
5. claims arising for ski passes left **unattended** in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property;
6. claims arising for loss or theft of ski passes from an **unattended** motor vehicle, unless taken from a locked boot or lockable roof rack between 8am and 8pm and there is evidence of violent and forcible entry which is confirmed by a written police report;
7. any claim if **you** have purchased an Extended Stay **policy**.

SECTION 21 - PISTE CLOSURE

What You Are Covered For:

The **Insurer** will indemnify **you** up to the amount shown in the Schedule of Benefits in the event that, due to lack of snowfall or adverse weather in the pre-booked **winter sports** resort between the months of December to March in the northern hemisphere and May to September in the southern hemisphere and no alternative being available, **you** are unable to ski for a period in excess of 24 hours.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. claims arising which are not substantiated by a written report from the resort management;
2. claims arising due to lack of snow fall in a **winter sports** resort which does not possess skiing facilities above 1,000 metres
3. any claim if **you** have purchased an Extended Stay **policy**.

SECTION 22 - AVALANCHE OR LANDSLIDE

What You Are Covered For:

The **Insurer** will pay **you** up to the amount shown in the Schedule of Benefits for additional travel and accommodation expenses in the event that **your** outward or return journey is delayed for at least 12 hours beyond the scheduled departure time as a direct result of avalanche or landslide.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. claims arising which are not substantiated by a written report from the resort management;
2. any claim if **you** have purchased an Extended Stay **policy**.

OPTIONAL GOLF COVER

Provided only when the appropriate additional premium has been paid and cover is detailed on **your certificate**. Cover is available for up to a maximum of 31 days in any one **period of insurance**. Golf cover is not available on Economy or Extended Stay **policies**.

SECTION 23 - GOLF EQUIPMENT

What You Are Covered For:

The **Insurer** will pay **you** up to the amount shown in the Schedule of Benefits for loss, theft or breakage of **golf equipment** that **you** own.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
2. claims arising for theft which is not reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
3. claims arising for loss or damage which is not reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against common carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery, and an official written report obtained). In the case of an airline, a Property Irregularity Report (PIR) will be required;
4. claims arising from delay, detention, seizure or confiscation by Customs or other officials.
5. claims arising for loss, theft or damage to **golf equipment** shipped as freight or under a Bill of Lading;
6. claims arising for **golf equipment** left **unattended** in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property;
7. claims arising for loss, theft or damage of **golf equipment** from an **unattended** motor vehicle, unless taken from a locked boot or lockable roof rack between 8am and 8pm and there is evidence of violent and forcible entry which is confirmed by a written police report;
8. breakage of **golf equipment** over 5 years old;
9. any claim if **you** have purchased Economy cover or an Extended Stay **policy**;
10. loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning, repairing or restoring, mechanical or electrical breakdown.

SPECIAL NOTE:

The **Insurer's** liability for **golf equipment** owned by the **Insured** shall be further limited to take into account wear and tear, as follows :

Up to 1 year old	- 90% of purchase price
Up to 2 years old	- 70% of purchase price
Up to 3 years old	- 50% of purchase price
Up to 4 years old	- 30% of purchase price
Up to 5 years old	- 20% of purchase price
Over 5 years old	- No cover provided

SECTION 24 - GOLF EQUIPMENT HIRE

What You Are Covered For:

The **Insurer** will pay **you** up to the amount shown in the Schedule of Benefits for each 24 hour period, for the cost of necessary hire of **golf equipment** following:

- a) Loss or breakage of an **Insured's golf equipment** or;
- b) The misdirection or delay in transit for at least 12 hours of an **Insured's golf equipment**.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. claims arising for theft which is not reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
2. claims arising for loss or damage which is not reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against common carriers

and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery, and an official written report obtained). In the case of an airline, a Property Irregularity Report (PIR) will be required;

3. claims arising from delay, detention, seizure or confiscation by Customs or other officials.
4. claims arising for loss, theft or damage to **golf equipment** shipped as freight or under a Bill of Lading;
5. claims arising for **golf equipment** left **unattended** in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property;
6. claims arising for loss, theft or damage of **golf equipment** from an **unattended** motor vehicle, unless taken from a locked boot or lockable roof rack between 8am and 8pm and there is evidence of violent and forcible entry which is confirmed by a written police report;
7. any claim if **you** have purchased Economy cover or an Extended Stay **policy**.

