



Explorer

Travel Insurance

Policy Wording

Gold and Gold Plus Cover

explorerinsurance.co.uk

Gold and Gold Plus Explorer Travel Insurance Policy Document

Underwritten by Travel Insurance Facilities Plc and Insured by Union Reiseversicherung AG, UK*

This document refers to policies, which are covered under Master Policy Number RTAEX40039.

This insurance is provided by Explorer Travel Insurance, which is a trading style of Explorer Insurance Services Limited.

Registered in England and Wales No: 7496730.

Registered Office: Millhouse, 32-38 East Street, Rochford, SS4 1DB.

Authorised and regulated by the Financial Conduct Authority (FCA).

Firm Reference number: 583108

Sections A to B20.5 of this insurance is underwritten by Travel Insurance Facilities plc and Insured by Union Reiseversicherung AG, UK (URV). URV, Branch Office of Union Reiseversicherung AG for the United Kingdom and the Republic of Ireland Registered in England & Wales. Company No. FC024381 Branch No. BR006943A public body corporate with limited liability. Registered Office: Maximilian Strasse 53, D-80530 Munich, Germany. Registered with Amtsgericht Munich, Germany. Registered Number: HRB 137918 Union Reiseversicherung AG are authorised in Germany by BaFin and subject to limited regulation in the United Kingdom by the Financial Conduct Authority and in the Republic of Ireland by the Insurance Regulator. Administered in the United Kingdom and Ireland by Travel Insurance Facilities plc. Registered Office: 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY Registered in England. Registered Number: 3220410. Travel Insurance Facilities plc are authorised and regulated by the Financial Conduct Authority. Emergency Assistance Facilities and Travel Claims Facilities are trading names of Travel Insurance Facilities plc.

*The Insurer for Section C of this insurance is Lloyd's Syndicate 4444 which is managed by Canopus Managing Agents Limited who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Details of the extent of **Our** regulation by the Financial Conduct Authority are available on request.

You can check this information on the Financial Services Register by visiting the Website <https://register.fca.org.uk/> or by phoning 0800 111 6768 or 0300 500 8082.

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Schedule of benefits

Some sections are optional and these are marked* - Your Certificate of Insurance will show if you selected any of these options.

Section		Gold		Gold Plus	
		Limits (per person)	Excess (per person)	Limits (per person)	Excess (per person)
POLICY A: Your Pre Travel Policy					
A1	Cancellation charges	£1,500	£100** (£20 loss of deposit)	£2,500	£100** (£20 loss of deposit)
A2	Scheduled airline failure	£500	£100	£1,000	£100
POLICY B: Your Travel Policy					
B1	Curtailment charges	£1,500	£100**	£2,500	£100**
B2	Emergency medical and other expenses	£2,500,000	£100**	£5,000,000	£100**
	Emergency dental treatment	£100	Nil	£150	Nil
	Funeral expenses abroad	£2,500	£100	£2,500	£100
	Additional accommodation & travelling costs	£2,000	Nil	£3,000	Nil
B3	State hospital benefit	£20 per complete 24 hour period up to £100	Nil	£25 per complete 24 hour period up to £500	Nil
B4	Personal accident				
	Permanent Total Disablement	£15,000	Nil	£20,000	Nil
	Loss of one or more limbs, or total and irrecoverable loss of sight in one or both eyes	£15,000	Nil	£20,000	Nil
	Death benefit (aged 18-75)	£7,500	Nil	£15,000	Nil
	Death benefit (aged under 18 or over 75)	£1,500	Nil	£3,000	Nil
B5	Baggage	£1,000	£100	£1,500	£100
	Single article limit	£150		£200	
	Total for all valuables	£150 (£75 under 18 years)		£200 (£100 under 18 years)	
	Emergency replacement of baggage (outward journey only)	£40 per complete 24 hour period up to £200	Nil	£50 per complete 24 hour period up to £250	Nil
B6	Personal money, passport and travel documents	£200	£100	£350	£100
	Cash Limit	£200 (£50 under 18 years)		£200 (£50 under 18 years)	
	Passport & Travel documents	£100	Nil	£150	Nil
B7	Personal liability	£2,000,000	£100	£2,000,000	£100
B8	Delayed departure after 12 hours delay	£15 per complete 12 hour period up to £150	Nil	£20 per complete 12 hour period up to £200	Nil
	Abandonment of trip after 12 hours delay	£1,500	£100	£2,500	£100
B9	Missed departure on your outward journey	£500	£100	£750	£100
B10	Catastrophe	£500	Nil	£500	Nil
B11	Legal expenses	£10,000	£100	£20,000	£100
B12	Withdrawal of services	£50 per 24 hours up to £500	Nil	£50 per 24 hours up to £500	Nil
B13	Scheduled airline failure	£500	£100	£1,000	£100
B14	Hijack	Not available	N/A	£250	Nil
B15	Mugging	Not available	N/A	£250	Nil
Winter sports cover* (Up to 17 days for annual multi trip policies)					
B16.1	Ski equipment	£400	£100	£500	£100
	Ski equipment (hired)	£200	£100	£200	£100
	Single article limit	£250		£250	
B16.2	Ski equipment hire	Not available	N/A	£10 per 24 hours up to £100	Nil
B16.3	Ski pack	£15 per 24 hours up to £150	Nil	£20 per 24 hours up to £200	Nil
B16.4	Piste closure	£15 per 24 hours up to £150	Nil	£20 per 24 hours up to £200	Nil
B16.5	Delay due to avalanche	£25 per 24 hours up to £125	Nil	£50 per 24 hours up to £250	Nil

Section		Gold		Gold Plus	
Golf cover*		Limits (per person)	Excess (per person)	Limits (per person)	Excess (per person)
B17.1	Golf equipment	£500	£100	£750	£100
	Golf equipment (hired)	£150	£100	£200	£100
	Single article limit	£250		£250	
B17.2	Hole-in-one	£75	Nil	£75	Nil
B17.3	Golf course closure	£100	Nil	£125	Nil
Business extension*					
B18.1	Business equipment	Not available	N/A	£1,500	£100
	Replacement business samples limit	Not available	N/A	£600	£100
	Single article limit	Not available	N/A	£500	
B18.2	Business equipment hire	Not available	N/A	£100 per 24 hours up to £500	Nil
B18.3	Business money	Not available	N/A	£600	£100
Wedding/Civil partnership cover*					
B19	Wedding rings	Not available	N/A	£350	£100
	Wedding photography	Not available	N/A	£350	£100
	Wedding gifts	Not available	N/A	£1,000	£100
	Wedding attire	Not available	N/A	£1,500	£100
	Wedding cosmetics, hairstyling & flowers	Not available	N/A	£350	£100
CruisePlus extension*					
B20.1	Missed port departure	£1,000	£100	£1,000	£100
B20.2	Cabin confinement	£100 per 24 hours up to £500	Nil	£100 per 24 hours up to £500	Nil
B20.3	Cruise itinerary change	£150 per port up to £600	Nil	£150 per port up to £600	Nil
B20.4	Unused cruise excursions	£500	£100	£500	£100
B20.5	Cruise interruption	£1,000	£100	£1,000	£100

Gadget extension*		Gadget cover – Standard		Gadget cover – Superior	
		Limits (per person)	Excess (per person)	Limits (per person)	Excess (per person)
C	Gadget cover	£1,000	£100	£2,000	£75
	Single article limit	£600		£1,000	
	Unauthorised calls / data	£50	Nil	£100	Nil
	Accessories (following a gadget claim)	£75	Nil	£150	Nil
	Maximum number of gadgets Insured (under the age of 36 months old at the start of the insurance)	2		6	

** Please note that the policy excess is increased for Cancellation charges, Curtailment charges and Emergency medical and other expenses depending on your age at the time of incident:			
Age at incident	Cancellation charges	Curtailment charges	Emergency medical and other expenses
70-85 years	£150	£150	£150
86 years & over	£250	£250	£250

Policy wording

Introduction

Your insurance is covered under two master policy numbers, RTAEX40039-2A, **your** pre-travel policy and RTAEX40039-2B, **your** travel policy. Should **your** circumstances change and there is a change in health between the start of policy A and the start of Policy B **you** must inform **us** at the earliest opportunity. This is **your** travel insurance policy. It contains details of what is covered, conditions and what is not covered, for each **insured person** and is the basis on which all claims will be settled. It is validated by the issue of the Certificate of Insurance which **we** recommend be attached to the policy.

This policy is designed to cover most eventualities whilst **you** are on **your trip**. It does not provide cover in all circumstances and **we** expect that **you** take all possible care to safeguard against accident, injury, loss or damage *as if **you** had no insurance cover*.

Policy eligibility

This policy is only available to **you** if **you** are permanently resident in the **United Kingdom** and registered with a **medical practitioner** in the **United Kingdom**.

You must be in the **United Kingdom** at the time of purchasing this policy and before starting **your trip**. Any **trip** that has already begun when **you** purchase this insurance will not be covered.

On single **trip** policies, all **trips** must be completed within 120 days of the start date of the **period of insurance**. On annual multi **trip** policies, all **trips** must be completed within 1 year of the start date of the **period of insurance**.

Unless **you** have bought a One-Way policy, **you** must be travelling with the intention to return to the **United Kingdom** within **your trip** dates unless an extension has been agreed with **us** and **we** have confirmed in writing.

You must not be travelling specifically to receive medical treatment during **your trip** or in the knowledge that **you** are likely to need treatment.

The law which applies to this policy

We will settle all claims under the Law of the country **you** live in within the **United Kingdom** or the Channel Islands unless **we** agree otherwise with **you**. Any disputes arising out of this contract will be submitted to the exclusive jurisdiction of the courts of the country that **you** live in within the **United Kingdom** or the Channel Islands.

Age eligibility - Single trip

Gold policies are not available to anyone aged 76 years or over. There is no upper age limits for the Gold Plus single **trip** policies.

Age eligibility - Annual multi trip

Gold policies are not available to anyone aged 76 years or over if annual multi **trip** cover is selected. If **you** reach the age of 76 years during the **period of insurance**, cover will continue until the next renewal date but not after that.

Gold Plus policies are not available to anyone aged 80 years or over if annual multi **trip** cover is selected. If **you** reach the age of 80 years during the **period of insurance**, cover will continue until the next renewal date but not after that.

Your Certificate of Insurance will show which cover option **you** have selected.

If **you** are aged under 18 years at date of issue of the policy **you** can only travel provided **you** are accompanied by one of the adults insured under this policy.

Cruises

You are not covered for cruising unless this is indicated in **your** Certificate of Insurance and the appropriate additional premium has been paid.

Geographical areas

You will not be covered if **you** travel outside the area **you** have selected, as shown in **your** Certificate of Insurance.

UK – England, Wales, Scotland and Northern Ireland.

EU1 – All countries listed in UK above; Channel Islands, Gibraltar, Isle of Man; Israel, Morocco, Tunisia; all European countries west of the Ural mountains excluding Andorra, Cyprus, Greece, Spain and Turkey.

EU2 – All countries listed in UK and EU1 above; Egypt; all European countries west of the Ural mountains including Andorra, Cyprus, Greece, Spain and Turkey.

AUS/NZ – Australia and New Zealand only.

WW1 – Worldwide excluding Canada, the Caribbean and the USA.

WW2 – Worldwide including Canada, the Caribbean and the USA.

Pregnancy

Our policies include emergency medical expenses cover for pregnancy and childbirth from week 0 to week 28 inclusive whilst **you** are away. From the start of week 29 to week 40 of the pregnancy, there is no cover for claims relating to normal pregnancy and normal childbirth or cancellation, however, medical expenses and cancellation cover will be provided if any of the following complications arise: *Toxaemia, Gestational hypertension, Ectopic pregnancy, Post-partum haemorrhage, Pre-eclampsia, Molar pregnancy or hydatidiform mole, Retained placenta membrane, Placental abruption, Hyperemesis gravidarum, Placenta praevia, Stillbirth, Miscarriage, Emergency Caesarean, A termination needed for medical reasons, Premature birth more than 12 weeks (or 16 weeks if **you** know **you** are having more than one baby) before the expected delivery date*. Please note **we** will not cover denial of boarding by **your** carrier so **you** should check that **you** will be able to travel with the carrier/airline in advance. It is essential if at the time of booking **your trip** **you** are aware that **you** are pregnant that **you** ensure that **you** are able to have the required vaccinations for that **trip**; no cover will be provided for cancellation in the event that after booking **you** discover travel is advised against or **you** are unable to receive the appropriate and required vaccinations for that country.

Policy excess

Under most sections of the policy, claims will be subject to an **excess**. This means that **you** will be responsible for paying the first part of each and every claim per incident claimed for, under each section by each **insured person**, unless **you** have paid the additional premium to waive the **excess** as stated in the Certificate of Insurance.

Helplines

Please carry this policy document with **you** in case of an emergency. **For medical assistance and/or repatriation claims:**

In the event of any illness, injury, accident or hospitalisation which requires Inpatient or Outpatient treatment anywhere in the world, **you** must contact:

Emergency Assistance Facilities
Tel: + 44 (0) 20 3829 3836
Email: operations@emergencyassistance.co.uk

Policy information

If **you** would like more information or if **you** feel the insurance may not meet **your** needs, email Explorer Travel Insurance at enquiries@explorerinsurance.co.uk or call 0345 373 0253.

Insurer

The Insurer for this policy is:

For sections A to B20.5 of this insurance is Union Reiseversicherung AG, UK. Union Reiseversicherung AG are authorised by BaFin and subject to limited regulation by the Financial Conduct Authority.

For section C of this insurance is Lloyd's Syndicate 4444 which is managed by Canopus Managing Agents Limited.

How do Travel Insurance Facilities collect data?

You should understand that any information **you** have given to Travel Insurance Facilities PLC will be used in their function as a Data Controller for the administration of the insurance contract. This information will be processed in compliance with the provisions of the UK Data Protection Act and the General Data Protection Regulation that came into force on 25th May 2018 for the purpose of providing travel insurance and handling claims, complaints and medical assistance, if any.

This involves providing such information to other parties, including the selling agent, claims handlers and Union Reiseversicherung AG (URV, the insurer of tifgroup). For example, this would occur in circumstances, such as a medical emergency. This may require transferring information about **you** to countries outside the European Economic Area (EEA). **You** have a right to access, rectification and erasure of information that Travel Insurance Facilities PLC holds about **you**.

If **you** would like to exercise either of these rights **you** should contact in writing: The Data Protection Officer, Travel Insurance Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY. It is **our** aim to provide high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. There are, however, times when misunderstandings occur on both sides. If **you** do not feel that the matter has been dealt with to **your** satisfaction or **you** have some new evidence which **we** have not seen, **you** may bring this to the claims manager's attention in writing: The Claims Manager, Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY.

Travel insurance Facilities are registered with the Information Commissioner's Office and undertake to comply with the Data Protection Act 1998 ("DPA") and EC Directive 95/46/EC (up to and including 24 May 2018) and the General Data Protection Regulation ("GDPR") and (EU) 2016/679)) (on and from 25 May 2018), and, in the event that the UK leaves the European Union, all legislation enacted in the UK in respect of the protection of **your** personal data.

For **our** full privacy policy terms, please see: <http://www.tifgroup.co.uk/privacy/>.

Fraud prevention

To keep premiums low **we** do participate in a number of industry initiatives to prevent and detect fraud. To help prevent crime **we** may:

1. Share information about **you** with other organisations and public bodies including the police.
2. Share information about **you** within the Union Reiseversicherung AG, UK, Travel Insurance Facilities Group.
3. Pass **your** details to recognised centralised insurance industry applications and claims review systems (for example the Travel Claims Database) where **your** details may be checked and updated.
4. Check **your** details with fraud prevention agencies and databases. If **you** give **us** false or inaccurate information and **we** suspect fraud, **we** may record this with fraud prevention agencies.
5. Search records held by fraud prevention and credit agencies to:
 - a) Help make decisions about credit services for **you** and members of **your** household.
 - b) Help make decisions on insurance policies and claims for **you** and members of **your** household.
 - c) Trace debtors, recover debt, prevent fraud and to manage **your** insurance policies.
 - d) Check **your** identity to prevent money laundering.
6. Undertake credit searches and additional fraud searches.

Definitions

These definitions apply throughout **your** policy booklet. Where **we** explain what a word means that word will appear highlighted in bold print and have the same meaning wherever it is used in the policy. **We** have listed the definitions alphabetically.

