

# TRAVEL INSURANCE

## POLICY WORDING



Thank you for purchasing your insurance from *JustTravelcover*.

Our policies are designed to provide peace of mind for all travellers regardless of age or medical history. We aim to help all travellers enjoy their experience to the fullest by providing high quality, reasonably priced travel insurance which can be tailored to meet your specific requirements.

We would advise you keep your policy documents in a safe place in case you need assistance or need to make a claim.

If you have any questions or queries, please do not hesitate to contact us on any of the numbers below:

### Useful Telephone Numbers

Customer Service:	0333 003 0021
Sales:	0800 294 2969
Medical Declarations:	0333 003 0021
Email:	admin@justtravelcover.com

### YOUR IMPORTANT INFORMATION

If you need Emergency Medical Assistance abroad or need to cut your trip short, contact [internationalhealthcare@healix.com](mailto:internationalhealthcare@healix.com) 24 hour emergency advice line on: +44 (0) 203 819 7170

If you need a claim form:

For Sections A1, B1 to B12 & B14 you can download the relevant form:

[www.submitclaim.co.uk/fre](http://www.submitclaim.co.uk/fre)

or contact Claims Settlement Agencies on 01702 553 443

For Section B13, you can access the online claims portal at

<https://bastion.directgroup.co.uk/> or call 0330 102 8698

For B15 contact the Travel dispute claims notification and advice helpline service on +44(0) 1384 377 000 For End Supplier Failure Insurance contact IPP Claims on +44(0) 345 266 1872

This Insurance is provided on behalf of JustTravelcover.com by travel insurance specialist P J Hayman & Company Limited.



# Single Trip & Annual Multi-trip Travel Insurance Policy 2021/22

## Schedule of Benefits

The following is only a summary of the main cover limits per **insured-person**. Your chosen cover option will be specified in your Policy Schedule. You should read the Policy Wording for the full terms and conditions.

Section & Policy Cover	SILVER cover Limit per person (up to)	SILVER cover Excess per person*	GOLD cover Limit per person (up to)	GOLD cover Excess per person*
PRE-TRAVEL POLICY - Policy A (cover starts when you pay your premium or for Annual Multi-trip policies from your chosen start date)				
A1. Cancellation	£2,500	£95	£5,000	£50
PRE-TRAVEL & TRAVEL POLICY (cover starts when you pay your premium or for Annual Multi-trip policies from your chosen start date)				
End Supplier Failure Insurance †	£1,500 (optional cover)	Nil	£1,500	Nil
TRAVEL POLICY - Policy B (cover starts when you leave home to begin your trip)				
B1. A. Emergency Medical & Associated Expenses (outside your home country or on a UK cruise) Emergency dental Kennel & cattery costs B. Aftercare at home following hospitalisation: - Home help - Cosmetic surgery - Dental treatment - Physiotherapy - UK Convalescence (after hospitalisation abroad 5 or more days) C. UK Trip non-medical cover (this does not apply to a UK cruise, see section A.)	£5,000,000 £250 £500 £500 £3,000 £300 £750 £750 £10,000	£95	£10,000,000 £400 £500 £500 £3,000 £300 £750 £750 £10,000	£50
B2. State Hospital Benefit (abroad)	£1,000 (£30 per 24 hours)	Nil	£1,500 (£50 per 24 hours)	Nil
B3. Curtailment (cutting short your trip) / Loss of Holiday	£2,500	£95	£5,000	£50
B4. Personal Possessions Single article, pair or set limit Valuables limit - Possessions delayed in transit (over 12 hours) - Loss or damage to medical aids - Loss or damage to prescribed medications	£1,500 £300 £500 £250 £1,000 £250	£95 Nil £50 £20	£2,500 £500 £750 £250 £2,000 £500	£50 Nil £50 £20
B5. Personal Money, Passport & Travel Documents Cash limit - Loss of Passport	£500 £200 £200	£95 Nil	£1,000 £500 £400	£50 Nil
B6. Personal Accident **	£7,500	Nil	£15,000	Nil
B7. Personal Liability	£2,000,000	£95 (Property damage only)	£2,000,000	£50 (Property damage only)
B8. Extended Journey Disruption	No cover	-	£3,000	Nil
B9. Delayed Departure (after 12 hours delay) or Trip Cancellation (after 12 hours delay)	£200 (£50 for each 12 hours delay) £2,500	Nil £95	£240 (£60 for each 12 hours delay) £5,000	Nil £50
B10. Missed Departure/Missed Connection	£500	Nil	£1,000	Nil
B11. Travel Risks - Hijack/Kidnap - Mugging - Natural Disaster	£2,500 (£100 per 24 hours) £250 £750	Nil Nil Nil	£2,500 (£100 per 24 hours) £250 £750	Nil Nil Nil
B12. Legal Advice & Expenses	£30,000 (£60,000 policy max)	Nil	£50,000 (£100,000 policy max)	Nil
B13. Gadget Cover	£1,000	£50	£1,500	£50
B14. Winter Sports † - Own Ski Equipment Single article, pair or set limit Hired Ski Equipment loss/damage - Delayed Ski Equipment (after 12 hours) - Loss of Ski Pack - Avalanche/Weather Delay - Piste Closure	(optional cover) £500 £300 £150 £200 £300 £200 £300 (£30 per 24 hours)	£95 Nil Nil Nil Nil Nil	(optional cover) £750 £500 £250 £300 £500 £500 £500 (£50 per 24 hours)	£50 Nil Nil Nil Nil Nil
B15. Travel Dispute †	£25,000 (optional cover)	£35	£25,000	£35

† Optional Cover:

Section B14 - Winter Sports Silver or Gold policy cover is optional.

End Supplier Failure Insurance or Section B15 - Travel Dispute, Gold policy cover is automatically included, Silver policy cover is optional.

Note: If you have chosen an optional cover, this will only be in force if shown on your Policy Schedule and the appropriate additional premium has been paid.

\* Excesses: all excesses shown for this policy are payable by each insured-person, per section and for each incident giving rise to a separate claim.

If you have paid the additional premium for 'Excess Waiver', the excess would be reduced to Nil in the event of a claim (the excess for Sections B13 - Gadget Cover and B15 - Travel Dispute, would still apply).

Note: any excess imposed by us following your call to the Medical Declaration Service or due to the 'Sports & Activities' cover you have purchased (Activity Pack B, C, or D), would still apply.

\*\* Section B6 - Personal Accident: cover for death is reduced if you are aged 17 years and under. All covers are reduced if you are aged 70 years and over.

**This cover is for residents of the United Kingdom, the Channel Islands or for British Forces Posted Overseas (BFPO) only**

There is no cover under this policy if **you** purchased this insurance with the reasonable intention or likelihood of claiming.

## IMPORTANT INFORMATION

### Foreign, Commonwealth & Development Office (FCDO) Advice

This insurance policy will not cover **you** to travel to a specific country or to an area where, prior to **your trip** commencing, the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel. This exclusion does not apply where **your** destination is within Europe 1 or Europe 2 (see the definition of 'Geographical Area') and where the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel solely due to the **Coronavirus** risk.

It is **your** responsibility to check the latest advice from the FCDO prior to commencing **your trip**, which **you** can find at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

### Claims arising from alcohol

**We** do not expect **you** to avoid alcohol during **your trip**, but **we** will not cover any claim arising from excessive alcohol consumption by which **we** mean where **you** have drunk so much alcohol that a **doctor** has stated that **your** alcohol consumption has caused or actively contributed to **your** injury or **illness**, the results of a blood test at the time of injury or **illness** shows that **your** blood alcohol level exceeds 0.19% that is approximately 1.5 litres of beer or four 175ml glasses of wine; a witness report of a third party that has advised that **you** have notably impaired **your** faculties and/or judgement. Please refer to the 'Conditions & Exclusions Applying to Your Policies' points 6b and 6c on page 9.

### Claims for reimbursement of costs

This insurance policy will only respond to claims for **irrecoverable costs** once those principally responsible for reimbursing the cost have been exhausted. For example transport and accommodation costs – **You** should, in the first instance, contact **your** tour operator, airline, accommodation provider, credit or debit card providers to source a refund, as in most instances, either as a result of the Package Travel & Linked Arrangement Regulations 2018; EU Transport Regulations; Consumer Credit Act; or Debit card charge backs, a refund is legally due.

## IMPORTANT INFORMATION

(Not applicable to End Supplier Failure Insurance)

**We** draw **your** attention to the 'Conditions & Exclusions Applying to Your Policies', in particular, exclusions 20 and 40, as this policy will NOT provide cover for any claims directly or indirectly related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus**.

**Please note:** exclusion 20 applies to all sections of cover, whilst exclusion 40 applies to all sections of cover with the exception of Sections A1 - Cancellation, B1 - A. Emergency Medical & Associated Expenses and B3 - Curtailment/Loss of Holiday; provided that **you** have received the recommended number of doses of an approved **Coronavirus** vaccine 14 days prior to **your trip** commencing. This vaccination requirement shall not apply where **you** are under 40 years of age, or if **you** are over 40 years of age but were ineligible for vaccination, or unable to receive the vaccine for medical reasons, and this is shown in **your** medical records. **You** should also refer to exclusion 14.

**Please be aware:** There is no cover under this policy if (having no symptoms of **Coronavirus** and/or not testing positive for **Coronavirus**) **you** are advised to quarantine or **you** choose to self-isolate due to a person **you** have come into contact with having **Coronavirus**.

## Contents

	Page
Schedule of Benefits	1
Important Contact Details	2
In Case of a Serious Emergency	2-3
Important Information	3
Reciprocal Health Arrangements	3
USA Medical Costs	3
Important Conditions Relating to Your Health	3-4
How We Use Personal Information	4-5
How Your Policies Work	5-6
Definition of Words	6-8
Conditions & Exclusions Applying to Your Policies	8-10
Policy A - Pre-Travel Policy Cover - Section A1	10
End Supplier Failure Insurance	10-11
Policy B - Travel Policy Cover - Sections B1 to B15	11-21
Making a Claim	22
Your Right to Complain	22-23
Sports & Activities	23-24

## Important Contact Details

**24hr Emergency Medical Assistance:** +44 (0) 203 819 7170  
Email: [internationalhealthcare@healix.com](mailto:internationalhealthcare@healix.com)

### Claims

**Sections A1, B1 to B12 & B14** 01702 553 443

Monday to Friday 9am-5pm, closed Bank Holidays  
Claims Settlement Agencies  
308-314 London Road, Hadleigh, Benfleet, Essex SS7 2DD  
E-mail: [info@csal.co.uk](mailto:info@csal.co.uk)

To download a claim form please visit: [www.submitclaim.co.uk/fre](http://www.submitclaim.co.uk/fre)

**Section B13 - Gadget Cover** 0330 102 8698

Online claims portal <https://bastion.davies-group.com>

**Section B15 - Travel Dispute** +44 (0) 1384 377000

Monday to Friday 9am-5pm, closed Bank Holidays

**End Supplier Failure Insurance** +44 (0) 345 266 1872

Monday to Friday 9am-5pm, closed Bank Holidays

**Customer Services** 0333 003 0021

Monday to Friday 9am-5pm, Saturday 9am-1pm, closed Bank Holidays

**Medical Declarations** 0333 003 0021

Monday to Friday 9am-5pm, Saturday 9am-1pm, closed Bank Holidays

**Calls may be recorded and monitored**

## In Case of a Serious Emergency

**Your** travel insurance policy is not a private medical insurance policy and does not cover private medical treatment, private hospital costs or other related expenses incurred unless these have been specifically agreed and authorised by the Medical Emergency Assistance Company.

This policy is only designed to cover **you** for emergency treatment. Emergency treatment means unforeseen and unplanned treatment that is needed for the sudden onset of an acute condition, which for medical reasons and in the opinion of **our** Medical Emergency Assistance Company, cannot be delayed until **you** return to the **United Kingdom** and could be undertaken in the **United Kingdom** if **you** were to return **home** (at **your** own cost). The decision of the Medical Emergency Assistance Company is final.

An acute condition means: A disease, **illness** or injury that is likely to respond quickly to treatment which aims to return **you** to the state of health **you** were in immediately before suffering the disease, **illness** or injury, or which leads to **your** full recovery.

The Medical Emergency Assistance Company will provide immediate help if **you** are **ill**, injured or die outside the **United Kingdom**. They provide a 24-hour emergency service 365 days a year. The contact details are as follows:

**Phone: + 44 (0)203 819 7170**

**E-mail: [internationalhealthcare@healix.com](mailto:internationalhealthcare@healix.com)**

**Please read this policy and carry it with you during your trip**

Please have the following information available when **you** (or someone on **your** behalf) contact the Medical Emergency Assistance Company so that **your** case can be dealt with swiftly and efficiently:

- **Your** name and address;
- **Your** contact phone number abroad including the hospital and treating **doctors** details;
- **Your** policy number shown on **your** Policy Schedule; and
- The name, address and contact phone number of **your** GP.
- Quote the scheme name which is: Free Spirit Flex.

**Please note:** This is not a private medical insurance. If **you** go into hospital abroad and **you** are likely to be kept as an in-patient for more than twenty four (24) hours or if **your** outpatient treatment is likely to cost more than £500, someone must contact the Medical Emergency Assistance Company for **you** as soon as reasonably possible. If they do not, **we** may not provide cover or **we** may reduce the amount **we** pay for **your** in-patient or outpatient treatment.

In the event that **you** require in-patient hospital treatment and/or evacuation /repatriation, it is imperative that the Medical Emergency Assistance Company is contacted and authorisation obtained prior to such treatment and/or evacuation/repatriation taking place.

Failure to contact the Medical Emergency Assistance Company and obtain authorisation may prejudice the claim and could mean that some or all of the costs involved may not be paid. **You** should not attempt to find **your** own solution and then expect full reimbursement from **us** without prior approval first having been obtained from the Medical Emergency Assistance Company.

If **you** have to return to the **United Kingdom** under section B3 - Curtailment/Loss of Holiday or B1 - A. Emergency Medical & Associated Expenses, the Medical Emergency Assistance Company must authorise this. If they do not, **we** may not provide cover or **we** may reduce the amount **we** pay for **your** return to the **United Kingdom**.

## Important Information

### Underwritten by:

#### Sections A1, B1 to B12 & B14

This insurance is underwritten by Chaucer Insurance Company DAC. Chaucer Insurance Company DAC are authorised and regulated by the Central Bank of Ireland and registered in the Republic of Ireland. Registered office: 38 & 39 Baggot Street Lower, Dublin 2, D02 T938, Ireland.

#### For Section B13

Administered by Bastion Insurance Services Ltd and underwritten by Inter Partner Assistance S.A. UK Branch, with a registered office at 106-118 Station Road, Redhill, RH1 1PR is a Branch of Inter Partner Assistance S.A. (Financial Conduct Authority registration number 202664), which is a Belgian firm authorised by the National Bank of Belgium under number 0487. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website. Inter Partner Assistance S.A. is part of the AXA Group. Bastion Insurance Services Ltd are authorised and regulated by the Financial Conduct Authority. This can be checked on the Financial Services Register at [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting them on 0800 111 6768.

#### For Section B15

Administered by Arc Legal Assistance Limited and underwritten by Royal & Sun Alliance Insurance Ltd. Both are registered in the UK and authorised and regulated by the Financial Conduct Authority.

#### For End Supplier Failure Insurance

Cover is provided by International Passenger Protection Limited, IPP House, 22-26 Station Road, West Wickham, Kent BR4 0PR, United Kingdom and is underwritten by Liberty Mutual Insurance Europe SE (The Insurer). The Insurer is authorised and regulated by the Luxembourg Minister of Finance and the Commissariat aux Assurances. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority (registered number 829959). Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

### Arranged by:

Free Spirit Flex is arranged on behalf of JustTravelcover.com by travel insurance specialist, P J Hayman & Company Limited who are authorised and regulated by the Financial Conduct Authority. Financial Services (FS) Register Number: 497103. Registered Office: Stansted House, Rowlands Castle, Hampshire PO9 6DX. Registered in England - No. 2534965.

JustTravelcover.com is authorised and regulated by the Financial Conduct Authority. Register Number: 610022. Registered Office: Victoria House, Toward Road, Sunderland SR1 2QF. Registered in England No. 05399196.

## Reciprocal Health Arrangements

### European Health Insurance Card (EHIC)/Global Health Insurance Card (GHIC)

The EHIC allows **you** to access state provided healthcare in all European Economic Area (EEA) countries and Switzerland. **Your** EHIC will be accepted for the remainder of its validity.

From 4th January 2021, if **you** do not have a valid EHIC **you** will need to apply for a GHIC but please be aware that the GHIC does not cover Switzerland, Iceland, Liechtenstein or Norway. For more information or to apply for **your** GHIC: online at [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers) or by telephoning **0845 606 2030**.