SECTION 25 - NON REFUNDABLE GOLFING FEES

What You Are Covered For:

The **Insurer** will pay **you** up to the amount shown in the Schedule of Benefits for the proportionate value of any non-refundable, pre-paid green fees, **golf equipment** hire or tuition fees necessarily unused due to the following:

- a) **Accident** or sickness of an **Insured**; or
- b) Loss or theft of documentation which prevents the participation in the pre-paid golfing activity.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. claims arising for theft which is not reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
2. claims arising for loss or damage which is not reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against common carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery, and an official written report obtained). In the case of an airline, a Property Irregularity Report (PIR) will be required;
3. claims arising from delay, detention, seizure or confiscation by Customs or other officials;
4. claims arising for loss, theft or damage to documentation shipped as freight or under a Bill of Lading;
5. claims arising for documentation left **unattended** in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the documentation;
6. claims arising for loss, theft or damage of documentation from an **unattended** motor vehicle, unless taken from a locked boot or lockable roof rack between 8am and 8pm and there is evidence of violent and forcible entry which is confirmed by a written police report;
7. claims arising from a **pre-existing medical condition** which is specifically advised as excluded under the **'Pre-Existing Medical Conditions'** section and where **you** do not comply with the conditions laid out in this section;
8. claims arising from a **medical condition** which is not substantiated by a written report from the treating doctor confirming **your** inability to play golf;
9. claims arising from weather conditions resulting from the failure to protect items;
10. documentation more specifically insured elsewhere;
11. any claim if **you** have purchased Economy cover or an Extended Stay **policy**.

OPTIONAL BUSINESS COVER

Provided only when the appropriate additional premium has been paid and cover is detailed on **your certificate**. Cover is available for up to a maximum of 31 days in any one **period of insurance**. Business cover is not available on Economy or Extended Stay **policies**.

SECTION 26 - BUSINESS EQUIPMENT

What You Are Covered For:

The **Insurer** will pay **you** up to the amount shown in the Schedule of Benefits for **accidental** loss, theft or damage to **your business equipment**. The amount payable will be the value at today's prices less a deduction for wear and tear and depreciation, (or **we** may at **our** option replace, reinstate or repair the lost or damaged **business equipment**).

1. The maximum **we** will pay for the following items is:
 - a) For any **single item** is as shown on the Schedule of Benefits;
 - b) For computer equipment as shown on the Schedule of Benefits.
2. **We** will also reimburse **you** up to the amount shown on the Schedule of Benefits for:
 - a) The purchase of essential items, if **your business equipment** or business samples are delayed or lost in transit on **your** outward journey for more than 12 hours. This also includes any emergency courier expenses **you** have incurred, in obtaining any **business equipment**, which is essential to **your** intended business itinerary;
 - b) The cost of hiring the necessary business equipment for each 24 hour period that **you** are without **your** own business equipment if it is lost, stolen, damaged, misdirected or delayed in transit by more than 12 hours.

SPECIAL CONDITION

You must comply with the following procedures:

1. If **your business equipment** is delayed **you** must supply receipts for the essential items purchased and written confirmation from the carrier as to the exact nature and length of delay.
2. **You** must provide an original receipt or proof of ownership for items lost, stolen or damaged to help **you** to substantiate **your** claim.
3. **Our** liability for **business equipment** shall be further limited as follows:

Age of Item	
Up to 1 year old	- 90% of purchase price
Up to 2 years old	- 70% of purchase price
Up to 3 years old	- 50% of purchase price
Up to 4 years old	- 30% of purchase price
Up to 5 years old	- 20% of purchase price
Over 5 years old	- Nil Payment

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
2. Claims arising for loss or theft which is not reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
3. claims arising for loss or damage which is not reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against common carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery, and an official written report obtained). In the case of an airline, a Property Irregularity Report (PIR) will be required;
4. claims arising for damage to **business equipment** whilst on **your trip** if **you** do not obtain an official written report from an appropriate retailer detailing the damage.

5. loss, theft of or damage to **business equipment** contained in or stolen from an **unattended** vehicle:
 - a. overnight between 9 p.m. and 8 a.m. (local time); or
 - b. at any time between 8 a.m. and 9 p.m. (local time) unless it is in the locked boot which is separate from the passenger compartment, or for those vehicles without a separate boot, locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle is confirmed by a written police report;
6. claims arising for **business equipment** left **unattended** in a place to which the general public has access (e.g. on a beach/around a swimming pool) or left in the custody of anyone other than an **insured** person or **your travelling companion**;
7. claims arising from **business equipment** and **valuables** whilst in the custody of a carrier;
8. loss or damage due to delay, confiscation or detention by customs or other authority;
9. loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning, repairing or restoring, mechanical or electrical breakdown;
10. claims arising from damage caused by leakage of powder or liquid carried with **your personal possessions** or **business equipment**;
11. claims arising from loss or theft from **your** accommodation unless there is evidence of violent and forcible entry which is confirmed by a written police report;
12. any loss or damage arising out of **you** engaging in manual work;
13. interruption of **your** business or any other consequential loss;
14. any claim if **you** have purchased Economy cover or an Extended Stay policy.

SPECIAL NOTE:

The **Insurer's** liability for sports equipment owned by the **Insured** shall be further limited to take into account wear and tear, as follows :

Up to 1 year old	- 90% of purchase price
Up to 2 years old	- 70% of purchase price
Up to 3 years old	- 50% of purchase price
Up to 4 years old	- 30% of purchase price
Up to 5 years old	- 20% of purchase price
Over 5 years old	- No cover provided

SPECIAL SPORTS & ACTIVITIES

This policy specifically excludes participating in or practising for certain sports and activities. Please see the tables below to confirm which activities can be covered. Please note that certain terms and conditions may apply.

