

**traveltime**

# **Travel Insurance Policy Wording**

**Single and Annual Multi Trip**

**traveltimeinsurance.co.uk**

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## Schedule of benefits

Section	Title	Limit (per person)	Excess (per person)
A	<b>Cancellation or curtailment charges</b>	£2,000	£125
B	<b>Emergency medical and other expenses</b>	£10,000,000	£200
	Emergency dental treatment	£200	Nil
	Funeral expenses abroad	£1,500	£175
C	<b>Personal accident</b>	£15,000 (subject to age)	Nil
	Death (aged 16-64 years inclusive)	£15,000	Nil
	Death (aged under 16 or aged 65+ years)	£1,000	
	Loss of one or more limbs and/or loss of sight in one or both eyes (aged up to & including 64 years)	£15,000	
	Loss of one or more limbs and/or loss of sight in one or both eyes (aged 65 years & over)	Not covered	
	Permanent total disablement (aged up to & including 64 years)	£15,000	
	Permanent total disablement (aged 65 years & over)	Not covered	
D	<b>Baggage</b>	£1,000	
	Single article limit	£200	£100
	Total for all valuables	£300	£100
	Emergency replacement of baggage	£100 (if not returned within 12 hours)	Nil
E	<b>Personal money, emergency replacement passport and documents</b>	£175 cash limit (£50 if aged under 16)  £175 for other personal money, emergency replacement passport and travel documents	£100
F	<b>Personal liability</b>	£2,000,000	£100
G	<b>Delayed departure</b>	£200 (£20 for the first 12 hours, £20 for all other 12 hours up to £200)	Nil
	Abandonment of trip	£2,000 (after 12 hours delay)	£125
H	<b>Missed departure</b>	£500	£100
I	<b>Legal expenses</b>	£10,000	£100
J	<b>Scheduled airline failure</b>	£1,000	£100
K	<b>Hijack</b>	£250 (£50 per day)	Nil
<b>L1* to L5*</b>	<b>Winter sports</b>		
L1*	Ski equipment	£500	£100
	Hired ski equipment	£250	£100
L2*	Ski equipment hire	£250 (£25 per day)	Nil
L3*	Ski pack	£500 (£50 per day)	Nil
	Lost lift pass	£150	Nil
L4*	Piste closure	£300 (£30 per day)	Nil
L5*	Avalanche or landslide cover	£300	Nil

\* These sections of cover are optional – your policy schedule will show if you have paid the appropriate premium and selected these options.

## Schedule of benefits *continued*

Section	Title	Limit (per person)	Excess (per person)
<b>M1* to M3*</b>	<b>Golf cover</b>		
M1*	Golf equipment (own)	£500	£100
	Golf equipment (hired)	£150	£100
	Single article limit	£250	£100
M2*	Loss of green fees	£100	Nil
M3*	Hole in one	£75	Nil
<b>N1* to N3*</b>	<b>Business cover</b>		
N1*	Business equipment	£1,500	£100
	Replacement business samples	£600	£100
	Single article limit	£250	
N2	Business equipment hire	£500 (£100 per day)	Nil
N3	Business Money	£600	£100
<b>O1* to O5*</b>	<b>CruisePlus cover</b>		
O1*	Missed port departure	£1,000	£100
O2*	Cabin confinement	£500 (£100 per day)	Nil
O3*	Itinerary change	£600 (£150 per port)	Nil
O4*	Unused cruise excursions	£500	£100
O5*	Cruise interruption	£1,000	£100

\* These sections of cover are optional – *your policy schedule will show if you have paid the appropriate premium and selected these options.*

## Introduction

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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 **your** policy schedule which **we** recommend be attached to the policy.

In return for having accepted **your** premium **we** will in the event of **bodily injury**, death, illness, disease, loss, theft, damage, legal liability or other specified events happening within the **period of insurance** provide insurance in accordance with the operative sections of **your** policy as referred to in **your** policy schedule.

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

## Important information about your policy

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### United Kingdom residents

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**. **Your** main **home** must be in the **United Kingdom** and **you** must not have spent more than 6 months abroad in the year prior to purchasing or renewing this policy.

### The law applicable to this policy

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

### Age eligibility

#### Annual multi trip

This policy is not available to anyone aged 66 or over if annual multi trip cover is selected. If **you** are aged under 18 (or aged under 22 if in full time education) **you** are only insured when travelling with one or both of the insured adults (or accompanied by another responsible adult).

If **you** reach any of the ages mentioned above during the **period of insurance**, cover will continue until the next renewal date but not after that.

#### Single trip

If single trip cover is selected, this policy is not available to anyone aged 76 or over on the date of purchasing this policy.

### Geographical areas

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

**UK** – England, Wales, Scotland and Northern Ireland.

**Europe 1** – All countries listed in UK above; Channel Islands, Isle of Man; Morocco, Tunisia; all European countries west of the Ural mountains excluding Cyprus, Greece, Malta, Switzerland and Turkey.

**Europe 2** – All countries listed in UK and Europe 1 above; Egypt; all European countries west of the Ural mountains including Cyprus, Greece, Malta, Switzerland and Turkey.

**Australia and New Zealand** – Australia and New Zealand only (including up to 48 hours stop-over in Worldwide 1 and Worldwide 2).

**Worldwide 1** – All countries worldwide excluding USA, Canada, Mexico and Caribbean islands.

**Worldwide 2** – All countries worldwide including USA, Canada, Mexico and Caribbean islands.

## Important information about your policy *continued*

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### 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 **your** policy schedule.

### Emergency assistance service

For medical assistance and/or repatriation claims telephone: **+44 (0) 20 7748 0513**.

24 hours a day, 365 days a year. Full details of what to do in a medical emergency can be found on page 20 of this document.

Please carry this policy with **you** in case of an emergency.

### Policy information or advice

If **you** would like more information or if **you** feel the insurance may not meet **your** needs, telephone TravelTime Travel Insurance on 0345 548 2122.

### MAPFRE Asistencia

MAPFRE Asistencia are authorised by the Dirección General de Seguros y Fondos de Pensiones and are subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority. Details about the extent of regulation by the Financial Conduct Authority and the Prudential Regulation Authority are available on request.

MAPFRE Asistencia Compañía Internacional de Seguros y Reaseguros, S.A. branch in the United Kingdom (trading as MAPFRE Assistance) has registered offices at Dixon House, 72-75 Fenchurch Street, London, EC3M 4BR.

MAPFRE Asistencia main office is based in Spain which forms part of the EEA (European Economic Area) as a member state. The Kingdom of Spain is responsible for controlling the insurance activity of MAPFRE Asistencia S.A., through the Spanish Ministry of Economy and the Treasury, and specifically the General Directorate for Insurance Matters and Pensions Fund (Dirección General de Seguros y Fondos de Pensiones). Its branch in the United Kingdom is also under the United Kingdom FCA (Financial Conduct Authority) and PRA (Prudential Regulation Authority) supervision in certain situations according to the European Union Regulation.

### Data Protection Act Notice

**We** will need to obtain personal information from **you** to provide **you** with the policy of insurance. This means any information obtained from **you** in connection with this policy provided to **you** by **us** (or **our** subsidiaries) must be collected lawfully and in accordance with Data Protection Legislation.

**We** use **your** personal data in the following:

- to provide **you** with policy cover, including underwriting and claims handling. This may include disclosing information to other insurers, regulatory authorities or to **our** agents who provide services on **your** behalf under the policy;
- to confirm, maintain, update and improve **our** customer records;
- to identify and market products and services that may be of interest to **you** (subject to prior consent);
- to analyse and develop **our** relationship with **you**;
- to help in processing any applications **you** may make;
- to carry out studies of statistics and claim rates;
- for the analysis and the prevention of fraud;
- for the analysis and the prevention of payment defaults;
- for statistical studies by **us** and/or any sectorial organisation in Europe.

## Important information about your policy *continued*

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Where **you** have given **your** consent, **we** may share some of **your** personal information with **our** partner companies or companies within **our** group so that they can provide **you** with information about other products, services and promotions that may be of interest to **you** by letter, telephone, SMS or e-mail.

**We** will only disclose **your** personal information to third parties if:

- it is necessary for the performance of **your** policy of insurance with **us**;
- **you** have given **your** consent, including marketing consent; or
- such disclosure is required or permitted by law.