Presenting **your** EHIC/GHIC at a public medical facility will allow **you** to obtain treatment at a reduced cost and in many cases free of charge, provided **you** are a **UK** or **BFPO resident** (please note if **you** reside in the Isle of Man or the **Channel Islands** **you** are not eligible for an EHIC/GHIC). **You** must carry it with **you** when travelling abroad. Remember to check **your** EHIC/GHIC is still valid before **you** travel.

If **you** are travelling outside the EEA then there are some countries that have reciprocal agreements with the **UK** and these can be found on:

[www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx](http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx)

### Medicare

If **you** are travelling to Australia **you** must register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle **you** to reduced medical charges from **doctors**, reduced prescription charges and access to Medicare hospitals. For more information on Medicare visit:

[www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) or email: [medicare@medicareaustralia.gov.au](mailto:medicare@medicareaustralia.gov.au)

Note: if **you** make use of these arrangements or any other reciprocal health arrangement which reduces **your** medical expenses, **you** will not have to pay an excess (with the exception of any increased excess relating to declared **medical conditions**).

## USA Medical Costs

Medical providers in the USA routinely charge international patients many times higher than it costs them to provide service. As this policy covers reasonable medical expenses, **we** will not pay excessive or inflated charges for **your** treatment so it is important that **you** do not pay any medical providers up front, either at the time of **your** treatment or on **your** return to **your home country**. They may engage the services of collection agencies but any correspondence should simply be sent on to **us**, unanswered: there is no lawful action that can be taken which **we** cannot step in and take over on **your** behalf.

## Important Conditions Relating to Your Health

### Medical Declaration

To be covered on this policy **you** must act in accordance with the terms and conditions of the policy. Pre-existing **medical conditions** will only be covered if declared and accepted by **us** in writing.

Failure to declare ALL pre-existing **medical conditions** may result in claims being rejected.

It is a condition of this policy that unless **you** have been given **our** agreement **you** will not be covered.

**You** must contact **us** on **0333 003 0021** if **you** or anyone else to be insured on this policy answer 'YES' to any of the following questions.

If **you** are not sure of any of the information **you** are giving **us** or do not know the answers, please check with **your** treating **doctor**.

### Question 1 of 6

Has anyone name on this policy ever had treatment for:

- a) any heart or circulatory condition ?
- b) any type of diabetes ?

- c) a stroke or high blood pressure ?
- d) any type of cancer, whether in remission or not ?
- e) any lung or breathing condition ?
- f) an organ transplant or dialysis ?

#### Question 2 of 6

In the last 5 years, has anyone named on this policy suffered from a serious or recurring **medical condition**, been prescribed medication or received treatment or attended a **doctors** surgery ?

#### Question 3 of 6

In the last 5 years, has anyone named on this policy been referred to a specialist or a consultant at a hospital or clinic for tests, diagnosis or treatments or attended as an in or out patient ?

#### Question 4 of 6

Has anyone named on this policy ever been diagnosed or treated for any form of anxiety, depression or psychiatric condition including eating disorders ?

#### Question 5 of 6

Has anyone on this policy been placed on a waiting list currently for investigations or treatment ?

#### Question 6 of 6

Has anyone named on this policy been diagnosed by a **doctor** as suffering from a terminal illness ?

#### Change in health of an insured-person

1. If **your** health changes after **you** purchased **your** policy but before **you** commence **your trip** (or in the case of Annual Multi-trip cover before booking **your next trip**) or pay the balance or any further instalments for **your trip**, **you** must tell **us** about these changes, if:
  - **you** have seen a **doctor** because **you** develop a new **medical condition**, **your** prescribed medication changes or an existing **medical condition** deteriorates;
  - **you** have seen or been referred to a consultant or specialist;
  - **you** are waiting to receive treatment (including surgery, tests or investigations) or the results of tests and investigations, or have been admitted to hospital.

**We** will then tell **you** if **we** can cover **your medical condition(s)** free of charge or for an additional premium.

2. If **we** cannot cover **your medical condition(s)**, or **you** do not want to pay any additional premium quoted, **we** will give **you** the choice of either:
  - making a cancellation claim for any pre-booked **trips**; or
  - cancelling **your** policy and receiving a proportionate/partial refund, provided that **you** have not made a claim or are about to.

#### Individuals with whom you are travelling or have arranged to travel, a person with whom you have arranged to reside with temporarily, a close relative or close business associate, who are not insured under the policy

If, at the time **your** policy starts or booking a **trip**, whichever was the later, any person on whom the **trip** depends including the person with whom **you** are travelling or have arranged to travel, a person with whom **you** have arranged to reside with temporarily, a **close relative**, friend or close **business associate** had a **medical condition** for which he or she:

- was receiving treatment at hospital (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand);
- was waiting for a hospital consultation, investigations or treatment (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand);
- had been given a terminal prognosis, or been told that their condition is likely to get worse in the next 12 months.

**We** will not pay for any claim **you** (or any **insured-person**) make under Section A1 - Cancellation or B3 - Curtailment/Loss of Holiday, that has anything to do with the **medical condition** of that person.

**Pregnancy** - **our** policies include emergency medical expenses cover for pregnancy and childbirth from week 0 to week 28 inclusive whilst **you** are away. From the start of week 29 to week 40 of the pregnancy, there is no cover for claims relating to normal pregnancy and normal childbirth or cancellation, however, medical expenses and cancellation cover will be provided if any of the following complications arise: Toxaemia, Gestational hypertension, Ectopic pregnancy, Post-partum haemorrhage, Pre-eclampsia, Molar pregnancy or hydatidiform mole, Retained placenta membrane, Placental abruption, Hyperemesis gravidarum, Placenta praevia, Stillbirth, Miscarriage, Emergency Caesarean, a Termination needed for medical reasons, Premature birth more than 12 weeks (or 16 weeks if **you** know **you** are having more than one baby) before the expected delivery date.

Please note **we** will not cover denial of boarding by **your** carrier so **you** should check that **you** will be able to travel with the carrier/airline in advance.

It is essential, if at the time of booking **your trip** **you** are aware that **you** are pregnant, that **you** ensure that **you** are able to have the required vaccinations for that **trip**; no cover will be provided for cancellation in the event that, after booking **you** discover travel is advised against or **you** are unable to receive the appropriate and required vaccinations for that country.

#### How We Use Personal Information

**We** will use the information from **your** policy for the purpose of providing **you** with insurance services and additional products and services. **We** fully accept **our** responsibility to promote the privacy of customers and the confidentiality and security of information entrusted to **us**.

The information provided by or on behalf of **you** when the policy was taken out, together with other information, will be used by **us**, **our** Group companies and **our** service providers and agents. It will be used for administration, customer service and claims.

It may also be used for the purpose of fraud prevention including passing details to other insurers and regulatory bodies. **You** have provided information in connection with the purchase and performance of this insurance policy and **you** have consented to the processing of the personal data, including sensitive personal data and **you** have consented to the transfer of this information abroad.

Unless **you** have informed **us** otherwise, **we** or **our** service providers and agents may contact **you** by mail or telephone to let **you** know about any goods, services or promotions that may be of interest to **you** and/or share **your** information with organisations that are **our** business partners. Under the UK Data Protection Act 2018 which incorporates the General Data Protection Regulation (EU)2016/679, **you** have certain rights regarding access to **your** information. **You** have the right to see a copy of the personal information held about **you**, if **you** believe that any of the information **we** are holding is incorrect or incomplete, please let **us** know as soon as possible. Any information which is found to be incorrect will be corrected promptly.

**We** may monitor and/or record communication with **us** either directly or by reputable organisations selected by **us**, to ensure consistent servicing levels and account operation.

**We** will keep information about **you** only for as long as is appropriate.

In certain circumstances, **we** may need **your** consent to process certain categories of information about **you** (including sensitive details such as information about **your** health). Where **we** need **your** consent, **we** will ask **you** for it separately. **You** do not have to give **your** consent and **you** may withdraw **your** consent at any time. However, if **you** do not give **your** consent, or **you** withdraw **your** consent, this may affect **our** ability to provide the insurance cover from which **you** benefit and may prevent **us** from providing cover for **you** or handling **your** claims.

#### Want more details?

For more information about how **we** use **your** personal information please see **our** full privacy notice(s), which is/are available online on **our** website [www.chaucerplc.com/privacy-cookie-policy/](http://www.chaucerplc.com/privacy-cookie-policy/) or in other formats on request.

If **you** require privacy policy details for JustTravelcover.com, this can be found online: [www.justtravelcover.com/privacy](http://www.justtravelcover.com/privacy)

If **you** require details of International Passenger Protection Limited's privacy policy, please refer to - <https://www.ipplondon.co.uk/privacy.asp>

If **you** require details of AXA Partners Group's privacy policy, this can be found online on their website <https://www.axa-assistance.co.uk/en/privacy-policy/>. Alternatively, a hard copy is available on request - email: [dataprotectionenquiries@axa-assistance.co.uk](mailto:dataprotectionenquiries@axa-assistance.co.uk).

If **you** require details of Royal & Sun Alliance Insurance Ltd's full privacy notice, visit <https://www.rsagroup.com/support/legal-information/partner-privacy-policy/>. If **you** are unable to access the link or have any questions or comments about their privacy notice, please write to: The Data Protection Officer, RSA, Bowling Mill, Dean Clough Industrial Park, Halifax HX3 5WA.

You can also email them at: [crt.halifax@uk.rsagroup.com](mailto:crt.halifax@uk.rsagroup.com)

UK Data Protection Act 2018 which incorporates the General Data Protection Regulation (EU)2016/679.

## How Your Policies Work

### Our Pledge To You

It is **our** aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. **We** occasionally get complaints and these are usually through a misunderstanding or insufficient information. Any complaint will be investigated at once and the matter resolved as quickly as possible, please see **our** complaints procedure at the back of this policy for information.

### Financial Services Compensation Scheme (FSCS)

**We** are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme (depending on the type of insurance and the circumstances of the claim) if **we** are unable to meet **our** financial obligations under this policy. A claim under this type of insurance is covered for 90% of the claim without any upper limit.

Further information about the compensation scheme is available from:

Financial Services Compensation Scheme  
10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU  
Tel: 020 7741 4100 or 0800 678 1100  
Website: [www.fscs.org.uk](http://www.fscs.org.uk)

### Policy Information

Cover is specified for each passenger who is shown as having paid the insurance premiums and whose name is shown on the Policy Schedule.

This policy wording 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.

In the event that **you** have paid for a **trip** on behalf of other individuals not insured on this policy please be advised that **your** policy only provides cover for **your** proportion of **trip** costs, as opposed to the amount **you** have paid on behalf of others.

### Accurate And Relevant Information

**You** have a duty to take reasonable care to answer questions fully and accurately, and that any information **you** volunteer is not misleading. This applies both when **you** take the policy out and at any time during the policy period. If **you** do not do so, **we** reserve the right to void **your** policy from inception.

### Criteria For Purchase

This insurance is sold on the understanding that **you** and anyone travelling with **you** and named on the Policy Schedule:

- Are a **resident** of the **United Kingdom, Channel Islands** or **BFPO**.
- Have been in the **United Kingdom** for a minimum of 6 months in the year prior to purchasing **your** insurance policy.
- Is taking a **trip** which starts and ends in the **United Kingdom, Channel Islands** or **BFPO**.
- Are registered with a **doctor** in **your home country**.
- Have not started the **trip**.
- Travel must take place within 1 year of the start date of **your** policy.
- Are not making a one-way trip.
- Are travelling with the intention to return to the **United Kingdom, Channel Islands** or **BFPO** within **your trip** dates, unless an extension has been agreed with **us** and **we** have confirmed in writing.
- Are not travelling within **your home country** for less than 3 days on any one **trip**.
- Are not travelling against the advice of **your doctor** or a medical professional or where **you** would have been if **you** had sought their advice before beginning **your trip**.
- Are not travelling specifically to receive medical treatment during **your trip** or in the knowledge that **you** are likely to need treatment.

- Take all possible care to safeguard against accident, injury, loss or damage as if **you had no insurance cover**.
- When purchasing Single Trip cover:
  - Are not travelling for more than 94 days (reduced to 45 days if **you** are aged 76 years or over on the date **you** purchase **your** policy), on any one **trip**.
  - **Winter sports** activities are only covered if **you** are aged 69 years or under on the date **you** purchase **your** policy and the appropriate additional premium has been paid and **winter sports** cover is shown on **your** Policy Schedule.
- When purchasing Annual Multi-trip cover:
  - Are not travelling for more than 31 days (Silver cover) or more than 45 days (Gold cover), on any one **trip**;
  - **Winter Sports** activities are only covered if the appropriate additional premium has been paid and **winter sports** cover is shown on **your** Policy Schedule, and
    - **winter sports** cover is only available if **you** are aged 69 years or under on the date **you** purchase **your** policy;
    - **winter sports** cover is limited to a maximum total of 17 days in any one annual period of cover.
    - Accept that all children, under the age of 18 on the date **you** purchase **your** policy, must travel with an adult, insured under this policy.
- Are aware that there is no cover under this policy if **you** purchased this insurance with the reasonable intention or likelihood of claiming.
- Are aware that there is no cover under this policy if **you** travel to a country or specific area that, prior to **your trip** commencing, the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel. This exclusion does not apply where **your** destination is within Europe 1 or Europe 2 (see the definition of 'Geographical Area' on page 7) and where the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel solely due to the **Coronavirus** risk.

### Cancelling Your Policies

Important- Applicable to all policies - **we** will not refund the premium if **you** have travelled on the policy, or if **you** have made or if **you** intend to make a claim or an incident has occurred which is likely to give rise to a claim.

If **you** wish to cancel **your** policy, please contact Customer Services:

Email: [admin@justtravelcover.com](mailto:admin@justtravelcover.com)

Telephone: 0333 003 0021

Write to: Victoria House, Toward Road, Sunderland SR1 2QF

#### 1. If you wish to cancel the policy within the 14-day cooling off period

If **you** decide this cover is not suitable for **you** and **you** want to cancel **your** policy **you** must contact Customer Services within 14 days of buying the policy or the date **you** receive **your** policy documents. Any premium already paid will be refunded to **you** in full.

#### 2. If you wish to cancel the policy outside the 14-day cooling off period

##### a. For Single Trip policies:

If **you** cancel the policy at any time after the 14-day cooling off period, **you** will be entitled to a refund of the premium paid, subject to a deduction of 30% for the cancellation cover **you** have received.

##### b. For Annual Multi-trip policies:

If cover has started, **you** will be entitled to a pro-rata refund of premium, in accordance with the amounts shown below.

<u>Period of Cover</u>	<u>Refund Due</u>
If cover has not started	100%
Up to two (2) months	60%
Up to three (3) months	50%
Up to four (4) months	40%
Up to five (5) months	30%
Up to six (6) months	25%
Six (6) months or over	No refund

### Our Right To Cancel The Policy

**We** reserve the right to give 7 days notice of cancellation of this policy, without refund, by recorded delivery to **you** at **your** last known address in the event of the following circumstances; fraud, suspected fraud, misleading information or deliberate misrepresentation, or abusive behaviour to any of **our** staff or agents.

## When Your Policy Covers Start And End

If **you** have chosen a Single Trip policy:

- The cover under Policy A starts from the date the policy was issued and ends when **you** leave **home**. No further **trips** are covered.
- End Supplier Failure Insurance - starts from the date the policy was issued and ends when **you** complete **your trip**. No further **trips** are covered.
- The cover under Policy B starts when **you** commence **your trip** and ends when **you** complete **your trip**. No further **trips** are covered.

If **you** have chosen an Annual Multi-trip policy:

- The cover under Policy A starts from **your** chosen inception date and ends when **you** leave **home** to start **your trip**. Cover for subsequent **trips** starts from the date of booking **your trip** and finishes at the end of **your trip**. Cancellation cover will cease when **you** start **your trip** or upon expiration of **your** policy, whichever is first.
- End Supplier Failure Insurance - starts from **your** chosen inception date or from the date of booking **your trip**, whichever is later and will cease on completion of **your trip** or expiry of the policy, whichever is the first.
- Cover under Policy B starts when **you** leave **home** and ends when **you** complete **your trip**.

**You** may take any number of **trips** within the policy period shown on **your** Policy Schedule (maximum duration **per trip** of 31 days Silver cover or 45 days Gold cover or for **winter sports** cover a maximum total of 17 days in any one annual period of cover).

## Your Policy Wordings

**Your** insurance document shows details of both pre-travel and travel insurance policies, including the sections of cover, limits, conditions, exclusions, information on what to do if **you** need to claim, how to obtain legal advice and how to contact the 24 hour Medical Emergency Assistance Company.

**Your** travel insurance policy is not intended to cover items of high value, such as video camcorders, expensive watches etc., as these should be fully insured under **your** house contents insurance on an All Risks extension for **365** days of the year. There is a maximum amount **you** can claim for each individual item. There is a maximum amount in total for **valuables** which is shown under the **personal possessions** section. The **personal possessions** section is *not* 'new for old' and wear, tear and depreciation will be deducted.

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

There is no cover for routine, non-emergency or elective treatment, or for treatment that can wait until **your** return **home**.