Back country

- means guided skiing in terrain which are in remote areas away from groomed pistes, not within ski boundaries and outside of patrolled resort boundaries, this includes terrain that has been accessed by a ski lift but then requiring a hike, ski, climb or skidoo to reach areas of side country or **back country**.

Baggage

- means luggage, clothing, personal effects, **valuables** and other articles (but excluding **sports equipment** such as, but not limited to, **ski equipment**, **golf equipment**, **business equipment**, **personal money** and documents of any kind) which belong to **you** (or for which **you** are legally responsible) which are worn, used or carried by **you** during any trip.

Bodily injury

- means an identifiable physical injury caused by sudden, unexpected, external and visible means including injury as a result of unavoidable exposure to the elements.

Business equipment

- means any business owned property that is fundamental to the business. Examples of equipment include devices such as Tablets, tools and laptops.

Business money

- means bank notes, currency notes and coins in current use, travellers' and other cheques, postal or money orders, pre-paid coupons or vouchers, travel tickets, event and entertainment tickets, phonecards, money cards and credit/debit or pre-pay charge cards all held for business purposes.

Business trip

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

Close business associate

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

Close relative

- means mother, father, sister, brother, wife, husband, civil partner, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step parent, step child, step sister, step brother, foster child, legal guardian, domestic partner or fiancé/fiancée.

Couple

- means **you** and **your close relative** who lives with **you** in a domestic relationship at the same address as **you**.

Cruise

- means a pleasure voyage of more than 72 hours duration, sailing as a passenger on a purpose built ship on seas or oceans that may include stops at various ports.

Curtailment /Curtail/Curtailed

- means the cutting short of **your trip** by **your** early return **home** or **your** repatriation to a hospital or nursing home in **your home area**. Payment will be made on the number of full days of **your trip** that are lost from the day **you** are brought **home**.

Emergency treatment

- means any ill-health or **bodily injury** which occurs during **your trip** and requires immediate treatment before **you** return **home**.

Excess

- means the first amount of each claim, per section, for each separate incident payable for each **Insured person**.

Excursion

- means a short journey or activity undertaken for leisure purposes.

Family cover

- means up to two adults aged up to 65 years plus any number of their children, step children or foster children aged under 18 years at date of issue of the policy. The children are only insured when travelling with one or both of the insured adults, but under annual multi **trip** cover either adult are insured to travel on their own.

Golf equipment

- means golf clubs, golf balls, golf bag, non motorised golf trolley, golf glove(s) and golf shoes.

Hijack

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

Home

- means **your** normal place of residence in the **United Kingdom**.

Home area

- means for residents of the **United Kingdom** excluding Channel Islands and the Isle of Man, **your home area** means the **United Kingdom** excluding the Channel Islands and the Isle of Man. For residents of the Channel Islands and the Isle of Man, **your home area** means either the particular Channel Island on which **you** live or the Isle of Man depending on where **your home** is.

International departure point

- means the airport, international rail terminal or port from which **you** departed from the **United Kingdom** to **your** destination, and from where **you** depart to begin the final part of **your** journey **home** at the end of **your trip**.

Insured person

See definition of **You/Your/Yourself/Insured person**.

Medical condition

- means any disease, illness or injury, including any psychological conditions.

Medical practitioner

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

Mugging

- means a violent attack on **you** with a view to theft by person(s) not previously known to **you**.

Off-Piste

- means skiing within ski area boundaries, off marked and groomed pistes and in between groomed trails and runs, where ski lifts and emergency services are easily accessible and ending back at a ski area lift. Not including **back country** or areas marked or prohibited from entry.

On-Piste

- means piste skiing, including skiing on areas in and around the resort, but off the actual marked pistes, such as skiing on a hillside between marked pistes, or skiing down slopes adjacent to marked runs, but always finishing at the bottom of tows or lifts within the resort and never in areas cordoned off or restricted. All other areas are considered as "**off-piste**".

One-way trip(s)

- means a **trip** or journey made by **you** within the geographical areas shown in the Certificate of Insurance during the **period of insurance**, for a maximum of 17 days but with cover under this policy ceasing 12 hours after the time **you** first leave immigration control of the country in which **your** final destination is situated.

Package

- means the pre-arranged combination of at least two of the following components when sold or offered for sale at an inclusive price and when the service covers a period of more than 24 hours or includes overnight accommodation:

- a) transport
- b) accommodation
- c) other tourist services not ancillary to transport or accommodation (such as car hire or airport parking) and accounting for a significant proportion of the **package** as more fully described under The Package Travel, Package Holidays and Package Tour Regulations 1992.

Period of insurance

- means if annual multi **trip** cover is selected, the period of 12 months for which **we** have accepted the premium as stated in the Certificate of Insurance. During this period any **trip** not exceeding 31 days. Winter sports **trips** are further limited to 17 days in total in each **period of insurance**. Under these policies Policy A – **your** pre travel policy, will be operative from the date stated in the Certificate of Insurance or the time of booking any **trip** (whichever is the later date) and terminates on commencement of any **trip**.

- means if single **trip** cover is selected, the period of the **trip** and terminating upon its completion, but not in any case exceeding the period shown in the Certificate of Insurance.

Under these policies:

Policy A – **your** pre-travel policy, will be operative from the time **you** pay the premium when **you** are purchasing a Single Trip policy, or for an Annual Multi-Trip policy from **your** chosen start date.

Policy B – **your** travel policy, whichever cover is selected, the insurance starts when **you** leave **your home** or for a **business trip**, **your** place of business (whichever is the later) to start the **trip** and ends at the time of **your** return to **your home** or place of business (whichever is the earlier) on completion of the **trip**.

However, any **trip** that had already begun when **you** purchased this insurance will not be covered, except where this policy replaces or **you** renew an existing annual multi **trip** policy which fell due for renewal during the **trip**.

The **period of insurance** is automatically extended for the period of the delay in the event that **your** return to **your home area** is unavoidably delayed due to an event insured by this policy.

Personal money

- means bank notes, currency notes and coins in current use, travellers' and other cheques, postal or money orders, pre-paid coupons or vouchers, travel tickets, event and entertainment tickets, phonecards, money cards and credit/debit or pre-pay charge cards all held for private purposes.

Public transport

- means any publicly licensed aircraft, sea vessel, train, coach or bus on which **you** are booked or had planned to travel.

Schedule of benefits

- means the details of cover as outlined in pages 3 and 4 of this document.

Secure baggage area

- means any of the following, as and where appropriate:

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

Single parent cover

- means one adult aged up to 65 years plus any number of his or her children, step children or foster children aged under 18 at date of issue of the policy. The children are only insured when travelling with the insured adult.

Ski equipment

- means boardboots, skis (including bindings), ski boots, ski goggles, ski helmet, ski poles, snowboards and snowboard bindings.

Sports equipment

- means specialist equipment belonging to **you** used specifically for a particular sport of leisure pursuit.

Terrorism

- means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or governments, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

Travelling companion

- means a person(s) with whom **you** have booked to travel on the same travel itinerary and without whom **your** travel plans would be impossible.

Trip

- means any holiday, business or pleasure **trip** or journey made by **you** within the geographical areas shown in the Certificate of Insurance which begins and ends in **your home area** or place of business during the **period of insurance**, and including **one-way trips** as defined.

However, any **trip** that had already begun when **you** purchased this insurance will not be covered, except where this policy replaces or **you** renew an existing annual multi **trip** policy which fell due for renewal during the **trip**.

If annual multi **trip** cover is selected then cover is provided for any **trip** not exceeding 31 days, limited to 17 days in total in each **period of insurance** for Winter Sports **trips**. If any **trip** exceeds 31 there is absolutely no cover under this policy for that **trip** (not even for the first 31 days of the **trip**), unless **you** have contacted **us** and **we** have agreed in writing to provide cover.

In addition, any **trip** solely within **your home area** is only covered where **you** have pre - booked at least two nights' accommodation in a hotel, motel, holiday camp, holiday park, bed and breakfast, holiday cottage or similar accommodation rented for a fee. Each **trip** under annual multi **trip** cover is considered to be a separate insurance, with the terms, definitions, 'What is not covered' on pages 11 & 12 and conditions contained in this policy applying to each **trip**.

Unattended

- means left away from **your** person where **you** are unable to clearly see and are unable to get hold of **your** possessions.

United Kingdom

- means England, Scotland, Wales, Northern Ireland, the Isle of Man, British Forces Posted Overseas and the Channel Islands.

Valuables

- means jewellery, gold, silver, precious metal or precious or semiprecious stone articles, watches, furs, cameras, camcorders, portable satellite navigation systems, photographic, audio, video, computer, television and telecommunications equipment (including mobile phones, MP3/4 players, tablets, iPods, Kindles, ebooks, CDs, DVDs, tapes, films, cassettes, cartridges and headphones), computer games and associated equipment, telescopes and binoculars.

We/Us/Our

means Union Reiseversicherung AG, UK.

You/Your/Yourself/Insured person

- means each person travelling on a **trip** whose name appears in the Certificate of Insurance.

General conditions applicable to the whole policy

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

If **you** do not comply **we** may cancel the policy or refuse to deal with **your** claim or reduce the amount of any claim payment.

1. Dual insurance

If at the time of any incident which results in a claim under this policy, there is another insurance covering the same loss, damage, expense or liability **we** will not pay more than **our** proportional share (not applicable to Section B4 – Personal accident).

2. Duty to take reasonable care not to make a misrepresentation

Please take reasonable care to answer all **our** questions honestly and to the best of **your** knowledge. If **you** do not answer **our** questions correctly, **your** policy may be cancelled, or **your** claims rejected or not fully paid.

3. Reasonable precautions

At all times **you** must take all reasonable precautions to avoid injury, illness, disease, loss, theft or damage and take all reasonable steps to safeguard **your** property from loss or damage and to recover property lost or stolen.

3. Cancellation

Statutory cancellation rights

You can cancel this policy within 14 days of receiving it. This is called the “cooling off” period. If **you** want to cancel the policy **you** need to:

Tell Us

a. by emailing to enquiries@explorerinsurance.co.uk or

b. by writing to Explorer Travel Insurance
Suite 9, Chalkwell Lawns
648-656 London Road
Westcliff on Sea
SS0 9HR

or

c. by telephoning on 0345 373 0253.

If **you** have not travelled and no claim has been made and no incident likely to result in a claim has occurred, **we** will refund the premium **you** paid.

You may cancel this policy at any time, after the 14 day “cooling off” period. Should **you** wish to cancel **your** policy outside of the 14 day cooling off period, and can confirm that there have been no claims on the policy and that **you** have not travelled, the following cancellation terms will be applied dependant on what type of policy **you** have purchased:

Single Trip policies - In the event **you** have not travelled and are not claiming on the policy, a refund of 50% of the policy premium will apply. If **you** have travelled or are intending to claim, or have made a claim (irrespective of whether **your** claim was successful or not) **we** will not consider refunding any proportion of **your** premium.

Annual Multi Trip policies - Provided **you** have not made a claim on the policy (irrespective of whether **your** claim was successful or not) and **you** confirm in writing that there is no claim pending, should **you** choose to cancel and understand that all benefits of the policy will be cancelled, **we** will refund 5% of the total premium paid, for each full calendar month remaining on the policy from the date of cancellation. If **you** are intending to, or have claimed (irrespective of whether **your** claim was successful or not) **we** will not consider refunding any proportion of **your** premium.

The policy can be cancelled mid-term by **us** giving **you** 7 days' notice in writing by recorded delivery sent to **your** last known address.

Our discretion to cancel policies is restricted to the following reasons:

- If **we** are unable to collect a premium and have not received a response to two chaser letters.
- **Your** failure to co-operate in a way that affects **our** ability to process a claim.
- Fraud or suspected fraud, misleading information or deliberate misrepresentation or use of threatening or abusive behaviour.

No refund of premium will be made.

Claims conditions

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

If **you** do not comply **we** may cancel the policy or refuse to deal with **your** claim or reduce the amount of any claim payment. **You** must contact **us** by phone if **you** want to make a claim using the relevant number given below, depending on the type of claim:

1. Claims

All non-medical emergency claims:

You must contact:

Travel Claims Facilities, quoting reference: Explorer

Tel: 020 3829 3828 (open 8am-8pm Monday to Friday, 9am-1pm Saturday)

Address: Travel Claims Facilities, PO Box 395, Monks Green Farm, Mangrove Lane, Hertford, SG13 9JW.

Email: claims@tif-plc.co.uk

Download a claims form: www.policyholderclaims.co.uk



To make a claim under Section B11 – Legal expenses:

You must contact:

Slater & Gordon

Tel: 0161 228 3851

To make a claim under Section C – Gadget cover:

You must contact:

Stream Claims Services

Tel: 0161 974 1167

Lines are open between 8:00am and 6:00pm Monday to Friday.

Alternatively, please send an email to: newclaims@streamcs.co.uk.

Or write to:

Stream Claims Services, Cophthall House, Newcastle Under Lyme ST5 1EL

For medical assistance and/or repatriation claims:

In the event of any illness, injury, accident or hospitalisation which requires Inpatient or Outpatient treatment anywhere in the world, **you** must contact:

Emergency Assistance Facilities

Tel: + 44 (0) 20 3829 3836

Email: operations@emergencyassistance.co.uk

The claim notification must be made within 3 months or as soon as possible after that following any **bodily injury**, illness, disease, incident, event, redundancy or the discovery of any loss, theft or damage which may lead to a claim under this policy.

You must also tell **us** if **you** are aware of any court claim form, summons or impending prosecution. Every communication relating to a claim must be sent to **us** as soon as possible. **You** or anyone acting on **your** behalf must not negotiate, admit or repudiate (refuse) any claim without **our** permission in writing and cooperate fully with **us** in **our** investigations into the circumstance of **your** claim.

You or **your** legal representatives must supply at **your** own expense, all information, evidence, details of household insurance, proof of ownership and medical certificates as required by **us**. **You** should refer to the section under which **you** are claiming for further details of the evidence that **we** need to deal with **your** claim.

We may also request and will pay for a post mortem examination.

You must retain any property which is damaged, and if requested, send it to **us** at **your** own expense. If **you** are sending any damaged items for claims purposes, please send them to: The Recoveries Department at Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY. If **we** pay a claim for the full value of the property and it is then recovered it will then become **our** property.

We may refuse to reimburse **you** for any property which **you** cannot provide proof of ownership such as an original receipt or bank or credit card statements.

2. Transferring of rights

We are entitled to take over any rights in the defence or settlement of any claim and to take proceedings in **your** name for **our** benefit against any other party.

3. Fraud

You must not act in a fraudulent manner.

If **you** or anyone acting for **you**

- a) Make a claim under the policy knowing the claim to be false or fraudulently exaggerated in any way; or
- b) Make a statement in support of a claim knowing the statement to be false in any way; or
- c) Submit a document in support of a claim knowing the document to be forged or false in any way; or
- d) Make a claim for any loss or damage caused by **your** wilful act or with **your** connivance

Then

- a) **we** will not pay the claim
- b) **we** will not pay any other claim which has been or will be made under the policy
- c) **we** may make the policy void from the date of the fraudulent act
- d) **we** will be entitled to recover from **you** the amount of any claim already paid under the policy
- e) **we** will not refund any premium
- f) **we** may inform the police of the circumstances.

Important conditions relating to health

This policy does not provide cover for any existing **medical conditions** that **you** have at the time of purchase of this policy or have had prior to the purchase of this policy.

Any claim made as a direct or indirect result of a **medical condition** that **you** have at the time of purchase of this policy or have had prior to the purchase of this policy will not be covered. This includes known complications of a **medical condition** and/or side effects of any medications taken to treat any existing **medical condition**.

Should **you** develop a **medical condition** after purchase but prior to travel and decide **you** still wish to travel, please contact Explorer Travel Insurance on 0345 373 0253 at the earliest opportunity.