**You** can change **your** mind about **your** marketing consent at any time by contacting **our** Data Protection Officer, One Victoria Street, Bristol Bridge, Bristol BS1 6AA. Or email: [consent.T@mapfre.co.uk](mailto:consent.T@mapfre.co.uk)

**We** disclose **your** personal information to third parties where:

- it is necessary for the performance of **your** insurance policy;
- if **you** have given **your** consent; or
- if such disclosure is required or permitted by law.

**We** deal with third parties that **we** trust to treat **our** customers' personal information with the same stringent controls that **we** apply ourselves.

Some of the personal information required from **you** is sensitive information, such as details of any current or past **medical conditions** for **you** and **your** fellow travellers on the policy. This is a 'special category of information' under Data Protection legislation. **We** will not use sensitive information about **you** except for the specific purpose for which **you** provide it including enabling **us** to quote for **your** policy cover, to confirm policy cover and to provide the services described in the policy. **You** must ensure that **you** only provide sensitive information about other people identified on the insurance policy where **you** have their consent or the legal right to disclose their personal information, including their sensitive personal information.

### Fraud prevention

To assist with fraud prevention and detection **we** may:

1. Share information about **you** across **our** group, with other insurers and, where **we** are entitled to do so under the Data Protection legislation, the police and other law enforcement agencies.
2. Pass **your** details to a central insurance application and claims checking system, whereby it may be checked against information held by that central insurance application and claims checking system and shared with other insurers.
3. Check **your** details with fraud prevention agencies and if **you** give **us** false or inaccurate information and **we** suspect fraud, **we** will record this with the fraud prevention agency and other organisations may also use and search these records to:
  - a) help make decisions about credit and credit related services for **you** and members of **your** household;
  - b) help make decisions on motor, household, credit, life and other 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;
  - e) undertake credit searches and additional fraud searches.

**You** are entitled on request to receive a copy of the personal information **we** hold about **you**. This will be information that **you** have given **us** during **your** policy. **We** do not hold any information relating to **your** credit status. If **you** would like a copy of **your** information, please contact **our** Data Protection Officer at One Victoria Street, Bristol Bridge, Bristol BS1 6AA.

**We** are hereby released from any liability for any claim if **you** refuse disclosure of the data to a third party, which in turn prevents **us** from providing cover under this policy.

## Important information about your policy *continued*

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**You** agree **we** will store the Personal Data according to Data Protection legislation.

**You** agree that if **you** travel outside the European Economic Area (“EEA”), it may be necessary for **us** to transfer **your** data outside of the EEA in order to fulfil **our** obligations to **you** in the provision of the services under the terms of this policy. The fulfilment of **our** obligations may include sharing **your** data with **our** service providers whom **we** may engage to ensure the provision of those services to **you**. **We** undertake not to transfer **your** data outside of the EEA or share **your** data with **our** service providers for any other reason than the fulfilment of **our** obligations under the terms of this policy. **You** have provided **your** consent for such transfer and sharing of data. Further details of how data is shared outside the EEA can be found in **our** Privacy policy on **our** website.

**We** keep records of any transactions **you** enter with **us** or **our** partner companies for up to six years. This is to enable a response to all claims under the policy, validation of policy cover, any enquiries, complaints or disputes that arise in that period and to comply with **our** legal and regulatory requirements.

**We** may keep other personal information about **you** if it is necessary for **us** to do so to comply with the law.

## Important conditions relating to health

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**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.

It is a condition of this policy that **you** will not be covered under Section A – Cancellation or curtailment charges, Section B – Emergency medical and other expenses, Section C – Hospital benefit and Section C – Personal accident for any claims arising directly or indirectly from:

1. At the time of taking out this policy:
  - a) Any **pre-existing medical condition you** have unless **you** have called TravelTime Travel Insurance on 0345 548 2122 and TravelTime Travel Insurance have agreed in writing, to cover **you**
  - b) Any **medical condition** for which **you** have received a terminal prognosis
  - c) Any **medical condition you** are aware of but for which **you** have not had a diagnosis
  - d) Any **medical condition** for which **you** are on a waiting list for or have knowledge of the need for surgery, treatment or investigation at a hospital, clinic or nursing home
  - e) Any **medical condition** affecting **you**, a **close relative** or a **close business associate** that **you** are aware of, that could reasonably be expected to result in a claim on this policy.
2. At any time:
  - a) Any **medical conditions you** have for which a **medical practitioner** has advised **you** not to travel (or would have done so had **you** sought his/her advice), but despite this **you** still travel
  - b) Any surgery, treatment or investigations for which **you** intend to travel outside of **your home area** to receive (including any expenses incurred due to the discovery of other **medical conditions** during and/or complications arising from these procedures)
  - c) Any **medical condition** for which **you** are not taking the recommended treatment or prescribed medication as directed by a **medical practitioner**
  - d) **Your** travel against any health requirements stipulated by the carrier, their handling agents or any other **public transport** provider.
  - e) **Your** participation in clinical/drug trials.

*If **your** health changes after the start date of **your** policy and the date **your** travel tickets or confirmation of booking were issued, **you** should telephone TravelTime Travel Insurance on 0345 548 2122 to make sure **your** cover is not affected. **We** may require an additional premium, increase the applicable **excess** or withdraw cover completely should the stability of the condition make it necessary to do so.*

**You should also refer to ‘What is not covered – applicable to all sections of the policy’ on pages 12 & 13.**



## Important conditions relating to health *continued*

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### Medical screening

**You** will need to complete the straightforward online process or contact TravelTime Travel Insurance by telephone to answer simple questions about **your medical conditions**, medication, trips to **your medical practitioner**, and other related matters.

If, as a result of **your** answers, **our** criteria of assessment may impose special terms, such as an additional premium, this will be advised to **you** immediately in the online quote and will form part of the policy and conditions will be shown. The policy will be emailed to **you** with confirmation of purchase.

Should **you** decide not to pay the additional premium all **medical conditions** will not be covered. Any additional **medical conditions** not declared to TravelTime Travel Insurance will not be covered.

### Anyone upon whom the trip may depend

A **close relative** who is not travelling with **you**, a **travelling companion** not insured by this policy, or the person **you** are intending to stay with, may have a **pre-existing medical condition**. In some cases, if their state of health deteriorates greatly, **you** may want to cancel or **curtail your trip**. Subject to all the other terms and conditions, such claims are covered if the person's **medical practitioner** can confirm in writing that, at the time **you** bought this policy or booked the **trip** (whichever is later), he/she would have seen no substantial likelihood of his/her patient's condition deteriorating to such a degree that this would become necessary. If the **medical practitioner** will not confirm this, **your** claim is not covered.

### Travelling when pregnant

Pregnancy is not a **medical condition**. **You** may decide to travel until **you** are quite late into **your** pregnancy. Airlines and ferry/shipping companies including **cruise** liners have their own restrictions due to health and safety requirements. **You** should check with them or any other transport companies **you** propose to use before **you** book. Please make sure that **your medical practitioner** and midwife are aware of **your** travel plans, that there are no known complications and that **you** are not travelling against any medical advice. **We** have the right to request a medical certificate to confirm this. **We** will only pay claims due to **complications of pregnancy**, or where **you** were unaware of the pregnancy at the time of purchasing the insurance and **you** are advised not to travel by a **medical practitioner**.