In some instances, **you** may need to be moved from one local facility to another larger/more specialised facility, for treatment.

Having travel insurance does not ensure a 'fast track' medical service from the treating facility, emergency rooms can be busy at certain times and so it is possible **you** may have to wait, unless **you** require critical care.

Once **you** are discharged from hospital this does not always mean **you** are 'fit to fly' **home**.

The policy is a contract between **us** and **you**. **We** will pay for any insured event, as described in the policy, that happens during the period of validity and for which **you** have paid the appropriate premium.

Travel insurance policies have specific requirements for both purchasing and making successful claims. Please take the time to read and understand it straight away as not all policies are the same. All risks which are covered are set out clearly in sections with conditions, limits and exclusions (things which are not covered).

All numbers and letters shown under 'For each **insured-person** this insurance will not cover' refer to the same numbers and letters under 'For each **insured-person** this insurance will pay'. Where no letters or numbers are shown it applies to the whole section. If **your** circumstances do not fit those specified then there is no cover in place.

## Your Excess

Under some sections of the policy an excess will apply to each claim, per section, for each separate incident payable per **insured-person**. This means that **you** will be responsible for paying the first part of the claim for each incident giving rise to a separate claim. The amount **you** have to pay is the excess.

**Your** excess may be increased to include **existing medical conditions** (including anything directly or indirectly related to that condition) confirmed in writing by the Medical Declaration Service. The increased excess will apply to all persons insured on the policy whose claim has been caused by the declared **medical condition**.

If **you** have paid the additional premium for 'Excess Waiver', the excess would be reduced to Nil in the event of a claim (the excess for Sections B13 - Gadget Cover and B15 - Travel Dispute would still apply). Note: any excess imposed by **us** either following **your** call to the Medical Declaration Service or due to the 'Sports & Activities' cover **you** have purchased (Activity Pack B, C or D), would still apply.

## Trip Extensions

### Trip extensions if you decide you wish to extend your trip whilst overseas

If, once **you** have left the **United Kingdom** and before the end of the **period of insurance**, **you** decide **you** want to extend **your** policy, please contact Customer Services on **0333 003 0021**. Extensions can usually only be considered if there has been no **change in health** (or that of a **close relative** or **business associate**) and no claim has been made or is intended to be made and no incident likely to give rise to a claim has occurred.

However, should there have been a **change in health** or **you** are aware that a claim has been made or will need to be made under the original policy, then **we** may still be able to consider the extension, provided full details are disclosed to **us** for consideration.

### Trip extensions if you are unable to return home from your trip as planned

If, due to unexpected circumstances beyond **your** control, for example, due to **illness** or injury or unavoidable delays affecting **your** return **flight** or **public transport**, **your trip** cannot be completed within the **period of insurance** outlined in **your** policy schedule, cover will be extended for **you** at no extra cost for up to thirty (30) days. This also applies to one person travelling with **you** who is authorised to stay with **you** by the Medical Emergency Assistance Company if the extension is due to medical reasons. All requests for more than thirty (30) days must be authorised by the Medical Emergency Assistance Company.

### Trip extensions – travel disruption caused by a pandemic/epidemic (including Coronavirus)

If, as a result of a **pandemic** and/or **epidemic** (including but not limited to **Coronavirus**), **you** are unable to return to the **UK** as planned, due to:

- a) a country closing their borders and/or
- b) the cancellation or delay of **your** booked **public transport**

and as a result **you** wish to extend coverage under **your** current policy, please contact Customer Services on: **0333 003 0021**. **We** will need full details of **your** circumstances, to allow **us** to consider any such request. Please be aware, that all such extension requests will be considered, but cannot be guaranteed.

## Expiry Of Your Policy

If **you** have Annual Multi-trip cover, **we** will contact **you** prior to the expiry of the **period of insurance** as shown on **your** Policy Schedule. **We** will give **you** at least 21 days written notice before the expiry date.

## Definition of Words

Listed below are certain words that appear throughout the policy. These will always be shown in **bold** type and in all cases will have the meanings shown below.

### BFPO

means British Forces Posted Overseas.

### Business associate

means a business partner, director or employee of **yours** who has a close working relationship with **you**.

### Carer

means the person travelling in **your** party who is competent to provide care for **you** where **you** are not able to care for yourself.

### Change in health

means any deterioration or change in **your** health between the date the policy was bought and the date of travel, this includes new medication, change in regular medication, deterioration of a previously stable condition, referral to a specialist, investigation of an undiagnosed condition or awaiting treatment/consultation.

### Channel Islands

means Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.

### Children/Grandchildren

means persons under the age of 18 on the date **you** purchase **your** policy.

### Close relative

means spouse or partner (who **you** are living together with), parents, grandparents, legal guardians, foster child, parents-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, step-parents, step-child, step-brother, step-sister, aunt, uncle, brother, sister, child, grandchild, niece, nephew, or fiancé(e).

### Connecting flight

means a **connecting flight** which departs **your** first scheduled stop-over destination 12 hours after arrival from **your international departure point**.



### Co-operate

means to provide **us** with any information or documentation **we** may reasonably require to enable **us** to verify and process **your** claim.

### Coronavirus

means Covid-19, including any related and/or similar conditions howsoever called, or any mutation of these.

### Curtailed/curtail

means the cutting short of **your trip** by **your** early return following **your repatriation**.

### Cruise

means a voyage of more than 72 hours in duration on a ship/vessel sailing on the seas or oceans, that includes stopping at various ports. In any event there is no cover for cargo or container ship travel.

### Doctor

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.

### Domestic flight

means a **flight** where the departure and arrival take place within the **United Kingdom** or the **Channel Islands**.

### Drones

means un-manned aerial vehicles that belong to or being used by **you**.

### Duty free

means any items purchased at duty free (including but not limited to tobacco products, alcohol, perfumes, cosmetics).

### Epidemic

means a widespread occurrence of an infectious disease in a community at a particular time.

### Essential items

means underwear, socks, toiletries, prescribed medication, **medical aids** and a change of clothing.

### Excursion

means a short journey or activity undertaken for leisure purposes.

### Existing medical condition

means **you** are considered to have an existing medical condition if **you** answer 'YES' to any of the questions stated in **our** 'Medical Declaration' on pages 3/4.

### Family

means parents or grandparents (up to a maximum of two adults) and their **children** or **grandchildren** who reside within the **UK, Channel Islands** or **BFPO**.

*Note:* cover for families shall apply where the appropriate premium has been paid and shown on the Policy Schedule and where the family members travel together. Adults insured on an Annual Multi-trip policy are entitled to travel independently of each other. Cover for **children** or **grandchildren** will only be provided if travelling with an adult, insured under this policy.

### Flight

means a service using the same airline or airline flight number.

### Geographical area

**You** will not be covered if **you** travel outside the area **you** have chosen, as shown on **your** Policy Schedule.

- **United Kingdom** (England, Wales, Scotland, Northern Ireland and Isle of Man).
- **Europe 1** - including: **United Kingdom** and Austria, the Azores, Belgium, Bulgaria, **Channel Islands**, Corsica, Croatia, Czech Republic, Denmark (and the Faroe Islands), Finland, France, Germany, Gibraltar, Hungary, Iceland, Italy, Liechtenstein, Luxembourg, Madeira, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia (west of the Ural mountains), San Marino, Sicily, Slovak Republic, Slovenia, Sweden.
- **Europe 2** - including: Europe 1 shown above and the remaining countries west of the Ural mountains, Andorra, Balearics, Canary Islands, Cyprus, Greece, Morocco, Spain, Switzerland, Tunisia and Turkey.
- **Australia & New Zealand** - including: Europe 2 shown above and Australia, *including* Territory of Cocos (Keeling Islands, The Territory of Christmas Island, Norfolk Island and Lord Howe Island) and New Zealand, *including* the Cook Islands, Niue and Tokelau (including up to 48 hours stopover in a country within a Worldwide area).
- **Worldwide** - *excluding* Canada, Caribbean, China, Hong Kong, USA, Afghanistan, Liberia and Sudan *but including* Egypt and Israel.
- **Worldwide** - *including* Canada, Caribbean, China, Hong Kong, USA *but excluding* Afghanistan, Liberia and Sudan.

Where Annual Multi-trip cover is purchased Europe 1 & Europe 2 will be shown as Europe. Australia/New Zealand will be included within Worldwide areas *excluding* Canada, Caribbean, China, Hong Kong, USA, Afghanistan, Liberia and Sudan *but including* Egypt and Israel.

### Please note:

This insurance policy will not cover **you** to travel to a specific country or to an area where, prior to **your trip** commencing, the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel. This exclusion does not apply where **your** destination is within Europe 1 or Europe 2 (see the definition of 'Geographical Area' above) and where the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel solely due to the **Coronavirus** risk.

It is **your** responsibility to check the latest advice from the FCDO prior to commencing **your trip**, which **you** can find at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

### Home

means one of **your** normal places of residence in the **United Kingdom**, the **Channel Islands** or **BFPO**.

### Home country

means the country **you** live in within the **United Kingdom** or the **Channel Islands**.

### Ill/illness

means a condition, disease, set of symptoms or sickness leading to a significant change in **your** health, as diagnosed and confirmed by a **doctor** during the **period of insurance**.

### Inshore

means within 12 Nautical miles of the shore.

### Insured-person/You/Your

means any person named on the Policy Schedule.

For 'Gadget Cover' this will also mean the person who owns the **gadgets**.

### International departure point

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

### Irrecoverable costs

means any costs where **you** are not entitled to a refund by any other means, and/or costs that are not compensated elsewhere, and/or costs that are already accepted or offered by **your** transport and/or accommodation provider, even if this is a credit note or alternative travel arrangements.

### Known event

means an existing, publicly announced or publicly broadcasted occurrence such as government directives, unusual weather conditions, road traffic accidents, passport or customs delays or a strike.

### Loss of holiday

means the number of days **you** are confined to a hospital, hotel room or cabin on **your** treating **doctor's** orders and are unable to participate in **your** planned **trip**, due to death, serious injury or **illness**.

### Medical aids

means wheelchairs, walking frames and sticks, supplies and equipment designed to provide the mobility and care for the disabled and any other articles of such equipment specified in the Policy Schedule all belonging to **you** (or for which **you** are legally responsible).

### Medical condition

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

### Natural disaster

An event such as avalanche, blizzard, earthquake, flood, explosion, fire, forest fire, storm, hurricane, lightning, tornado or tsunami.

### Off-piste

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

### On-piste

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

### Pair or set

means 2 or more items of **personal possessions** that are complementary, purchased as one item or used or worn together.

### Pandemic

means an **epidemic** that has spread across a large region.

### Period of insurance

means the **trip** dates shown on the Policy Schedule or for Annual Multi-trip cover a **trip** that does not exceed the stated limit.

### Personal money

means sterling or foreign currency in note or coin form.

### Personal possessions

means each of **your** suitcases and containers of a similar nature and their contents (excluding **ski equipment** and **medical aids**) and articles **you** are wearing or carrying including **your drones** and **your valuables**.

### Public transport

means buses, coaches, **domestic flights** or trains that run to a published scheduled timetable.

### Redundant

means being an employee where **you** qualify under the provision of the Employment Rights Act 1996, and who, at the date of termination of employment by reason of redundancy, has been continuously employed for a period of 2 years or longer and is not on a short term fixed contract.

### Relevant information

means a piece of important information that would increase the likelihood of a claim under **your** policy.

### Repatriation

means the return of someone named on the policy to their **home**, a hospital, nursing home or funeral director in the **United Kingdom** or the **Channel Islands** as arranged by the Medical Emergency Assistance Company, unless otherwise agreed by **us**.

### Resident

means a person who has their main **home** in the **United Kingdom**, the **Channel Islands** or **BFPO** and has not spent more than 6 months abroad in the year before buying this policy.

### Scheduled airline

An airline that publishes a timetable and operates its service to a distinct schedule and sells tickets to the public at large, separate to accommodation and other ground arrangements.

### Ski equipment

means skis, ski bindings, ski poles, ski boots, ski goggles, ski helmet, board boots, snowboard bindings and snowboards.

### Ski pack

means ski pass, ski lift pass and ski school fees.

### Terrorism

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

### Travel documents

means valid visas, ESTA's, travel tickets, European Health Insurance Card (EHIC)/Global Health Insurance Card (GHIC) and valid reciprocal health Form E112.

### Travelling companion

means a person with whom **you** are travelling with and on the same booking or with whom **you** have arranged to meet at **your trip** destination, with the intention of spending a proportion of **your trip** with, who may have booked independently and therefore not included on the same booking and may have differing inbound and outbound departure times or dates.

### Trip

means a holiday or journey for which **you** have made a booking such as, a **flight** or accommodation, that begins when **you** leave **home** and ends on **your** return (i) to **your home** at the end of **your** holiday or journey, or (ii) following **your repatriation**.

### Unattended

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

### Unexpectedly

means at the time of purchase of this insurance policy there was no reasonable chance or knowledge of a circumstance that would lead to a claim, including information publicised in mainstream media/medical outlets.

### United Kingdom/UK

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

### Utilisation of Nuclear, Chemical or Biological weapons of mass destruction

means the use of any explosive nuclear weapon or device; or the emission, discharge, dispersal, release or escape of: fissile material emitting a level of radioactivity, or any pathogenic (disease producing) micro-organism(s) and/ or biologically produced toxin(s) (including genetically modified organisms and chemically synthesised toxins), or any solid, liquid or gaseous chemical compound which, when suitably distributed; which is capable of causing incapacitating disablement or death amongst people or animals.

### Valuables

means television equipment, radios, CD players, audio equipment, computer equipment/accessories, hard drives, flash drives, binoculars, telescopes, antiques, jewellery, laptop computer (meaning any portable computer that includes a screen, keyboard and track pad or track ball), watches (only meaning a traditional watch such as analogue, automatic or digital), precious or semi-precious stones, articles made of or containing gold, silver or other precious metals, films, or Compact Discs.

### War

means military action, either between nations or resulting from civil war or revolution.

### We/Our/Us

Sections A1, B1 to B12 & B14 - Chaucer Insurance Company DAC.  
Section B13. Gadget Cover - UK Branch of Inter Partner Assistance S.A.  
Section B15. Travel Dispute - Royal & Sun Alliance Insurance Ltd.  
End Supplier Failure Insurance - Liberty Mutual Insurance Europe SE.

### Winter sports

means **on-piste** skiing/snowboarding in recognised areas (including **off-piste** when accompanied by a guide or instructor and provided **you** are not skiing against local recommendations or where avalanche warnings have been given), alpine skiing, big foot skiing, cat skiing (with a guide), cross country skiing, glacier walking, husky dog sledging (organised and with an experienced local driver), ice skating, kick sledging, langlauf, mono-skiing, nordic skiing, passenger sledge, ski boarding, ski dooing, sledging, snow mobiling, snow parascending, snow shoe walking, snow tubing, snowcat driving, speed skating, telemarking and tobogganing.

These activities are only covered if **winter sports** cover is shown on **your** Policy Schedule and the appropriate additional premium has been paid.

All of the above **winter sports** activities are covered on a non-professional and non-competitive basis. **We** consider 'professional or competitive' to be activities or sports where **you** are either paid for participating in, receive any element of sponsorship, fees or prize money in excess of **£200**. Any claims which arise whilst undertaking any of these **winter sports** activities for any purpose other than leisure (examples of non-leisure purposes include professional / semiprofessional / paid / sponsored racing, timed events - unless otherwise specified, professional, display events, photo shoots, etc..) will not be covered under this policy.

If **you** intend to participate in any **winter sports** activity **you** must ensure that:

- **your** usual treating **doctor** is happy for **you** to do so;
- **you** follow the safety guidelines for the activity concerned and where applicable **you** use the appropriate and recommended safety equipment.

There is no cover for the following activities:

**off-piste** skiing/snowboarding without a guide or instructor, skiing/snowboarding against local authoritative recommendations, warnings or advice, ski stunting, free-style skiing, bob sleigh, ice hockey, bobbing, heli-skiing, ski acrobatics, ski flying, ski jumping, ski mountaineering, glacier skiing, snowcat skiing, snow carting or the use of bob sleighs, luges or skeletons or any competitive skiing.

## Conditions & Exclusions Applying to Your Policies

Not applicable to End Supplier Failure Insurance.

Below are some important conditions and exclusions which apply to **your** pre-travel (Policy A) and travel policy (Policy B).

It is recommended that **you** read this along with the 'Criteria for Purchase' and the conditions for each section of **your** policies as this will make sure that **you** are aware of any conditions which may affect **your** circumstances or likelihood to claim.