Table A

This policy will cover you when you are engaging in the following sports and activities on a non-competitive and non-professional basis during your trip:

Abseiling (within organiser's guidelines)	Organised safari without guns
Angling	Orienteering
Archery	Overland trips
Athletics	Paraspending – over water
Badminton	Pony trekking
Ballooning - hot air (organised pleasure rides only)	Racquetball
Banana boating	Rackets
Baseball	Rambling
Basket ball	Rap jumping (within organiser's guidelines)
Boardsailing	Ringos
Bowling	Roller skating/blading (wearing pads & helmets)
Bungee jumping (within organiser's guidelines)	Rounders
Canoeing (up to grade 2 rivers only)	Rowing (except racing)
Climbing (on a climbing wall only)	Running
Cricket	Safari trekking in a vehicle (must be organised tour)
Curling	Safari trekking on foot (must be organised tour)
Deep sea fishing	Sail boarding
Fell walking	Scuba diving to 30m (within organiser's guidelines)
Fishing	Sea kayaking
Glacier walking	Skateboarding (wearing pads and helmets)
Gliding (no cover for crewing or piloting)	Sledging - pulled by horse or reindeer as a passenger
Golf	Snorkelling
Gymnastics	Softball
Handball	Squash
Heptathlon	Surfing
Hiking / trekking / walking (below 4000 metres)	Table tennis
Horse riding (excl. Competitions/racing/jumping/hunting)	Ten pin bowling
Hot air ballooning (organised pleasure rides only)	Tennis
Ice skating	Tubing
Indoor climbing (on climbing wall)	Tug of war
Kayaking (up to grade 2 rivers only)	Volley ball
Kite surfing	Wake-boarding
Marathon running	Water polo
Motor cycling (up to 125cc)	Water-skiing
Mountain biking	White water rafting (within organiser's guidelines)
Netball	Wind-surfing
Non-Competitive Football/Soccer	Zorbing

Table B

Your policy also covers the following Special Sports and Activities but no cover will apply in respect of the Personal Liability and Personal Accident Sections of the policy:

Camel Riding	Rifle range shooting
Catamaran sailing (if qualified)	Sailing / yachting inshore (recreational, crewing, no racing)
Clay pigeon shooting	Shooting (within organiser's guidelines)
Dinghy sailing	Small bore target shooting (within organiser's guidelines)
Go karting (within organiser's guidelines)	War Games (wearing eye protection)
Jet boating (no racing)	Yachting (if qualified)
Jet skiing (no racing)	
Paint balling (wearing eye protection)	

GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS OF THE INSURANCE

1. The **Insurer** shall not be responsible for claims which are directly or indirectly caused by, occasioned by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the claim:
 - i) **act of terrorism.** This exclusion will not apply to losses under the Medical Emergency and Repatriation section, Hospital Daily Benefit section or Personal Accident section unless such losses are caused by nuclear, chemical or biological attack or planned attack, or the disturbances were already taking place at the beginning of any **trip** in which case the exclusion will apply; or
 - ii) war, invasion or warlike operations (whether war be declared or not), hostile acts of sovereign or government entities, civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power or martial law or confiscation by order of any government or public authority; or
 - iii) seizure or illegal occupation; or
 - iv) confiscation, requisition, detention, legal or illegal occupation, embargo, quarantine or any result of any order of public or government authority which deprives you of the use or value of your property, nor for loss or damage arising from acts of contraband or illegal transportation or illegal trade; or
 - v) discharge of pollutants or contaminants, which pollutants and contaminants shall include but are not limited to any solid, liquid, gaseous or thermal irritant, contaminant or toxic or hazardous substance or any substance the presence, existence or release of which endangers or threatens to endanger the health, safety or welfare of persons or the environment; or
 - vi) chemical or biological release or exposure of any kind; or
 - vii) attacks by electronic means including computer hacking or the introduction of any form of computer virus; or
 - viii) threat or hoax, in the absence of physical damage due to an **act of terrorism**; or
 - ix) any action taken in controlling, preventing, suppressing or in any way relating to any **act of terrorism.**
2. From loss or destruction of, or damage to any property whatsoever, or any loss or expense whatsoever resulting in or arising there from, or any consequential loss of any legal liability of whatsoever nature, directly or indirectly caused by or contributed to, or arising from:
 - i) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or

SECTION 27 – BUSINESS MONEY

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits for the accidental loss or theft of **business money** or travellers cheques during **your trip**.