## Sports and activities covered

The following lists detail the sports and activities that this policy will cover without charge when **you** are participating on a recreational and non-professional 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). If **you** are participating in any other sports or activities not mentioned, please telephone TravelTime Travel Insurance on 0345 548 2122 as **we** may be able to offer cover for an additional premium. Details of those sports and activities which **you** have purchased cover for will be added to **your** policy schedule. No cover under Section F – Personal liability for those sports or activities marked with \*

### Covered as standard without charge

abseiling (within organisers guidelines) *administrative, clerical or professional occupations aerobics amateur athletics (track and field) archaeological digging archery assault course badminton banana boating baseball basketball battle re-enactment beach games billiards/snooker/pool blade skating body boarding (boogie boarding) bowls * camel riding canoeing (up to grade 2 rivers) *carer *caring for children (au pair/nanny) * clay pigeon shooting climbing (on climbing wall only) *coaching only (no playing or involvement in sport or activity) cricket croquet cross country running (non-competitive) curling cycling (wearing a helmet and no racing; excluding mountain biking and not part of a triathlon) dancing (including instruction) deep sea fishing * driving motorised vehicles (excluding Quad bikes) for which <b>you</b> are licenced to drive in the <b>United Kingdom</b> (other than in races, motor rallies or competitions) and wearing a helmet if driving a motorbike, moped or scooter elephant riding/trekking endurance activities (up to 2,500 metres above sea level) falconry fell walking/running (up to 2,500 metres above sea level) fencing fishing fives flying as a fare paying passenger in a fully licensed passenger carrying aircraft flying fox (cable car) football (amateur only and not main purpose of <b>trip</b> ) frisbee/ultimate frisbee including competitions *glass bottom boats/bubbles * go karting (within organisers guidelines) golf handball hitchhiking (organised groups of adults only) horse riding (wearing a helmet and excluding competitions, racing, jumping and hunting) hot air ballooning (organised pleasure rides only) *hovercraft driving/passenger hurling (amateur only and not main purpose of <b>trip</b> ) indoor climbing (on climbing wall) indoor skating/skateboarding (wearing pads and helmets) * jet boating (no racing) jogging *jousting *karting (wearing a helmet and no racing)	kayaking (up to grade 2 rivers) korfbal * mountain biking (wearing a helmet and no racing; downhill grades 1 and 2 only, no free-riding, four-cross, dirt jumping or trails) netball octopush orienteering * paint balling/war games (wearing eye protection) passenger sledge pedalos pony trekking (wearing a helmet) *power boating (no racing and non-competitive) racket ball rambling refereeing (amateur only and subject to that activity being covered) ringos roller skating/blading/in line skating (wearing pads and helmets) rounders rowing (no racing) running (non-competitive, not a marathon of any type and not part of a triathlon) safari trekking/tracking in the bush (must be organised tour) *sailing/yachting (if qualified or accompanied by a qualified person and no racing) sand boarding/surfing/skiing sand dune surfing/skiing *sand yachting (no racing) scuba diving up to depth of 18 metres (if qualified or accompanied by qualified instructor and not diving alone or involved in cave diving) * shooting/small bore target/rifle range shooting (within organisers guidelines) skateboarding (wearing pads and helmets) snorkelling softball spear fishing (without tanks) *speed sailing (no racing) squash *students working as counsellors or university exchanges for practical course work (non manual) surfing swimming (in pool or on inland waters or coastal waters within a 2 mile limit from land and not part of a triathlon) swimming with dolphins swimming/bathing with elephants Sydney harbour bridge (organised and walking across clipped onto a safety line) table tennis *tall ship crewing (no racing) ten pin bowling tennis trampolining tree canopy walking trekking/hiking/walking up to 2,500 metres above sea level tug of war volleyball wake boarding water polo water skiing/water ski jumping whale watching wicker basket tobogganing wind surfing/sailboarding wind tunnel flying (pads and helmets to be worn) zip lining/trekking (safety harness must be worn) zorbing/hydro zorbing/sphering
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## Sports and activities covered *continued*

### Covered if the appropriate winter sports premium has been paid

No cover under Section F – Personal liability for those sports or activities marked with \*

airboarding big foot skiing blade skating dry slope skiing glacier skiing/walking husky dog sledding (organised, non-competitive and with experienced local driver) *ice go karting (within organisers 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 snowboarding on piste** snowboarding - 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 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.

### General conditions applicable to all sections of the 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 C – Personal accident).

#### 2. 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. Other conditions

- a. **You** must have lived in **your home area** for at least six of the last 12 months before **you** bought or renewed **your** policy.
- b. **You** must take all reasonable steps to get back any lost or stolen items, and **you** must help the authorities to catch and charge any guilty people.
- c. **You** must abide by the advice and instructions of **our** medical advisers; failure to do so may result in cover being completely or partially withdrawn.
- d. A person or company who is not covered by this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to insist on any term of this policy being applied. This does not affect any right or remedy of a third party that exists or is available under this Act.
- e. **You** must help Travel Claims get back any money that **we** have paid from anyone or from other insurers (including the Benefits Agency) by giving **us** all the details **we** need and by filling in any forms.
- f. **You** must agree to have a medical examination if Travel Claims ask **you** to. If **you** die, **we** are entitled to have a post-mortem examination.

## General conditions applicable to all sections of the policy *continued*

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### 4. Fraudulent claims

If **you** make a fraudulent claim under this policy, **we**:

- a. are not liable to pay the claim;
- b. may recover from **you**, any sums paid by **us** to **you** in respect of the claim; and
- c. may, by notice to **you**, treat the contract as having been terminated with effect from the time of the fraudulent act.

If **we** exercise **our** right under clause 4c above, then:

- a) **we** shall not be liable to **you** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **our** liability under this policy (such as the occurrence of a loss, the making of a claim, or the notification of a potential claim); and,
- b) **we** need not return any of the premiums paid.

### 5. Non-disclosure

If **we** establish that **you** deliberately or recklessly provided **us** with false or misleading information, **we** will treat this policy as if it never existed and decline all claims.

If **we** establish that **you** carelessly provided **us** with false or misleading information, it could adversely affect **your** policy and any claim. For example, **we** may:

- treat this policy as if it had never existed and refuse to pay all claims and return the premium paid. **We** will only do this if **we** provided **you** with insurance cover which **we** would not otherwise have offered;
- amend the terms of **your** insurance. **We** may apply these amended terms as if they were already in place if a claim has been adversely impacted by **your** carelessness;
- reduce the amount **we** pay on a claim in the proportion the premium **you** have paid bears to the premium **we** would have charged **you**.

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

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**We** shall not be responsible for claims:

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

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

- a. ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
  - b. the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
3. From **you** engaging in any illegal or criminal act.
  4. For any other loss, damage or additional expense following on from the event for which **you** are claiming, unless **we** provide cover under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of earnings following **bodily injury**, illness or disease.
  5. From **your** wilful exposure to areas known to be infected with:
    - a. Severe Acute Respiratory Syndrome (S.A.R.S);
    - b. Avian Influenza, Asian Birdflu, and/or H5N1, Swine Influenza A/H1N1
    - c. or any other Influenza A viruses.
  6. Directly or indirectly out of **your** financial incapacity.
  7. Which but for the existence of this insurance, would be covered under any other insurance policy(ies), including any amounts recovered by **you** from private health insurance, EHIC Card payments, any reciprocal health agreements, airlines, hotels, home contents Insurers or any other recovery by **you** which is the basis of a claim.
  8. From the tour operator, airline or any other company, firm or person either becoming insolvent or being unable or unwilling to fulfil any part of their obligation.
  9. From **your** participation in or practice of
    - a. any professional sports or professional entertaining
    - b. any other sport or activity, manual work, driving any motorised vehicle or racing unless:
      - i. specified in the list on page 14 or
      - ii. shown as covered in **your** policy schedule
    - c. 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** policy schedule for:
      - i. the winter sports specified in the list on page 15 and
      - ii. any other winter sports shown as covered in **your** policy schedule

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.
  10. From **your**:
    - a. suicide or attempted suicide
    - b. wilful exposure to danger (except in an attempt to save human life)
    - c. self exposure to needless peril. **You** must exercise reasonable care to prevent illness, injury or loss or damage to **your** property as if uninsured.
  11. From **you** being under the influence of or in connection with the use of alcohol or drugs, unless as prescribed by a treating doctor.
  12. From **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.
  13. From **you** being in, entering or descending from an aircraft other than a fully licensed passenger carrying aircraft in which **you** are travelling as a passenger.
  14. Directly or indirectly from **you** being engaged in any manual employment after the commencement of the **trip**.
  15. Which are due to:
    - a. operational duties of a member of the Armed Forces (other than claims arising from authorised leave being cancelled due to operational reasons.
    - b. **you** travelling against the advice of a **medical practitioner**.
    - c. **your** travel to a country or specific area or event to which the Travel Advice Unit of the Foreign & Commonwealth Office or the World Health Organisation has advised the public not to travel.
  16. Directly or indirectly relating to volcanic ash.
  17. Arising from an incident which **you** were aware of at the time the insurance was purchased or the **trip** was booked.
  18. If **you** already have a more specific insurance for the event **you** are claiming.
  19. From **you** being aged under 18 (or aged under 22 if in full time education) under annual multi trip cover unless **you** travel with one or both of the insured adults (or are accompanied by another responsible adult). If **you** reach any of the ages mentioned above during the **period of insurance**, cover will continue until the next renewal date but not after that.

## Claims conditions

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

If **you** do not comply **we** may 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 claims: 0330 400 1235**

**For medical assistance and/or repatriation claims: +44 (0) 20 7748 0513**

The claim notification must be made within 31 days of **your** return date 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.