What is not covered - applicable to all sections of the policy

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

1. **War risks, civil commotion and terrorism**
War, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, **terrorism**, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power but this exclusion shall not apply to losses under Section B2 – Emergency medical and other expenses, Section B3 – State Hospital benefit and Section B4 – Personal accident unless such losses are caused by nuclear, chemical or biological attack, or the disturbances were already taking place at the beginning of any **trip**.
2. **Radioactive contamination**
Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste, from combustion of nuclear fuel, the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.
3. **Sonic bangs**
Loss, destruction or damage directly caused by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
4. **Winter sports**
Your participation in winter sports unless the appropriate winter sports premium has been paid, then cover will apply under those sections shown as covered for winter sports in **your** Certificate of Insurance for:
 - a) the winter sports specified in the list on page 23
 - b) any other winter sports **trips** shown as covered on **your** Certificate of Insurance for a period of no more than 17 days in total in each **period of insurance** under annual multi **trip** policies and for the period of the **trip** under single **trip** policies.
5. **Professional sports or entertaining**
Your participation in or practice of any professional sports or professional entertaining.
6. **Other sports or activities**
Your participation in or practice of any other sport or activity, manual work, driving any motorised vehicle or racing unless:
 - a) specified in the list on page 12 or 13
 - b) shown as covered in **your** Certificate of Insurance.
7. **Your** travel by freighter, container or cargo ship.
8. **Suicide, drug use or solvent abuse**
Your wilfully self-inflicted injury or illness, suicide or attempted suicide, sexually transmitted diseases, solvent abuse, drug use (other than drugs taken in accordance with treatment prescribed and directed by a **medical practitioner**, but not for the treatment of drug addiction) and putting **yourself** at needless risk (except in an attempt to save human life).
9. **Alcohol**
You, your travelling companion, close relative or business associate being under the influence of drugs (except those prescribed by **your** registered doctor but not when prescribed for treatment of drug addiction), alcohol (a blood alcohol level that exceeds 0.19% – approximately four pints or four 175ml glasses of wine) or solvents or anything relating to **you, your travelling companion's, close relatives' or business associate's** prior abuse of alcohol, drugs or solvents.
10. **Jumping from vehicles, buildings or balconies**
You climbing on top of, or jumping from a vehicle or jumping from a building or balcony, or sitting, planking, balconing, owling or lying on any external part of any building, or climbing or moving from any external part of any building to another (apart from stairs, ramps or walkways) and falling regardless of the height, unless **your** life is in danger or **you** are attempting to save human life.
11. **Unlawful action**
Your own unlawful action or any criminal proceedings against **you**.
12. **Additional loss or expense**
Any other loss, damage or additional expense following on from the event for which **you** are claiming, unless **we** provide specific cover under this insurance. *Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim, loss of earnings following **bodily injury**, illness or disease, additional hotel costs, additional car hire, Visas, ESTA's, additional parking fees, vaccinations, inoculations or kennel fees.*
13. **Armed Forces**
Operational duties of a member of the Armed Forces (other than claims arising from authorised leave being cancelled due to operational reasons, as provided for under sub section 4. of Section A1 – Cancellation charges and sub section 3. of Section B1 – Curtailment charges).
14. **Travelling against FCO advice**
Your travel to a country, specific area or event when the Travel Advice Unit of the Foreign & Commonwealth Office (FCO) or regulatory authority in a country to/from which **you** are travelling has advised against all, or all but essential travel.
15. **Proportionate costs**
More than the proportionate cost of **your trip** and any claim against the policy (all sections) where **you** have not insured for the full cost of **your trip**.

16. Claims conditions

You claiming under Policy B if **you** can claim under Policy A.

17. Medical advice

You choosing not to adhere to medical advice given.

Sports and activities covered

The following lists detail the sports and activities that this policy will cover when **you** are participating on a recreational, incidental and amateur basis during any **trip**.

Any involvement in these sports and/or activities is subject to **your** compliance with local laws and regulations and the use of recommended safety equipment (such as helmet, harness, knee and/or elbow pads). Details of those sports and activities which **you** have purchased cover for will be added to **your** Certificate of Insurance.

Activity pack 1 – covered as standard

Section B4 – Personal accident benefit – excluded if marked with*

Section B7 – Personal liability benefit – excluded if marked with +

Archery Badminton Baseball Basketball Beach Games Bungee Jumping (Max 2 jumps. Organised and under qualified supervision) Canoeing / Kayaking (Flat water or River up to Grade 2) *+ Clay Pigeon Shooting *+ Cricket *+ Cycling (excluding racing, BMX, mountain biking and touring. Max 14 days, no competitions) Dinghy Sailing Fell Walking*+ Fishing Football Golf Horse Riding (no competitions, Polo, Hunting, Racing, Jumping. Riding hat must be worn) Hot Air Ballooning (Booked in UK prior to departure) Jet Boating (no competitions) *+ Jet Skiing *+ (no competitions) Jogging Marathon Running Motorcycling up to 125cc (Subject to holding appropriate licence & wearing helmet, no off road) Netball Orienteering Paintballing *+	Parascending (Europe only, over water) Pony trekking (riding hat must be worn) Racquetball Rambling/Hiking/Trekking under 2,000m Roller Blading/Inline Skating/Skate boarding (no racing, no competitions) Rounders Rowing Running, Sprint / Long Distance Safari (Organised tours only, pre-booked within the UK/Ireland) Sail Boarding Sailing/Yachting within territorial waters (no racing or crewing) *+ Scuba Diving down to 30 metres (provided not in excess of your PADI dive level. Excludes solo dives. Cannot dive within 24 hours of departure) Snorkelling Squash Surfing (max 14 days, no competitions) Tennis Tour Operator Safari Treetop Walkways Track Events Triathlon Volleyball Wake boarding + War Games Water Polo Water Skiing White/Black Water Rafting (Grades 1-3 under qualified supervision) Windsurfing Working abroad (non manual labour) Yoga
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Activity pack 2 – covered with an additional charge

Medical excess increased to £250

Section B4 – Personal accident benefit – reduced by 50%

Section B7 – Personal liability benefit – excluded

Activity pack 3 – covered with an additional charge

Medical excess increased to £400

Section B4 – Personal accident benefit – reduced by 50% (excluded if marked with*)

Section B7 – Personal liability benefit – excluded

Boxing training (no contact) Bungee jump (up to 3 additional – organised and under qualified supervision) Camel/Elephant riding/trekking (with competent supervision) Fencing Flying as a passenger (in a licenced passenger carrying aircraft) Go-karting (helmet must be worn) Hockey Hot air ballooning (non incidental) Jet skiing (non incidental) Manual labour (ground level only, no machinery) Martial arts (training only, no contact) Motorcycling 125cc to 250cc (Subject to holding appropriate licence & wearing Helmet, no off road) Mountain biking (excluding downhill mountain biking) Parascending (Europe only, over water, non incidental to trip) Rambling/hiking/trekking between 2,001 and 4,000m (without ropes and/or picks) Safari (non-UK organised, organised tours only) Scuba diving (non incidental down to maximum of 40m, not exceeding your PADI dive level) Sea canoeing/Kayaking (under qualified supervision) Sea fishing (non incidental) Surfing (non incidental, no competitions) Water-skiing/Windsurfing/Snorkelling (amateur, non incidental)	Winter sports (extension to 31 days cover for Annual-Multi Trip) Abseiling American football Parachuting (Europe only, with qualified supervision) Paragliding (Europe only, with qualified supervision) Parascending overland (Europe only, with qualified supervision) Rugby Sailing/yachting – outside territorial waters if qualified or accompanied by a qualified person (no racing) * Sand yachting Sky diving (Europe only, up to 2 jumps maximum)* Snowmobiling Tandem Skydive (Europe only, up to 2 jumps maximum)* White/Black water rafting (grade 4 to 6 under qualified supervision) Zip wiring/zip trekking (with competent supervision)
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Activity pack 4 – covered with an additional charge

Medical excess increased to £400

Section B4 – Personal accident benefit – excluded

Section B7 – Personal liability benefit – excluded

Canyoning
High diving (amateur, up to 5m height. Excluding cliff diving)
Horse jumping (No polo, or hunting. Riding hat must be worn)
Kite surfing
Parasailing (with qualified supervision)
Rock climbing (under 2,000m either as a qualified person or with qualified supervision)
Rock scrambling (under 4,000m)
Trekking - Inca trail (as part of an organised tour)
Trekking – Kilimanjaro (as part of an organised tour)

Emergency and medical service

IN CASE OF A SERIOUS EMERGENCY please contact the 24hour emergency assistance service provided by Emergency Assistance Facilities on +44 (0) 20 3829 3836.

Call an ambulance using the local equivalent of a 999 number and then contact Emergency Assistance Facilities to offer **you** advice. **We** strongly suggest **you** put their telephone number +44 (0) 20 3829 3836 into **your** mobile phone before **you** travel so that it is to hand if **you** need it. Get details of the hospital **you** are being taken to so that **our** Emergency Assistance Facilities doctor will be able to obtain a medical report at the earliest possible opportunity. **You** may need to pay the policy **excess** locally and ask the hospital to send the rest of their bills to Travel Claims Facilities at: PO Box 395, Monks Green Farm, Mangrove Lane, Hertford, SG13 9JW. **Our** appointed assistance service, Emergency Assistance Facilities will explain this to them and provide them with a faxed/email confirmation if necessary.

You will need to have some basic information for them to hand:

- **your** telephone number in case **you** are cut off
- patient's name, age and as much information about the medical situation as possible
- name of the hospital, ward, treating doctor and telephone numbers if **you** have them
- tell them that **you** have Explorer Travel Insurance, the policy number and the date it was bought
- patient's UK GP contact details in case they need further medical information

Things to be aware of/remember:

1. **your** policy does not cover any costs private medical treatment unless authorised by **us**.
2. NEVER give **your** passport to a clinic or hospital.
3. it is not always possible to return **home** immediately after discharge following injury or illness. **You** will be able to return **home** when the assistance service considers it safe, in conjunction with **your** doctor and airline regulations have been met. Sometimes **you** will need to stay in resort for a while longer before returning **home** so the assistance team will arrange additional accommodation for **you**.
4. **you** may be required to obtain **your** medical records in the event of a claim.



OUT-PATIENT TREATMENT OR MINOR INJURIES OR MINOR ILLNESS

If **you** need to see a doctor, ask **your** hotel reception or tour representative for the nearest public/state medical facility. Some hotels will urge **you** to seek private treatment however this is not necessary as private medical facilities vary greatly and are not equipped to deal with all emergencies. They may give **you** unnecessary treatment and at inflated prices – if **you** are ever in doubt please call Emergency Assistance Facilities on **+44 (0) 20 3829 3836** for advice on where to seek treatment. In Europe **you** should show them **your** EHIC card. Provided that the EHIC is accepted, medical treatment will be free or at a reduced cost. If **we** agree to pay for a medical expense which has been reduced because **you** have used an EHIC **you** will not be required to contribute towards the claim as the standard policy **excess** will be reduced to NIL. **IMPORTANT: You** will only be covered for the cost of private treatment if this is approved in advance by Emergency Assistance Facilities.

If **your** outpatient bill is less than £500 then **you** will need to pay this to the medical facility, and ensure **you** keep all receipts so **you** can claim upon **your** return. In the event that **you** need to seek outpatient treatment when **you** are travelling in any of the countries listed below then it may be that immediate payment can be arranged locally using the services of Charge Care International whom **we** have appointed to act on **our** behalf. To take advantage of this service please show the treating doctor or clinic the logo printed below as this will enable them to identify **our** membership and avoid language difficulties. If the hospital **you** are treated at subscribes to this service they will ask to see **your** proof of insurance so it is important to carry this with **you**. **You** will be asked to complete a simple Charge Care form to confirm the nature of the treatment received. The doctor or clinic will collect the policy **excess** from **you** and send their bill to Charge Care for payment. The countries where this service is available are: Greece and the Greek Islands, Cyprus, Bulgaria, Egypt and Turkey.
www.chargecareinternational.co.uk



WHAT IF YOU WANT TO COME HOME EARLY

This policy covers **you** to come **home** early because **you** are ill or injured, only if medical treatment is not available locally. If **you** are thinking of cutting short **your** trip because **you** are not well then **you** must contact Emergency Assistance Facilities on **+44 (0) 20 3829 3836** for advice first. If **you** need to come **home** for any other reason, such as the illness of a **close relative** in the **UK** then **you** should make **your** own arrangements, bearing in mind **your** duty to act at all times as if uninsured. If **you** are not sure whether **your** circumstances are included in the cover then call Emergency Assistance Facilities on **+44 (0) 20 3829 3836**.

RECIPROCAL HEALTH AGREEMENTS WITH OTHER COUNTRIES

EU, EEA or Switzerland

If **you** are travelling to countries within the European Union (EU), the European Economic Area (EEA) or Switzerland **you** are strongly advised to obtain a European Health Insurance Card (EHIC). **You** can apply for an EHIC either online at www.ehic.org.uk or by telephoning 0300 330 1350. This will entitle **you** to benefit from the health care arrangements which exist between countries within the EU/EEA or Switzerland. If **we** agree to pay for a medical expense which has been reduced because **you** have used either a European Health Insurance Card or private health insurance, **we** will not deduct the **excess** under Section B2 - Emergency medical and other expenses. Please note residents of the Isle of Man and the Channel Islands are not eligible for an EHIC.

Australia

If **you** need medical treatment in Australia **you** must enrol with a local MEDICARE office. **You** do not need to enrol when **you** arrive, but **you** must do this after the first occasion **you** receive treatment. Inpatient and outpatient treatment at a public hospital will then be available free of charge. Details of how to enrol and the free treatment available can be found by visiting the MEDICARE website on www.medicareaustralia.gov.au or by emailing medicare@medicareaustralia.gov.au. Alternatively, please call Emergency Assistance Facilities for guidance. If **you** are admitted to hospital **you** must contact Emergency Assistance Facilities as soon as possible and get their authorisation for any treatment not available under MEDICARE.

New Zealand

United Kingdom citizens on a short term visit to New Zealand are eligible for treatment (medical, hospital and related) on the same basis as citizens of New Zealand. If the treatment relates to an existing **medical condition** or a new condition arises, then a **medical practitioner** must agree in each case that prompt treatment is necessary, if treatment is to be provided under the reciprocal agreement. **You** will also need to show **your** UK passport. **You** will however have to pay the same charges as New Zealanders for treatment at a doctor's surgery or for prescribed medication.

Contact the Emergency Assistance Facilities on telephone number: **+44 (0) 20 3829 3836**

Policy A: Your Pre Travel Policy

Section A1 – Cancellation charges

What is covered

We will pay **you** up to the amount shown in the **Schedule of benefits** for **your** proportion only of any irrecoverable unused travel and accommodation costs and other pre-paid charges (including **excursions** up to £250) which **you** have paid or are contracted to pay, together with **your** proportion only of any reasonable additional travel expenses incurred if cancellation of the **trip** is necessary and unavoidable and due to:

1. The death, **bodily injury**, illness, disease, or complications arising as a direct result of pregnancy of:
 - a) **you**
 - b) any person who **you** are travelling or have arranged to travel with
 - c) any person who **you** have arranged to stay with
 - d) **your close relative**
 - e) **your close business associate**.
2. **You** or any person who **you** are travelling or have arranged to travel with being quarantined, called as a witness at a Court of Law or for jury service attendance.
3. Redundancy of **you** or any person who **you** are travelling or have arranged to travel with (which qualifies for payment under current **United Kingdom** redundancy payment legislation, and at the time of booking the **trip** there was no reason to believe anyone would be made redundant).
4. **You** or any person who **you** are travelling or have arranged to travel with, are a member of the Armed Forces, Territorial Army, Police, Fire, Nursing or Ambulance Services or employees of a Government Department and have **your/their** authorised leave cancelled or are called up for operational reasons, provided that the cancellation could not reasonably have been expected at the time when **you** purchased this insurance or at the time of booking any **trip**.
5. The Police or other authorities requesting **you** to stay at or return to **your home** due to serious damage to **your home** caused by fire, aircraft, explosion, storm, flood, subsidence, fallen trees, collision by road vehicles, malicious people or theft.