### Applying to all sections of your policies:

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

- 1) any claim under Policy B if a claim has been submitted under Policy A;
- 2) **your** participation in an activity not listed under:
  - a) 'Sports & Activities' - Activity Pack A, or
  - b) the definition of **winter sports** or where the appropriate additional premium has not been paid to include **winter sports** cover, or
  - c) 'Sports & Activities' - Activity Pack B, C or D, or where the appropriate additional premium has not been paid to include Activity Pack B, C or D;

- 3) any re-occurring health condition, **existing medical condition** or any other **medical condition** which has been treated in hospital or has been referred to a specialist in the last 2 years **or you** are waiting for any tests or treatment of any description **or your doctor** has altered **your** regular prescribed medication in the last 6 months, unless **we** have agreed cover **in writing**;
  - 4) any claim due to **your** carrier's refusal to allow **you** to travel for whatever reason;
  - 5) **your** suicide, self-injury or deliberately putting yourself at risk (unless **you** were trying to save another person's life);
  - 6) **we** will not pay for the following:
    - a) anything caused by **you**:
      - i) causing damage or injury on purpose;
      - ii) breaking the law;
      - iii) piloting or travelling in an aircraft where **you** or the pilot are not licensed to carry passengers;
      - iv) not following the laws of the country or local authorities;
    - b) anything caused by:
      - **your** use of drugs.
      - **your** excessive consumption of alcohol by which **we** mean where **you** have drunk so much alcohol that a **doctor** has stated that **your** alcohol consumption has caused or actively contributed to **your** injury or **illness**, the results of a blood test at the time of injury or **illness** shows that **your** blood alcohol level exceeds 0.19% that is approximately 1.5 litres of beer or four 175ml glasses of wine or a witness report of a third party that has advised that **you** have notably impaired **your** faculties and/or judgement.
      - **your** alcohol intake whilst taking any combination of medication or drugs known (or would reasonably be suspected) to cause drowsiness, impaired vision or judgment when combined with alcohol whether such drugs are prescribed or not.
    - c) any claim which is as a result of **you** having been diagnosed as suffering from acute alcohol intoxication, alcohol dependency or alcohol withdrawal.
  - 7) **you** travelling on, or in, a motorised vehicle for which **you** do not hold appropriate qualifications to operate at **home** (Note: there is no cover under Section B7 - Personal Liability for any claim related to the use of motorised vehicles);
  - 8) any claim where **you** are not wearing a seatbelt when travelling in a motorised vehicle, where a seatbelt is available;
  - 9) **you** travelling on a motorcycle or moped without wearing a crash helmet, whether legally required locally or not and if **you** are riding pillion, the rider must also hold appropriate qualifications. Please note: there is no cover for off-roading or the use of a quad bike;
- Note: **you** can visit the following link to the UK Government site for more information on appropriate licenses: [www.gov.uk/ride-motorcycle-moped/bike-categories-ages-and-licence-requirements](http://www.gov.uk/ride-motorcycle-moped/bike-categories-ages-and-licence-requirements)
- 10) delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country;
  - 11) any claim arising from **relevant information** known by **you** at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to **us** and **we** have agreed **in writing** any terms applicable;
  - 12) the operation of law or as a result of an unlawful act or criminal proceedings against anyone included in **your** booking or any deliberate or criminal act by an **insured-person**;
  - 13) the usage of **drones**;
  - 14) **you** travelling to a country or specific area that, prior to **your trip** commencing, the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel. This exclusion does not apply where **your** destination is within Europe 1 or Europe 2 (see the definition of 'Geographical Area' on page 7) and where the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel solely due to the **Coronavirus** risk;
  - 15) if **you** purchased this insurance with the reasonable intention or likelihood of claiming;
  - 16) any loss, damage, liability, cost or expense caused deliberately or accidentally by:
    - a) the use of, or inability to, use any application, software, or programme in connection with any electronic equipment (for example a computer, smartphone, tablet or internet-capable electronic device);
    - b) any computer virus;
    - c) any computer related hoax relating to a) and/or b) above.
  - 17) any claim or any benefit to the extent that this cover, payment of a claim or benefit would expose **us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, **United Kingdom** or the United States of America.
  - 18) this insurance policy will only respond to claims for **irrecoverable costs** once those principally responsible for reimbursing the cost have been exhausted. For example transport and accommodation costs – **you** should, in the first instance, contact **your** tour operator, airline, accommodation provider, credit or debit card providers to source a refund, as in most instances, either as a result of the Package Travel & Linked Arrangement Regulations 2018; EU Transport Regulations; Consumer Credit Act; or Debit card charge backs, a refund is legally due.
  - 19) Several Liability Notice. The subscribing (re)insurers' obligations under contracts of (re)insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing (re)insurers are not responsible for the subscription of any co-subscribing (re)insurer who for any reason does not satisfy all or part of its obligations.
  - 20) any claim directly or indirectly related to the **fear** or **threat** of a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus**.
  - 21) loss of earnings, additional hotel costs, visas, ESTAs, additional car hire, additional parking fees, kennel/cattery fees or any other loss unless it is specified in the policy;
  - 22) any loss due to currency exchanges of any and every description;
  - 23) any **trip** where **you** have no pre-booked return ticket or cannot prove **your** intention to return to **your home country**;
  - 24) accepting that no alterations and/or additions to the printed terms and conditions of **your** policy be valid unless initialled by **us**, or P J Hayman & Company Limited on **our** behalf;
  - 25) support any claim with the correct documentation as laid out in the individual section;
  - 26) notifying **us** immediately of any **change in health** or medication after **you** buy the policy;
  - 27) cargo or container ship travel;
  - 28) all medical bills and correspondence relating to them must be sent to **us** directly, **you** should not pay them or respond to them at all;
- In respect of all sections other than Section B1 - Emergency Medical & Associated Expenses:**
- 29) **war, terrorism**, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether **war** has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power;
  - 30) loss or damage to any property, or any loss, expense or liability arising from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel or the radioactive toxic, explosive or other dangerous properties of any explosive nuclear equipment or any part of it, or being exposed to the **utilisation of nuclear, chemical or biological weapons of mass destruction**.
- In respect of Sections A1 - Cancellation, B1 - A. Emergency Medical & Associated Expenses and B3 - Curtailment/Loss of Holiday, only**
- 31) checking with **your doctor** on the advisability of making the **trip** and/or participating in any of the sports & activities, if **you** have any **existing medical condition**, taking into account **your** chosen destination, the climatic conditions, the stability of **your** condition, the effect of any additional drugs or vaccines necessary and the standard of the medical services available. Cover will not be given if travel is against the advice of **your doctor**;
  - 32) not requiring insurance for **your existing medical condition**, unless **we** have agreed cover **in writing** and any additional premium has been paid;
  - 33) not requiring insurance for any diagnosed **medical condition** that is being investigated unless **we** have agreed cover in writing and any additional premium has been paid;
  - 34) not requiring insurance for any undiagnosed **medical condition**;
  - 35) not requiring insurance for any **medical condition** for which a **close relative** or **business associate** are awaiting or receiving treatment in hospital at the time of buying this policy;
  - 36) obtaining any recommended vaccines, inoculations or medications prior to **your trip**;
  - 37) if travelling to Australia, registering for Medicare on arrival;  
Note: there are Medicare offices in all major towns and cities.
  - 38) if **you** choose not to adhere to medical advice given any claims related to this will not be paid;
  - 39) any claim where **you** have travelled against the advice of **your doctor** or a medical professional;

**In respect of all sections other than Sections A1 - Cancellation, B1 - A. Emergency Medical & Associated Expenses and B3 - Curtailment/Loss of Holiday:**

40) any claims directly or indirectly related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus**.

However, this exclusion shall not apply to Sections A1 - Cancellation, B1 - A. Emergency Medical & Associated Expenses and B3 - Curtailment/Loss of Holiday, provided that **you** have received the recommended number of doses of an approved **Coronavirus** vaccine 14 days prior to **your trip** commencing. This vaccination requirement shall not apply where **you** are under 40 years of age, or if **you** are over 40 years of age but were ineligible for vaccination, or unable to receive the vaccine for medical reasons, and this is shown in **your** medical records. **You** should also refer to point 14) above.

In the event of a conflict between these conditions & exclusions and any other term in **your** policy terms and conditions, these conditions & exclusions take precedence.

## POLICY A - PRE-TRAVEL POLICY

### Section A1 - Cancellation

**For each insured-person this insurance will pay:**

under **your** selected cover option, as specified in **your** Policy Schedule, up to:

**£2,500** Silver cover

**£5,000** Gold cover

for **your** proportion of **irrecoverable costs** of:

- i) transport charges,
- ii) loss of accommodation,
- iii) foreign car hire *and*
- iv) pre-paid **excursions** (limited to **£250** Silver cover or **£500** Gold cover) booked before **you** go on **your trip**,

that **you** have paid or agreed to pay that are directly related to **your trip** which **you** cannot get back from anyone else in the first instance, or which cannot be transferred or used for another purpose and results in a financial loss due to **you** being forced to cancel **your trip** because the following **unexpectedly** happened before **you** left **home** which **you** would not have been expected to foresee or avoid:

- i. **you**, anyone insured on this policy, or a **travelling companion**, became ill, were injured or died;
- ii. **you** or anyone insured on this policy testing positive for **Coronavirus** within fourteen (14) days of **your trip** departure date;
- iii. **you** or anyone insured on this policy being admitted to hospital due to testing positive for **Coronavirus** since **you** purchased **your** policy;
- iv. a **family** member, a **travelling companion**, a **business associate** or the person **you** were going to stay with became ill (excluding contracting **Coronavirus**), was injured or died;
- v. **your home** was burgled, or seriously damaged by fire, flood or storm;
- vi. **you**, or a **travelling companion** were called for jury service or required as a witness in a court of law;
- vii. **you**, or a **travelling companion** were made **redundant**;
- viii. **you**, or a **travelling companion** had leave withdrawn and are in the armed forces (including reserves and territorial), emergency services, medical or nursing professions (in the public sector) or senior employees of the government;
- ix. as a result of fire, earthquake, storm, flood, riot or civil unrest; the Foreign, Commonwealth & Development Office (FCDO) or comparable prohibitive regulations by the government of the country **you** were due to visit and within 50 miles of **your** chosen destination, change the travel advice to advice against all or all but essential travel.

**For each insured-person this insurance will not cover:**

- any claim where **you** have not paid **your** excess or accept that it will be deducted from any settlement, the excess is shown in the Schedule of Benefits table on page 1;
- any claim due to a **known event**;
- any claim where **you** are unable to provide evidence from a medical professional confirming **your illness** or infectious disease;
- any claim where **you** cancelled **your trip** because:
  - **you** are unable to provide evidence from a medical professional confirming the **illness**, infectious disease, injury or death;
  - **you** simply did not want to travel or had a fear of travelling;
  - **you** could no longer afford to pay for the **trip**;

- of an **existing medical condition** which **you** have not told **us** about and that **we** have not agreed to cover in writing;
- of any **epidemic**, or **pandemic** as declared by the World Health Organization (WHO) *except* due to **illness**;
- due to Foreign, Commonwealth & Development Office (FCDO), government or local authority advice relating to any infectious disease *including Coronavirus*;
- any claim where **you** cancelled **your trip** because of **Coronavirus**:
  - if **you** do not have an official positive test result confirming **your** diagnosis within fourteen (14) days of **your trip** departure date, or **you** have not been admitted to hospital due to testing positive for **Coronavirus** since **you** purchased **your** policy;
  - if **you** are advised to quarantine or **you** choose to self-isolate due to a person **you** have come into contact with having **Coronavirus**;
  - if a medical professional advises **you** not to travel as **you** have underlying health conditions that place **you** 'at a higher risk' from **Coronavirus**;
  - any costs of **Coronavirus** testing;
  - if **you** were showing symptoms of, or had been diagnosed with, **Coronavirus**, when this policy was purchased;
- any claim where **you**, or a **travelling companion** did not obtain the required **travel documents**, inoculations or vaccinations for the area **you** are travelling to;
- any claim where **you**, or a **travelling companion** are the defendant in a court of law;
- any claim where **you** did not obtain prior authority to take leave or **your** leave was cancelled on disciplinary grounds;
- any claim where **you** ask **us** to pay for a loss that is insured or guaranteed by any other existing protection, specifically Package Travel Regulations, Air Passenger Rights, ATOL (including Civil Aviation Authority requirements), or ABTA protection, or from **your** credit card provider under s75 Consumer Credit Act, or any other specific legislation for transport or travel providers;
- any claim where **you** ask **us** to pay for any costs already accepted or offered by **your** transport and/or accommodation provider, even if this is a credit note or alternative travel arrangements;
- any claim where **you** are unable to prove **your** financial loss;
- any claim where **you** purchased insurance with the reasonable intention or likelihood of claiming;
- any claim which relates to course charges or tuition fees unless agreed in writing by **us**;
- any claim where **you** do not **co-operate** with **us**.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

**Note:** **you** may only claim under this section of cover or under Section B3 - Curtailment/Loss of Holiday, Section B8 - Extended Journey Disruption, Section B9 - Delayed Departure, or Section B10 - Missed Departure/Missed Connection, not under each section.

#### If you need to claim:

Inform **your** tour operator, travel agent, transport or accommodation provider immediately of **your** necessity to cancel and request a cancellation invoice.

Ensure that the medical certificate in the cancellation claim form is completed by the **doctor** of the person whose injury, **illness** or death has caused the cancellation.

**Note:** **we** will pay a maximum of **£80** to **your doctor** for medical records/completion of a medical certificate, that have been requested by **us**.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## END SUPPLIER FAILURE INSURANCE

#### Note:

Gold policy cover is automatically included.

Silver policy cover is optional and will only be in force if shown on **your** Policy Schedule and the appropriate additional premium has been paid.

Definition of words applicable to this section only:

**Financial Failure** - means the **end supplier** becoming insolvent or has an administrator appointed and being unable to provide agreed services.

**End Supplier** - means the company that owns and operates the services listed in point 1. below.

**Note:** **you** must refer to the 'Definition of Words' section of this Policy which will also apply.

### For each insured-person this insurance will pay:

up to **£1,500** for:

1. irrecoverable sums paid prior to **financial failure** of the **scheduled airline**, hotel, train operator including Eurostar, car ferries; villas abroad & cottages in the **UK**; coach operator, car or camper hire company, caravan sites, campsites, mobile home, safaris; **excursions**; Eurotunnel; theme parks or attractions all known as the **end supplier** of the travel arrangements not forming part of an inclusive holiday prior to departure, or;
2. in the event of **financial failure** after departure:
  - a) additional pro rata costs incurred by the **insured-person(s)** in replacing that part of the travel arrangements to a similar standard of transportation as enjoyed prior to the **curtailment** of the travel arrangements, or;
  - b) if **curtailment** of the holiday is unavoidable - the cost of return transportation to the **United Kingdom, Channel Islands, Isle of Man or Northern Ireland** to a similar standard of transportation as enjoyed prior to the **curtailment** of the travel arrangements.

### For each insured-person this insurance will not cover:

1. Travel or accommodation not booked within the **United Kingdom, Channel Islands, Isle of Man or Northern Ireland** prior to departure
2. Any **end supplier** which is, or which any prospect of **financial failure** is known by the **insured-person** or widely known publicly at the date of the **insured-person's** application under this policy
3. Any loss or part of a loss which at the time of the happening of the loss is insured or guaranteed by any other existing Policy, Policies, bond or is capable of recovery from under Section 75 of the Consumer Credit Act or from any bank or card issuer or any other legal means
4. The **financial failure** of any travel agent, tour organiser, booking agent or consolidator with whom the **insured-person** has booked travel or accommodation
5. Any losses which are not directly associated with the incident that caused the **insured-person** to claim. For example, loss due to being unable to reach **your** pre-booked hotel following the **financial failure** of an airline.

### If you need to claim:

**You** will need to supply confirmation that the **end supplier** has stopped operating, together with **your** original purchase receipts and any unused travel tickets or accommodation vouchers.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## POLICY B - TRAVEL POLICY

### Section B1

#### A. Emergency Medical & Associated Expenses and

#### B. Additional Cover on Your Return and

#### C. UK Trip Non-Medical Cover (this does not apply to a **UK cruise**, see section A.)

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

**Your** policy is intended to cover immediate treatment in an emergency situation. **We** reserve the right to repatriate **you** immediately for treatment in **your home country** when this is deemed to be preferable regardless of **your** original travel plans. All medical decisions are at the discretion of **our** medical director. It is essential for **you** to contact the Medical Emergency Assistance Company prior to being admitted anywhere. In this instance **we** may arrange for a local transfer to a hospital better equipped for **your** immediate needs. **You** must call the Medical Emergency Assistance Company immediately if **your** medical bill is likely to exceed **£500**.

Please see the section 'In Case of a Serious Emergency' at the front of this policy for details.