If **your** money, **valuables** or any items of personal **baggage**, are lost or stolen **you** must notify the local police within 48 hours of discovery. Please make sure **you** get a copy of the police report. Failure to comply will result in **your** claim being turned down.

In the event of any occurrence which may give rise to a claim under this insurance, the **Insured** shall take all reasonable steps to minimise any loss arising out of such claim.

**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.

In the event that the **Insured** recovers by any means, damages from any third party in respect of personal accident, all benefits paid to the **Insured** shall be repaid to **us**.

**We** reserve the right to require **you** to undergo an independent medical examination at **our** expense.

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

**You** must retain any property which is damaged, and if requested, send it to **us** at **your** own expense. If **we** pay a claim for the full value of the property and it is 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, a valuation, original user manual or bank or credit card statements.

### 2. Claims evidence

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

- a) Details of any travel, private medical or other insurance under which **you** could also claim.
- b) A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- c) Proof of ownership such as an original receipt, valuation or bank or credit card statements for items lost, stolen or damaged.
- d) A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- e) Any court claim form, summons, letter of claim or other document must be sent to **us** as soon as **you** receive it.
- f) Repair report where applicable.
- g) Receipts or bills for any costs, charges or expenses claimed for.
- h) The letter of redundancy for redundancy claims.

## Claims conditions *continued*

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- i) 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 or **curtail** the **trip**.
- j) Receipts or bills for all in-patient/out-patient treatment or emergency dental treatment received.
- k) A medical certificate from the treating **medical practitioner** explaining why **you** were unable to use **your** ski pack.
- l) In the event of death, the original death certificate and receipts or bills for funeral, cremation or repatriation expenses.
- m) Written confirmation 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.
- n) All travel tickets and tags for submission.
- o) **Your** unused travel tickets.
- p) A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- q) Where applicable 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.
- r) In the case of **curtailment** claims, written details from **your** travel agent, tour operator or provider of transport/accommodation of the separate costs of transport, accommodation and other pre-paid costs or charges that made up the total cost of the **trip**.
- s) 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, Air Passenger Duty (APD), taxes, duties, surcharges and other pre-paid costs or charges that made up the total cost of the **trip**.
- t) In the case of death causing cancellation or **curtailment** of the **trip**, the original death certificate.
- u) A letter from the commanding officer concerned, confirming cancellation of authorised leave or call up for operational reasons.
- v) Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

### 3. 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.

## 24 Hour emergency and medical service

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### MAPFRE Assistance

When **you** contact the emergency and medical service **you** will need to say where **you** bought the policy from and give the following information:

- **your** name and address
- **your** policy number as shown on **your** policy schedule
- **your** phone number abroad
- the date **you** left the UK and the date **you** are due to come back.

IMPORTANT – please quote reference TravelTime Travel Insurance.

MAPFRE Assistance, the Emergency Assistance Service, provides immediate help in the event of **your** illness or **bodily injury** arising outside **your home area**. They provide a 24 hour multi-lingual emergency service 365 days a year and can be contacted by telephone.

EMERGENCY TELEPHONE NUMBER: **+44 (0) 20 7748 0513**

When **you** call upon the services of MAPFRE Assistance it is a condition of service that they shall solely be responsible for all decisions on the most suitable and reasonable solution to any medical problem.

The service includes, where necessary:

1. Multi-lingual assistance with doctors and hospitals.
2. Repatriation arrangements by escort by a medical attendant
3. Travel arrangements for other members of **your** party or **your close relative**.
4. On arrival in **your home area**, an ambulance service to hospital or **home**.

**NOTE: FAILURE TO CONTACT MAPFRE ASSISTANCE FOR CLAIMS OVER £500 MAY RESULT IN A CLAIM BEING INVALID.**

### A note to all insured persons, doctors and hospitals

This is not a private medical insurance. If any medical treatment is needed, **you** must tell **us** immediately or **we** may not guarantee medical expenses. If **you** need any medical treatment, **you** must allow MAPFRE Assistance, the Emergency Assistance Service, to see all of **your** medical records and information.

## Reciprocal health agreements with other countries

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### 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](http://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 by more than **your excess** because **you** have used either a European Health Insurance Card or private health insurance, **we** will not deduct the **excess** under Section B - Emergency medical and other expenses.

### 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. In-patient and out-patient 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](http://www.medicareaustralia.gov.au). or by emailing [medicare@medicareaustralia.gov.au](mailto:medicare@medicareaustralia.gov.au) Alternatively please call the Emergency Assistance Service for guidance.

If **you** are admitted to hospital **you** must contact the Emergency Assistance Service as soon as possible and get their authorisation for any treatment not available under MEDICARE.



## Reciprocal health agreements with other countries *continued*

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### 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 needed before **your trip** ends, 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 Service on telephone number: +44 (0) 20 7748 0513**

## Definitions

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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.

### Accident, accidental

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

### Baggage

- means luggage, clothing, personal effects and other articles (but excluding **valuables, business equipment, ski equipment, golf 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 items used by **you** and which belong to **you** in support of **your** business activity including office equipment which is portable by design including, but not restricted to, personal computers, telephones and calculators.

### 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 samples

- means samples of **your** business stock owned by **you** or **your** legal responsibility.

### Civil partner

- means someone who has entered into a formal agreement with the **insured person** (known as 'civil partnership') as a same sex partner so that they have the same legal status as a married **couple**.

### 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, adopted daughter, son, adopted 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.

## Definitions *continued*

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### Complications of pregnancy

- means toxæmia, gestational hypertension, pre-eclampsia, ectopic pregnancy, hydatidiform mole (molar pregnancy), post-partum haemorrhage, retained placenta membrane, placental abruption, hyperemesis gravidarum, placenta prævia, still births, miscarriage, medically necessary emergency Caesarean section, medically necessary termination and any premature births more than 8 weeks (or 16 weeks in the case of a known multiple pregnancy) prior to the expected delivery date.

### Couple

- means any two adults (including same sex) who have co-habitated for at least six months at the same residential address in the **United Kingdom**. Under annual multi trip cover either adult are insured to travel on their own.

### Cruise

- means a voyage on a ship/vessel sailing on the seas or oceans that includes stopping at various ports. No cover is provided for cargo ship travel.

### Curtailement /curtail/curtailed

- means either:

**a) you** abandoning or cutting short the **trip** after **you** leave **your home** (or for a **business trip** your place of business) by direct early return to **your home** or place of business, in which case claims will be calculated from the day **you** returned to **your home** or place of business (whichever is the earlier) and based on the number of complete days of **your trip** you have not used, or

**b) you** attending a hospital outside **your home area** as an in-patient or being confined to **your** accommodation abroad due to compulsory quarantine or on the orders of a **medical practitioner**, in either case for a period in excess of 48 hours. Claims will be calculated from the day **you** were admitted to hospital or confined to **your** accommodation and based on the number of complete days for which **you** were hospitalised, quarantined or confined to **your** accommodation.

**Curtailement** claims under paragraph b) will only be paid for the ill/injured/quarantined/confined **insured person**, but where **we** or the Emergency Assistance Service agree for another **insured person** (including any children travelling with them) to stay with **you**, **we** will also pay for that **insured person's** proportion only of any travel and accommodation costs and expenses (including excursions up to £250) they have incurred, but not used by remaining with **you**.

### Excess

- means the first amount **you** and each person named under the policy schedule have agreed to pay towards a claim under each section of this policy, as outlined within the Schedule of benefits, unless **you** have chosen an **excess** waiver.

### Family cover

- means up to two adults and any number of their children, step children or foster children aged under 18 (or aged under 22 if in full time education), accompanying the parents or legal guardian insured on the same policy travelling on any **trip** to the same destination. The children are only insured when travelling with one or both of the insured adults, (or accompanied by another responsible adult) but under annual multi trip cover either adult is also insured to travel on their own.

### Golf equipment

- means golf clubs, golf balls, golf bag, non-motorised golf trolley and golf shoes.

### Home

- means **your** normal place of residence in the **United Kingdom** for no less than six months of the year.

### Home area

For residents of the **United Kingdom** excluding Channel Islands and the Isle of Man, **your home area** means the **United Kingdom** excluding 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.

### Insured person

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

## Definitions *continued*

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### **Medical condition**

- means any disease, illness or injury.

### **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

### **Pair or set**

- means two or more items of personal possessions which are complimentary or used or worn together.