SPECIAL CONDITION

You must comply with the following procedure:

1. Receipts for items lost or stolen including foreign currency exchange receipts or statements from **your** business bank accounts showing the amounts withdrawn must be retained as these will be needed for **you** to substantiate **your** claim.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
2. claims arising for theft which is not reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
3. claims for loss or theft which is not reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against common carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery, and an official written report obtained);
4. claims arising from delay, detention, seizure or confiscation by Customs or other officials;
5. claims arising from shortages due to error, omission or depreciation in value;
6. claims arising for loss or theft of **business money** which at the time of such loss or theft was
 - a) not on **your** person; and
 - b) not deposited in a safe, safety deposit box or similar locked fixed container in **your trip** accommodation;
7. claims for any loss, if **you** have not taken reasonable steps to prevent a loss from happening;
8. claims for loss or theft of **business money** that does not belong to **your** employer or **you**, if **you** are self employed;
9. claims for any loss or theft of travellers cheques, if the issuer provides a replacement service;
10. claims arising from depreciation in value or currency changes;
11. any claim if **you** have purchased Economy cover or an Extended Stay policy.

SECTION 28 – REPLACEMENT EMPLOYEE

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits for reasonable additional transport (economy class) and accommodation expenses incurred for a business colleague to replace **you** in **your** location abroad, where necessary, in the event that **you** have a valid claim for repatriation under the Medical Emergency and Repatriation section or die during a **trip**.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
2. any loss or damage arising from **you** engaging in manual work;
3. any financial loss, costs or expenses incurred arising from the interruption of **your** business;
4. accommodation costs other than the cost of the room;
5. any claim if **you** have purchased Economy cover or an Extended Stay policy.

SECTION 29 – SPORTS EQUIPMENT

What You Are Covered For:

The **Insurer** will reimburse **you** up to the amount shown in the Schedule of Benefits if **your** sports gear and/or activity equipment is damaged, destroyed, lost or stolen during the **trip**.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

- the **excess** as shown in the Schedule of Benefits, unless **you** have purchased the **excess** waiver;
- claims arising from breakage of fragile articles unless caused by fire or accident to a vehicle;
- claims arising from damage caused by leakage of powder or liquid carried within personal possessions;
- claims arising for theft which are not reported to any appropriate police authority within 24 hours of discovery and an official written report obtained;
- claims arising for loss or damage which are not reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against or in connection with carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery, and an official written report obtained). In the case of an airline, a Property Irregularity Report will be required;
- claims arising from delay, detention, seizure or confiscation by customs or other officials;
- claims arising for loss, theft or damage to household goods or anything shipped as freight or under a Bill of Lading;
- claims arising for personal possessions left unattended in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property including, theft or damage occurring on a beach or in or around a swimming pool;
- claims arising for loss, theft or damage of items from an unattended motor vehicle, unless taken from a locked boot, glove box or locked & secured roof box between 8am and 8pm local time and there is evidence of violent and forcible entry which is confirmed by a written police report;
- claims arising for loss or damage to items carried on a vehicle roof rack;
- claims arising for loss, theft or damage to valuables which at the time of such loss, theft or damage were located in checked-in luggage or a motor vehicle;
- loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning, repairing or restoring, mechanical or electrical breakdown.
- breakage, loss or theft of sports equipment over 5 years old.

- iii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
3. From **you** engaging in any illegal or criminal act;
4. From any other loss, damage or additional expenses following on from the event for which **you** are claiming. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, cost incurred in preparing a claim or loss of earnings following bodily injury or illness, or the cost of telephone calls. Claims shall only be paid for those losses which are specifically stated under the terms of this insurance;
5. Wilful exposure to areas known to be infected with;
 - i) Severe Acute Respiratory Syndrome (S.A.R.S.);
 - ii) Avian Influenza, Asian Birdflu, H5N1, Swine Influenza A/H1N1;
 - iii) or any other Influenza A viruses.
6. Directly or indirectly out of **your** financial incapacity, except in the circumstance of **redundancy**;
7. Which but for the existence of this insurance, would be covered under any other insurance policy(ies), including any amounts recovered by **you** from private health insurance, EHC Card payments, any reciprocal health agreements, airlines, hotels, home contents Insurers or any other recovery by **you** which is the basis of a claim;
8. From any **special sports & activities** including but not limited to all **winter sports** (except where cover is confirmed within Table A or Table B under Special Sports and Activities);
9. **Your** suicide or attempted suicide or **your** wilful exposure to danger (except in an attempt to save human life);
10. **You** being under the influence of or in connection with the use of alcohol or drugs, unless as prescribed by a treating doctor;
11. From **you** being in, entering or descending from an aircraft other than a fully licensed passenger carrying aircraft in which **you** are travelling as a passenger
12. From **your** wilful exposure to a peril. **You** must exercise reasonable care to prevent **illness**, injury or loss or damage of **your** property as if uninsured;
13. Directly or indirectly from **you** being engaged in any manual employment after the commencement of the **trip**;
14. **You** travelling against the advice of a **medical practitioner**;
15. **Your** travel to a country or specific area or event to which the Travel Advice Unit of the Foreign & Commonwealth Office or the World Health Organisation has advised the public not to travel;
16. From **you** travelling against any health requirements stipulated by the carrier, their handling agents or any other **public transport** provider;
17. From routine treatment or care which could reasonably have been expected to arise during the **period of insurance**;
18. From the failure; or the fear of the failure of; or the inability of; any equipment or any computer equipment programme to recognise, interpret correctly or process any date as its true calendar date or to continue to function correctly beyond that date other than for loss, damage, expenses or consequential loss not otherwise excluded which itself results from the operation of an insured clause.