### For each insured-person this insurance will pay:

#### A. Emergency medical & associated expenses

under **your** selected cover option, as specified in **your** Policy Schedule, up to :

**£5,000,000** Silver cover

**£10,000,000** Gold cover

to **you** or **your** legal representatives the following *necessary* emergency expenses that are payable within **6** months of the event that causes the claim that results from **your** accidental death, injury or **illness** (including with symptoms of or testing positive for **Coronavirus**):

#### a) for:

- i) reasonable fees or charges to be paid outside **your home country** or when on a **UK cruise** for medical, surgical, hospital nursing home or nursing services and additional accommodation (room only) necessarily incurred and payable until such time as, when in the opinion of the **doctor** in attendance and the Medical Emergency Assistance Company, **you** are fit to travel;
- ii) additional travel and accommodation expenses incurred, up to the standard of **your** original booking, if it is medically necessary for **you** to stay abroad beyond **your** scheduled return date. A maximum amount of £2,000 per **insured-person** applies if **you** have to extend **your trip** because **you** have tested positive for **Coronavirus**;
- iii) reasonable additional travel, accommodation and **repatriation** costs to be made for or by **you** and for any *one other person who is required for medical reasons* to stay with **you**, to travel to **you** from within **your home country** or to travel with **you**;
- iv) (a) charges following **your** accidental death outside **your home country** or when on a **UK cruise** for **your** burial or cremation in the locality where **your** death occurs; *plus*  
(b) the reasonable cost of returning **your** ashes **home** or the return of **your** body to **your home** when arranged by **us**.

#### b) up to **£250** Silver cover or **£400** Gold cover, for emergency dental treatment only to cure sudden pain.

#### c) reasonable additional costs of providing an alternative **carer** for **you** during the remainder of **your trip** where **your carer** is an **insured-person** and is unable to care for **you** due to them suffering bodily injury or **illness** (including with symptoms of or testing positive for **Coronavirus**) and/or compulsory quarantine and no other person with whom **you** are travelling or a **close relative** is already present and able or competent to become **your carer**.

#### d) up to **£500** if **your** domestic dog(s)/cat(s) is/are in a kennel/cattery during **your trip** and **your** return to **your home** has been delayed due to **your** bodily injury, **illness** (including with symptoms of or testing positive for **Coronavirus**) or disease.

### B. Additional cover on your return home following hospitalisation abroad:

#### a) Aftercare - **we** will pay **you** up to the amounts shown below for treatment given, prescribed or costs authorised by a **doctor** in **your home country** and agreed by **us** following bodily injury or **illness** resulting from inpatient treatment during a **trip** outside of **your home country**, up to:

- i) **£500** for the employment of home-help provided this was not available to **you** before **your trip**;
- ii) **£3,000** for the cost of emergency cosmetic medical treatment to repair damage to **your** soft facial tissue;
- iii) **£300** towards dental treatment;
- iv) **£750** for the cost of further physiotherapy treatment.

#### b) Convalescence - **we** will pay **you** up to **£750** towards the cost of a convalescence **trip** in **your home country** in the event that **you** are hospitalised for more than 5 days outside **your home country** and we have accepted **your** claim under Section B1 - A. Emergency medical & associated expenses. **Your** policy will be extended to cover **your** convalescence **trip** up to a maximum of 31 days. The convalescence **trip** must be taken within 3 months of **your** return to **your home country**.

### C. UK trip Non-Medical Cover:

up to **£10,000** for non-medical and other expenses incurred within the **UK** for the following expenses caused by **you** becoming ill or dying during the **period of insurance**, as long as the expenses are reasonable and necessary:

- a) extra accommodation (room only) expenses, incurred until such time as when, in the opinion of the **doctor** in attendance and the Medical Emergency Assistance Company, **you** are fit to travel;
- b) For the purposes of the following cover only 'Repatriation' will be defined as: **Repatriation** - **your** return to a hospital within the location of **your home** as approved by **us** or the Medical Emergency Assistance Company. the extra cost of returning to **your home**, including **repatriation** expenses if this is medically necessary;
- c) extra travel and accommodation (room only) expenses for one person who has to either stay with **you** or travel to **you** to escort **you home** if **you** are seriously ill or injured;
- d) the extra cost of bringing **your** body or ashes **home**;
- e) extra charges necessarily incurred to recover **your** car and **your personal possessions** to **your home** if **you** and no other person travelling with **you** at the time of **your** discharge from hospital are able to drive the car.

#### For each insured-person this insurance will not cover:

- A.a)- the policy excess of each and every claim, per incident for each **insured-person** as shown in the Schedule of Benefits table on page 1, except when **you** have used a European Health Insurance Card (EHIC)/Global Health Insurance Card (GHIC) or other mutual agreement between countries to obtain a reduction in medical cost when this is reduced to NIL;
- any elective or pre-arranged treatment or any routine non-emergency tests or treatment of any description, this includes complications as a result of elective, pre-arranged or cosmetic treatment, received whilst abroad;
  - any treatment or hospitalisation which can be reasonably expected;
  - the cost of private treatment where adequate state facilities are available;
  - the cost of replenishing supplies of any medication **you** were using at the start of the **trip**, or further treatment for any **medical condition you** had at the start of **your trip**;
  - any claim where the risk associated with bringing **you home** is greater than the risk of **you** remaining in resort;
  - any claim where **your return home** would present unnecessary risk to other travellers;
  - any costs of **Coronavirus** testing, unless **you** are admitted to hospital as an inpatient as a result of an accident, injury or **illness** that is covered under Section B1 A. Emergency Medical & Associated Expenses;
  - the cost of any additional accommodation expenses which exceed the standard of that originally booked or any costs for food or drink;
  - the cost of taxi fares for anyone other than the patient, telephone calls, faxes or any expenses for food or drink;
  - the cost of bringing **you home** before **we** consider it clinically suitable and there is appropriate medical treatment available locally;
  - medical costs in excess of fair and reasonable level of charging;
  - any claim that is caused by:
    - the cost associated with the diversion of an aircraft due to **your** accidental death, injury or **illness**;
    - **repatriation** unless this is deemed medically necessary by the Medical Emergency Assistance Company.
- A.a)i)- any services or treatment received by **you** within **your home country**, except where **you** are on a **UK cruise**;
- any services or treatment received by **you**, including any form of cosmetic surgery or any treatment that in the opinion of the Medical Emergency Assistance Company, in consultation with **your** treating **doctor**, can reasonably wait until **you** return to **your home country**;
  - any services or treatment received by **you**, after the date on which in the opinion of the Medical Emergency Assistance Company **you** can safely return **home**, that would exceed the cost of **your repatriation**;
  - repairs to or for the provision of artificial limbs or hearing aids;
  - in-patient treatment that has not been notified to and agreed by the Medical Emergency Assistance Company;
  - any extra costs for single or private accommodation in a hospital or nursing home;
  - any costs for treatment, including exploratory tests, that has no relationship with the **illness** or injury on which the claim is being made.
- A.a)ii)- additional hotel accommodation expenses which exceed the standard originally booked;
- additional **flights** which exceed the standard of that originally booked unless medically necessary and agreed by the Medical Emergency Assistance Company.
- A.a)iii)- **your** burial or cremation in **your home country**.
- A.b)- emergency dental work costing more than **£250** Silver cover or **£400** Gold cover.
- repairs to or for the provision of dentures, crowns or veneers.
  - any dental work involving the use of precious metals.
  - any dental work or treatment which could wait until **your return home**.
- A.d)- any claim where **your** pet's stay does not exceed the pre-booked period of accommodation.
- C. - any costs incurred either directly or indirectly for services received for in-patient treatment in the **UK** other than as provided for in e).

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies' (including any treatment, tests and associated illnesses for non-declared **existing medical conditions**).

#### If you need to claim:

##### FOR MEDICAL EMERGENCIES +44 (0) 203 819 7170

Call the Medical Emergency Assistance Company 24 hours a day, 7 days a week, 365 days a year, from anywhere in the world.

For non-emergency cases, visits to **doctors**, hospital outpatients, or pharmacies **you** must keep and provide **us** with all (original) receipts accounts and medical certificates.

**Note: we** will pay a maximum of **£80** to **your doctor** for medical records/completion of a medical certificate, that have been requested by **us**.

For cases where the Medical Emergency Assistance Company were informed please provide (in addition to the above) **your** case number or name of the person **you** spoke to and a photocopy or scanned image of **your** EHIC/GHIC card (available if **you** are a **UK** or **BFPO resident** - please note if **you** reside in the Isle of Man or the **Channel Islands you** are not eligible for an EHIC/GHIC) or details of any other reciprocal health arrangement **you** used.

**For aftercare claims:** send **us** written confirmation (at **your** own expense) from **your doctor** in the **United Kingdom, Channel Islands** or **BFPO** of the need for treatment.

**For convalescence claims:** **you** will need to provide receipts for **your trip**.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B2 - State Hospital Benefit

#### For each insured-person this insurance will pay:

under **your** selected cover option, as specified in **your** Policy Schedule:

**£30** per 24 hours up to **£1,000** Silver cover

**£50** per 24 hours up to **£1,500** Gold cover

if **you** are admitted as a hospital in-patient in a public hospital abroad or confined to **your trip** accommodation during the period of the **trip**, in addition to the fees and charges paid under Section B1 - A. Emergency Medical & Associated Expenses.

#### For each insured-person this insurance will not cover:

Any payment when **you** are in a private hospital or clinic.

Any payment if **you** cannot provide **us** with the booking confirmation/invoices for **your** pre-paid **excursions**.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

#### If you need to claim:

Keep all receipts and accounts and medical certificates.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B3 - Curtailment / Loss of Holiday

#### For each insured-person this insurance will pay:

under **your** selected cover option, as specified in **your** Policy Schedule, up to:

**£2,500** Silver cover

**£5,000** Gold cover

for **your** proportion of:

- pre-paid **excursions** (limited to **£250** Silver cover or **£500** Gold cover) booked before **you** go on **your trip**,
- loss of accommodation,
- foreign car hire *and*
- either **your** pre-booked return travel costs, or the cost of **your curtailment** travel costs, whichever is the greater,

that are directly related to **your trip**, which **you** have paid and cannot get back from anyone else in the first instance, or which cannot be transferred or used for another purpose due to **you** having to **curtail your trip** because the following happened after **you left home**, which **you** would not have been expected to foresee or avoid:

- you**, anyone insured on this policy, or a **travelling companion**, became ill, were injured or died during **your trip**;
- you** or anyone insured on this policy, testing positive for **Coronavirus** and becoming seriously ill or dying;
- a **family** member, a **travelling companion**, a **business associate** or the person **you** were going to stay with became ill (excluding contracting **Coronavirus**), was injured or died;

- iv. **you** pre-booked accommodation was damaged by a **natural disaster**, and alternative accommodation was not provided;
- v. **you**, or a **travelling companion** were called for jury service or required as a witness in a court of law;
- vi. **you**, or a **travelling companion** had leave withdrawn and are in the armed forces (including reserves and territorial), emergency services, medical or nursing professions (in the public sector) or senior employees of the government.
- vii. as a result of fire, earthquake, storm, flood, riot or civil unrest; the Foreign, Commonwealth & Development Office (FCDO) or comparable prohibitive regulations by the government of the country **you** were due to visit and within 50 miles of **your** chosen destination, change the travel advice to all but essential travel.

This cover extends to include **loss of holiday** cover, where applicable, for a period in excess of 24 hours.

Note:

- **Your** unused proportion of **trip** costs will be calculated from the date of **your flight home**, payment will be made on the number of full days of **your trip** that are lost.
- **We** will pay either **your** pre-booked return travel costs, or the cost of **your curtailment** travel costs, whichever is the greater.

**For each insured-person this insurance will not cover:**

- any claim where **you** have not paid **your** excess or accepted it will be deducted from any settlement;
- any claim due to a **known event**;
- any claim as a result of any **epidemic**, or **pandemic** as declared by the World Health Organization (WHO) except due to **illness**;
- any claim due to Foreign, Commonwealth & Development Office (FCDO), government or local authority advice relating to any infectious disease;
- any claims arising directly or indirectly from **Coronavirus**:
  - if **you** do not have an official positive test result confirming **your** diagnosis, unless agreed by the Medical Emergency Assistance Company;
  - if **you** are advised to quarantine or **you** choose to self-isolate due to a person **you** have come into contact with having **Coronavirus**;
  - any costs of **Coronavirus** testing unless **you** are admitted to hospital as an inpatient as a result of an accident, injury or **illness** that is covered under Section B1 A. Emergency Medical & Associated Expenses;
- any claim where **you** ask **us** to pay for the cost of **your** original return ticket when **we** have paid for a new ticket or arranged **your** medical **repatriation**;
- any claim where **you** **curtailed your trip** because:
  - **you** could no longer afford to pay for the **trip**;
  - **you** did not want to continue travelling or had a fear of continuing **your trip**;
  - of an **existing medical condition** which **you** have not told **us** about and that **we** have not agreed to cover in writing;
  - of a normal pregnancy or childbirth where **you** were more than 29 weeks pregnant at the start of **your trip**.
- any claim where **you**, or a **travelling companion** are the defendant in a court of law;
- any claim where **you** did not obtain prior authority to take leave or **your** leave was cancelled on disciplinary grounds;
- any claim where **you** ask **us** to pay for a loss that is insured or guaranteed by any other existing protection, specifically Package Travel Regulations, ATOL, Air Passenger Rights, (including Civil Aviation Authority requirements), or ABTA protection, or from **your** credit card provider under s75 Consumer Credit Act, or any other specific legislation for transport or travel providers;
- any claim where **you** ask **us** to pay for any costs already accepted or offered by **your** transport and/or accommodation provider, even if this is a credit note or alternative travel arrangements;
- any claim where **you** are unable to prove **your** financial loss;
- any claim where **you** are unable to provide evidence from a medical professional confirming the **illness**, infectious disease, injury or death;
- any claim where anyone was showing symptoms of, or had been diagnosed with **Coronavirus** when this policy was purchased;
- any claim where **you** do not **co-operate** with **us**.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

Note: **you** may only claim under this section of cover or under Section A1 - Cancellation, Section B8 - Extended Journey Disruption, Section B9 - Delayed Departure or Section B10 - Missed Departure/Missed Connection, not under each section.

**If you need to claim:**

If **you** need to cut short **your trip** due to a medical necessity **you** will need a letter of confirmation from **your** treating **doctor** in resort and **you** must ring to confirm this with the Medical Emergency Assistance Company +44 (0) 203 819 7170, **curtailment** claims will not otherwise be covered.

Inform **your** tour operator, travel agent, transport or accommodation provider immediately of **your** necessity to **curtail** and request a cancellation invoice confirming the number of nights missed.

Request a **curtailment** claim form and ensure that the medical certificate is completed by the **doctor** of the person whose injury, **illness** or death has caused the **curtailment**.

Note: **we** will pay a maximum of **£80** to **your doctor** for medical records/completion of a medical certificate, that have been requested by **us**.

**You** should keep any receipts or accounts given to **you**.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

**Section B4 - Personal Possessions**

**For each insured-person this insurance will pay:**

under **your** selected cover option, as specified in **your** Policy Schedule:

- a) up to a total of:
  - £1,500** Silver cover or **£2,500** Gold cover for **your personal possessions**
  - and
  - £1,000** Silver cover or **£2,000** Gold cover for **your medical aids**,
  - to cover:
    - either i) the cost of repair of items that are partially damaged whilst on **your trip**, up to the market value of the item, allowing for age, wear and tear;
    - or ii) the market value of the item, allowing for age, wear and tear, for any items that are stolen, permanently lost or destroyed whilst on **your trip**.
- b) up to a total of **£250** to cover the purchase of **essential items** if **your personal possessions, medical aids** or prescribed medication are delayed due to being misplaced, lost or stolen on **your** outward journey from **your home country** for over 12 hours from the time **you** arrived at **your trip** destination.
 

**You** must keep all receipts for these items and send them in to **us** with **your** claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.
- c) up to a total of:
  - £250** Silver cover
  - £500** Gold cover
 for the accidental loss of, theft of or damage to **your** prescribed medications.