### **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 policy schedule. During this period any **trip** not exceeding 45 days is covered.

Under these policies Section A - Cancellation cover will be operative from the date stated in the policy schedule 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 policy schedule. Under these policies Section A - Cancellation cover will be operative from the time **you** pay the premium.

For all other sections of the policy, including Section A – curtailment cover, 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.

### **Pre-existing medical condition**

- means:

1. Any:
  - a. respiratory condition (relating to the lungs or breathing),
  - b. heart condition,
  - c. stroke,
  - d. Crohn's disease,
  - e. epilepsy,
  - f. psychological condition or
  - g. cancer

for which **you** have ever received treatment (including surgery, tests or investigations by **your** doctor or a consultant/specialist and prescribed drugs or medication).

2. Any **medical condition** for which **you** have received surgery, in-patient treatment or investigations in a hospital or clinic within the last twelve months.

3. Any **medical condition** for which **you** are taking prescribed drugs or medication.

### **Public transport**

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

## Definitions *continued*

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### 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 item

- means any one article, **pair or set** or collection owned by **you**.

### Single parent cover

- means one adult and any number of his or her children, step children or foster children aged under 18 (or aged under 22 if in full time education), accompanying the parent insured on the same policy, travelling on any **trip** to the same destination. The children are only insured when travelling with the insured adult, (or accompanied by another responsible adult) but under annual multi trip cover the adult is also insured to travel on their own.

### Ski equipment

- means skis (including bindings), ski boots, ski poles and snowboards.

### Sports equipment

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

The following are not included in the definition:

- **ski equipment**
- **golf equipment**

### Terrorism

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

### Travelling companion

- means the person with whom **you** have booked to travel on the planned **trip**. In the case of a tour, **travelling companion** shall mean the person(s) shown on **your** booking form.

### Trip

- means any holiday, business or pleasure **trip** or journey made by **you** within the area of travel shown in the policy schedule which begins and ends in **your home area** or place of business during the **period of insurance**, but excluding one way **trips** or journeys.

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 any **trip** not exceeding 45 days is covered. If any **trip** exceeds 45 days there is absolutely no cover under this policy for that **trip** (not even for the first 45 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, 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 and conditions contained in this policy applying to each **trip**. Where **we** have agreed to cover **your medical condition**, this applies to each **trip** during the **period of insurance**.

## Definitions *continued*

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### **Unattended**

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

### **United Kingdom**

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

### **Valuables**

- means articles made of or containing gold, silver or other precious metals, jewellery, leather goods, furs, camcorders, photographic equipment, precious or semi-precious stones, silks, telescopes, binoculars, watches, portable satellite navigation systems, computers (including laptops and tablets), computer equipment, telecommunications equipment (including mobile phones, PDA's), computer games and computer game consoles, cameras, Kindles, ebooks, compact disc players, CD's, DVD's, MP3 players, iPods, sunglasses, spectacles, Mini-Disc players, owned by **you**.

### **War**

- means **war**, whether declared or not, or any warlike activities, including using military force to achieve economic, geographic, nationalistic, political, racial, religious or other goals.

### **We / us / our / Insurer**

- means MAPFRE Asistencia Compañía Internacional de Seguros y Reaseguros Sociedad Anonima. Dixon House, 72-75 Fenchurch Street, London, EC3M 4BR.

### **You / your / yourself / insured person**

- means each person travelling on a **trip** whose name appears in the policy schedule.

## **Section A – Cancellation or curtailment charges**

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### **What is covered**

**We** will pay **you** up to £2,000, per **insured person**, for **your** proportion only of any irrecoverable unused travel and accommodation costs and other pre-paid charges (including excursions up to £250, per **insured person**) which **you** have paid or are contracted to pay, together with **your** proportion only of any reasonable additional travel expenses incurred if:

- a) cancellation of the **trip** is necessary and unavoidable or
- b) the **trip** is **curtailed** before completion

as a result of any of the following events:

1. The death, **bodily injury**, illness, disease, or **complications of pregnancy** of:
  - a) **you**
  - b) **your travel companion**
  - c) any person who **you** have arranged to stay with
  - d) **your close relative**
  - e) **your close business associate**.
2. **You** or **your travel companion** being quarantined, called as a witness at a Court of Law or for jury service attendance.
3. Redundancy of **you** or **your travel companion** 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.

## Section A – Cancellation or curtailment charges *continued*

4. **You** or **your travel companion**, 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 or **curtailment** could not reasonably have been expected at the time when **you** purchased this insurance or at the time of booking any **trip**, which occurred or became apparent within 5 days prior to the commencement of **your trip** or during the course of **your trip**.
5. The Police or other authorities requesting **you** to stay at or return to **your home** or place of business 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 the Emergency Assistance Service to confirm the necessity to return **home**, prior to **curtailment** of the **trip** due to death, **bodily injury**, illness, disease or **complications of pregnancy**.
2. 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.
3. 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 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** policy schedule.
2. The cost of **your** unused original tickets where the Emergency Assistance Service 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 (based on the cost applicable on the date **you** come **home**) from any additional costs **we** have incurred which are medically necessary to repatriate **you** to **your home**.
3. The cost of Air Passenger Duty (APD) whether irrecoverable or not.
4. 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/them** 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**.

## Section A – Cancellation or curtailment charges *continued*

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. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**You** should also refer to the 'Important conditions relating to health' section on pages 8 & 9.

**To make a claim under this section please call:  
For curtailment claims +44 (0) 20 7748 0513 or other claims 0330 400 1235**

## Section B – Emergency medical and other expenses

### What is covered

We will pay **you** up to £10,000,000, per **insured person**, for the following expenses which are necessarily incurred during a **trip** as a result of **you** suffering unforeseen **bodily injury**, illness, disease, **complications of pregnancy** and/or compulsory quarantine:

1. Emergency medical, surgical, hospital, ambulance and nursing fees and charges incurred outside of **your home area**.
2. Emergency dental treatment for the immediate relief of pain (to natural teeth only) up to a limit of £200, per **insured person**, incurred outside of **your home area**.
3. Costs of telephone calls:
  - a) to the Emergency Assistance Service 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 the Emergency Assistance Service 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:
  - a) outside **your home area** the reasonable additional cost of funeral expenses abroad up to a maximum of £1,500 plus the reasonable cost of returning **your** ashes to **your home**, or the additional costs of returning **your** body to **your home**
  - b) within **your home area** the reasonable additional cost of returning **your** ashes or body to **your home** up to a maximum of £750.
6. Reasonable additional transport and/or accommodation expenses incurred, up to the standard of **your** original booking (for example full or half board, all inclusive, bed and breakfast, 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 the Emergency Assistance Service, 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.

## Section B – Emergency medical and other expenses *continued*

7. With the prior authorisation of the Emergency Assistance Service, 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 the Emergency Assistance Service agree otherwise.

### Special conditions relating to claims

1. **You** must obtain the prior authorisation of the Emergency Assistance Service or **us** before incurring any expenses (including any out-patient treatment) over £500. If this is not possible because the condition requires emergency treatment **you** or someone on **your** behalf must contact the Emergency Assistance Service as soon as possible.
2. **You** must tell the Emergency Assistance Service as soon as possible of any **bodily injury**, illness, disease or **complications of pregnancy** which necessitates **your** admittance to hospital as an in-patient or before any arrangements are made for **your** repatriation.
3. If **you** suffer **bodily injury**, illness, disease or **complications of pregnancy** **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 the Emergency Assistance Service 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.
4. 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 relating directly or indirectly to the relevant **medical condition** under Section A – Cancellation or curtailment charges, Section B – Emergency medical and other expenses and Section C – Personal accident of **your** policy.

Cover under all other operative sections will however continue for the remainder of **your trip**.

### 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** policy schedule.
2. Normal pregnancy, **we** will only pay claims due to a **complication of pregnancy**, or where **you** were unaware of the pregnancy at the time of purchasing the insurance and **you** are advised not to travel by a **medical practitioner**.
3. The cost of **your** unused original tickets where the Emergency Assistance Service 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**.
4. Any claims arising directly or indirectly for:
  - a) the cost of treatment or surgery, including exploratory tests, which are not related to the **bodily injury**, illness or **complications of pregnancy** which necessitated **your** admittance into hospital.
  - b) any expenses which are not usual, reasonable or customary to treat **your bodily injury**, illness, disease or **complications of pregnancy**.
  - c) any form of treatment or surgery which in the opinion of the Emergency Assistance Service or **us** (based on information provided by the **medical practitioner** in attendance), can be delayed reasonably until **your** return to **your home area**.