CONDITIONS APPLICABLE TO ALL SECTIONS OF THE INSURANCE

1. All material facts must be disclosed to the **Insurer** at the time of taking out this Insurance. Failure to do so may result in the **Insurer's** non-liability for claims. A material fact is any fact known to the **Insured** which is likely to influence the **Insurers** in the acceptance or assessment of the insurance. If **you** are in any doubt as to whether a fact is material then for **your** own protection it should be disclosed. All information provided in purchasing this insurance shall form the basis of the contract.
2. All **certificates**, information and evidence required by the **Insurer** shall be furnished at the expense of the **Insured** or **your** legal personal representatives and shall be in such form and of such nature as the **Insurer** may prescribe. The **Insured** shall as often as required submit to a medical examination on behalf of the **Insurer** at the **Insured's** expense.
3. In the event of the death of the **Insured**, the **Insurer** shall be entitled to have a post-mortem examination at their own expense.
4. Any items which become the subject of a claim for loss or damage shall be retained for **Insurer** inspection and shall be forwarded to **our Claims Handler** upon request at the expense of the **Insured** or **your** legal personal representatives. All such items shall become the property of the **Insurer** following final settlement of the claim.
5. In the event of any occurrence which may give rise to a claim under this insurance, the **Insured** shall take all reasonable steps to minimise any loss arising out of such claim.
6. This insurance is non-transferable. Should the journey or holiday be cancelled prior to departure for any reason whatsoever other than those set out in the Cancellation section of the **policy** then the insurance cover terminates immediately and the premium is neither apportionable nor refundable.
7. The **Insurer** and the **Insured** are entitled to choose the law applicable to the insurance contract. The **Insurer** chooses the laws of England and Wales and, in the absence of any agreement to the contrary, the laws of England and Wales shall apply.
8. The **Insurer**, at its own expense is entitled to take proceedings in the name of the **Insured** to recover compensation or secure an indemnity from any third party in respect of any loss or damage covered by this insurance and any amount so recovered shall belong to the **Insurer**.
9. In the event that the **Insured** recovers by any means, damages from any third party in respect of personal accident, all benefits paid to the **Insured** shall be repaid to the **Insurer**.
10. If any fraudulent claim is made or if any fraudulent means or devices are used to obtain any benefit or compensation under this **policy**, all benefits thereunder shall be forfeited as well as all premiums paid.
11. In the event that the **Insured** experiences a problem with the **policy** or the claims process, please refer to the Complaints Procedure.

ANNUAL POLICY HOLDERS - AUTO-RENEWAL SERVICE

To make sure **you** have continuous cover under **your policy**, Rock Insurance Services will aim to automatically renew (auto-renew) **your policy** when it runs out, unless **you** tell them not to. Each year Rock Insurance Services will write to **you** 14 days before the renewal date of **your policy**, and tell **you** about any changes to the premium or the **policy** terms and conditions. If **you** do not want to auto-renew **your policy**, just call Rock Insurance Services on 0844 482 1053. Otherwise they will collect the renewal premiums from your credit card or debit card.

You should also note that **your renewed policy** will only be valid when:

- **you** have told them about any changes to your **policy** details (including any changes in health conditions);
- and **your** credit card or debit card details have not changed.

In some cases Rock Insurance Services may not be able to automatically renew your **policy**. They will let **you** know at the time if this is the case.

Rock Insurance Services are entitled to assume that **your** details have not changed and **you** have the permission of the card holder unless **you** tell them otherwise. Rock Insurance Services do not have **your** payment details. They will tell the relevant processing bank that have **your** payment details to charge the relevant premium to **your** debit card or credit card on or before the renewal date.

You can tell Rock Insurance Services about any changes to your **policy** details or opt out of automatic renewal at any time by phoning us on 0844 482 1053.

COMPENSATION SCHEME

Ageas Insurance Limited is covered by the Financial Services Compensation Fund. If Ageas Insurance Limited cannot meet their obligations **you** may be entitled to compensation from The Financial Services Compensation Fund. The Financial Services Compensation Fund provides funds for liquidators so that they may pay the valid claims of insolvent insurers. **You** can get more information about compensation fund arrangements from the Financial Services Authority.

DATA PROTECTION

Please note that any information provided to **us** will be processed by **us** and **our** agents in compliance with the provisions of the Data Protection Act 1998 as amended, for the purpose of providing insurance and handling claims, if any, which may necessitate such information being provided to third parties. **We** may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.