Special conditions relating to claims

1. If **you** fail to notify the travel agent, tour operator or provider of transport or accommodation as soon as **you** find out it is necessary to cancel the **trip**, the amount **we** will pay will be limited to the cancellation charges that would have otherwise applied.
2. If **you** cancel the **trip** due to:
 - a) stress, anxiety, depression or any other mental or nervous disorder that **you** are suffering from **you** must provide (at **your** own expense) a medical certificate from either a registered mental health professional if **you** are under the care of a Community Mental Health Team or if not, a consultant specialising in the relevant field or
 - b) any other **bodily injury**, illness, disease or complications arising as a direct result of pregnancy, **you** must provide (at **your** own expense) a medical certificate from a **medical practitioner** stating that this necessarily and reasonably prevented **you** from travelling. **We** need the medical certificate completed as soon as **you** find out it is necessary to cancel the **trip**, as any delay in seeing a **medical practitioner** could mean that **your** symptoms are no longer present. If **you** cannot get an immediate appointment, please make one for as early as possible and keep all details of this to help substantiate **your** claim.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. The cost of Air Passenger Duty (APD) whether irrecoverable or not.
3. Any claims arising directly or indirectly from:
 - a) **your** misconduct or misconduct by any person who **you** are travelling with or have arranged to travel with leading to dismissal, **your/their** resignation, voluntary redundancy, **you/their** entering into a compromise agreement, or where **you/they** had received a warning or notification of redundancy before **you** purchased this insurance or at the time of booking any **trip**.

- b) circumstances known to **you** before **you** purchased this insurance or at the time of booking any **trip** which could reasonably have been expected to lead to cancellation or **curtailment** of the **trip**.
 - c) a medical **condition** that a **close relative** or a **close business associate** has at the time of purchase of this policy or has had prior to the purchase of this policy or any recognised complication caused by the existing medical **condition**.
 - d) **your** fear of an epidemic, pandemic, infection or allergic reaction.
 - e) **your** disinclination to travel or any circumstance not listed within Section A1 – cancellation charges.
 - f) **your** carrier's refusal to allow **you** to travel for whatever reason.
 - g) the cancellation of **your trip** by the Tour Operator.
4. Travel tickets paid for using any airline mileage or supermarket reward scheme (for example Avios), unless evidence of specific monetary value can be provided.
 5. Accommodation costs paid for using any Timeshare, Holiday Property Bond or other holiday points scheme. In addition any property maintenance costs, fees or charges incurred by **you**, as part of **your** involvement in such schemes is not covered.
 6. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

You should also refer to the 'Important conditions relating to health'.

Claims evidence

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

- A medical certificate from the treating **medical practitioner** (or in the case of stress, anxiety, depression or any other mental or nervous disorder, either a registered mental health professional if **you** are under the care of a Community Mental Health Team or if not, a consultant specialising in the relevant field) explaining why it was necessary for **you** to cancel the **trip**.
- In the case of death causing cancellation of the **trip**, a copy of the death certificate.
- Booking confirmation together with a cancellation invoice from **your** travel agent, tour operator or provider of transport/accommodation.
- **Your** unused travel tickets.
- Receipts or bills for any costs, charges or expenses claimed for.
- In the case of compulsory quarantine, a letter from the relevant authority or the treating **medical practitioner**.
- In the case of jury service or witness attendance, the court summons.
- The letter of redundancy for redundancy claims.
- A letter from the commanding officer concerned, confirming cancellation of authorised leave or call up for operational reasons.
- In the case of serious damage to **your home** a report from the Police or relevant authority.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section A2 – Scheduled airline failure

What is covered

We will pay **you** up to the amounts shown in the **schedule of benefits** for irrecoverable sums paid in advance in the event of insolvency of the scheduled airline provider not forming part of an inclusive holiday prior to departure.

What is not covered

1. The **excess** as shown in the **schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Scheduled flights not booked within the **United Kingdom**.
3. Scheduled flights not booked through a bonded travel agent or direct with a scheduled airline.
4. The financial failure of:
 - a) any scheduled airline in chapter 11 or national equivalent, or for which threat of insolvency was public knowledge, at the date this policy was purchased by **you** or the date **your trip** was booked, whichever is the later.

- b) any scheduled airline who is bonded or insured elsewhere (even if the bond is insufficient to meet the claim).
 - c) any travel agent, tour organiser, booking agent or consolidator with whom **you** have booked a scheduled flight.
5. The cost of any pre-booked accommodation, tours, **excursions** or rental vehicles.
 6. Charter flights.
 7. Flights booked with a schedule airline being taken over/forming part of a merger.
 8. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Policy B: Your Travel Policy

Section B1 – Curtailment charges

(if you have to come home early)

What is covered

We will pay **you** up to the amount shown in the **Schedule of benefits** for **your** proportion only of any irrecoverable unused travel and accommodation costs and other pre-paid charges (including **excursions** up to £250) which **you** have paid or are contracted to pay, together with **your** proportion only of any reasonable additional travel expenses incurred if the **trip** is **curtailed** (**you** having to return **home** early) before completion as a result of any of the following events:

1. The death, **bodily injury**, illness, disease, or complications arising as a direct result of pregnancy of:
 - a) **you**
 - b) any person who **you** are travelling or have arranged to travel with
 - a) any person who **you** have arranged to stay with
 - b) **your close relative**
 - c) **your close business associate**.
2. **You** or any person who **you** are travelling or have arranged to travel with being quarantined, called as a witness at a Court of Law or for jury service attendance.
3. **You** or any person who **you** are travelling or have arranged to travel with, are a member of the Armed Forces, Territorial Army, Police, Fire, Nursing or Ambulance Services or employees of a Government Department and have **your**/their authorised leave cancelled or are called up for operational reasons, provided that the **curtailment** could not reasonably have been expected at the time when **you** purchased this insurance or at the time of booking any **trip**.
4. The Police or other authorities requesting **you** to stay at or return to **your home** due to serious damage to **your home** caused by fire, aircraft, explosion, storm, flood, subsidence, fallen trees, collision by road vehicles, malicious people or theft.

Special conditions relating to claims

1. **You** must get (at **your** own expense) a medical certificate from a **medical practitioner** and the prior approval of Emergency Assistance Facilities to confirm the necessity to return **home**, prior to **curtailment** of the **trip** due to death, **bodily injury**, illness, disease or complications arising as a direct result of pregnancy.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. The cost of **your** unused original tickets where Emergency Assistance Facilities or **we** have arranged and paid for **you** to come **home** following **curtailment** of the **trip**. If however **you** have not purchased a return ticket, **we** reserve the right to deduct the cost of an economy flight from any additional costs **we** have incurred which are medically necessary to repatriate **you** to **your home**.
3. Any **curtailment** travel costs that are not to the same standard as **your** original return tickets.
4. The cost of Air Passenger Duty (APD) whether irrecoverable or not.
5. Any claims arising directly or indirectly from:

- a) circumstances known to **you** before **you** purchased this insurance or at the time of booking any **trip** which could reasonably have been expected to lead to **curtailment** of the **trip**.
 - b) a medical **condition** that a **close relative** or a **close business associate** has at the time of purchase of this policy or has had prior to the purchase of this policy or any recognised complication caused by the existing medical **condition**.
5. Travel tickets paid for using any airline mileage or supermarket reward scheme (for example Avios), unless evidence of specific monetary value can be provided.
 6. Accommodation costs paid for using any Timeshare, Holiday Property Bond or other holiday points scheme. In addition any property maintenance costs, fees or charges incurred by **you**, as part of **your** involvement in such schemes is not covered.
 7. Any resumption of **your trip** once it has been **curtailed**. There is no further cover once **you** have returned to **your home area**.
 8. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

You should also refer to the 'Important conditions relating to health'.

Claims evidence

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

- A medical certificate from the treating **medical practitioner** (or in the case of stress, anxiety, depression or any other mental or nervous disorder, either a registered mental health professional if **you** are under the care of a Community Mental Health Team or if not, a consultant specialising in the relevant field) explaining why it was necessary for **you** to **curtail** the **trip**.
- In the case of death causing **curtailment** of the **trip**, a copy of the death certificate.
- **Your** unused travel tickets.
- Receipts or bills for any costs, charges or expenses claimed for.
- In the case of compulsory quarantine, a letter from the relevant authority or the treating **medical practitioner**.
- In the case of jury service or witness attendance, the court summons.
- A letter from the commanding officer concerned, confirming cancellation of authorised leave or call up for operational reasons.
- In the case of serious damage to **your home** a report from the Police or relevant authority.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call +44 (0) 20 3829 3836

Section B2 – Emergency medical and other expenses

What is covered

We will pay **you** up to the limit shown in the **Schedule of benefits** for the following **necessary** expenses that are payable within six months of the event that causes the claim that results from **your** death, **bodily injury** or illness:

1. Customary and reasonable fees or charges, for necessary and **emergency treatment**, to be paid outside **your home area** for medical, surgical, hospital, nursing home or nursing services.
2. Emergency dental treatment for the immediate relief of pain (to natural teeth only) incurred outside of **your home area**.
3. Costs of telephone calls:
 - a) to Emergency Assistance Facilities notifying and dealing with the problem for which **you** are able to provide receipts or other reasonable evidence to show the cost of the calls and the numbers **you** telephoned
 - b) incurred by **you** when **you** receive calls on **your** mobile phone from Emergency Assistance Facilities for which **you** are able to provide receipts or other reasonable evidence to show the cost of the calls.
4. The cost of taxi fares for **your** travel to or from hospital relating to **your** admission, discharge or attendance for outpatient treatment or appointments and/or for collection of medication prescribed for **you** by the hospital.

5. If **you** die:
- outside **your home area** the cost of funeral expenses abroad up to the amount shown in the **Schedule of benefits** plus the reasonable cost of returning **your** ashes to **your home**, or the additional costs of returning **your** body to **your home**
 - within **your home area** the reasonable additional cost of returning **your** ashes or body to **your home**.
6. Reasonable additional transport and/or accommodation expenses incurred, up to the standard of **your** original booking (self catering or room only), if it is medically necessary for **you** to stay beyond **your** scheduled return date.
- This includes, with the prior authorisation of Emergency Assistance Facilities, reasonable additional transport and/or accommodation expenses for a **travelling companion**, friend or **close relative** to stay with **you** or travel to **you** from the **United Kingdom** or escort **you**. Also additional travel expenses to return **you** to **your home** or a suitable hospital nearby if **you** cannot use the return ticket.
7. With the prior authorisation of Emergency Assistance Facilities, the additional costs incurred in the use of air transport or other suitable means, including qualified attendants, to repatriate **you** to **your home** if it is medically necessary. These expenses will be for the identical class of travel utilised on the outward journey unless Emergency Assistance Facilities agree otherwise.

Special conditions relating to claims

- You** must tell Emergency Assistance Facilities as soon as possible of any **bodily injury**, illness or disease which necessitates **your** admittance to hospital as an in-patient or before any arrangements are made for **your** repatriation.
- If **you** suffer **bodily injury**, illness or disease **we** reserve the right to move **you** from one hospital to another and/or arrange for **your** repatriation to the **United Kingdom** at any time during the **trip**. **We** will do this, if in the opinion of Emergency Assistance Facilities or **us** (based on information provided by the **medical practitioner** in attendance), **you** can be moved safely and / or travel safely to **your home area** or a suitable hospital nearby to continue treatment.
- The intention of this section is to pay for emergency medical/surgical/dental treatment only and not for treatment or surgery that can be reasonably delayed until **your** return to **your home area**. **Our** decisions regarding the treatment or surgery that **we** will pay for (including repatriation to **your home area**) will be based on this. If **you** do not accept **our** decisions and do not want to be repatriated, then **we** will cancel all cover under **your** policy and refuse to deal with claims for any further treatment and/or **your** repatriation to **your home area**.

What is not covered

- The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
- Private medical treatment, unless in agreement with Emergency Assistance Facilities and there are no adequate state facilities available.
- Normal pregnancy, without any accompanying **bodily injury**, illness, disease or complication. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal childbirth would not constitute an unforeseen event.
- The cost of **your** unused original tickets where Emergency Assistance Facilities or **we** have arranged and paid for **you** to return to **your home**, if **you** cannot use the return ticket. If however **you** have not purchased a return ticket, **we** reserve the right to deduct the cost of an economy flight from any additional costs **we** have incurred which are medically necessary to repatriate **you** to **your home**.
- Any claims arising directly or indirectly for:
 - The cost of treatment or surgery, including exploratory tests, which are not related to the **bodily injury** or illness which necessitated **your** admittance into hospital.
 - Any expenses which are not usual, reasonable or customary to treat **your** **bodily injury**, illness or disease.
 - Any form of treatment or surgery which in the opinion of Emergency Assistance Facilities or **us** (based on information provided by the **medical practitioner** in attendance), can be delayed reasonably until **your** return to **your home area**.

- Expenses incurred in obtaining or replacing medication, which **you** know **you** will need at the time of departure or which will have to be continued outside of **your home area**. *Where possible and with the agreement of **your medical practitioner**, **you** should always travel with plenty of extra medication in case of travel delays.*
 - Additional costs arising from single or private room accommodation.
 - Treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by Emergency Assistance Facilities.
 - Any costs incurred by **you** to visit another person in hospital.
 - Any expenses incurred after **you** have returned to **your home area**.
 - Any expenses incurred in England, Scotland, Wales, Northern Ireland, the Isle of Man or the Channel Islands which are:
 - for private treatment, or
 - are funded by, or are recoverable from the Health Authority in **your home area**, or
 - are funded by a reciprocal health agreement (RHA) between these countries and/or islands.
 - Expenses incurred as a result of a tropical disease where **you** have not had the NHS recommended inoculations and/or taken the NHS recommended medication.
 - Any expenses incurred after the date on which **we** exercise **our** rights under this section to move **you** from one hospital to another and/or arrange for **your** repatriation but **you** decide not to be moved or repatriated.
6. Any additional flight costs that are not to the same standard as **your** original return tickets, unless medically necessary and agreed with Emergency Assistance Facilities.
7. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

You should also refer to the 'Important conditions relating to health.'

Claims evidence

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

- Receipts or bills for all in-patient/out-patient treatment or emergency dental treatment received.
- In the event of death, a copy of the death certificate and receipts or bills for funeral, cremation or repatriation expenses.
- Receipts or bills for taxi fares to or from hospital claimed for, stating details of the date, name and location of the hospital concerned.
- Receipts or bills or proof of purchase for any other transport, accommodation or other costs, charges or expenses claimed for, including calls to Emergency Assistance Facilities.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

**To make a claim under this section please call:
For medical assistance and/or repatriation claims +44 (0) 20 3829 3836
or for other claims 020 3829 3828**

Section B3 – State hospital benefit

What is covered

We will pay **you** up to the limit shown in the **Schedule of benefits** for every complete 24 hours **you** have to stay in a state hospital as an in-patient or are confined to **your** accommodation due to **your** compulsory quarantine or on the orders of a **medical practitioner** outside **your home area** as a result of **bodily injury**, illness or disease **you** sustain.

We will pay the amount above in addition to any amount payable under Section B2 – Emergency medical and other expenses. *This payment is meant to help **you** pay for additional expenses such as taxi fares and phone calls incurred by **your** visitors during **your** stay in hospital.*

Special conditions relating to claims

1. **You** must tell Emergency Assistance Facilities as soon as possible of any **bodily injury**, illness or disease which necessitates **your** admittance to hospital as an in-patient, compulsory quarantine or confinement to **your** accommodation on the orders of a **medical practitioner**.

What is not covered

1. Any claims arising directly or indirectly from:
 - a) Any additional period of hospitalisation, compulsory quarantine or confinement to **your** accommodation:
 - i) relating to treatment or surgery, including exploratory tests, which are not directly related to the **bodily injury**, illness or disease which necessitated **your** admittance into hospital.
 - ii) relating to treatment or services provided by a convalescent or nursing home or any rehabilitation centre.
 - iii) following **your** decision not to be repatriated after the date, when in the opinion of Emergency Assistance Facilities it is safe to do so.
 - b) Hospitalisation, compulsory quarantine or confinement to **your** accommodation:
 - i) relating to any form of treatment or surgery which in the opinion of Emergency Assistance Facilities (based on information provided by the **medical practitioner** in attendance), can be delayed reasonably until **your** return to **your home area**.
 - ii) as a result of a tropical disease where **you** have not had the NHS recommended inoculations and/or taken the NHS recommended medication.
 - iii) occurring in England, Scotland, Wales, Northern Ireland, the Isle of Man or the Channel Islands and relating to either private treatment or tests, surgery or other treatment, the costs of which are funded by a reciprocal health agreement (RHA) between these countries and/or islands, or are funded by or recoverable from the Health Authority in **your home area**.
2. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- Confirmation in writing from the hospital, relevant authority or the treating **medical practitioner** of the dates when **you** were admitted and subsequently discharged from hospital, compulsory quarantine or confinement to **your** accommodation.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B4 – Personal accident

Special definitions relating to this section (which are shown in italics)

Loss of limb

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

Loss of sight

- means total and irrecoverable *loss of sight* which shall be considered as having occurred:

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

What is covered

We will pay one of the benefits as shown in the **Schedule of benefits** if **you** sustain **bodily injury** whilst on **your trip** which shall solely and independently of any other cause, result within two years in **your** death, *loss of limb*, *loss of sight* or permanent total disablement.