## Section B – Emergency medical and other expenses *continued*

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- d) 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.*
- e) additional costs arising from single or private room accommodation.
- f) treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by the Emergency Assistance Service.
- g) any costs incurred by **you** to visit another person in hospital.
- h) any expenses incurred after **you** have returned to **your home area**.
- i) any expenses incurred in England, Scotland, Wales, Northern Ireland, the Isle of Man or the Channel Islands which are:
  - i. for private treatment, or
  - ii. are funded by, or are recoverable from the Health Authority in **your home area**, or
  - iii. are funded by a reciprocal health agreement (RHA) between these countries and/or islands.
- j) expenses incurred as a result of a tropical disease where **you** have not had the NHS recommended inoculations and/or not taken the NHS recommended medication.
- k) 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.

5. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**You** should also refer to the 'Important conditions relating to health' section on pages 8 & 9.

**To make a claim under this section please call:  
For medical assistance and/or repatriation claims +44 (0) 20 7748 0513 or other claims 0330 400 1235**

## Section C – Personal accident

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**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, complete 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
  
- a) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale (which means only seeing at 3 metres what **you** should see at 60 metres).

*Permanent Total Disablement*

- means physical or mental impairment that has a substantial and long-term adverse effect on **your** ability to carry out any form of employment for which **you** are qualified.

## Section C – Personal accident *continued*

### What is covered

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

BENEFIT	Up to age 15 years inclusive	Age 16 years to 64 years inclusive	Age 65 years and over
1. Death	£1,000	£15,000	£1,000
2. <i>Loss of one or more limbs and/or loss of sight</i> in one or both eyes	£15,000	£15,000	Not covered
3. <i>Permanent total disablement</i>	£15,000	£15,000	Not covered

### 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 items 1, 2 or 3.
  - b) under item 2. if the permanent loss of use is only partial and not total and complete (being 100%).
  - c) under item 3. until one year after the date **you** sustain **bodily injury**.
  - d) under item 3. if **you** are able or may be able to carry out any relevant occupation after one year.
2. Benefit 1 will be paid to the deceased **insured person's** estate.

### What is not covered

1. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.
2. Any benefit where **your** death, injury or loss does not occur within 12 months of the **accident**.
3. Any benefit if **you** cannot prove to **us** that the *permanent total disablement* has continued for 12 months from the date of the injury and in all probability will continue for the remainder of **your** life.
4. More than one lump sum under this section.

To make a claim under this section please call 0330 400 1235

## Section D – Baggage

### What is covered

1. We will pay **you** up to £1,000, per **insured person**, for the **accidental** loss of, theft of or damage to **baggage** and **valuables**. 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), or **we** may replace, reinstate or repair the lost or damaged **baggage** and/or **valuables**.

## Section D – Baggage *continued*

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

- a) £200 for any one article, **pair or set** of articles
  - b) £300 for the total for all **valuables**.
2. **We** will also pay **you** up to £100, per **insured person**, 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 12 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** and/or **valuables**.
2. If **baggage** and/or **valuables** 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.
3. If **baggage** and/or **valuables** are lost, stolen or damaged whilst in the care of an airline **you** must give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please keep a copy).

### 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** policy schedule.
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, locked 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.

## Section D – Baggage *continued*

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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 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.
10. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## Section E – Personal money, emergency replacement passport and documents

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### What is covered

1. **We** will pay **you** up to the amounts shown below 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) £175 for bank notes, currency notes and coins
- b) £50 for bank notes, currency notes and coins, if **you** are under the age of 16
- c) £175 for all other **personal money** and documents (including the cost of the emergency replacement or temporary passport or visa obtained outside **your home area** and the value of the unused portion of **your** passport, visa or driving licence).

### 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 or visas 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 give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please keep a copy).

## Section E – Personal money, emergency replacement passport and documents

*continued*

### 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** policy schedule.
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, locked 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. Any additional travel and accommodation expenses incurred because **you** were unable to board the **public transport** on which **you** were booked to return to the **United Kingdom** or continue **your trip** as a result of the **accidental** loss of, theft of or damage to **your** passport and/or visa.
8. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

To make a claim under this section please call 0330 400 1235

## Section F – Personal liability

### What is covered

**We** will pay **you** up to £2,000,000 (including legal costs and expenses) , per **insured person**, against any amount **you** become legally liable to pay as compensation for any claim or series of claims arising from any one event or source of original cause for **accidental**:

1. **Bodily injury**, death, illness or disease to any person who is not in **your** employment or who is not a **close relative** or persons residing with **you** but not paying for their accommodation.
2. Loss of or damage to property that does not belong to and is neither in the charge of nor under the control of **you**, a **close relative** and/or anyone in **your** employment other than any temporary holiday accommodation occupied (but not owned) by **you**.

### Special conditions relating to claims

1. **You** must give **us** written notice of any incident, which may result in a claim as soon as possible.
2. **You** must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without **our** permission in writing.
3. **We** will be entitled to take over and carry out in **your** name the defence of any claims for compensation or damages or otherwise against any third party. **We** will have full discretion in the conduct of any negotiation or proceedings or in the settlement of any claim and **you** will give **us** all necessary information and assistance which **we** may require.
4. If **you** die, **your** legal representative(s) will have the protection of this cover as long as they comply with the terms and conditions outlined in this policy.

## Section F – Personal liability *Continued*

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### 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** policy schedule.
2. Compensation or legal costs arising directly or indirectly from:
  - a) liability which has been assumed by **you** under agreement (such as a hire agreement) unless the liability would have existed without the agreement.
  - b) pursuit of any business, trade, profession or occupation or the supply of goods or services.
  - c) ownership, possession or use of mechanically propelled vehicles, aircraft or watercraft (other than surfboards or manually propelled rowing boats, punts or canoes).
  - d) the transmission of any contagious or infectious disease or virus.
3. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## Section G – Delayed departure and abandonment of trip

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### What is covered

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

1. is delayed at the final departure point from or to the **United Kingdom** and in addition for residents of Northern Ireland any departure point in the Republic of Ireland (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. 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** and in addition for residents of Northern Ireland any departure point in the Republic of Ireland 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. £20 for the first completed 12 hours delay and £20 for each full 12 hours delay after that, up to a maximum of £200, per **insured person**, (*which is meant to help **you** pay for telephone calls made and meals and refreshments purchased during the delay*) provided **you** eventually travel, or

## Section G – Delayed departure and abandonment of trip *continued*

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2. up to £2,000, per **insured person**, 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** and in addition for residents of Northern Ireland any departure point in the Republic of Ireland.

**You** can only claim under subsection 1. or 2. above 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.
5. In the case of an accident to or breakdown of the vehicle in which **you** are travelling, **you** must obtain a repairers or breakdown company's report or other evidence from the relevant highway authority or local authority.
6. In the case of the breakdown of any vehicle owned by **you**, **you** must provide a copy of the last service report confirming that the vehicle has been serviced properly and maintained in accordance with manufacturer's instructions.
7. **You** must provide details of any travel or other insurance under which **you** could also 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** policy schedule.
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 final departure point from or to the **United Kingdom** and in addition for residents of Northern Ireland any departure point in the Republic of Ireland.
  - d) volcanic eruptions and/or volcanic ash clouds.

## Section G – Delayed departure and abandonment of trip *continued*

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- e) the cost of Air Passenger Duty (APD) whether irrecoverable or not.
  - f) travel tickets paid for using any airline mileage or supermarket reward scheme (for example Avios), unless evidence of specific monetary value can be provided.
  - g) 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.
  - h) 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.
  - i) 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.
  - j) 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-imbusement.
  - k) any travel and accommodation costs, charges and expenses where the **public transport** operator has offered reasonable alternative travel arrangements within 12 hours of the scheduled time of departure.
  - l) any cost if **your trip** was booked as part of a **package** holiday – “except for any pre-paid costs or charges which do not form part of **your package** holiday”.
3. Anything mentioned in ‘What is not covered - applicable to all sections of the policy’.

**To make a claim under this section please call 0330 400 1235**

## Section H – Missed departure

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### What is covered

**We** will pay **you** up to £500, per **insured person**, for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching **your** overseas destination if **you** fail to arrive at the 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 G, subsection 1. – 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 departure point.
2. **You** must get a letter (at **your** own expense) from the **public transport** provider detailing the reasons for failure.