COMPLAINTS PROCEDURE

It is the intention to give **you** the best possible service but if **you** do have any questions or concerns about this insurance or the handling of a claim **you** should in the first instance contact:

COMPLAINTS REGARDING THE SALE OF THE POLICY

Operations Manager
Rock Insurance Services Limited
6 Magellan Terrace
Gatwick Road
Crawley
West Sussex
RH10 9PJ

In the event **you** remain dissatisfied and wish to escalate a complaint, **you** have the right to make an appeal to the Financial Ombudsman Service. This also applies if **you** are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff. **You** may contact the Financial Ombudsman Service at:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
Docklands
London
E14 9SR
Tel: 0845 080 1800

COMPLAINTS REGARDING A CLAIM

The Managing Director
Direct Group Travel Services
Claims Department
PO Box 800
Halifax
HX1 9ET
Tel: 0844 412 4296
Fax: 0844 412 4138

In all correspondence please state **your** insurance is provided by UK General Insurance Ltd and quote scheme ref 04409A/PYB.

In the event **you** remain dissatisfied and wish to escalate a complaint, **you** can do so by contacting the following:

The Customer Relations Manager
UK General Insurance Ltd
Cast House
Old Mill Business Park
Gibraltar Island Road
Leeds
LS10 1RJ
Tel: 0845 218 2685
Email: customerrelations@ukgeneral.co.uk

If it is not possible to reach an agreement, **you** have the right to make an appeal to the Financial Ombudsman Service. This also applies if **you** are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff. **You** may contact the Financial Ombudsman Service at:

Financial Ombudsman Service,
South Quay Plaza
183 Marsh Wall
Docklands
London
E14 9SR
Tel: 0845 080 1800

Your statutory rights are not affected if **you** choose to follow any of the complaints procedures above. For further information about **your** statutory rights contact **your** local authority Trading Standards Service or Citizens Advice Bureau.

FOR 24 HOUR EMERGENCY MEDICAL ASSISTANCE

Outpatient Treatment:

Anywhere in the world except North America, the UK, Channel Islands and Isle of Man contact Healthwatch on:
Tel: 0113 318 0124

North America, the UK, Channel Islands and Isle of Man contact One Assist on:
Tel: 0113 318 8120

Inpatient Treatment:

Anywhere in the world, contact One Assist on:
Tel: 0113 318 8120

FOR CLAIMS

Please telephone
Direct Group Travel Services on
Tel: 0844 412 4296 quoting 04409A/PYB

Please note that it is a condition of **your** policy that **you** notify **us** of **your** intention to make a claim within 45 days of **your** return date.

Our postal address is:
Direct Group Travel Services Limited
Claims Department
PO Box 800
Halifax
HX1 9ET

When **you** contact us please ensure that **you** have the following information available to **you** as **we** will require it to process **your** claim:

- Master policy reference of **04409A/PYB**
- Your** policy number
- Date of purchase of **your** policy
- Travel itinerary
- Country and resort **you** visited or intended to visit
- Actual or intended travel dates
- Incident date
- Brief circumstances of **your** claim
- Value of **your** claim

Please note that **your** claim may be delayed if **you** are unable to provide **us** with the above information.

UK General Insurance Ltd is an insurer's agent and, in the matters of a claim, act on behalf of the **insurer**.

WE WANT YOU TO FULLY ENJOY YOUR TRIP SO WE HAVE INCLUDED A FEW HELPFUL HINTS

- Never leave **your** belongings **unattended** or with strangers, especially at airports or on the beach, nor in view within vehicles.
- Leave in plenty of time to get to the airport/port by the earliest stated check-in time, allowing for the time of day, weather and the latest available travel information.
- If **you** are taking **valuables** such as jewellery or camcorders on holiday, **you** should insure them under an All Risks insurance or **your** household contents insurance.
- Do not pack **valuables, cash** and **fragile items** in the baggage that **you** intend to check-in at the airport, etc. Keep them with **you** at all times during **your** journey.
- If **you** need regular medication, take enough with **you** to last **your** holiday. **You** should also take an extra supply that should be packed separately in case **you** lose **your** first supply.
- Check **your** baggage for damage each time **you** reclaim it.
- Think before **you** dive into water, check the depths of swimming pools and the sea and only dive if **you** are sure the water is deep enough and never after alcohol or a heavy meal.
- The sun abroad can be much more powerful than **you** are used to at **home**, particularly if **you** are on the water. To prevent sunburn and sunstroke, use plenty of high factor sun cream and take care not to stay out in strong sunlight too long.
- Check that the tap water is safe to drink. Unless **you** know it is safe, always drink bottled water. Avoid ice in drinks, or cold food such as salads that may have been washed in tap water.
- Remember simple first aid remedies and medications can reduce or eliminate **your** need to take up valuable holiday time seeking treatment.
- Make sure all passports, visas, vaccinations and health requirements are up to date, and be sure to take all necessary **travel documents** with **you**.