**For each insured-person this insurance will not cover:**

- a) & c)- the policy excess of each and every claim, per incident for each **insured-person**, as shown in the Schedule of Benefits table on page 1;
 

Note: if a claim is also being made under Section B5 - Personal Money, Passport & Travel Documents, only one excess per **insured-person**, per incident, will be deducted.
- a) - more than **£300** Silver cover or **£500** Gold cover for any one article, **pair or set** of any kind, whether they are solely or jointly owned;
- more than **£500** Silver cover or **£750** Gold cover in total for **valuables** whether solely or jointly owned;
- more than **£100** in respect of sunglasses;
- more than **£100** for items lost or stolen from a beach or lido;
- **ski equipment**;
- the use of, or damage to, **drones**;
- any claim for loss or theft where **you** have not notified the police, **your** carrier or tour operator's representative and obtained a written report;
- any claim where **you** are unable to provide the damaged items on request or to prove the existence or prove the ownership/purchase of any item with an insured value in excess of **£100**;
- loss of, or damage to, property that does not belong to **you** or any member of **your** family;
- any claim that is the result of a domestic dispute;
- any breakage or damage to fragile articles, paintings, works of art, sculptures, audio, video, computer, television equipment, musical instruments or household goods unless the breakage or damage is caused by fire, theft or in an accident to the motor vehicle in which they are being carried;

- loss or damage due to atmospheric or climatic conditions, age, wear, tear, moth or vermin;
- the cost of replacing or repairing dentures;
- b) - shoes, boots, trainers and the like;
- a) b)- any claim evidenced by any other report not specified in this section, unless
- & c) otherwise agreed by us;
- the loss, theft or damage to:
  - films, tapes, cassettes, cartridges or discs other than their value as unused material unless purchased pre-recorded when we will pay up to the maker's latest list price;
  - SIM cards, mobile telephone prepayment cards, lost or stolen mobile telephone call charges, mobile telephone accessories, car keys or **duty free** items;
  - perishable goods, bottles, cartons and any damage caused by them or their contents;
  - pedal cycles, prams, pushchairs or baby buggies except while they are being carried as luggage on **public transport**;
  - any items more specifically insured elsewhere;
  - **valuables** carried in any suitcases, trunks or similar containers when left **unattended**;
  - **valuables** left **unattended** except where they are locked in a safe or safety deposit box where these are available or left out of sight in **your locked** personal holiday or **trip** accommodation;
  - contact or corneal lenses or artificial limbs;
- money, bonds, coupons, stamps, negotiable instruments, securities or documents of any kind;
- **personal possessions** or **medical aids** left **unattended** away from **your** personal holiday or **trip** accommodation except **personal possessions** or **medical aids** (but not **valuables**) left between 6.00 a.m. and 11.00 p.m. local time (during daytime) in the locked boot or covered luggage area of a motor vehicle where entry was gained by violent and forcible means.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

#### If you need to claim:

For loss or damage claims during transit:

**You must** retain **your** tickets and luggage tags and report the loss or damage to **your** transport provider or their handling agents and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.

**You** must comply with the carriers conditions of carriage.

For all damage claims: **you** should retain the items in case **we** wish to see them, **you** will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable.

For delay claims: for the purchase of **essential items** **you must** keep all receipts for these items and send them to **us** with **your** claim and any amount paid will be deducted from the final claim settlement, if the items are permanently lost.

For all losses: **you** should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. **You** should also report the loss to **your** tour operator's representative or hotel/apartment manager wherever appropriate.

Note: any item with a purchase price in excess of **£100** **must** be supported by original proof of ownership/purchase.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B5 - Personal Money, Passport & Travel Documents

**For each insured-person this insurance will pay:**

under **your** selected cover option, as specified in **your** Policy Schedule:

- a) for the loss or theft of **your personal money**, passport or **travel documents** during **your trip**, up to a total of:
  - £500** (limited to **£200** in cash) Silver cover
  - £1,000** (limited to **£500** in cash) Gold cover
 Cover commences up to 72 hours before **your trip** in respect of foreign currency only.
- b) up to a total of **£200** Silver cover or **£400** Gold cover for additional travel and accommodation expenses necessarily incurred to obtain a replacement passport whilst on **your trip**, if **your** passport is lost or stolen during **your trip**.

**For each insured-person this insurance will not cover:**

- a) - the policy excess of each and every claim, per incident for each **insured-person**, as shown in the Schedule of Benefits table on page 1;
 

Note: if a claim is also being made under Section B4 - Personal Possessions, only one excess per **insured-person**, per incident, will be deducted.

  - more than **£200** Silver cover or **£500** Gold cover in total in cash or currency, whether solely or jointly owned;
  - loss or theft of **personal money** due to depreciation in value, currency changes or shortage caused by any error or omission;
  - loss or theft of travellers' cheques where the bank provides a replacement service;
  - any financial loss suffered as a result of **your** debit/credit card being lost or stolen;
- a)&b)- loss or theft of **your personal money**, passport or **travel documents** that are not:
  - on **your** person;
  - held in a safe or safety deposit box where one is available;
  - left out of sight in **your locked** personal **trip** accommodation;
  - any claim for loss or theft where **you** have not notified the Police, **your** carrier or tour operator's representative and obtained a written report;
- b) - the cost of the replacement passport or **travel documents**;
- any costs incurred before departure or after **you** return **home**;
- any costs which are due to any errors or omissions on **your** passport or **travel documents**;
- **your** failure to obtain the required passport or **travel documents**;
- any expenses for a missed **flight** or alternative transport to return **home** due to the loss or theft of **your** passport or **travel documents**.
- any expenses for food or drink.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

#### If you need to claim:

For all losses: **you** should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them.

**You** should also report the loss to **your** tour operator's representative or hotel/apartment manager wherever appropriate.

For loss of **personal money**: **we** will require:

- exchange confirmations from **your home country** for foreign currency.
- where sterling is involved, documentary evidence of possession.

For a lost or stolen passport or **travel documents**: **you** will need to get a letter from the consulate, airline or travel provider where **you** obtained a replacement and keep all the receipts for **your** travel and accommodation expenses.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B6 - Personal Accident

Definition of words applicable to this section only:

**Loss of limb** – means:

- a) In the case of a lower limb, loss by physical severance at or above the ankle, or
- b) Permanent and total loss of and/or total and irrecoverable loss of use of an entire leg or foot which lasts twelve (12) calendar months and at the expiry of that period being beyond hope of improvement, or
- c) In the case of an upper limb, loss by physical severance of the entire four fingers through or above the meta carpo phalangeal joints or permanent and total loss of and/or total and irrecoverable loss of use of an entire arm or hand which lasts twelve (12) calendar months and at the expiry of that period being beyond hope of improvement.

**Loss of sight** – means:

- a) Permanent and total loss of sight in both eyes where an **insured-person's** name has been added to the Register of Blind Persons on the authority of a qualified ophthalmic specialist; or
- b) Permanent and total loss of sight, if the degree of sight remaining after correction is 3/60 or less on the Snellen Scale (seeing at least three feet what an **insured-person** should see at sixty feet), which lasts twelve (12) calendar months and at the expiry of that period being beyond hope of improvement.



### Permanent total disablement – means:

Irrecoverable disablement arising from accidental bodily injury, which permanently and totally incapacitates the **insured-person** for a continuous period of twelve (12) months from carrying out at least two (2) of the following activities of daily living:

- Transfer and Mobility – the ability to move from one room to an adjoining room or from one side of a room to another or to get in and out of a bed or chair,
- Dressing – putting on and taking off all necessary items of clothing,
- Toileting – getting to and from the toilet, transferring on and off the toilet and associated personal hygiene,
- Eating – all tasks of getting food into the body once it has been prepared, and at the expiry of that period being beyond hope of improvement sufficient to carry out at least three of the previously described activities of daily living ever again.

### For each insured-person this insurance will pay:

under **your** selected cover option, as specified in **your** Policy Schedule, a single payment for **your** accidental bodily injury whilst on **your trip**, that independently of any other cause, results in **your**:

		<u>Benefit</u>	
	17 years & under	18 to 69 years	70 years & over
a) Death			
Silver cover	<b>£3,500</b>	<b>£7,500</b>	<b>£5,000</b>
Gold cover	<b>£3,500</b>	<b>£15,000</b>	<b>£5,000</b>
b) Loss of limb/Loss of sight			
Silver cover	<b>£7,500</b>	<b>£7,500</b>	<b>£5,000</b>
Gold cover	<b>£15,000</b>	<b>£15,000</b>	<b>£5,000</b>
c) Permanent total disablement			
Silver cover	<b>£7,500</b>	<b>£7,500</b>	<b>Nil</b>
Gold cover	<b>£15,000</b>	<b>£15,000</b>	<b>Nil</b>

### For each insured-person this insurance will not cover:

More than 1 of the benefits that is a result of the same injury.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

### If you need to claim:

In the event of death **we** will require sight of an original copy of the death certificate, for other claims please write describing the circumstances of the accident and its consequences, and **you** will be advised what further documentation is required.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B7 - Personal Liability

### For each insured-person this insurance will pay:

under **your** selected cover option as specified in **your** Policy Schedule, up to **£2,000,000** plus costs agreed between **us** in writing, for an amount incurred due to any event occurring during the period of this insurance that **you** are legally liable to pay that relate to an incident caused by **you** and that results in:

- a) accidental bodily injury of any person;
- b) loss of, or damage to, property that does not belong to **you** or any member of **your** family and is neither in **your** charge or control nor under the charge or control of any member of **your** family;
- c) loss of, or damage to **your trip** accommodation which does not belong to **you** or any member of **your** family.

### For each insured-person this insurance will not cover:

- c) the policy excess of each and every claim, per incident for each **insured-person**, as shown in the Schedule of Benefits table on page 1;
- a) b) & c) - any liability for loss of or damage to property or accidental bodily injury, **illness** or disease:
  - where an indemnity is provided under any other insurance;
  - that is suffered by anyone who is under a contract of service with **you**, acting as a **carer**, whether paid or not, or any member of **your** family or **travelling companion** and is caused by the work **you** or any member of **your** family or **travelling companion** employ them to do;

- that is caused by any deliberate act or omission by **you**;
- that is caused by **your** own employment, profession or business or that of any member of **your** family.
- that is caused by **your** ownership, care, custody or control of any animal;
- that falls on **you** by agreement and would not have done if such agreement did not exist;
- any liability for injury, **illness** or disease suffered by **you** or any member of **your** family;
- compensation or any other costs caused by accidents involving **your** ownership, possession or control of any:
  - land or building or their use either by or on **your** behalf other than **your** temporary **trip** accommodation;
  - mechanically propelled vehicles and any trailers attached to them;
  - aircraft, motorised skis, motorised waterborne craft or sailing vessel;
  - firearms or incendiary devices.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

### If you need to claim:

Never admit responsibility to anyone and do not agree to pay for any damage, repair costs or compensation.

Keep notes of any circumstances that may become a claim so these can be supplied to **us** along with names and contact details of any witnesses, as well as any supporting evidence **we** may require.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B8 - Extended Journey Disruption

### Applicable to Gold cover only

### For each insured-person this insurance will pay:

- a) **£50** for each 12 hour delay up to a maximum of **£250** in respect of delayed departure provided **you** eventually travel; *or*
- b) i) up to **£3,000** in respect of unused travel and accommodation costs (including **excursions** up to **£250**) which **you** have paid or are contracted to pay and which **you** cannot recover from any other source;
- ii) up to **£1,000** for reasonable additional accommodation (room only) and transport costs incurred up to the standard of **your** original booking which **you** cannot recover from any other source;
- iii) up to **£200** for unused kennel, cattery or professional pet sitter fees which **you** have paid or are contracted to pay and which **you** cannot recover from any other source.

### If as a result of:

1. an airport, port or airspace **you** are travelling from or through being closed for more than 24 hours from the date and time of **your** scheduled departure as shown on **your** ticket/itinerary and **your** departure is delayed or cancelled, and no other suitable alternative **flight** could be provided within 24 hours;
2. **Your flight** being diverted or re-directed after takeoff or;
3. **You** being denied boarding (because there are too many passengers for the seats available) and no other suitable alternative **flight** could be provided within 12 hours;
4. **You** having to move to other accommodation on arrival or at any other time during the **trip** because **you** cannot use **your** booked accommodation due to a **natural disaster**, landslide or an outbreak of food poisoning.

### For each insured-person this insurance will not cover:

- any claims arising due to volcanic eruption and/or volcanic ash carried by the wind;
- **trips** where **you** do not have a return date scheduled at the time the airspace, airport or port is closed;
- any claim as a result of any **epidemic** or **pandemic** as declared by the World Health Organization (WHO);
- any claim due to Foreign, Commonwealth & Development Office (FCDO), government or local authority advice relating to any infectious disease including **Coronavirus**;
- deposits, unused travel and accommodation costs or unused kennel, cattery or professional pet sitter fees in excess of those shown in the booking conditions of the travel or accommodation provider or for which **you** receive or are expected to receive compensation or reimbursement;

- any costs where these are recoverable from **your** travel and/or accommodation provider;
- any costs where **you** received or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance;
- 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 reimbursement;
- any accommodation costs, charges and expenses where the **public transport** operator has offered reasonable alternative travel arrangements;
- any costs for normal day to day living such as food and drink which **you** would have expected to pay during **your trip**;
- any claim for administration costs charged by **your** travel and/or accommodation provider in respect of obtaining a refund or documentary evidence in support of **your** claim;
- the cost of Air Passenger Duty (APD) whether irrecoverable or not;
- 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 a claim under this section;
- **your** disinclination to travel, for whatever cause;
- travel tickets paid for using any airline mileage reward scheme, (for example Avios) unless evidence of specific monetary value can be provided;
- accommodation costs paid for using any Timeshare, Holiday Property Bond or other holiday points scheme, in addition any property maintenance costs or fees incurred by **you** as part of **your** involvement in such schemes are not covered;
- any unused travel costs arising from the insolvency of **your** transport provider;
- any cost if **your trip** was booked as part of a package holiday (as more fully described under The Package Travel, Package Holidays and Package Tour Regulations 1992) except under:
  - **For each insured-person this insurance will pay**, sub section a); or
  - **For each insured-person this insurance will pay**, sub section b) any cost relating to travel/transport and accommodation costs and kennel, cattery or professional pet sitter fees which do not form part of **your** package holiday;
- claims arising directly or indirectly from:
  - strike, industrial action or a directive prohibiting all travel or all but essential travel, to the country or specific area or event to which **you** were travelling, existing or being publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**;
  - 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;
  - denied boarding due to **your** drug use, alcohol or solvent abuse or **your** inability to provide a valid passport, visa or other documentation required by the **public transport** operator or their handling agents;
- any claim relating to airspace closure which has been caused and implemented because of a breakdown in legal agreements between the **United Kingdom** and another country.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

**Note:** **you** may only claim under either a) or b) under this section of cover or under Section A1 – Cancellation Charges, Section B3 – Curtailment/Loss of Holiday, Section B9 – Delayed Departure, Section B10 – Missed Departure/Missed Connection or Section B11 – Travel Risks if the same costs and charges are also covered, not under each section.

#### **If you need to claim:**

Inform **your** tour operator, travel agent, transport or accommodation provider **immediately** of **your** necessity to cancel and request a cancellation invoice.

Provide documentary evidence if **you** have been unable to obtain a refund.

Obtain written confirmation from **your** transport provider or their handling agents that shows the scheduled departure time, the actual departure time and reason for the cancellation, delay or diversion.

Obtain written confirmation from **your** transport provider or their handling agents that shows **you** have been denied boarding.

Obtain written confirmation from the provider of the accommodation, the local police or relevant authority that **you** could not use **your** accommodation and the reason for this.

Provide receipts for necessary expenses incurred.

#### Note:

- **you** must check in, according to the itinerary supplied to **you** unless **your** tour operator has requested **you** not to travel to the departure point.
- payment for additional accommodation/transport will only be considered where **your** provider or their handling agents have not been able to offer **you** suitable alternative arrangements.
- **you** must comply with the terms of contract of the travel agent, tour operator or **public transport** operator and seek financial compensation, assistance or a refund of **your** ticket from them, in accordance with the terms and/or (where applicable) **your** rights under EU Air Passengers Rights legislation in the event of cancellation, long **flight** delays or **you** are denied boarding.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## **Section B9 - Delayed Departure**

### **For each insured-person this insurance will pay:**

under **your** selected cover option, as specified in **your** Policy Schedule:

- 1 **£50** for each 12 hour delay up to a maximum of **£200** Silver cover  
**£60** for each 12 hour delay up to a maximum of **£240** Gold cover  
if the departure of **your** international **flight**, international train or sailing, on **your** outward or return journey, is delayed for more than 12 hours from its scheduled departure time from **your international departure point** and **your** possessions have been checked in;  
or
- 2 up to **£2,500** Silver cover  
up to **£5,000** Gold cover  
for the cancellation of **your trip** if **your** possessions have been checked in and **your** outward journey is delayed for more than twelve (12) hours at the airport, rail terminal or port and **you** wish to abandon the **trip**.

### **For each insured-person this insurance will not cover:**

- 1&2- the cost of any accommodation, food, drink, telephone calls or faxes;
  - any claim that is due to the failure of any transport or accommodation provider, their agent or anybody who is acting as **your** agent;
  - any claim as a result of any **epidemic** or **pandemic** as declared by the World Health Organization (WHO);
  - any claim due to Foreign, Commonwealth & Development Office (FCDO), government or local authority advice relating to any infectious disease including **Coronavirus**;
  - any compensation unless **you** have checked in **your** possessions and obtained written confirmation from **your** airline, railway company, shipping line or their handling agents that shows the reason for the delay, the scheduled departure time and the actual departure time of **your flight**, international train or sailing;
  - any compensation where the airline, railway company or shipping line or their handling agents provide alternative transport that departs within 12 hours of the booked departure time;
  - any compensation when **your** tour operator has rescheduled **your flight** itinerary;
  - any claim where **you** have not pre-booked, where **you** have a stand-by ticket and do not have confirmed space or that is due to the aircraft being over booked;
  - any delay due to the diversion of aircraft after it has departed.
- 1 - missed connections outside **your home country**.
- 2 - the policy excess of each and every claim, per incident for each **insured-person**, as shown in the Schedule of Benefits table on page 1;
  - abandonment where the **trip** is of two days duration or less;
  - any claim outside of **your home country**.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

**Note:** **you** may only claim under either 1) or 2) under this section of cover or under Section B8 – Extended Journey Disruption or Section B10 – Missed Departure/Missed Connection, not under each section.