Special conditions relating to claims

1. **Our medical practitioner** may examine **you** as often as they consider necessary if **you** make a claim.

Provisions

1. Benefit is not payable to **you**:
 - a) Under more than one of the items shown in the **Schedule of benefits** under this section.
 - b) Under permanent total disablement until 24 continuous calendar months after the date **you** sustain **bodily injury**.
 - c) If **you** were already disabled before the **bodily injury** occurred or already has a condition which is gradually getting worse, **we** may reduce **our** payment. Any reduced payment will be based on **our** medical assessment of the difference between:
 - i. the disability after the **bodily injury**; and
 - ii. the extent to which the disability is affected by the disability or condition before the **bodily injury** occurred.
2. The death benefit will be paid to the deceased **insured person's** estate.

What is not covered

1. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- In the event of death, the original death certificate.
- A medical certificate or report in relation to claims for *loss of limb*, *loss of sight* or permanent total disablement.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B5 – Baggage

What is covered

1. **We** will pay **you** up to the amount as shown in the **Schedule of benefits** for the accidental loss of, theft of or damage to **baggage**. The amount payable in the event of a total loss, will be the value at today's prices less a deduction for wear, tear and depreciation (loss of value – **you** can find full details of **our** wear and tear scale published on **our** website – www.tifgroup.co.uk/services/claims/wear-tear-depreciation), or **we** may replace, reinstate or repair the lost or damaged **baggage**.

The maximum **we** will pay **you** for the following items is:

- a) for any one article, pair or set of articles is as shown in the **Schedule of benefits**.
 - b) for the total for all **valuables** is as shown in the **Schedule of benefits**.
2. **We** will also pay **you** up to the amount as shown in the **Schedule of benefits** for the emergency replacement of clothing, medication and toiletries if **your baggage** is temporarily lost in transit during the outward journey and not returned to **you** within 24 hours, as long as **we** receive written confirmation from the carrier, confirming the number of hours the **baggage** was delayed.

If the loss is permanent **we** will deduct the amount paid from the final amount to be paid under this section.

Special conditions relating to claims

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery, or as soon as possible after that and get (at **your** own expense) a written report of the loss, theft or attempted theft of all **baggage**.
2. If **baggage** is lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your** own expense) written confirmation.
3. If **baggage** is lost, stolen or damaged whilst in the care of an airline **you** must:
 - a) get a Property Irregularity Report from the airline.
 - b) give written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
 - c) keep all travel tickets and tags for submission if **you** are going to make a claim under this policy.

4. **You** must provide (at **your** own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help **you** to substantiate **your** claim.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance (except claims under subsection 2 of 'What is covered').
2. Loss, theft of or damage to **valuables** left **unattended** at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or **public transport** operator) unless deposited in a hotel safe, safety deposit box or left in **your** locked accommodation.
3. Loss, theft of or damage to **baggage** contained in an **unattended** vehicle:
 - a) overnight between 9 pm and 9 am (local time) or
 - b) at any time between 9 am and 9 pm (local time) unless:
 - i) it is locked out of sight in a **secure baggage area** and
 - ii) forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of such entry is available.
4. Loss or damage due to delay, confiscation or detention by customs or any other authority.
5. Loss, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, motor accessories, documents of any kind, bonds, securities, perishable goods (such as foodstuffs), bicycles, **ski equipment**, **golf equipment** and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).
6. Loss or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or an accident to the aircraft, sea vessel, train or vehicle in which they are being carried.
7. Loss or damage due to breakage of **sports equipment** or damage to sports clothing whilst in use.
8. Loss, theft of or damage to **business equipment**, business goods, samples, tools of trade and other items used in connection with **your** business, trade, profession or occupation.
9. Loss, theft of or damage to **your gadget** or **gadget accessories** if section C is operative under **your** policy.
10. Loss or damage caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
11. Loss or theft of car keys, duty free items such as tobacco products, alcohol and perfumes.
12. Any claim evidenced by any other report not specified in this section, unless otherwise agreed by **us**.
13. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.
- An original receipt, proof of ownership or valuations for items lost, stolen or damaged and for all items of clothing, medication and toiletries replaced if **your baggage** is temporarily lost in transit for more than 24 hours.
- A letter from the carrier confirming the number of hours **your baggage** was delayed for.
- Repair report where applicable.

- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B6 – Personal money, passport and travel documents

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for the accidental loss of, theft of or damage to **personal money** and documents (including the unused portion of passports, visas and driving licences). **We** will also cover foreign currency during the 72 hours immediately before **your** departure on the outward journey.

The maximum **we** will pay for the following items is:

- a) for bank notes, currency notes and coins is as shown under the cash limit in the **Schedule of benefits**.
- b) for bank notes, currency notes and coins, if **you** are under the age of 18 years is as shown under the cash limit in the **Schedule of benefits**.
- c) for all other **personal money** and documents (including the cost of the emergency replacement or temporary passport or visa) is as shown under the **Schedule of benefits**.

Special conditions relating to claims

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and get (at **your** own expense) a written report of the loss, theft or attempted theft of all **personal money**, passports or documents.
2. If **personal money** or passports are lost, stolen or damaged while in the care of a hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your** own expense) written confirmation. Keep all travel tickets and tags for submission if a claim is to be made under this policy.
3. If documents are lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your** own expense) written confirmation.
4. If documents are lost, stolen or damaged whilst in the care of an airline **you** must:
 - a) give formal written notice of the claim to the airline within the time limit set out in their conditions of carriage (please keep a copy).
 - b) keep all travel tickets and tags for submission to **us** if **you** are going to make a claim under this policy.
5. **You** must provide (at **your** own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help **you** to substantiate **your** claim.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Loss, theft of or damage to **personal money** or **your** passport or visa if left **unattended** at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or **public transport** operator) unless deposited in a hotel safe, safety deposit box or left in **your** locked accommodation.
3. Loss, theft of or damage to travellers' cheques if **you** have not complied with the issuer's conditions or where the issuer provides a replacement service.
4. Loss or damage due to delay, confiscation or detention by customs or any other authority.
5. Loss or damage due to depreciation (loss in value), variations in exchange rates or shortages due to error or omission.
6. Travel, event or entertainment tickets paid for using any airline mileage or supermarket reward scheme (for example Avios), unless evidence of specific monetary value can be provided.

7. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.
- Original receipts, proof of ownership or valuations for items lost, stolen or damaged.
- Receipts or bills or proof of purchase for any transport and accommodation expenses claimed for.
- Receipt for all currency and travellers cheques transactions.
- Any other relevant information relating to **your** claim under this section that we may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B7 – Personal liability

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** (including legal costs and expenses) against any amount **you** become legally liable to pay as compensation for any event occurring during the period of this insurance that **you** are legally liable to pay that relates to an incident caused directly or indirectly by **you** and that results in:

1. Injury, illness or disease of any person, who is not **your close relative**, friend or **travelling companion**.
2. Loss of, or damage to, property that does not belong to **you** or any member of **your** family, friend, **close relative** or **travelling companion** and is neither under the charge or control of **you**, any member of **your** family, a friend, **close relative** or **travelling companion**.
3. Loss of, or damage to, **trip** accommodation which does not belong to **you** or any member of **your** family, a friend, **close relative** or **travelling companion**.

Special conditions relating to claims

1. **You** must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without **our** permission in writing.
2. We will be entitled to subrogate against the responsible party and take proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under the policy.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Any liability for loss of or damage to property or injury, illness or disease:
 - a) where an indemnity is provided under any other insurance.
 - b) that is suffered by anyone who is under a contract of service with **you**, acting as a carer, whether paid or not, or any member of **your** family or **travelling companion** and is caused by the work **you** or any member of **your** family or **travelling companion** employ them to do.
 - c) that is caused by any deliberate act or omission by **you**, including transmission of disease or illness.
 - d) that is caused by **your** own employment, profession or business or any member of **your** family.
 - e) that is caused by **your** ownership, care, custody or control of any animal.
 - f) that falls on **you** by agreement and would not have done if such agreement did not exist.
 - g) any liability for injury, illness or disease suffered by **you** or any member of **your** family, a friend or a **travelling companion**.
3. Compensation or any other costs caused by accidents involving **your** ownership, possession or control of any:
 - a) land or building or their use either by or on **your** behalf other than **your** temporary **trip** accommodation.
 - b) mechanically propelled vehicles and any trailers attached to them.
 - c) aircraft, motorised skis, motorised waterborne craft or sailing vessel.

- d) firearms or incendiary devices.

4. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- Full details in writing of any incident.
- Any court claim form, summons, letter of claim or other document must be sent to **us** as soon as **you** receive it.
- Any other relevant information relating to **your** claim under this section that we may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B8 – Delayed departure or abandonment of trip

What is covered

If the **public transport** on which **you** are booked to travel:

1. is delayed at the **international departure point** from or to the **United Kingdom** (but not including delays to any subsequent outbound or return connecting **public transport**) for at least 12 hours from the scheduled time of departure, or
2. is cancelled before or after the scheduled time of departure

as a result of any of the following events:

- a) strike or
- b) industrial action or
- c) adverse weather conditions or
- d) mechanical breakdown of or a technical fault occurring in the **public transport** on which **you** are booked to travel

We will pay **you**:

1. up to the amount as shown in the **Schedule of benefits** for every complete 12 hours delay, up to a maximum as shown in the **Schedule of benefits** (*which is meant to help **you** pay for telephone calls made and meals and refreshments purchased during the delay*) provided **you** eventually travel, or
2. up to the amount as shown in the **Schedule of benefits** for **your** proportion only of any irrecoverable unused travel and accommodation costs and other pre-paid charges which **you** have paid or are contracted to pay, if:

- a) after a delay of at least 12 hours, or
- b) following cancellation, no suitable alternative **public transport** is provided within 12 hours of the scheduled time of departure

you choose to cancel **your trip** before departure from the **United Kingdom**.

You can only claim under subsection 1. or 2. above for the same event, not both.

You can only claim under one of either Section B8 – Delayed departure or Section B9 – Missed departure for the same event, not both.

Special conditions relating to claims

1. **You** must check in according to the itinerary given to **you** unless **your** tour operator has requested **you** not to travel to the airport.
2. **You** must get written confirmation (at **your** own expense) from the carriers (or their handling agents) of the cancellation, number of hours of delay and the reason for these together with confirmation of **your** check in times and details of any alternative transport offered.
3. **You** must comply with the terms of contract of the travel agent, tour operator, carrier or transport provider and seek financial compensation, assistance or a refund of **your** ticket from them in accordance with such terms and/or (where applicable) **your** rights under EU Air Passenger Rights legislation in the event of cancellation or long delay of flights.

4. Where applicable **you** must get (at **your** own expense) written confirmation from the **public transport** operator (or their handling agents) and/or provider of accommodation (or their booking agents) that compensation, assistance or reimbursement of any costs, charges and expenses incurred by **you** will not be provided and the reason for this.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Claims arising directly or indirectly from:
 - a) Strike or industrial action existing or being publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
 - b) An aircraft or sea vessel being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority, Port Authority or any such regulatory body in a country to/from which **you** are travelling.
 - c) Any delays to any subsequent outbound or return connecting **public transport** following **your** departure from the **international departure point** from or to the **United Kingdom**.
 - d) Volcanic eruptions and/or volcanic ash clouds.
3. For subsection 2. only of 'What is covered':
 - a) The cost of Air Passenger Duty (APD) whether irrecoverable or not.
 - b) Travel tickets paid for using any airline mileage or supermarket reward scheme (for example Avios), unless evidence of specific monetary value can be provided.
 - c) Accommodation costs paid for using any Timeshare, Holiday Property Bond or other holiday points scheme. In addition any property maintenance costs, fees or charges incurred by **you**, as part of **your** involvement in such schemes is not covered.
 - d) Any costs incurred by **you** which are recoverable from the providers of the accommodation, their booking agents (or the administrators of either) or for which **you** receive or are expected to receive compensation or reimbursement.
 - e) Any costs incurred by **you** which are recoverable from the **public transport** operator or for which **you** receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.
 - f) Any costs incurred by **you** which are recoverable from **your** credit/debit card provider or for which **you** receive or are expected to receive compensation or re-imbursement.
 - g) Any travel and accommodation costs, charges and expenses where the **public transport** operator has offered reasonable alternative travel arrangements.
 - h) Any cost if **your trip** was booked as part of a **package** holiday.
4. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- Full details of the travel itinerary supplied to **you**.
- A letter from the carriers (or their handling agents) confirming the number of hours delay, the reason for the delay and confirmation of **your** check in time.
- In the case of cancellation claims, **your** booking confirmation together with written details from **your** travel agent, tour operator or provider of transport/accommodation of the separate costs of transport, accommodation and other pre-paid costs or charges that made up the total cost of the **trip**.
- **Your** unused travel tickets.
- Receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.
- Written confirmation from the provider of transport/accommodation that compensation, assistance or reimbursement of any costs, charges and expenses incurred by **you** will not be provided and the reason for this.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B9 – Missed departure on your outward journey

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching **your** overseas destination if **you** fail to arrive at the **international departure point** in time to board the **public transport** on which **you** are booked to travel on for the initial international outbound leg only of the **trip** as a result of:

1. the failure of other **public transport** or
2. an accident to or breakdown of the vehicle in which **you** are travelling or
3. an accident or breakdown happening ahead of **you** on a public road which causes an unexpected delay to the vehicle in which **you** are travelling or
4. strike, industrial action or adverse weather conditions.

If the same expenses are also covered under Section B8 – Delayed departure **you** can only claim under one section for the same event, not both.

Special conditions relating to claims

1. **You** must allow enough time for the **public transport** or other transport to arrive on schedule and to deliver **you** to the **international departure point**.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Claims arising directly or indirectly from:
 - a) Strike or industrial action existing or being publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
 - b) An accident to or breakdown of the vehicle in which **you** are travelling when a repairers report or other evidence is not provided.
 - c) Breakdown of any vehicle owned by **you** which has not been serviced properly and maintained in accordance with manufacturer's instructions.
 - d) An aircraft or sea vessel being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority, Port Authority or any such regulatory body in a country to/from which **you** are travelling.
 - e) **Your** failure to arrive at the departure point in time to board any connecting **public transport** after **your** departure on the initial international outbound leg of the **trip**.
 - f) Volcanic eruptions and/or volcanic ash clouds (except claims under subsection 1. of 'What is covered' above).
 - g) **Trips** solely within the **United Kingdom**.
3. Additional expenses where the scheduled **public transport** operator has offered reasonable alternative travel arrangements.
4. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A letter from the **public transport** provider detailing the reasons for failure.
- A letter from the relevant **public transport** provider, carrier or authority confirming details of the strike, industrial action or adverse weather conditions.
- **Your** unused travel tickets.
- Receipts or bills or proof of purchase for any transport, accommodation or other costs, charges or expenses claimed for.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B10 – Catastrophe

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for reasonable additional accommodation and transport costs incurred up to the standard of **your** original booking, if **you** need to move to other accommodation at any point during the **trip** as a result of fire, flood, earthquake, volcanic eruption, explosion, tsunami, landslide, avalanche, hurricane, storm or an outbreak of food poisoning or an infectious disease meaning **you** cannot use **your** booked accommodation.

If the same costs are also covered under Section A1 – Cancellation charges or Section B1 – Curtailment charges **you** can only claim for these under one section for the same event.

Special conditions relating to claims

1. **You** must get (at **your** own expense) written confirmation from the provider of the accommodation, the local Police or relevant authority that **you** could not use **your** accommodation and the reason for this.

What is not covered

1. Any costs incurred by **you** which are recoverable from the travel agent, tour operator or the providers of the accommodation or for which **you** receive or are expected to receive compensation or reimbursement.
2. Any costs for normal day to day living such as food and drink which **you** would have expected to pay during **your** trip.
3. Any costs where the fire, flood, earthquake, storm, lightning, explosion, hurricane or infectious disease had already happened before **you** left **home**.
4. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- Written confirmation from the company providing the accommodation, the local Police or relevant authority that **you** could not use **your** accommodation and the reason for this.
- Receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B11 – Legal expenses

What is covered

1. 30 minutes free legal advice on the telephone for enquiries relating to **your** insured **trip**.
2. We will pay up to the amount as shown in the **Schedule of benefits** for legal costs incurred in pursuing claims for compensation and damages due to **your** death or personal injury whilst on the **trip**.