USEFUL NUMBERS

Emergency Medical Assistance	Please see 'Emergency Assistance Service' section
Claims Handlers	0844 412 4296
Travel Helpline	0844 482 1053

SCHEDULE OF BENEFITS

Section	Economy	Excess***
1 Medical Emergency and Repatriation	£10,000,000	£100
2 Emergency Dental Treatment	£350	£100
3 Additional Accommodation and Travelling Costs	£2,000	£100
4 Hospital Benefit	Nil	Nil
5 Cancellation/Curtailment**	£1,500	£100 (£20 LOD)*
6 Travel Delay	Nil	Nil
Abandonment	Nil	Nil
7 Missed Departure on the outward journey	Nil	Nil
8 Personal Possessions**	£1,500	£100
Single Article Limit	£150	£100
Valuables Limit	£150	£100
Travel Documents	£100	Nil
Baggage Delay	Nil	Nil
9 Personal Money**	£250	£100
Cash Limit	£250 (£50 if under 18)	£100
Cash on a beach	£50	£50
10 Personal Liability	£2,000,000 per policy	£100
11 Personal Accident		
Permanent Total Disablement	£5,000	Nil
Loss of limb/sight	£5,000	Nil
Death (aged 18 to 54)	£2,500	Nil
Death (if under 18)	£1,000	Nil
12 Legal Expenses	Nil	Nil
13 UK Chiropractic and Physiotherapy Expenses	£300	Nil
14 UK Prescriptions	£50	Nil
15 Catastrophe	Nil	Nil
16 Withdrawal of Services	Nil	Nil
17 Domestic Pets	Nil	Nil
Winter Sports on payment of an additional premium		
18 Ski Equipment (owned)	£200	£100
Single article limit	£100	
Ski Equipment (hired)	£100	£100
19 Ski Hire	£10 per 24hrs to £100	Nil
20 Ski Pack	£50 per 24hrs to £200	Nil
21 Piste Closure	£10 per 24hrs to £100	Nil
22 Avalanche/Landslide	£10 per 24hrs to £100	Nil

* LOD means loss of deposit

** If **you** have chosen to remove cancellation/curtailment, these sections will not apply. If **you** have chosen to remove personal possessions and personal money cover, these sections will not apply.

*** If **you** have chosen to double **your excess** this will be shown on **your** insurance certificate and the relevant **excesses** will apply. If **you** have chosen to waive **your excess** this will be shown on **your** insurance certificate and no excesses will apply.

Section	Standard	Excess***	Premier	Excess***
1 Medical Emergency and Repatriation	£10,000,000	£75	£10,000,000	£50
2 Emergency Dental Treatment	£350	£75	£350	£50
3 Additional Accommodation and Travelling Costs	£2,000	£75	£2,000	£50
4 Hospital Benefit	£25 per 24 hours up to £100	Nil	£25 per 24 hours up to £300	Nil
5 Cancellation/Curtailment**	£3,000	£75 (£20 LOD)*	£5,000	£50 (£20 LOD)*
6 Travel Delay	£20 for 1st 12 hours; £10 for subsequent 12 hours up to £300	Nil	£20 for 1st 12 hours; £10 for subsequent 12 hours up to £400	Nil
Abandonment	£3,000	£75	£5,000	£50
7 Missed Departure on the outward journey	£750	£75	£1,000	£50
8 Personal Possessions**	£1,500	£75	£2,000	£50
Single Article Limit	£150	£75	£200	£50
Valuables Limit	£150	£75	£200	£50
Travel Documents	£100	Nil	£125	Nil
Baggage Delay	£50 per 24 hours up to £200	Nil	£75 per 24 hours up to £300	Nil
9 Personal Money**	£250	£75	£350	£50
Cash Limit	£250 (£50 if under 18)	£75	£350 (£50 if under 18)	£50
Cash on a beach	£50	£50	£75	£50
10 Personal Liability	£2,000,000 per policy	£75	£2,000,000 per policy	£50
11 Personal Accident				
Permanent Total Disablement	£15,000	Nil	£25,000	Nil
Loss of limb/sight	£15,000	Nil	£25,000	Nil
Death (aged 18 to 54)	£7,500	Nil	£12,500	Nil
Death (if under 18)	£1,000	Nil	£1,000	Nil
12 Legal Expenses	£15,000	£75	£25,000	£50
13 UK Chiropractic and Physiotherapy Expenses	£300	Nil	£300	Nil
14 UK Prescriptions	£50	Nil	£50	Nil
15 Catastrophe	£1,000	£75	£1,500	£50
16 Withdrawal of Services	£500	Nil	£750	Nil
17 Domestic Pets	£15 per 24 hours up to £150	Nil	£25 per 24 hours up to £250	Nil
Winter Sports on payment of an additional premium				
18 Ski Equipment (owned)	£500	£75	£1,000	£50
Single article limit	£250		£500	
Ski Equipment (hired)	£250	£75	£500	£50
19 Ski Hire	£25 per 24hrs to £250	Nil	£50 per 24hrs to £500	Nil
20 Ski Pack	£75 per 24hrs to £300	Nil	£75 per 24hrs to £300	Nil
21 Piste Closure	£20 per 24hrs to £200	Nil	£20 per 24hrs to £300	Nil
22 Avalanche/Landslide	£20 per 24hrs to £200	Nil	£20 per 24hrs to £300	Nil
Golf Cover on payment of an additional premium				
23 Golf Equipment (owned)	£1,000	£75	£1,500	£50
Single Article Limit	£500		£500	
24 Golf Equipment Hire	£20 per 24hrs up to £100	Nil	£20 per 24hrs up to £150	Nil
25 Non Refundable Fees	£100	£75	£100	£50
Business Cover on payment of an additional premium				
26 Business Equipment	£1,000	£75	£1,000	£75
Single Article Limit	£500		£500	
Delayed Business Samples	£500	£75	£500	£75
Computer Equipment	£1,000	£75	£1,000	£75
Business Equipment Delay	£150	Nil	£150	Nil
Emergency Courier Expenses	£100	£75	£100	£75
Business Equipment Hire	£30 per 24hrs up to £300	Nil	£50 per 24hrs up to £500	Nil
27 Business Money	£1,000	£75	£1,000	£75
Cash Limit	£500		£500	
28 Replacement Employee	£1,000	£75	£1,000	£75
29 Sports Equipment	£500	£75	£500	£50