### If you need to claim:

Obtain written confirmation from **your** transport provider or their handling agents that shows the scheduled departure time, the actual departure time and reason for the delay of **your** international **flight**, international train or sailing.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B10 - Missed Departure / Missed Connection

### For each insured-person this insurance will pay:

under **your** selected cover option, as specified in **your** Policy Schedule, up to:

**£500** Silver cover

**£1,000** Gold cover

for reasonable additional transport and accommodation (room only) to get **you** to **your** overseas destination or to reach **your** home, if:

- a) the car in which **you** are travelling to **your** international departure point becomes un-driveable due to mechanical failure or being involved in an accident, or
- b) **your** public transport is delayed, preventing **you** from getting to **your** international departure point in time to check in, or
- c) there is a delay involving the car in which **you** are travelling because of unexpected and unforeseen heavy traffic or road closures, that were sufficiently severe to warrant reporting on a recognised motoring association web site, Highways Agency website, on television, news bulletins or in the press, or
- d) **your** outward or inward **flight** is delayed and **you** miss **your** connecting flight outside the **United Kingdom**, the **Channel Islands** or **BFPO**.

### For each insured-person this insurance will not cover:

- the cost of any accommodation, food, drink, telephone calls or faxes;
  - any claim that is due to the failure of any transport or accommodation provider, their agent or anybody who is acting as **your** agent;
- a)&b) - any claim arising from the failure of **public transport** services that is due to a strike or industrial action that started or that had been announced before the date of **your** departure from **home**.
- a)b)&c) - any claim that is a result of **your** failure to allow sufficient time for **your** journey to the **international departure point** to check-in by the time shown on **your** travel itinerary.

### We will pay for you missing your connecting flight provided:

- d) - **you** have allowed sufficient time within **your** itinerary to enable **you** to make **your** connections given the normal operation of **your** outbound **flight** from **your** international departure point.
- the claim is not due to the delay of **your** outbound **flight** from **your** international departure point due to a strike or industrial action that started or that had been announced before the date of **your** departure from **home**.
- **you** are not claiming for **flight** arrangements where the airline concerned has provided alternative **flights** and accommodation, or a financial contribution towards these costs.
- **your** connecting flight was not scheduled to depart more than 10 hours after **your** original **flight** was due to arrive.
- **you** are not claiming for more than one **connecting flight**.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

**Note:** **you** may claim only under this section or under Section A1 – Cancellation or Section B3 – Curtailment/Loss of Holiday or Section B8 – Extended Journey Disruption or Section B9 – Delayed Departure, not under each section.

### If you need to claim:

#### For missed departure:

Travelling by **public transport** - obtain written confirmation from **your** transport provider or their handling agents that shows the scheduled departure time, the actual departure time and reason for the delay.

Travelling by car - obtain written confirmation from the Police, a motoring organisation, roadside assistance company or similar, as proof of the delay.

**For missed connections:** obtain written confirmation from **your** airline or their handling agents that shows the scheduled departure time, the actual departure time and reason for the delay of **your** flight from **your** international departure point.

**You** will also need to provide **your** original itinerary and written confirmation that **you** did not catch **your** connecting flight.

**For all claims:** provide receipts for necessary expenses incurred.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B11 - Travel Risks

### For each insured-person this insurance will pay:

under **your** selected cover option, as specified in **your** Policy Schedule:

- 1 **£100** per 24 hours up to **£2,500**, **you** are confined as a result of either hijack or kidnap, in excess of 24 hours.
- 2 **£250** if **you** are necessarily hospitalised and **you** receive inpatient hospital treatment which is covered under Section B1 - Emergency Medical & Associated Expenses, following a mugging attack.
- 3 **£750** for reasonable additional costs of travel and accommodation, necessarily incurred in the event that **your** trip is disrupted by a **natural disaster**, to the same standard as those on **your** booking, to enable **you** to continue **your** trip close to that originally booked if the pre-booked accommodation has been damaged by a **natural disaster**.

### For each insured-person this insurance will not cover:

- 1&2- any claim where **you** are unable to provide **us** with proof of the incident, i.e. Police / authorities / medical report;
  - any claim where **you** are attacked or confined as a result of **your** illegal activity or reckless behaviour.
- 3 - any amounts recoverable from any other source;
  - any claim as a result of any **epidemic** or **pandemic** as declared by the World Health Organization (WHO) *except* due to **illness**;
  - any claim due to Foreign, Commonwealth & Development Office (FCDO), government or local authority advice relating to any infectious disease including **Coronavirus**;
  - alternative transport **home**, missed **flights**/connections, food, drink, telephone calls or any other loss, unless specified in this policy;
  - any claim where the **natural disaster** had already happened before **you** left **home**;
  - any claim unless **you** are able to provide evidence of the necessity to make alternative travel arrangements;
  - **your** trip:
    - within the **United Kingdom** or **Channel Islands**;
    - formed as part of a tour operator's package holiday.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

**Note:** **you** may claim only under this section or under Section B8 – Extended Journey Disruption if the same costs and charges are also covered, not under each section.

### If you need to claim:

#### For hijack, kidnap or mugging claims:

Provide **us** with a written Police report.

Obtain confirmation from the airline, carrier or their handling agents confirming period of confinement.

#### For natural disaster claims:

Provide written evidence from **your** tour operator to confirm the need to find alternative accommodation, stating the reason why this was necessary.

Provide **us** with **your** original booking confirmation.

Provide receipts for all expenses made.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B12 - Legal Advice & Expenses

### For each insured-person this insurance will pay:

under **your** selected cover option, as specified in **your** Policy Schedule, up to:

**£30,000** (**£60,000** policy maximum) Silver cover

**£50,000** (**£100,000** policy maximum) Gold cover

for legal costs and expenses incurred in pursuing claims for compensation and damages due to **your** accidental death or personal injury whilst on the **trip** provided **we** always have complete control over the legal proceedings and the selection, appointment and control of lawyers and where a claim occurs **you** will supply any reports or information and proof to **us** and the claims office as may be required.

#### For each insured-person this insurance will not cover:

- any costs to pursue a claim against a carrier, travel agent, tour operator, tour organiser, the insurers or their agents or the claims office;
- any claims for legal proceedings through the contingency fee system in the USA or Canada;
- any legal action where the estimated amount that will be recovered is less than **£500**;
- any legal expenses where **we** consider **you** are unlikely to obtain a reasonable settlement;
- any costs that can be considered under an arbitration scheme or a complaints procedure;
- any legal expenses incurred without **our** prior authorisation or that of the claims office;
- any claim made by **you** against another **insured-person** who is a member of **your** family, a **business associate**, friend or **travelling companion**, whether insured by **us** or another provider;
- any claim for damage to a mechanically propelled vehicle.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

#### Please Note:

- **we** will not pay legal expenses to bring proceedings in more than one country in respect of the same event;
- if **you** are awarded compensation and receive payment then all sums paid out by **us** shall be paid out of that compensation.

#### If you need to claim:

Please refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B13 - Gadget Cover

### Important Note

**We** will not provide cover, pay any claim or provide any benefit if doing so would expose **us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, **United Kingdom** or United States of America.

### Definitions for this section

The following additional key words or phrases have the same meaning wherever they appear in this section. These definitions apply to this section only.

**Accessories** - items such as but not limited to, chargers, protective cases, headphones and hands free devices costing less than **£150**, that are used in conjunction with **your gadget** but excludes SIM cards and wearables. A **UK evidence of ownership** for **accessories** will need to be provided at point of claim.

**Accidental Loss/Accidentally Lost** - means that the **gadget** has been accidentally left by **you** in a location and **you** are permanently deprived of its use.

**Checked-in Baggage** - suitcases, holdalls or rucksacks that have been checked-in by **your** transport provider and placed in the luggage hold of **flight/train/sailing/coach** in which **you** are booked to travel.

**Co-operate** - provide **us** with any information **we** may reasonably request to enable **us** to verify **your** claim.

**Eligibility Criteria** - a **gadget** must be in good working order and in **your** possession when **you** start **your trip** and:

- purchased as new in the **UK**, or, if purchased as refurbished in the **UK** with a minimum of 12 month's warranty and a valid evidence of ownership confirming this. Any device that was purchased as second hand or used won't be covered under this policy.
- not more than 48 months old at the date **you** started **your trip**.

**Evidence of Ownership** - a document to evidence that the item(s) **you** are claiming for belongs to **you**. This can be a copy of the till receipt, delivery note, **UK** gift receipt, bank or credit card statements.

**Gadget(s)** - means a handheld consumer electronic device such as mobile phones, tablets, iPads, kindles, satnavs, cameras, lenses, camcorders, smart watches, smart glasses, head mounted displays, hand held games consoles, portable DVD players, headphones, wireless speakers, MP3 players, iPods and **laptop computers**. There is no cover provided under this section for **drones**.

**Immediate Family** - **your** mother, father, son, daughter, spouse or domestic partner or other family members who resides with **you** at **your home**.

**Laptop Computer** - a portable computer that includes a screen, keyboard and track pad or track ball.

**Precautions** - all measures that it would be reasonable to expect a person to take in the circumstances to prevent accidental loss, damage or theft of their **gadgets**, such as keeping the **gadget** concealed when **you** are in a public place and **gadget** is not in use.

**Unattended** - neither on **your** person or within **your** sight and reach.

**Note:** **you** must refer to the 'Definition of Words' section of this policy, which will also apply.

#### We will pay up to the limits shown within this section:

#### 1. If your gadgets are lost or stolen

##### If this happened:

**Your gadget** was lost or stolen during **your trip**.

##### This is what we will do:

- **We** will arrange for **your gadget** to be replaced with a similar refurbished make and model up to a maximum value of **£1,000** Silver cover or **£1,500** Gold cover.
- **We** will pay **you** up to **£10,000** for the reimbursement of unauthorised calls or data download if **your** mobile phone is **accidentally lost** or stolen whilst on **your trip** and is used fraudulently.

##### But we won't do anything if:

- **your laptop computer** is **accidentally lost**;
- **your gadget** falls outside **our eligibility criteria**;
- **you** are unable to provide **evidence of ownership**;
- **your gadget** was in the possession of a third party (other than a member of **your immediate family**) at the time of the event giving rise to a claim under this insurance;
- **your gadget** was placed in **checked-in baggage**;
- **you** did not notify any loss or theft to the police, **your** carrier or tour operator's representative and obtain a local independent written report during **your trip**;
- **your** claim is for a mobile phone and **you** did not notify **your** service provider and blacklist **your** handset;
- **you** did not take all available **precautions**;
- when away from **your** accommodation **your gadget** was not concealed on or about **your** person when not in use;
- the **gadget** is left **unattended** when it is away from **your** holiday accommodation (including being in luggage during transit);
- **your gadget** was left **unattended** in any motor vehicle, where **you** or someone acting on **your** behalf is not in the vehicle, unless the **gadget** has been concealed in a locked boot, closed glove compartment or other closed internal compartment and all the vehicle's windows and doors have been closed and locked and all security systems have been activated. A copy of the receipt for any repairs made following damage in gaining entry to the locked vehicle must be supplied with any claim;
- **your gadget** was left **unattended** in **your** holiday accommodation, unless the theft involves force in gaining entry to or exit from the building or premises, resulting in damage to the building or premises. A copy of the receipt for any repairs made following damage in gaining entry must be supplied with any claim;
- **you** ask **us** to reimburse unauthorised calls or data if **you** did not report the loss or theft of **your** mobile phone to the service provider within 24 hours of discovery and **you** have not provided an itemised bill from **your** service provider;
- **you** do not **co-operate** with **us**;
- **you** do not pay **your excess** fee of **£50**.

#### 2. If your gadgets are accidentally damaged

##### If this happened:

**Your gadget** was accidentally damaged during **your trip**.

##### This is what We will do:

**We** will arrange for **your gadget** to be repaired or, if it cannot be repaired, replaced with a similar refurbished make and model up to a maximum value of **£1,000** Silver cover or **£1,500** Gold cover.

##### But we won't do anything if:

- **your gadget** was placed in **checked-in baggage**;
- **your gadget** falls outside **our eligibility criteria**;
- **your gadget** has been damaged by radiation, atmospheric or climatic conditions, age, or wear and tear;
- **you** ask **us** to repair any cosmetic damage, including scratches, dents and other visible defects that do not affect safety or performance.
- **you** are unable to provide **evidence of ownership**;
- **you** did not take all available **precautions**;
- **you** do not **co-operate** with **us**;
- **you** do not pay **your excess** fee of **£50**.

### 3. If your accessories are accidentally lost or stolen with your gadget

#### If this happened:

Your accessories were accidentally lost, stolen or damaged at the same time as your gadget during your trip.

#### This is what we will do:

We will replace your accessories up to a maximum value of £150.

#### But we won't do anything if:

- your gadget and / or accessories were placed in checked-in baggage;
- you do not have a valid claim under point 1. 'If your gadgets are lost or stolen' or point 2. 'If your gadgets are accidentally damaged' within this section;
- your accessories have been damaged by atmospheric or climatic conditions, age or wear and tear;
- you ask us to repair any cosmetic damage, including scratches, dents and other visible defects that do not affect safety or performance;
- you are unable to provide evidence of ownership;
- you do not co-operate with us.

## Section B14 - Winter Sports

This section is only in force if shown on your Policy Schedule and the appropriate additional premium has been paid.

Winter sports cover is only available if you are aged 69 years or under on the date you purchase your policy.

When purchasing Annual Multi-trip cover winter sports cover is limited to a maximum total of 17 days in any one annual period of cover.

Please refer to page 8 for the definition of winter sports activities which are covered.

#### For each insured-person this insurance will pay:

under your selected cover option, as specified in your Policy Schedule:

##### 1. Ski Equipment

in respect of loss or damage to your own ski equipment, up to:

£500 Silver cover

£750 Gold cover

for ski equipment taken with you or purchased on your trip but subject to the limits as set out below in respect of a single article, pair or set or loss of hired ski equipment which is your responsibility.

- Single article, pair or set limit:

£300 Silver cover

£500 Gold cover

- Hired ski equipment lost/damaged:

£150 Silver cover

£250 Gold cover

##### 2. Delayed Ski Equipment

up to:

£200 Silver cover

£300 Gold cover

for the cost of hiring replacement ski equipment if your own ski equipment is delayed due to being misplaced, lost or stolen on your outward journey for over 12 hours from the time you arrived at your trip destination.

##### 3. Loss of ski pack

up to:

£300 Silver cover

£500 Gold cover

for a proportional refund following the loss of use of your ski pack following your injury or illness during your trip (as confirmed by your treating doctor).

##### 4. Avalanche / Weather Delay

up to:

£200 Silver cover

£500 Gold cover

for additional transport and/or accommodation, if because of the prevention of access due to an avalanche or severe weather conditions, you are delayed for more than 12 hours and unable to reach or leave your pre-booked resort.

##### 5. Piste Closure

up to:

£30 for each full 24 hours up to £300 Silver cover

£50 for each full 24 hours up to £500 Gold cover

if you are unable to ski due to the lack of snow which results in the total closure of skiing facilities in the resort, provided you are skiing north of the earths equator between 1st January and 30th April, or south of the earths equator between 1st June and 31st October and at a destination of higher than 1,600 metres above sea level.

#### For each insured-person this insurance will not cover:

You unless you are accompanied by, or have access to, an experienced and / or suitably qualified instructor or guide.

You unless you are properly supervised, taking part in an organised event or activity arranged by a recognised provider.

You unless you use natural or purpose built facilities approved by the activities local or national regulatory authorities.

1. - the policy excess of each and every claim, per incident for each insured-person, as shown in the Schedule of Benefits table on page 1 - ski equipment (own) only.

- more than:

60% of the original purchase price for skis over 6 months old and less than 1 year old;

50% of the original purchase price for skis over 1 year old and less than 2 years old;

40% of the original purchase price for skis over 2 years old and less than 3 years old;

25% of the original purchase price for skis over 3 years old and less than 5 years old.

- skis over 5 years old.

- ski equipment left unattended away from your personal holiday or trip accommodation except ski equipment left between 6.00 am and 11.00 pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle where entry was gained by violent and forcible means.

- any claim where you are unable to provide the damaged items on request or to prove the existence or prove ownership/purchase or responsibility of any items.

- any claim for loss or theft where you have not notified the Police, your carrier or tour operator's representative and obtained a written report.

- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

3. - any claim where a claim has not been made for emergency medical expenses.

4. - any costs where your tour operator, transport provider or accommodation provider arranges alternative transport and / or accommodation.

5. - any compensation where your tour operator provides a payment or provides travel to an alternative resort.