## Section H – Missed departure *continued*

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3. **You** must get a letter (at **your** own expense) from the relevant **public transport** provider, carrier or authority confirming details of the strike, industrial action or adverse weather conditions.
4. **You** must provide **us** with **your** unused travel tickets.
5. **You** must provide **us** with **your** receipts or bills or proof of purchase for any transport, accommodation or other costs, charges or expenses claimed for.

### 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** policy schedule.
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 - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## Section I – Legal expenses

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### Special definition relating to this section (*which is shown in italics*)

#### *Lawyer*

- means the legal representative or other appropriately qualified person acting for **you**. **You** have the right to choose the *lawyer* acting for **you** in the following circumstances:

- a) where the commencement of court proceedings to pursue **your** claim is required;
- b) should any conflict of interest or dispute over settlement arise.

### What is covered

**We** will pay up to £10,000 for legal costs to pursue a civil action for compensation, against a third party who causes **you** **bodily injury**, illness or death.

## Section I – Legal expenses *continued*

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Where there are two or more **insured persons** insured by this policy, then the maximum amount **we** will pay for all such claims shall not exceed £20,000.

### Prospects of success

**We** will only provide cover where **your** claim or any appeal **you** are pursuing or defending is more likely than not to be successful. If **you** are seeking damages or compensation, it must also be more likely than not that any judgement obtained will be enforced.

If **we** consider **your** claim is unlikely to be successful or any judgement will not be enforced **we** or **you** may request a second opinion from an independent *lawyer*.

If the independent *lawyer* agrees **your** claim is unlikely to be successful or any judgement is unenforceable then **you** cannot make a claim under this section.

### Special conditions relating to claims

1. **We** shall have complete control over the legal case through agents **we** nominate, by appointing agents of **our** choice on **your** behalf with the expertise to pursue **your** claim.
2. **You** must follow **our** agent's advice and provide any information and assistance required within a reasonable timescale.
3. **You** must advise **us** of any offers of settlement made by the negligent third party and **you** must not accept any such offer without **our** permission.
4. **We** may include a claim for **our** legal costs and other related expenses.
5. **We** may, at **our** own expense, take proceedings in **your** name to recover compensation from any third party for any legal costs incurred under this policy. **You** must give **us** any assistance **we** require from **you** and any amount recovered shall belong to **us**.

### What is not covered

**We** shall not be liable for:

1. The first £100 of each and every claim, per incident claimed for, under this section by each **insured person** but limited to £200 in all if **family cover** or **single parent cover** applies.
2. Legal costs and expenses incurred in pursuit of any claim against a travel agent, tour operator, carrier, **us**, The Emergency Assistance Service or their agents, someone **you** were travelling with, a person related to **you**, or another **insured person**.
3. Legal costs and expenses incurred prior to **our** written acceptance of the case.
4. Any claim where the legal costs and expenses are likely to be greater than the anticipated amount of compensation.
5. Any claim where legal costs and expenses are variable depending on the outcome of the claim.
6. Legal costs and expenses incurred if an action is brought in more than one country.
7. Any claim where in **our** opinion the estimated amount of compensation payment is less than £1,000 for each **insured person**.
8. Travel, accommodation and incidental costs incurred to pursue a civil action for compensation.
9. The costs of any Appeal.

## Section I – Legal expenses *continued*

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10. Claims by **you** other than in **your** private capacity.
11. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## Section J – Scheduled airline failure

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### What is covered

**We** will pay **you** up to £1,000, per **insured person**, for:

1. 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; or
2. in the event of insolvency of the scheduled airline after **your** departure:
  - a. additional pro rata costs incurred by **you** in replacing that part of the flight arrangements to a similar standard to that originally booked; or
  - b. 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

1. The **excess** as shown in the Schedule of benefits, unless **you** have purchased the **excess** waiver and this is shown on **your** policy schedule.
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 flights.
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 - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## Section K – Hijack

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### What is covered

We will pay **you** up to £25 per day, up to a maximum of £250, per **insured person**, for every complete period of 24 hours in the event of **hijack** of the transport on which **you** are travelling.

### Special conditions relating to claims

1. **You** must (at **your** own expense) provide **us** with relevant documentation and evidence to support **your** claim, including a written police report.

### What is not covered

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

**To make a claim under this section please call 0330 400 1235**

## Sections L1, L2, L3, L4 and L5 – Winter sports *(only operative if indicated in the policy schedule)*

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Cover for sections L1, L2, L3, L4 and L5 only operates:-

1. Under single trip policies - if the appropriate winter sports section is shown as operative in the policy schedule and the appropriate additional premium has been paid.
2. 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 policy schedule and the appropriate additional premium has been paid.

## Section L1 – Ski equipment *(only operative if indicated in the policy schedule)*

### What is covered

We will pay **you** up to £500, per **insured person**, for the **accidental** loss of, theft of or damage to **your** own **ski equipment**, or up to £250 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 - calculated from the table below), or **we** may replace, reinstate or repair the lost or damaged **ski equipment**.

Age of ski equipment	Amount payable
Less than 1 year old	90% of value
Over 1 year old	70% of value
Over 2 years old	50% of value
Over 3 years old	30% of value
Over 4 years old	20% of value
Over 5 years old	No payment

The maximum **we** will pay for any one article, **pair or set** of articles is the amount payable calculated from the table above or £250 whichever is the less.

## **Section L1 – Ski equipment** *continued*

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### **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 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 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).
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 first £100 of each and every claim, per incident claimed for, under this section by each **insured person** but limited to £200 if **family cover** or **single parent cover** applies, unless **you** have purchased the **excess** waiver and this is shown on **your** policy schedule.
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. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## **Section L2 – Ski equipment hire** *(only operative if indicated in the policy schedule)*

### **What is covered**

**We** will pay **you** up to £25 per day, up to a maximum of £250, per **insured person**, 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**.

## Section L2 – Ski equipment hire *continued*

### 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 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).
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. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## Section L3 – Ski pack (*only operative if indicated in the policy schedule*)

### What is covered

**We will pay you:**

- a) £50 per day up to £500, per **insured person**, 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 £150, per **insured person**, 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.

### **Section L3 – Ski pack *continued***

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

1. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

### **Section L4 – Piste closure (*only operative if indicated in the policy schedule*)**

#### **What is covered**

**We** will pay **you** up to £30 per day, up to a maximum of £300, per **insured person**, 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:

- a) to the resort which **you** have pre-booked for a period more than 12 hours, which is at least 1,250 metres above sea level and for as long as these conditions continue at the resort, but not more than the pre-booked period of **your trip** and
- b) to **trips** taken outside the **United Kingdom** during the published ski season for **your** resort.

If no alternative sites are available, **we** will pay **you** compensation of £30 per day up to a maximum of £300, per **insured person**.

#### **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.

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

1. The closure or impending closure of the skiing facilities in **your** resort existing or being publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
2. Any circumstances where transport costs, compensation or alternative skiing facilities are provided to **you**.
3. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

### **Section L5 – Avalanche or landslide cover (*only operative if indicated in the policy schedule*)**

#### **What is covered**

**We** will pay **you** up to £300, per **insured person**, 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 12 hours by avalanche or landslide. The cover only applies to **trips** taken outside the **United Kingdom** during the published ski season for **your** resort.

## **Section L5 – Avalanche or landslide cover *continued***

### **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 - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## **Sections M1, M2 and M3 – Golf Cover *(only operative if indicated in the policy schedule)***

Cover for sections M1, M2 and M3 only operates:-

Under single trip and annual multi trip policies - if the appropriate golf cover section is shown as operative in the policy schedule and the appropriate additional premium has been paid.

### **Section M1 – Golf equipment cover *(only operative if indicated in the policy schedule)***

#### **What is covered**

**We** will pay **you** up to £500, per **insured person**, for the **accidental** loss of, theft of or damage to **your** own **golf equipment**, or up to £150 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 - calculated from the table below), or **we** may replace, reinstate or repair the lost or damaged **golf equipment**.

<b>Age of golf equipment</b>	<b>Amount payable</b>
Less than 1 year old	90% of value
Over 1 year old	70% of value
Over 2 years old	50% of value
Over 3 years old	30% of value
Over 4 years old	20% of value
Over 5 years old	No payment

The maximum **we** will pay for any one article, **pair or set** of articles is the amount payable calculated from the table above or £250 whichever is the less.