* LOD means loss of deposit

** If **you** have chosen to remove cancellation/curtailment, these sections will not apply. If **you** have chosen to remove personal possessions and personal money cover, these sections will not apply.

*** If **you** have chosen to double **your excess** this will be shown on **your** insurance certificate and the relevant **excesses** will apply. If **you** have chosen to waive **your excess** this will be shown on **your** insurance certificate and no excesses will apply.

Section	Premier Plus	Excess***
1 Medical Emergency and Repatriation	£10,000,000	£25
2 Emergency Dental Treatment	£350	£25
3 Additional Accommodation and Travelling Costs	£2,000	£25
4 Hospital Benefit	£25 per 24 hours up to £500	Nil
5 Cancellation/Curtailment**	£10,000	£25 LOD £20*
6 Travel Delay	£30 for 1st 12 hours; £15 for subsequent 12 hours up to £500	Nil
Abandonment	£10,000	£25
7 Missed Departure on the outward journey	£1,000	£25
8 Personal Possessions**	£3,000	£25
Single Article Limit	£300	£25
Valuables Limit	£300	£25
Travel Documents	£200	Nil
Baggage Delay	£100 per 24 hours up to £400	Nil
9 Personal Money**	£500	£25
Cash Limit	£500 (£50 if under 18)	£25
Cash on a beach	£100	£25
10 Personal Liability	£2,000,000 per policy	£25
11 Personal Accident		
Permanent Total Disablement	£50,000	Nil
Loss of limb/sight	£50,000	Nil
Death (aged 18 to 54)	£25,000	Nil
Death (if under 18)	£1,000	Nil
12 Legal Expenses	£50,000	£25
13 UK Chiropractic and Physiotherapy Expenses	£300	Nil
14 UK Prescriptions	£50	Nil
15 Catastrophe	£2,500	£25
16 Withdrawal of Services	£1,000	Nil
17 Domestic Pets	£50 per 24 hours up to £500	Nil
Winter Sports on payment of an additional premium		
18 Ski Equipment (owned)	£2,000	£25
Single article limit	£1,000	
Ski Equipment (hired)	£1,000	£25
19 Ski Hire	£100 per 24hrs to £1,000	Nil
20 Ski Pack	£100 per 24hrs to £400	Nil
21 Piste Closure	£20 per 24hrs to £400	Nil
22 Avalanche/Landslide	£20 per 24hrs to £400	Nil
Golf Cover on payment of an additional premium		
23 Golf Equipment (owned)	£2,000	£25
Single Article Limit	£1,000	
24 Golf Equipment Hire	£30 per 24hrs up to £250	Nil
25 Non Refundable Fees	£150	£25
Business Cover on payment of an additional premium		
26 Business Equipment	£1,500	£25
Single Article Limit	£500	
Delayed Business Samples	£500	£25
Computer Equipment	£1,500	£25
Business Equipment Delay	£150	Nil
Emergency Courier Expenses	£100	£25
Business Equipment Hire	£100 per 24hrs up to £1,000	Nil
27 Business Money	£1,000	Nil
Cash Limit	£500	
28 Replacement Employee	£1,000	Nil
29 Sports Equipment	£1,000	Nil

* LOD means loss of deposit

** If you have chosen to remove cancellation/curtailment, these sections will not apply. If you have chosen to remove personal possessions and personal money cover, these sections will not apply.

*** If you have chosen to double your excess this will be shown on your insurance certificate and the relevant excesses will apply. If you have chosen to waive your excess this will be shown on your insurance certificate and no excesses will apply.