Special conditions relating to claims

1. Legal expenses claims are only considered on the condition that **you** use Slater and Gordon (UK) LLP as **your** legal representative and they will always have complete control over the legal proceedings and the selection, appointment and control of lawyers.
2. Where a claim occurs **you** will supply any reports or information and proof to **us** and the claims office as may be required.
3. Any legal expenses incurred without **our** prior authorisation or that of the claims office will not be paid.
4. We will settle all claims under the Law of the country that **you** live in within the **United Kingdom** or the Channel Islands unless **we** agree otherwise with **you**.
5. Legal proceedings in the USA or Canada follow the contingency fee system operating in North America.
6. **You** accept that if **you** are awarded compensation and receive payment then all sums paid out by **us** shall be paid out of that compensation.

What is not covered

We shall not be liable for:

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Anything mentioned in the conditions or general exclusions.
3. Proceedings in more than one country for the same event.
4. Any claim against a carrier, travel agent, tour operator, tour organiser, the insurers or their agents or the claims office.
5. Any claim where the estimated recovery is less than £500.
6. Costs that can be considered under an arbitration scheme or a complaints procedure.
7. Any claim due to damage to any mechanically propelled vehicle.
8. Any claim against another **insured person** who is a member of **your** family, **close business associate**, a friend or **travelling companion**, whether insured by **us** or another provider.
9. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- Relevant documentation and evidence to support **your** claim, including photographic evidence.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 0161 228 3851

Section B12 – Withdrawal of services

What is covered

We will pay **you** up to the amounts shown in the **Schedule of benefits** for every complete period of 24 hours **your** pre booked hotel/ accommodation completely withdraws the following services due to strike or industrial action:

1. Water or electrical facilities, or
2. Swimming pool facilities, or
3. Kitchen services to the extent that no food is available, or
4. Chambermaid facilities.

What is not covered

1. Any claim not substantiated by a written report from the hotel/accommodation management confirming the exact length, nature and cause of the disruption.
2. Claims arising directly or indirectly from strike or industrial action which was advised or known to **you** at the time this policy was purchased or **you** booked the **trip**.
3. Claims for services which were not available prior to any strike or industrial action.
4. Claims where the hotel or tour company have made alternative arrangements or offered financial compensation for the services or facilities being unavailable.
5. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- Relevant documentation and evidence to support **your** claim, including photographic evidence.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B13 – Scheduled airline failure

What is covered

We will pay **you** up to the amounts shown in the **schedule of benefits**, in the event of insolvency of the scheduled airline after **your** departure, for

- additional pro rata costs incurred by **you** in replacing that part of the flight arrangements to a similar standard to that originally booked; or
- if **curtailment** of the **trip** is unavoidable, the cost of return flights to the **United Kingdom** to a similar standard to that originally booked.

What is not covered

- The **excess** as shown in the **schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
- Scheduled flights not booked within the **United Kingdom**.
- Scheduled flights not booked through a bonded travel agent or direct with a scheduled airline.
- The financial failure of:
 - any scheduled airline in chapter 11 or national equivalent, or for which threat of insolvency was public knowledge, at the date this policy was purchased by **you** or the date **your trip** was booked, whichever is the later.
 - any scheduled airline who is bonded or insured elsewhere (even if the bond is insufficient to meet the claim).
 - any travel agent, tour organiser, booking agent or consolidator with whom **you** have booked a scheduled flight.
- The cost of any pre-booked accommodation, tours, **excursions** or rental vehicles.
- Charter flights.
- Flights booked with a schedule airline being taken over/forming part of a merger.
- Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Section B14 – Hijack

What is covered

We will pay **you** up to the amounts shown in the **schedule of benefits** for every complete period of 24 hours in the event of **hijack** of the transport on which **you** are travelling.

What is not covered

- Any claim not substantiated by a written police report confirming the length and exact nature of the incident.
- Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- Relevant documentation and evidence to support **your** claim, including written police report.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B15 – Mugging

What is covered

We will pay **you** up to the amounts shown in the **schedule of benefits** for each night spent receiving hospital treatment during **your** journey as a result of **bodily injuries** sustained by **you** during a **Mugging**.

Special conditions:

You can only claim under either Section B3 - State Hospital benefit or Section B13 – Mugging, above for the same event, not both.

What is not covered

- Any claim not substantiated by a written police report confirming the nature of the assault.

- Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- Relevant documentation and evidence to support **your** claim, including written police report.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Sections – B16.1, B16.2, B16.3, B16.4 and B16.5 – Winter sports

(only operative if indicated in the Certificate of Insurance and the appropriate additional premium has been paid)

Winter sports activities covered on a recreational, amateur, non-competitive basis if the appropriate winter sports premium has been paid.

Section B7 – Personal liability benefit – excluded if marked with *

Airboarding Big foot skiing Blade skating Cross-country skiing Dry slope skiing Glacier skiing/walking Husky dog sledding (organised and with experienced local driver) *Ice go karting (within organiser's guidelines) Ice skating *Ice windsurfing Kick sledging Ski – blading Ski boarding Ski run walking Skiing on-piste** Skiing alpine	Skiing – mono Skiing – off-piste with a guide** Sledging/tobogganing on snow *Sledging/sleigh riding as a passenger (pulled by horse or reindeer) Snow blading Snow boarding on-piste** Snow boarding – off-piste with a guide** Snow carving (using non powered hand tools only and not working above 3 Metres from the ground) Snow shoe walking Snow tubing Snow mobiling as a passenger (organised and with Experienced local driver) Winter walking (using crampons and ice picks only)
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** A piste is a recognised and marked ski run within the resort boundaries.

Cover for sections B16.1, B16.2, B16.3, B16.4 and B16.5 only operates:

- Under single **trip** policies - if the appropriate winter sports section is shown as operative in the Certificate of Insurance and the appropriate additional premium has been paid.
- Under annual multi **trip** policies - for a period no more than 17 days in total in each **period of insurance**, providing the appropriate winter sports section is shown as operative in the Certificate of Insurance.

Section B16.1 – Ski equipment

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for the accidental loss of, theft of or damage to **your** own **ski equipment**, or up to the amount as shown in the **Schedule of benefits** for hired **ski equipment**.

The amount payable in the event of a total loss, will be the value at today's prices less a deduction for wear, tear and depreciation (loss of value - **you** can find full details of our wear and tear scale published on our website – www.tifgroup.co.uk/services/claims/wear-tear-depreciation or we may replace, reinstate or repair the lost or damaged **ski equipment**.

The maximum **we** will pay for any one article, pair or set of articles is the amount payable calculated from the web page above or the single article limit as shown in the **Schedule of benefits** whichever is the less.

Special conditions relating to claims

- You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and get a written report (at **your** own expense) of the loss, theft or attempted theft of all **ski equipment**.

2. If **ski equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your own expense**) written confirmation.
3. If **ski equipment** is lost, stolen or damaged whilst in the care of an airline **you** must:
 - a) get a Property Irregularity Report from the airline
 - b) give formal written notice of the claim to the airline, within the time limit set out in their conditions of carriage (please keep a copy)
 - c) keep all travel tickets and tags for submission if **you** are going to make a claim under this policy.
4. **You** must provide (at **your own expense**) an original receipt or proof of ownership for items lost, stolen or damaged to help **you** to substantiate **your** claim.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Loss, theft of or damage to **ski equipment** contained in or stolen from an **unattended** vehicle:
 - a) overnight between 9 pm and 9 am (local time) or
 - b) at any time between 9 am and 9 pm (local time) unless:
 - i) it is locked out of sight in a **secure baggage area** and
 - ii) forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of this entry is available.
3. Loss or damage due to delay, confiscation or detention by customs or any other authority.
4. Loss or damage caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
5. Any claim evidenced by any other report not specified in this section, unless otherwise agreed by **us**.
6. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.
- An original receipt or proof of ownership for items lost, stolen or damaged.
- Repair report where applicable.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B16.2 – Ski equipment hire

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for the reasonable cost of hiring replacement **ski equipment** as a result of the accidental loss of, theft of or damage to or temporary loss in transit for more than 24 hours of **your own ski equipment**.

Special conditions relating to claims

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and get (at **your own expense**) a written report of the loss, theft or attempted theft of **your own ski equipment**.
2. If **ski equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your own expense**) written confirmation.
3. If **ski equipment** is lost, stolen or damaged whilst in the care of an airline **you** must:
 - a) get a Property Irregularity Report from the airline.
 - b) give formal written notice of the claim to the airline within the time limit set out in their conditions of carriage (please keep a copy).
 - c) keep all travel tickets and tags for submission if **you** are going to make a claim under this policy.
4. **You** must provide (at **your own expense**) an original receipt or proof of ownership for items lost, stolen or damaged to help **you** to substantiate **your** claim.

What is not covered

1. Loss, theft of or damage to **ski equipment** contained in an **unattended** vehicle:
 - a) overnight between 9 pm and 9 am (local time) or
 - b) at any time between 9 am and 9 pm (local time) unless:
 - i) it is locked out of sight in a **secure baggage area** and
 - ii) forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of this entry is available.
2. Loss or damage due to delay, confiscation or detention by customs or any other authority.
3. Loss or damage caused by wear and tear, depreciation (loss of value), atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
4. Any claim evidenced by any other report not specified in this section, unless otherwise agreed by **us**.
5. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.
- An original receipt, proof of ownership or valuations for items lost, stolen or damaged together with receipts or bills detailing the costs incurred of hiring replacement **ski equipment**.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B16.3 – Ski pack

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you**:

- a) Up to the amount as shown in the **Schedule of benefits** for the unused portion of **your** ski pack (ski school fees, lift passes and hired **ski equipment**) following **your** **bodily injury**, illness or disease.

- b) Up to the amount as shown in the **Schedule of benefits** for the unused portion of **your** lift pass if **you** lose it.

Special conditions relating to claims

1. **You** must provide (at **your** own expense) written confirmation to **us** from a **medical practitioner** that the **bodily injury**, illness or disease prevented **you** from using **your** ski pack.

What is not covered

1. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A medical certificate from the treating **medical practitioner** explaining why **you** were unable to use **your** ski pack.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B16.4 – Piste closure

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for transport costs necessarily incurred by **you**, to travel to and from an alternative site if either lack of or excess of snow, or an avalanche results in the skiing facilities (excluding cross-country skiing) in **your** resort being closed and it is not possible to ski. The cover only applies:

- To the resort which **you** have pre-booked for a period more than 24 hours and for as long as these conditions continue at the resort, but not more than the pre-booked period of **your** trip and
- To **trips** taken outside the **United Kingdom** during the published ski season for **your** resort.

Special conditions relating to claims

1. **You** must get (at **your** own expense) written confirmation from the relevant authority, ski lift operator or **your** tour operator's representative of the number of days skiing facilities were closed in **your** resort and the reason for the closure.
2. **You** are skiing north of the earth's equator between 1st January and 30th April, or south of the earth's equator between 1st June and 31st October and at a destination of higher than 1600 metres above sea level.

What is not covered

1. Any circumstances where transport costs, compensation or alternative skiing facilities are provided to **you**.
2. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A letter from the relevant authority, ski lift operator or **your** tour operator's representative of the number of days skiing facilities were closed in **your** resort and the reason for the closure.
- Receipts or bills for any transport costs claimed for.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B16.5 – Delay due to Avalanche

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching **your** booked resort or returning **home** if **you** are delayed for more than 24 hours by avalanche. The cover only applies to **trips** taken outside the **United Kingdom** during the published ski season for **your** resort.

Special conditions relating to claims

1. **You** must get (at **your** own expense) written confirmation from the relevant authority or **your** tour operator's representative confirming the event.

What is not covered

1. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A letter from the relevant authority or **your** tour operator's representative confirming details of the avalanche, landslide or severe weather conditions that caused the delay and the period of delay.
- Receipts or bills for any accommodation and travel expenses claimed for.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Sections B17.1, B17.2 and B17.3 – Golf cover

(only operative if indicated in the Certificate of Insurance and the appropriate additional premium has been paid)

Cover for sections B17.1, B17.2 and B17.3 only operates:

1. Under single and annual multi **trip** policies - if the appropriate Golf cover section is shown as operative in the Certificate of Insurance and the appropriate additional premium has been paid.

Section B17.1 – Golf equipment

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for the accidental loss of, theft of or damage to **your** golf equipment or up to the amount as shown in the **Schedule of benefits** for hired golf equipment. The amount payable in the event of a total loss, will be the value at today's prices less a deduction for wear, tear and depreciation (loss of value - **you** can find full details of **our** wear and tear scale published on **our** website – www.tifgroup.co.uk/services/claims/wear-tear-depreciation), or **we** may replace, reinstate or repair the lost or damaged golf equipment.

The maximum **we** will pay for any one article, pair or set of articles is the amount payable calculated from the web page above or the single article limit as shown in the **Schedule of benefits** whichever is the less.

Special conditions relating to claims

- a) **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and get a written report (at **your** own expense) of the loss, theft or attempted theft of all golf equipment.
- b) If golf equipment is lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your** own expense) written confirmation.
- c) If golf equipment is lost, stolen or damaged whilst in the care of an airline **you** must:
 - a) get a Property Irregularity Report from the airline
 - b) give formal written notice of the claim to the airline, within the time limit set out in their conditions of carriage (please keep a copy)
 - c) keep all travel tickets and tags for submission if **you** are going to make a claim under this policy.
- d) **You** must provide (at **your** own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help **you** to substantiate **your** claim.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.

2. Loss, theft of or damage to **golf equipment** contained in or stolen from an **unattended** vehicle:
 - a) overnight between 9 pm and 9 am (local time) or
 - b) at any time between 9 am and 9 pm (local time) unless:
 - i) it is locked out of sight in a **secure baggage area** and
 - ii) forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of this entry is available.
3. Loss or damage due to delay, confiscation or detention by customs or any other authority.
4. Loss or damage caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
5. Any claim evidenced by any other report not specified in this section, unless otherwise agreed by **us**.
6. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.
- An original receipt or proof of ownership for items lost, stolen or damaged.
- Repair report where applicable.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B17.2 – Hole-in-one

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for customary celebratory expenses **you** incurred within the golf club premises immediately following **you** achieving a hole-in-one during a competition round.

Special conditions relating to claims

1. **You** must get (at **your** own expense) a written report from the golf club secretary confirming the competition details counter signed by **your** playing partner together with a certified copy of **your** score card.
2. **You** must provide (at **your** own expense) receipts from the golf club for expenditure incurred immediately following **your** hole-in-one to help **you** to substantiate **your** claim.

What is not covered

1. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- Receipts or bills from the golf club for any customary celebratory expenses claimed for.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B17.3 – Golf course closure

(only operative if indicated in the Certificate of Insurance)

What is covered

If adverse weather conditions cause the total closure of all golf facilities for more than one day at the golf course **you** have pre-booked into, **you** will be covered for the limits shown in the **Schedule of benefits** for reasonable additional transport costs and green fee costs to enable **you** to play at a different golf course. If it is not possible to arrange transport to a different golf course, **you** will receive the daily benefit shown in the **Schedule of benefits** for each whole day's pre-booked golf lost.

Special conditions relating to claims

1. Cover will only apply for as long as there are adverse weather conditions closing all golfing facilities at **your** resort.
2. **You** must provide (at **your** own expense) written confirmation from the appropriate golf course authority to confirm that all facilities at **your** pre-booked golf course were closed and/or that it was not possible to travel to an alternative golf course.

What is not covered

1. **You** will not be covered for any amount that **you** can get back from someone or somewhere else.
2. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Sections B18.1, B18.2 and B18.3 – Business extension

(only operative if indicated in the Certificate of Insurance and the appropriate additional premium has been paid)

Cover for sections B18.1, B18.2 and B18.3 only operates:

1. Under single and annual multi **trip** policies - if the appropriate business cover section is shown as operative in the Certificate of Insurance and the appropriate additional premium has been paid.