### **Special conditions relating to claims**

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery, or as soon as possible after that, and get a written report (at **your** own expense) of the loss, theft or attempted theft of all **golf equipment**.
2. 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.
3. If **golf equipment** is lost, stolen or damaged whilst in the care of an airline **you** must 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).
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.



## **Section M1 – Golf equipment cover *continued***

### **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** policy schedule.
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. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## **Section M2 – Loss of green fees (*only operative if indicated in the policy schedule*)**

### **What is covered**

**We** will pay **you** up to £100, per **insured person**, for the proportionate value of any non-refundable, pre-paid green fees, **golf equipment** hire or tuition fee necessarily unused due to the following:

- a) **bodily injury** or illness of an **insured person**; or
- b) loss or theft of **your** documentation which prevents **your** participation in the pre-paid golfing activity.

### **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** or illness prevented **you** from playing golf.

### **What is not covered**

1. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.
2. 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 0330 400 1235**

## **Section M3 – Hole in one (*only operative if indicated in the policy schedule*)**

### **What is covered**

**We** will pay **you** up to £75 for customary celebratory expenses **you** incurred within the golf club premises immediately following **you** achieving a hole-in-one during a competition round.

## Section M3 – Hole in one *continued*

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### Special conditions relating to claims

1. **You** must provide (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** substantiate **your** claim.

### What is not covered

1. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## Sections N1, N2 and N3 – Business Cover *(only operative if indicated in the policy schedule)*

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Cover for sections N1, N2 and N3 only operates:-

Under single trip and annual multi trip policies - if the appropriate business cover section is shown as operative in the policy schedule and the appropriate additional premium has been paid.

### Section N1 – Business equipment cover *(only operative if indicated in the policy schedule)*

#### What is covered

**We** will pay **you** up to £1,500, per **insured person**, for the **accidental** loss of, theft of or damage to **your business 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 - calculated from the table below), or **we** may replace, reinstate or repair the lost or damaged **business equipment**.

Age of business equipment	Amount payable
Less than 1 year old	90% of value
Over 1 year old	70% of value
Over 2 years old	50% of value
Over 3 years old	30% of value
Over 4 years old	20% of value
Over 5 years old	No payment

The maximum **we** will pay for:

- a) any one article, **pair or set** of articles is the amount payable calculated from the table above or £250 whichever is the less.
- b) **business samples** is £600 in total.

### 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 a written report (at **your** own expense) of the loss, theft or attempted theft of all **business equipment**.
  2. If **business 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.
-

## **Section N1 – Business equipment cover *continued***

3. If **business equipment** is lost, stolen or damaged whilst in the care of an airline **you** must 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).
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** policy schedule.
2. Loss, theft of or damage to **business 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. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## **Section N2 – Business equipment hire (*only operative if indicated in the policy schedule*)**

### **What is covered**

**We** will pay **you** up to £100 per day, up to a maximum of £500, per **insured person**, for the reasonable cost of hiring replacement **business 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 **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 get (at **your** own expense) a written report of the loss, theft or attempted theft of **your** own **business equipment**.
2. If **business 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 **business equipment** is lost, stolen or damaged whilst in the care of an airline **you** must 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).
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.

## **Section N2 – Business equipment hire *continued***

### **What is not covered**

1. Loss, theft of or damage to **business 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. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## **Section N3 – Business money *(only operative if indicated in the policy schedule)***

### **What is covered**

**We will pay you** up to the amounts shown below for the **accidental** loss of, theft of or damage to **business money**.

The maximum **we** will pay is £600 if **you** lose any **business money** (cash or traveller's cheques) which is **yours** (if **you** are self-employed) or **your** employer's and which **you** carry or leave in a locked safety deposit box.

### **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 **business money**.
2. If **business money** is 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.

### **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** policy schedule.
2. Loss, theft of or damage to **business money** 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, locked 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.

## **Section N3 – Business money *continued***

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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 - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## **Sections O1, O2, O3, O4 and O5 – CruisePlus Cover *(only operative if indicated in the policy schedule)***

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Cover for sections O1, O2, O3, O4 and O5 only operates:-

Under single trip and annual multi trip policies - if the appropriate CruisePlus cover section is shown as operative in the policy schedule and the appropriate additional premium has been paid.

### **Section O1 – Missed port departure *(only operative if indicated in the policy schedule)***

#### **What is covered**

**We** will pay **you** up to £1,000, per **insured person**, 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 international 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** policy schedule.

## **Section O1 – Missed port departure *continued***

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 - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## **Section O2 – Cabin confinement (*only operative if indicated in the policy schedule*)**

### **What is covered**

**We** will pay **you** up to £100 per day, up to a maximum of £500, per **insured person**, 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 - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## **Section O3 – Itinerary change (*only operative if indicated in the policy schedule*)**

### **What is covered**

**We** will pay **you** up to £150 per port, up to a maximum of £600, per **insured person**, 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.

### **Section O3 – Itinerary change *continued***

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 - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

### **Section O4 – Unused cruise excursions (*only operative if indicated in the policy schedule*)**

#### **What is covered**

**We** will pay **you** up to £500, per **insured person**, for the cost of pre-booked excursions, which **you** were unable to use as a direct result of being confined to **your** own cabin due to an **accident** or illness which is covered under section B – Emergency medical and other expenses.

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

1. The **excess** as shown in the Schedule of benefits, unless **you** have purchased the **excess** waiver and this is shown on **your** policy schedule.
2. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

### **Section O5 – Cruise interruption (*only operative if indicated in the policy schedule*)**

#### **What is covered**

**We** will pay **you** up to £1,000, per **insured person**, for 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** policy schedule.
2. Claims where less than 25% of the **trip** duration remains.
3. Any claim arising directly or indirectly from a known **pre-existing medical condition**.
4. Anything mentioned in 'What is not covered - applicable to all sections of the policy'.

**To make a claim under this section please call 0330 400 1235**

## **Making a complaint**

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**We** aim to provide the highest standard of service to every customer.

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.

### **Making your complaint**

If **your** complaint relates to a claim on **your** policy, please contact the Customer Relations Department by writing to:

Customer Relations Department  
MAPFRE Assistance  
One Victoria Street, Bristol Bridge, Bristol, BS1 6AA.

E-mail: [complaints@travelclaimsservices.com](mailto:complaints@travelclaimsservices.com)

Alternatively, **you** can call the Customer Relations Department on 0330 400 1420.

If **your** complaint relates to the sale of **your** policy, please contact TravelTime Travel Insurance by either:

Writing to:

TravelTime Travel Insurance  
Suite 9, Chalkwell Lawns,  
648-656 London Road,  
Westcliff on Sea,  
SS0 9HR

Emailing [travelttime@travelttimeinsurance.co.uk](mailto:travelttime@travelttimeinsurance.co.uk)

Telephoning on 0345 548 2122

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.

### **Beyond your insurer**

Should **you** remain dissatisfied following **our** final 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:

**Financial Ombudsman Service**

Exchange Tower  
London E14 9SR

Tel: 0300 123 912

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

Website: <http://financial-ombudsman.org.uk>

**Alternatively online sales only**

Although contacting **us** directly is the quickest way to complain, the European Commission has set up an online platform where consumers in all EU countries can register a complaint. This can only be used for complaints about purchases made online.

The Online Dispute Resolution service (ODR) directs **your** enquiry to **our** Customer Relations Department who will handle it in the usual way. It will also let **you** know that the Financial Ombudsman Service (FOS) is the UK's dispute resolution body for insurance.

Should **you** need to escalate **your** complaint further ODR will transmit **your** complaint to FOS after 30 days. Please note that this new EU service facilitates contact only. It doesn't provide any other complaints service. **You** can find this platform at: <http://ec.europa.eu/odr>. Please quote **our** email address: [complaints@travelclaimsservices.com](mailto:complaints@travelclaimsservices.com).

**Our promise to you**

**We will:**

- Acknowledge all complaints promptly.
- Investigate quickly and thoroughly.
- Keep **you** informed of progress.
- Do everything possible to resolve **your** complaint.
- Use the information from complaints to continuously improve **our** service.

**traveltime**

**Sales**

**+44 (0) 345 548 2122**

**Medical Emergency**

**+44 (0) 20 7748 0513**

**See page 16 for full details**

**Claims**

**0330 400 1235**

**traveltimeinsurance.co.uk**

Underwritten by

**MAPFRE Asistencia Compañía Internacional de Seguros y Reaseguros, Sociedad Anonima.**

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FCA Firm Reference Number 583108.

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