Section B18.1 – Business equipment

(only operative if indicated in the Certificate of Insurance)

What is covered

1. **We** will pay **you**, up to the amount shown in the **Schedule of benefits**, for the accidental loss of, theft of or damage to **your business equipment**. The amount payable will be the value at today's prices less a deduction for wear tear and depreciation, (**you** can find full details of **our** wear and tear scale published on **our** website – www.tifgroup.co.uk/services/claims/wear-tear-depreciation or **we** may at **our** option replace, re-instate or repair the lost or damaged **business equipment**).

The maximum **we** will pay for the following items is:

- a) For any single item is as shown in the **Schedule of benefits**.
- b) For **business equipment** and business samples as shown in the **Schedule of benefits**.
2. **We** will also pay **you** up to the amount shown in the **Schedule of benefits** for:
 - a) emergency courier expenses **you** have incurred, in obtaining **business equipment**, which is essential to **your** intended business itinerary.
 - b) the purchase of essential items, if **your business equipment** is delayed or lost in transit on **your** outward journey for more than 12 hours.

Special conditions relating to claims

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **business equipment**.
2. For items damaged whilst on **your trip**, **you** must obtain an official report from a retailer confirming the item is damaged and beyond repair.

3. If **your business equipment** is misdirected or 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 or misdirection.
4. **You** must provide an original receipt or proof of ownership for items lost, stolen or damaged to help **you** to substantiate **your** claim.

What is not covered

1. The **excess** as shown in the **schedule of benefits**, (except under sub section 2. a) unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Loss, theft of or damage to **business equipment** contained in or stolen from an **unattended** vehicle:
 - a) overnight between 9pm and 8am (local time) or
 - b) at any time between 8am and 9pm (local time) unless it is in the locked boot which is separate from the passenger compartment or for those vehicles without a separate boot, locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle is confirmed by a police report.
3. Claims arising from **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**.
4. Claims arising from **business equipment** whilst in the custody of a carrier, tour operator or **public transport** operator.
5. Loss or damage due to delay, confiscation or detention by customs or other authority.
6. 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.
7. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **business equipment**.
8. Claims arising from loss or theft from **your** accommodation unless there is evidence of forced entry which is confirmed by a police report.
9. Any loss or damage arising out of **you** engaging in manual work.
10. Any financial loss, costs or expenses arising from the interruption of **your** business.
11. Any claim evidenced by any other report not specified in this section, unless otherwise agreed by **us**.
12. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Section B18.2 – Business equipment hire

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount as shown in the **Schedule of benefits** for each 24 hour period, for the cost of necessary hire of **business equipment** following:

- a) loss or damage of **your business equipment** or;
- b) the temporary loss in transit during the outward journey for at least 12 hours of **your business equipment**.

Special conditions relating to claims

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **business equipment**.
2. For items damaged whilst on **your trip**, **you** must obtain an official report from a retailer confirming the item is damaged and beyond repair.
3. If **your business equipment** is misdirected or delayed **you** must obtain written confirmation from the carrier as to the exact nature and length of delay or misdirection.
4. **You** must provide an original receipt or proof of ownership for items lost, stolen or damaged to help **you** to substantiate **your** claim.

What is not covered

1. Loss, theft of or damage to **business equipment** contained in or stolen from an **unattended** vehicle:
 - a) overnight between 9pm. and 8am (local time) or
 - b) at any time between 8am and 9pm (local time) unless it is in the locked boot which is separate from the passenger compartment, or for those vehicles without a separate boot, locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle is confirmed by a police report.
2. Claims arising from **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**.
3. Claims arising from **business equipment** whilst in the custody of a carrier, tour operator or **public transport** operator.
4. Loss or damage due to delay, confiscation or detention by customs or other authority.
5. 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.
6. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **business equipment**.
7. Any loss or damage arising out of **you** engaging in manual work.
8. **Business equipment** shipped as Freight or under a Bill of Lading.
9. Claims arising from loss or theft from **your** accommodation unless there is evidence of forced entry which is confirmed by a police report.
10. Any financial loss, costs or expenses arising from the interruption of **your** business.
11. Any claim evidenced by any other report not specified in this section, unless otherwise agreed by **us**.
12. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Section B18.3 – Business money

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount shown in the **Schedule of benefits** for the accidental loss of, theft of or damage to **business money**.

The maximum **we** will pay for the following items is:

- a) for cash (bank notes, currency notes and coins) as shown in the **Schedule of benefits**.
- b) for all other **business money** as shown in the **Schedule of benefits**.

Special conditions relating to claims

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **business money**.
2. **You** must provide an original receipt for items lost, stolen or damaged including foreign currency exchange receipts or statements, statement from **your** business bank accounts showing the amounts withdrawn to help **you** to substantiate **your** claim.
3. If **business money** is lost, stolen or damaged while deposited in a hotel safe or safety deposit box **you** must report to the hotel, in writing, details of the loss, theft or damage and obtain written confirmation.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.

2. Loss or theft of **business money** left **unattended** at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or **public transport** operator) unless deposited in a hotel safe or safety deposit box.
3. Loss, theft of or damage to travellers' cheques if **you** have not complied with the issuers conditions or where the issuer provides a replacement service.
4. Loss or damage due to delay, confiscation or detention by customs or other authority.
5. Loss or damage due to depreciation in value, variations in exchange rates or shortages due to error or omission.
6. Anything mentioned in 'What is not covered' on pages 11 & 12 applicable to all sections of the policy.

Claims evidence

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

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A letter from **your** hotel or accommodation provider where appropriate.
- Original receipts, proof of ownership or valuations for items lost, stolen or damaged.
- Receipt for all currency and travellers cheques transactions.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

To make a claim under this section please call 020 3829 3828

Section B19 –Wedding/Civil partnership cover

(only operative if indicated in the Certificate of Insurance and the appropriate additional premium has been paid)

Cover for section B19 only operates:

1. Under single and annual multi **trip** policies - if the appropriate Wedding/Civil partnership cover section is shown as operative in the Certificate of Insurance and the appropriate additional premium has been paid.

Special Definitions (*which are shown in italics*)

You/your/insured person/insured couple

- means the couple travelling abroad to be married or enter into a civil partnership whose names appear in the Certificate of Insurance.

Wedding/Civil partnership attire

- means dress, suits, shoes and other accessories bought specifically for the Wedding/Civil partnership.

Cosmetics, hairstyling and flowers-

- means the pre-booked and paid for services or purchased items relating to make-up, hairstyling and flowers for use on the day of **your** wedding/civil partnership.

What is covered

1. We will pay up to the amounts shown in the **Schedule of benefits** for the accidental loss of, theft of or damage to the items shown below:
 - a) for each Wedding/Civil Partnership ring taken or purchased on the **trip** for each *insured person*.
 - b) for Wedding/Civil Partnership gifts taken or purchased on the **trip** for the *insured couple*.
 - c) for *your* Wedding/Civil Partnership attire which is specifically to be worn by *you* on *your* Wedding/ Civil Partnership day.
 - d) for non recoverable costs relating to *your* *cosmetics, hairstyling and flowers* specifically designated for use by *you* on *your* Wedding/Civil partnership day.

The amount payable will be the value at today's prices less a deduction for wear tear and depreciation, (**you** can find full details of **our** wear and tear scale published on **our** website – www.tifgroup.co.uk/services/claims/wear-tear-depreciation), or **we** may at **our** option replace, re-instate or repair the lost or damaged **baggage/valuables**.

2. We will pay the *insured couple* up to the amount shown in the **Schedule of benefits** for the reasonable additional costs incurred to reprint/make a copy of or retake the photographs/video recordings either at a later date during the **trip** or at a venue in **United Kingdom** if:

- a) the professional photographer who was booked to take the photographs/video recordings on *your* Wedding/Civil partnership day is unable to fulfil such obligations due to **bodily injury**, illness or unavoidable and unforeseen transport problems, or
- b) the photographs/video recordings of the Wedding/Civil partnership day taken by a professional photographer are lost, stolen or damaged within 14 days after the wedding day and whilst *you* are still at the holiday/honeymoon location.

You may claim only under one of either Section B19 – Wedding/Civil Partnership cover or Section B5 – **Baggage**, for the same event, not both.

Special conditions relating to claims

1. *You* must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and get (at *your* own expense) a written report of the loss, theft or attempted theft of all **baggage/valuables**.
2. If **valuables** are lost, stolen or damaged while in a hotel safe or safety deposit box *you* must report to the hotel, in writing, details of the loss, theft, or damage and get (at *your* own expense) written confirmation.
3. If **baggage** is lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or accommodation provider *you* must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **baggage** is lost, stolen or damaged whilst in the care of an airline *you* must:
 - a) get a Property Irregularity Report from the airline.
 - b) give written notice of the claim to the airline within the time limit contained in their conditions of carriage (please keep a copy).
 - c) keep all travel tickets and tags for submission if *you* are going to make a claim under this policy.
 - d) For items damaged whilst on *your* **trip** *you* must get (at *your* own expense) an official report from a local retailer confirming the item is damaged and beyond repair.
 - e) For *cosmetics, hairstyling and flowers*; *you* must provide written confirmation from the relevant local provider that no refund has been made for the pre booked services.
4. *You* must provide (at *your* own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help *you* to substantiate *your* claim.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Loss, theft of or damage **valuables** or **your** passport left **unattended** at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or **public transport** operator) unless deposited in a hotel safe or safety deposit box.
3. Claims arising from **baggage** 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**.
4. Loss, theft of or damage to **baggage** contained in 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 for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view and there is evidence of forced entry which is confirmed by a police report.
5. Loss or damage due to delay, confiscation or detention by customs or other authority.
6. Loss, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, documents of any kind, bonds, securities, perishable goods, bicycles, and damage to suitcases (unless the suitcase is entirely unusable as a result of one single incidence of damage).

7. Loss or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or accident to the aircraft, sea vessel, train or vehicle in which they are being carried.
8. Loss or damage due to breakage of **sports equipment** or damage to sports clothing whilst in use.
9. Loss, theft of or damage to business goods, samples, tools of trade, motor accessories and other items used in connection with **your** business, trade, profession or occupation.
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.
11. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **baggage**.
12. Claims arising for **personal money**.
13. Claims arising from loss or theft from *your* accommodation unless there is evidence of forced entry which is confirmed by a police report.
14. Anything mentioned in 'What is not' on pages 11 & 12 covered applicable to all sections of the policy.

Claims evidence

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

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- A letter from *your* tour operator's representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.
- An original receipt, proof of ownership or valuations for items lost, stolen or damaged.
- Repair report where applicable.
- Any other relevant information relating to *your* claim under this section that we may ask **you** for.

To make a claim under this section please call 020 3829 3828

Sections B20.1, B20.2, B20.3, B20.4 and B20.5 – CruisePlus extension

(only operative if indicated in the Certificate of Insurance and the appropriate additional premium has been paid)

Cover for sections B20.1, B20.2, B20.3, B20.4 and B20.5 only operates:

1. Under single and annual multi **trip** policies - if the appropriate CruisePlus extension section is shown as operative in the Certificate of Insurance and the appropriate additional premium has been paid.

Section B20.1 – Missed port departure

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount shown in the **Schedule of benefits** for necessary additional accommodation (room only) and travel expenses incurred in joining **your** **cruise** ship journey at the next docking port if **you** fail to arrive at the overseas departure point in time to board the ship on which **you** are booked to travel on the initial international journey of **your** **trip** as a result of:

1. The failure of scheduled **public transport**;
2. An accident to or breakdown of the vehicle in which **you** are travelling;
3. An accident or breakdown occurring ahead of **you** on a motorway or dual carriageway which causes an unexpected delay to the vehicle in which **you** are travelling; or
4. Strike, industrial action or adverse weather conditions.

Special conditions relating to claims

1. In the event of a claim arising from any delay arising from traffic congestion **you** must obtain written confirmation from the Police or emergency breakdown services of the location, reason for and duration of the delay.
2. **You** must allow sufficient time for the scheduled **public transport** or other transport to arrive on schedule and to deliver **you** to the departure point.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Claims arising directly or indirectly from:
 - a) Strike or industrial action or air traffic control delay existing or publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
 - b) An accident to or breakdown of the vehicle in which **you** are travelling for which a professional repairers report is not provided;
 - c) Breakdown of any vehicle in which **you** are travelling if the vehicle is owned by **you** and has not been serviced properly and maintained in accordance with manufacturer's instructions; or
 - d) Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a Port Authority or any such regulatory body in a country to/from which **you** are travelling.
3. Additional expenses where the scheduled **public transport** operator has offered reasonable alternative travel arrangements.
4. Additional expenses where **your** planned arrival time at the port is less than 3 hours in advance of the sail departure time if **you** are travelling independently and not part of an integrated **cruise package**.
5. Anything mentioned in "What is not covered" on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Section B20.2 – Cabin confinement

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay up to the amount shown in the **Schedule of benefits** for each 24 hour period that **you** are confined by the ship's medical officer to **your** cabin for medical reasons during the period of the **trip**.

What is not covered

1. Any confinement to **your** cabin which has not been confirmed in writing by the ship's medical officer.
2. Anything mentioned in "What is not covered" on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Section B20.3 – Cruise itinerary change

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount shown in the **Schedule of benefits** for each missed port in the event of cancellation of a scheduled port visit due to adverse weather or timetable restrictions. This must be confirmed by the **cruise** operator in writing confirming the reason for the missed port.

What is not covered

1. Claims arising from a missed port caused by strike or industrial action if the strike or industrial action was existing or publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
2. **Your** failure to attend the **excursion** as per **your** itinerary.

3. Claims arising from when **your** ship cannot put people ashore due to a scheduled tender operation failure.
4. Anything mentioned in "What is not covered" on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Section B20.4 – Unused cruise excursions

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount shown in the **Schedule of benefits** for the cost of pre-booked **excursions**, which **you** were unable to use as a direct result of being confined to **your** own cabin due to an accident or illness which is covered under section B2 – Emergency medical and other expenses.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Anything mentioned in "What is not covered" on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Section B20.5 – Cruise interruption

(only operative if indicated in the Certificate of Insurance)

What is covered

We will pay **you** up to the amount shown in the **Schedule of benefits** on additional travel expenses incurred to reach the next port in order to re-join the **cruise**, following **your** temporary illness requiring hospital treatment on dry land.

Special conditions relating to claims

1. Prior to arranging any additional travel, **you** must contact the emergency assistance service so that **we** can approve and assist with any travel arrangements. **You** must also obtain a medical certificate from the **medical practitioner** in attendance to confirm the details of **your** unforeseen illness or injury.
2. If, at the time of requesting **our** assistance in the event of an interruption claim, satisfactory medical evidence is not supplied in order to substantiate that the claim is due to **your** unforeseen illness or injury, **we** will make all necessary arrangements at **your** cost and arrange appropriate reimbursement as soon as the claim has been validated.

What is not covered

1. The **excess** as shown in the **Schedule of benefits**, unless **you** have purchased the **excess** waiver and this is shown on **your** Certificate of Insurance.
2. Any claim arising directly or indirectly from a known existing **medical condition**.
3. Anything mentioned in "What is not covered" on pages 11 & 12 applicable to all sections of the policy.

To make a claim under this section please call 020 3829 3828

Section C – Gadget extension

(only operative if indicated in the Certificate of Insurance)

Definitions applicable to this section only.

The following words shall have the meanings given below.

Accessories means any item that **you** may attach or connect to **your gadget** (for example a phone charger).

Accidental damage means the unintentional and unforeseen failure, breakage or destruction of **your gadget**, with visible evidence of an external force being applied and which results in the **gadget** being unusable.

Cosmetic damage means any damage which is non-structural, including but not limited to scratches, dents and marks, which does not affect the usage of the **gadget**.

Gadget means the portable electronic equipment item(s) owned by **you**, the replacement value of which must not exceed the **gadget** maximum per item, pair or set limit shown in the benefits schedule within the relevant proof of purchase, that is in good condition and in full working order at the time of **your trip**, including laptops, mobile phones, smart phones, iPhones, iPads, tablets, e-readers, MP3 Players, CD/DVD players, head/ear phones, satellite navigation devices, PDAs, handheld games, consoles, cameras, video cameras and wearable technology (e.g. smart watch or health and fitness tracker) but excluding drones.

All **gadgets** must be less than 36 months old at the start date of the insurance and must have been manufactured to a **UK** Specification, with valid proof of purchase. All **gadgets** must have been purchased as new from a **UK** VAT registered supplier or registered company and must be in full working order at the start date of this policy. The **gadget** cannot have been purchased during the **trip**. The **gadget** cannot have been purchased outside the **UK** or Isle of Man or have been purchased second hand.

Loss means that the **gadget** has been accidentally lost by **you** and **you** are permanently deprived of its use.

Malicious damage means the intentional or deliberate actions of another party which causes damage of **your gadget**.

Proof of purchase means an original receipt and any other documentation required to prove **your gadget** was purchased from a **UK** VAT registered company and that it is owned by **you** - including the date of purchase, make and model of **your gadget**, where applicable.

Proof of usage means evidence that shows **your gadget** has been in use before the event giving rise to the claim. Where the **gadget** is a mobile phone this evidence can be obtained from **your** airtime provider. For other **gadgets**, such as laptops or tablets, in the event of **accidental damage** claims this may be determined through inspection by **our** repairers.

Replacement item(s) means an identical **gadget** of the same age and condition, or if not available, one of comparable specification or the equivalent value taking into account the age and condition of the original **gadget**. Replacement items will only be delivered to a **UK** address of **your** choice.

Theft means the unlawful taking of **your gadget** against **your** will by another party using force or threat of violence, with the intent to permanently deprive **you** of that property, or burglary by forcible and violent entry, as confirmed by a Police crime report.

Unauthorised calls, texts or data use means any calls, texts or data use made from **your gadget** after the time that it was stolen, to the time that it was blacklisted by **your** airtime provider.

What is covered

We will pay **you** up to the amount shown in the **Schedule of benefits** in respect of **gadgets and accessories** owned by **you** against theft, loss, accidental damage and malicious damage, liquid damage and unauthorised calls, texts or data use, while **you** are on a **trip** that is covered by **your** travel insurance policy.

Please also refer to the 'What is not covered' section and 'Special conditions' applicable to this section and the General Exclusions and Conditions.

Theft or loss

We will pay **you** up to the amount shown in the **Schedule of benefits** to replace **your gadget** with a replacement item if it is stolen or lost. Where only part or parts of **your gadget** have been stolen or lost, **we** will only replace that part or parts.

You are also covered to replace **accessories** that are lost or stolen with **your gadget** subject to the limits shown in the **Schedule of benefits**.

You are not covered

1. If **your gadget** is stolen from a motor vehicle (including a motorcycle) unless all windows and doors were closed and locked (where the vehicle has windows and doors) and all security systems activated.
2. For theft from any premises, building, land or vehicle unless force resulting in damage to the building, premises or vehicle was used to gain entry or exit.
3. Where the **gadget** has been removed from **your** control unless it was concealed on or about **your** person and has not been left **unattended**.
4. Where the **gadget** has been left **unattended** when it is away from **your home**.
5. Where all precautions have not been taken.

6. Unless the incident is reported to the police within 24 hours of **your** discovery of the incident and **you** obtain a crime reference number or lost property reference from the police. In the case of a lost property reference, **you** can also obtain this from a reporting service which is accredited by the police, such as www.reportmyloss.com, which allows **you** to register a lost item. There may be a small cost involved in doing this which **you** will need to pay. If **your** claim is successful then **we** will reimburse this cost.

Special conditions relating to claims

- i. **You** must report the theft or loss of **your gadget** to the police within 24 hours of discovery and obtain a written police report or crime reference number in relation to the theft of the item. Lost property numbers are not acceptable in support of a theft claim.
- ii. **You** must report the theft or loss of **your** mobile phone or smart phone within 24 hours of discovery of the occurrence of the theft or loss to **your** airtime provider and instruct them to blacklist **your** handset.
- iii. if **your** claim is for a mobile phone or smartphone, **we** will request **your** call records to prove the **gadget** has been in use since policy inception and up to the event giving rise to the claim.

Please also refer to the 'What is not covered' section and 'Special conditions' applicable to this section and the General Exclusions and Conditions.

Accidental damage and Malicious damage

We will pay **you** up to the amount shown in the **Schedule of benefits** for the costs of repairing **your gadget** as a result of **accidental damage** or **malicious damage**, which was not deliberately caused by **you** or bound to happen. If **we** are unable to economically repair **your gadget** then, at **our** discretion, a replacement item will be provided by **us**.

You are also covered up to the amount shown in the **Schedule of benefits** to repair or replace **accessories** that are **accidentally damaged** with **your gadget**.

You are not covered

1. For **accidental damage** or **malicious damage** caused by:
 - a. deliberate damage or neglect of the **gadget**
 - b. failure on **your** part to follow the manufacturer's instructions
 - c. inspection, maintenance, routine servicing or cleaning
 - d. **Malicious damage** caused by **you**, a close relative or any of **your** travelling companions.

Please also refer to the 'What is not covered' section and 'Special conditions' applicable to this section and the General Exclusions and Conditions.

Liquid Damage

We will pay **you** up to the amount shown in the **Schedule of benefits** to repair or provide a replacement item for **your gadget** if it is damaged as a result of accidentally coming into contact with any liquid.

We will also pay **you** up to the amount shown in the **Schedule of benefits** to repair or replace **accessories** that are **accidentally damaged** with **your gadget**.

You are not covered

1. For any liquid damage claims excluded under the "What is not covered" section.

Please also refer to the 'What is not covered' section and 'Special conditions' applicable to this section and the General Exclusions and Conditions.

Unauthorised calls, texts or data use

Where **your gadget** is a device where **you** are charged for unauthorised calls, texts or data use and it is lost or stolen.

We will pay **you** up to the amount shown in the **Schedule of benefits** for the cost of any calls, texts or data used after the time it was lost or stolen to the time it was blacklisted by **your** airtime provider. This is subject to **you** providing an itemised bill.

You are not covered

1. For any unauthorised calls, texts or data use where the theft has not been reported to **your** airtime provider within 24 hours of the theft and there is no protection from such losses from them.

Please also refer to the 'What is not covered' section and 'Special conditions' applicable to this section and the General Exclusions and Conditions.

What is not covered

1. The amount of the excess shown in the **Schedule of benefits**. This is increased to £100 in respect of claims for loss.
2. Any claims for loss, theft or damage to **accessories** unless included with a valid claim for **gadget** with which they are associated.
3. Any loss, theft or accidental damage to a **gadget** left as 'checked in' baggage.
4. Any claim for loss where the circumstances of the loss cannot be clearly identified i.e. where **you** are unable to confirm the time and place of the loss.
5. Any claim where proof of usage cannot be provided or evidenced.
6. Loss, damage, destruction, distortion, erasure, corruption or alteration of electronic data from any computer virus or similar mechanism or as a result of any failure of the internet, or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting therefrom, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
7. Any kind of damage whatsoever unless the damaged **gadget** is provided for repair.
8. Any expense incurred as a result of not being able to use the **gadget**, or any loss other than the repair or replacement costs of the **gadget**.
9. Repairs or any other costs for:
 - a. cleaning, inspection, routine servicing or maintenance
 - b. loss or damage arising from a manufacturer's defect or recall of the gadget
 - c. replacement of or adjustment to fittings, control knobs or buttons, batteries or aerials
 - d. any repairs carried out without prior authorisation from **us**
 - e. claims arising from abuse, misuse or neglect
 - f. wear and tear to the gadget and/or gradual deterioration of performance
 - g. cosmetic damage
 - h. sudden and unforeseen electrical or mechanical breakdown
10. Any claim if the serial number, IMEI (international mobile equipment identity) or sim has been tampered with in any way or deleted.
11. Any claim made, or any event causing the need for a claim to be made, which occurred prior to the commencement date of the **period of insurance**.
12. Any claim for a mobile phone which has not been used for its core purpose since the inception of **your** policy, or since it was added to **your** policy, as verified by **your** airtime provider.
13. Any claim arising whilst **you** are not on a **trip**. **You** are not covered for any loss, theft or **accidental damage** occurring before or after **your trip**.
14. Any repair or replacement if a SIM card registered to **you** was not in the insured mobile phone or **gadget** the time of the **accidental damage**, theft, loss, breakdown, or liquid damage.
15. Reconnection costs or subscription fees of any kind.
16. Any claim arising from loss, damage or replacement of information, data or software including but not limited to personalised ring tones, graphics contained in or stored on the **gadget** whether arising as a result of a claim paid by this insurance or otherwise.
17. Items purchased from an on-line auction site unless from a VAT registered supplier or registered company.
18. Liability of whatsoever nature arising from ownership or use of the **gadget**, including any **illness** or injury resulting from it.
19. Value Added Tax (VAT) where **you** are registered with HM Revenue & Customs for VAT.
20. Any loss, theft or **accidental damage** due to confiscation or detention by customs, other officials or authorities.
21. Claims for any **gadget** used in connection with **your** profession or trade.
22. Any gadget more specifically insured elsewhere, or costs or payments recoverable from any party, under the terms of any other contract, guarantee or warranty.

Special Conditions

- i. This insurance only covers **gadgets** owned by **you** and in full working order at the start date of this policy. Cover includes the use of the **gadget** for the period and destination shown on **your** insurance certificate. Any repairs or replacements must be carried out in the **UK** by repairers or retailers approved by **us**.
- ii. The **gadget** cannot have been purchased during the **trip**. The **gadget** cannot have been purchased outside the **UK** or Isle of Man or have been purchased second hand.
- iii. **You** must provide **us** with any receipts, proof of usage or documents to support **your** claim as requested. All proof of purchase must include the make and model of the **gadget** and must be in **your** name. If **we** do not receive the documents **we** have requested from **you** or if any documents submitted by **you** are not acceptable to **us**, it may delay **your** claim or **we** may decline to pay **your** claim.
- iv. **You** must take all precautions to prevent any damage to **your gadget**.
- v. If **your gadget** is damaged whilst in the custody of a carrier (i.e. airline, railway, shipping company, bus company. etc), **you** must notify such carrier immediately and obtain a copy of their report.
- vi. **We** will process **your** claim under the terms and conditions of this insurance based on the first reason notified to **us** for the claim. Please note that it may be necessary for **us** to contact **your** airtime provider in order to validate **your** claim.

- vii. Cover for **your gadget** applies to **you** as the **insured person/s** covered under this policy and shown on the certificate of insurance.
- viii. The benefits of this policy cannot be transferred to someone else or to any other **gadget** without **our** written permission.

Repairs and Replacement Conditions

All repaired or replaced **gadgets** will be supplied and configured to **UK** specification and set-up in English language.

Where **we** are able to provide a replacement, this is not on a 'new for old' basis. Cover is limited to the amount and number of items as shown in the **Schedule of benefits**. If **your gadget** cannot be replaced with an identical **gadget** of the same age and condition, **we** will replace it with one of comparable specification or the equivalent value taking into account the age and condition of the original **gadget** subject to the following depreciation scale:

20% over one year old and less than two years old
30% over two years old and less than three years old
There is no cover for **gadgets** over 36 months old.

Please Note:

- i. If **we** replace **your gadget** the damaged or lost items becomes **ours**. If it is returned or found **you** must notify **us** and send it to **us** if **we** ask **you** to.
- ii. It may not always be possible or economical to replace **your gadget** with the same colour or finish, in which case an alternative colour/finish will be provided.

How to make a claim under Section C – Gadget extension

Who to contact

To make a claim, please call Stream Claims Services on **0161 974 1167**

Lines are open between 8:00am and 6:00pm Monday to Friday.

Alternatively, please send an email to **newclaims@streamcs.co.uk**

or write to:
**Stream Claims Services,
Copthall House,
Newcastle Under Lyme
ST5 1EL.**

Calls may be recorded for training, compliance and fraud prevention purposes.

Making a complaint

If our service does not meet your expectations, we want to hear about it so we can try to put things right.

All complaints we receive are taken seriously. The following will help us understand your concerns and give you a fair response.

For complaints relating to sections A to B20.5 of this insurance:

If **your** complaint relates to a claim on **your** policy or the Emergency and Medical assistance provided, please contact the Customer Insights Manager at Travel Insurance Facilities by telephone, mail or email at:

Customer Insights Manager
Travel Insurance Facilities
1 Tower View
Kings Hill
West Malling
ME19 4UY

Telephone 020 3829 6604 or by email to complaints@tif-plc.co.uk

If **your** complaint relates to the sale of **your** policy, please contact Explorer Travel Insurance by telephone, mail or email at:

The Managing Director
Explorer Travel Insurance
Suite 9, Chalkwell Lawns
648-656 London Road
Westcliff on Sea
SS0 9HR

Telephone 0345 373 0253 or by email to enquiries@explorerinsurance.co.uk

When **you** make contact please provide the following information:

- **Your name, address and postcode, telephone number and e-mail address (if you have one)**
- **Your policy and/or claim number, and the type of policy you hold**
- **The reason for your complaint**

Any written correspondence should be headed '**COMPLAINT**' and **you** may include copies of supporting material.

Financial Ombudsman Service

Should **you** remain dissatisfied following **our** written response, **you** may be eligible to refer **your** case to the **Financial Ombudsman Service (FOS)**.

The FOS is an independent body that arbitrates on complaints about general insurance products. **You** have six months from the date of **our** final response to refer **your** complaint to the FOS. This does not affect **your** right to take legal action.

If **we** cannot resolve **your** complaint **you** may refer it to the Financial Ombudsman Service at the address given below:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567 – from UK landline
Tel: 0300 123 9123 – from UK mobile
Email: complaint.info@financial-ombudsman.org.uk
Website : www.financial-ombudsman.org.uk

You are also able to use the EC On-line Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr/> who will notify the FOS on **your** behalf.

For complaints relating to section C insurance – Optional Gadget cover:

Our aim is to provide **you** with a high quality service at all times, although **we** do appreciate that there may be instances where **you** feel it is necessary to lodge a complaint. If **you** do wish to complain, please note the 3 steps below, along with the relevant contact details for each step.

Please take special note that should **you** wish to direct **your** complaint directly to Lloyd's in the first instance, **you** may do so by using the contact information referenced in Step 2 below.

Step 1:

In the first instance, if **your** complaint relates to a claim, please direct it to:

Stream Claims Services,
Copthall House,
Newcastle Under Lyme
ST5 1EL
Tel: 0161 974 1167

If **your** complaint does not relate to a claim, please direct it to:

The Managing Director
Explorer Travel Insurance
Suite 9, Chalkwell Lawns
648-656 London Road
Westcliff on Sea
SS0 9HR
Tel: 0345 373 0253
Email: enquiries@explorerinsurance.co.uk

Step 2:

Should **you** remain dissatisfied with the outcome of **your** complaint from Explorer or the claims administrator, **your** legal rights are not affected and **you** may refer **your** complaint to Lloyd's. Lloyd's contact information is:

Complaints at Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Kent, ME4 4RN
Tel: +44 (0)20 7327 5693
Email: complaints@lloyds.com
Website: www.lloyds.com/complaints

Details of Lloyd's complaints procedure are set out in a leaflet "How We Will Handle Your Complaint", which is available at the website address above. Alternatively, **you** may ask Lloyd's for a hard copy.

Step 3:

If **you** remain dissatisfied after Lloyd's has considered **your** complaint, **you** may have the right to refer **your** complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The contact information is:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Tel: 0800 0234 567 (calls to this number are free on mobile phones and landlines).
Tel: 0300 1239 123 (calls to this number cost no more than calls to 01 and 02 numbers).
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Alternatively, if **you** live in the **UK** and if **you** purchased **your** insurance online*, please note that **you** can, if **you** wish, also submit **your** complaint via the Online Dispute Resolution (ODR) Platform set up by the European Commission. This service has been set up to help residents in the European Economic Area (EEA), who have bought goods or services online, get their complaint resolved. **You** can access the ODR Platform by clicking on the following link: <http://ec.europa.eu/consumers/odr/>

This does not affect **your** right to submit **your** complaint following the process above. Please note that under current rules the European Commission will ultimately redirect **your** complaint to the Financial Ombudsman Service.

* "Online" includes all products sold via a website, email, telephone and social media amongst others with a digital element.

Financial Services Compensation Scheme (FSCS)

We are members of the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme in the unlikely event **we** cannot meet **our** obligations to **you**. This depends on the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).



Sales & Customer Service

0345 373 0253

Medical Emergency

+44 (0) 20 3829 3836

See page 14 for full details

Claims

020 3829 3828

explorerinsurance.co.uk

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Reg in England and Wales No: 7496730. **Reg Office:** Millhouse, 32-38 East Street, Rochford, SS4 1DB.

Explorer Insurance Services Limited is authorised and regulated by the Financial Conduct Authority.

FCA Firm Reference Number 583108.

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