- any compensation for the first full day in your resort.

- any compensation where your trip was booked within 14 days of travel.

- any compensation where you fail to obtain written confirmation from the ski lift and / or ski school operator confirming the closure of facilities, stating the reason for closure and the date and time of closure and date and time it reopened.

- any compensation when you are not in the resort where you were booked to ski.

- failure to ski due to the breakdown or damage to the ski lift.

- failure to ski due to severe weather conditions.

No cover is provided under this section due to anything mentioned in the policy 'Conditions & Exclusions Applying to Your Policies'.

#### If you need to claim:

For all loss or damage claims during transit: you need to retain your tickets and luggage tags, report the loss or damage to the transport provider or their handling agents, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.

For all damage claims: keep the items in case we wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable.

For delay claims: for the hire of ski equipment you must keep all receipts for these items and send them to us with your claim.

For all losses: you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative, hotel/apartment manager or ski slope operator, wherever appropriate.

For piste closure or avalanche closure claims: you will need to obtain a letter from your tour operator or transport provider stating the reason for closure, the date and time of the closure and the date and time it re-opened.

Please also refer to the contact details and the supporting information provided under the heading 'Making a Claim' at the back of this policy.

## Section B15 - Travel Dispute

Gold policy cover is automatically included.

Silver policy cover is optional and will only be in force if shown on your Policy Schedule and the appropriate additional premium has been paid.

### Definition of words applicable to this section of cover only

The words or expressions detailed below have the following meaning wherever they appear, the definitions will start with a capital letter.

Note: you must refer to the 'Definition of Words' section of this policy which will also apply, policy definitions are shown in bold.

**Agent** - the Agent appointed by the coverholder to transact this insurance with you.

**Authorised Professional** - a solicitor, counsel, claims handler or mediator, accountant, firm of accountants or other appropriately qualified person appointed and approved by us under the terms and conditions of this policy to represent you or an insured person's interests.

Claims Specialist - our own claims panel solicitor or claims handler.

**Court** - a Court, tribunal or other competent authority.

**Event** - the initial Event, act or omission which sets off a natural and continuous sequence of Events that subsequently gives rise to a claim for Professional Fees and/or payment of a benefit under this policy.

**Legal Proceedings** - when formal Legal Proceedings are issued against an opponent in a Court of Law.

**Policy Schedule** - the document that shows details of you and the insurance and is attached to and forms part of this policy.

**Professional Fees** - Legal Fees and costs properly incurred by the Authorised Professional, with our prior written authority including costs incurred by another party for which you are made liable by Court Order, or may pay with our consent in pursuit of a civil claim in the geographical limits arising from an insured incident. In the event that the matter falls within the limits of a Small Claims Court, the maximum amount payable to the Authorised Professional shall be limited to the maximum amount recoverable from that respective Court.

**Prospects of Success** - at least a 51 % chance of the insured-person(s) achieving a favourable outcome.

**Standard Professional Fees** - the level of Professional Fees that would normally be incurred by us in either handling this matter using our own Claims Specialist or a nominated Authorised Professional of our choice.

Territorial Limits - Worldwide but only where Legal Proceedings can be brought in a UK or European Union (EU) country's Court jurisdiction.

**Time of Occurrence** - when the Event occurred or commenced whichever is the earlier.

### Cover:

You have paid the premium and supplied to us a proposal and declaration or other information which shall be the basis of this contract and be incorporated in this policy. Upon payment of the policy excess if applicable we will indemnify you in accordance with our Standard Professional Fees and where requested by you any other insured-person up to the limit of indemnity subject to the terms, conditions and exclusions of this policy, against Professional Fees arising from an insured Event within the Territorial Limits where you notify us within thirty (30) days of returning from the trip which is subject to the dispute and which may give rise to any claim under this policy.

### For each insured-person this insurance will pay:

up to **£25,000** for the cost of pursuing a breach of contract claim arising from a contract (which must be evidenced and recorded in writing) entered into by or on your behalf for the purposes of undertaking a trip in order to seek compensation and or implementation of the contract from the following:

- a) your Tour Operator or Holiday Company;
- b) your Travel Agent;
- c) a Car Hire Company with whom you have pre-booked a vehicle;
- d) an Airline, Ferry, Train, Cruise Liner or Coach Operator;
- e) a Hotelier or Property Owner.

Subject to the cause of action arising within the Territorial Limits.

### For each insured-person this insurance will not cover:

1. any matter where the value of the goods or services in dispute or the total instalments due at the time of making the claim is less than £150;
2. an Event not reported to us within 30 days of returning from the trip subject to the dispute;
3. Professional Fees and expenses which a Court of Criminal Jurisdiction orders to be paid;
4. actions pursued in order to obtain satisfaction of a judgement or legally binding decision;
5. the insured-person's travelling expenses, subsistence allowances or compensation for absence from work;
6. any claim where the Event arises from incidents which have occurred or services and the like which have been provided prior to the first inception date of this insurance.

### General Exclusions applying to this section

Note: please also refer to the policy 'Conditions & Exclusions Applying to Your Policies'.

This insurance does not cover:

1. Professional Fees incurred:
  - a) in respect of any Event where the Time of Occurrence commenced prior to the commencement of the insurance;
  - b) where the insured person should have realised when purchasing this insurance that a claim under this insurance might occur;
  - c) before our written acceptance of a claim;
  - d) before our approval or beyond those for which we have given our approval;
  - e) where you fail to give proper instructions in due time to us or to the Authorised Professional;
  - f) where you are responsible for anything which in our opinion prejudices your case;
  - g) if you withdraw instructions from the Authorised Professional, fail to respond to the Authorised Professional, withdraw from the Legal Proceedings or the Authorised Professional refuses to continue to act for you;
  - h) where you decide that you no longer wish to pursue your claim as a result of disinclination. All costs incurred up until this stage will become your responsibility;
  - i) in respect of the amount in excess of our Standard Professional Fees where you have elected to use an Authorised Professional of your own choice;
2. the pursuit, continued pursuit or defence of any claim if we consider it is unlikely a sensible settlement will be obtained or where the likely settlement amount is disproportionate compared with the time and expense incurred;
3. claims which are conducted by you in a manner different from the advice or proper instructions of us or the Authorised Professional;
4. appeals unless you notify us in writing of your wish to appeal at least six working days before the deadline for giving notice of appeal expires and we consider the appeal to have reasonable Prospects of Success;
5. any Professional Fees and expenses that could have been recovered under any other insurance except beyond the amount which would be payable under such insurance had this policy not been effected;
6. damages, fines or other penalties you are ordered to pay by a Court, tribunal or arbitrator;
7. claims arising from an Event arising from your deliberate act, omission or misrepresentation;
8. any Professional Fees relating to your alleged dishonesty or deliberate and wilful criminal acts or omissions;
9. a dispute which relates to any compensation or amount payable under a contract of insurance;
10. a dispute with us not dealt with under the 'Arbitration' condition;
11. an application for judicial review;
12. any Professional Fees incurred in defending or pursuing new areas of law or test cases;
13. any claim involving medical or clinical negligence or pharmaceutical or any related claims (including but not limited to tobacco products);
14. any claim arising from a stress or psychological related condition;
15. any matter arising from or relating to any business or trading activity or venture for gain undertaken by an insured person including but not limited to any personal guarantee and investment in unlisted companies;

16. Legal Proceedings outside the European Union (EU) and proceedings in constitutional international or supranational Courts or tribunals including the European Court of Justice and the Commission and Court of Human Rights;
17. Legal Proceedings between an **insured person** and a central or local government authority;
18. disputes between an **insured person** and their family or a matrimonial or co-habitation dispute;
19. any claims made or considered against **us**, the Agent or Authorised Professional used to handle any claim;
20. any claims relating to cosmetic treatment, surgery or tanning;
21. Professional Fees incurred that exceed the maximum amount recoverable from that respective Court in relation to matters that fall within Small Claims Court limits;
22. any direct or indirect liability, loss or damage caused:
  - a) to equipment because it fails correctly to recognise data representing a date in a way that it does not work properly or at all; or
  - b) by computer viruses;
 This does not apply to Legal Proceedings connected with claiming compensation following **your** death or bodily injury.

### General Conditions applying to this section

Note: please also refer to the policy 'Conditions & Exclusions Applying to Your Policies'.

### Consumer Insurance Act

**You** are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to:

- a) supply accurate and complete answers to all the questions **we** or the administrator may ask as part of **your** application for cover under the policy;
- b) to make sure that all information supplied as part of **your** application for cover is true and correct;
- c) tell **us** of any changes to the answers **you** have given as soon as possible.

Failure to provide answers in-line with the requirement of the Act may mean that **your** policy is invalid and that it does not operate in the event of a claim.

### Observance

**Our** liability to make any payment under this policy will be conditional on **you** complying with the terms and conditions of this insurance.

### Claims

**You** must tell **us** in writing within 30 days of returning from the respective **trip** about any matter, which could result in a claim being made under this policy, and must obtain in writing **our** consent to incur Professional Fees.

We will give such consent if **you** can satisfy **us** that there are reasonable Prospects of Success in pursuing or defending **your** claim and that it is necessary for Professional Fees to be paid and **you** have paid the excess.

**We** may require (at **our** discretion) **you** at **your** expense to obtain the opinion of an expert or counsel on the merits of a claim or continued merits of a claim or Legal Proceedings. If **we** subsequently agree to accept or continue with the claim, the costs of such opinion will be covered.

If after receiving a claim or during the course of a claim **we** decide that:

1. **Your** Prospects of Success are insufficient;
2. It would be better for **you** to take a different course of action;
3. **We** cannot agree to the claim.

**We** will write to **you** giving **our** reasons and **we** will not then be bound to pay any further Professional Fees for this claim.

**We** may limit any Professional Fees that **we** will pay under the policy in the pursuit continued pursuit or defence of any claim:

1. If **we** consider it is unlikely a sensible settlement will be obtained; or
2. Where the likely settlement amount is disproportionate to the time and expense necessary to achieve a settlement; or
3. **We** consider that it is unlikely that **you** will recover the sums due and or awarded to **you**.

Alternatively where it may cost **us** more to handle a claim than the amount in dispute **we** may at **our** option pay to **you** the amount in dispute which shall be deemed to represent full and final settlement under this policy providing that all the terms and conditions of this policy have been complied with.

In the event that **you** make a claim under this policy which **you** subsequently discontinue due to **your** own disinclination to proceed, any legal costs incurred to date will become **your** own responsibility and will be required to be repaid to the Insurer.

### Claims notification & advice helpline service

All potential claims must be reported initially to the 'Travel Dispute Claims Notification & Advice Helpline Service' for advice and support.

Telephone: **01384 377 000**

**We** will not accept responsibility if the Helpline Services fail for reasons beyond **our** control.

Note: please also refer to the section 'Making a Claim' within this policy.

### Representation

**We** will take over and conduct in **your** name the prosecution, pursuit, defence or settlement of any claim. The Authorised Professional nominated and appointed by **us** will act on **your** behalf and **you** must accept **our** nomination.

If Legal Proceedings have been agreed by **us**, **you** may nominate **your** own Authorised Professional whose name and address **you** must submit to **us**. In selecting **your** Authorised Professional **you** shall have regard to the common law duty to minimise the cost for **your** claim. Any dispute arising from this shall be referred to Arbitration in accordance with the policy conditions.

Where **you** have elected to use **your** own nominated Authorised Professional **you** will be responsible for any Professional Fees in excess of **our** Standard Professional Fees.

### Conduct of claim

1. **You** shall at all times co-operate with **us** and give to **us** and the Authorised Professional evidence, documents and information of all material developments and shall attend upon the Authorised Professional when so requested at **your** own expense.
2. **We** shall have direct access at all times to and shall be entitled to obtain from the Authorised Professional any information, form, report, copy of documents, advice computation, account or correspondence relating to the matter whether or not privileged, and **you** shall give any instructions to the Authorised Professional which may be required for this purpose. **You** or **your** Authorised Professional shall notify **us** immediately in writing of any offer or payment into Court made with a view to settlement and **you** must secure **our** written agreement before accepting or declining any such offer.
3. **We** will not be bound by any promise or undertaking given by **you** to the Authorised Professional or by either of **you** to any Court, witness, expert or Agent or other person without **our** agreement.

### Recovery of costs

**You** should take all steps to recover costs charges, fees or expenses. If another person is ordered, or agrees, to pay **you** all or any costs charges, fees, expenses or compensation **you** will do everything possible (subject to **our** directions) to recover the money and hold it on **our** behalf. If payment is made by instalments these will be paid to **us** until **we** have recovered the total amount that the other person was ordered, or agreed to pay by way of costs, charges or fees.

### Fraud

**We** have the right to refuse to pay a claim or to void this insurance in its entirety if **you** make a claim which is in any respect false or fraudulent.

### Due care

**You** must take due care to prevent incidents that may give rise to a claim and to minimise the amount payable by **us**.

### Acts of Parliament

Any reference to Act of Parliament within this policy shall include an amending or replacing Act and shall also include where applicable equivalent legislation in Scotland, Northern Ireland, the Channel Islands, the Isle of Man and under European Law where applied in the **United Kingdom**.

### Arbitration

Any dispute between **you** and **us**, which is not solved by the policy, will be governed by the laws of England and Wales and shall be referred to a single arbitrator who shall either be a solicitor or barrister on whom we both agree. If **we** cannot agree, one will be nominated by the Law Society. Where appropriate the dispute will be resolved on the basis of written submissions. The costs of resolving the dispute will be met in full by the party against whom the decision is made. If the decision is not clearly made against either party, the arbitrator shall have the power to apportion costs.

### Contracts (Rights of Third Parties) Act 1999

Unless expressly stated nothing in this insurance contract will create rights pursuant to the Contracts (Rights of Third Parties) Act 1999 in favour of anyone other than the parties to the insurance contract.

### Notices

Any letter or notice concerning this insurance will be properly issued if it is sent to the last known address of the person intended to receive it.

### Law

This policy shall be governed by and construed in accordance with the Law of England and Wales unless the policyholder's habitual residence (in the case of an individual) or central administration and/or place of establishment is located in Scotland in which case the law of Scotland shall apply. In the event of the place of establishment being situated in the Channel Islands the relevant law governing the Channel Islands shall apply.

## Making a Claim

If **you** wish to claim, please follow the process detailed below.

### For Sections A1, B1 to B12 & B14

**You** must notify:

Claims Settlement Agencies  
308-314 London Road  
Hadleigh, Benfleet  
Essex SS7 2DD

Tel: **01702 553443**

E-mail: **info@csal.co.uk**

To download a claim form please visit: **www.csal.co.uk**

The fastest and easiest way to make a claim is online at:  
**www.submitclaim.co.uk/fre**

The process should take approximately 10-15 minutes to complete (depending on the type of claim), but before continuing **you** should ensure **you** have **your** Policy Schedule, **trip** dates, supporting documentation and details of the incident.

Claims Settlement Agencies are open Monday to Friday between 9am and 5pm. A claim form will be sent to **you** as soon as **you** tell them about **your** claim.

Note: any and all correspondence relating to medical bills to be paid should be sent to **us** with **your** claim form, or if received afterwards sent on to **us** quoting **your** claim reference number.

### You need to:

- produce **your** Policy Schedule confirming **you** are insured before a claim is admitted.
  - give **us** full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
  - provide all necessary information and assistance **we** may require at **your** own expense (including where necessary medical certification and details of **your** National Health number or equivalent and private health insurance).
- Note: **we** will pay a maximum of **£80** to **your** doctor for medical records/completion of a medical certificate, that have been requested by **us**.
- pass onto **us** immediately every writ, summons, legal process or other communication in connection with the claim.
  - provide full details of any House Contents and All Risks insurance policies **you** may have.
  - ensure that all claims are notified within 3 months of the incident occurring.
  - not abandon any property to **us** or the claims office.
  - not admit liability for any event or offering to make any payment without **our** prior written consent.

### We can:

- make **your** policy void where a false declaration is made or any claim is found to be fraudulent.
- take over and deal with in **your** name the defence or settlement of any claim made under the policy.
- subrogate against the responsible party and take proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under the policy.
- obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any claims. No personal information will be disclosed to any outside person or organisation without **your** prior approval.
- cancel all benefits provided by this policy without refund of premium when a payment has been made for cancellation or **curtailment** of the **trip**.
- not make any payment for any event that is covered by another insurance policy.
- only pay a proportionate amount of the claim where there is other insurance in force covering the same risk and to require details of such other insurance.
- settle all claims under the Law of the country that **you** live in within the **United Kingdom** or the **Channel Islands** unless **we** agree otherwise with **you**.
- submit any dispute arising out of this contract to the exclusive jurisdiction of the courts of the country that **you** live in within the **UK** or the **Channel Islands**.
- maintain **your** personal details in connection with an anti-fraud claims checking system.

### For Section B13 - Gadget Cover

Visit **our** online claims portal: **https://bastion.davies-group.com**

Email: **gadgetclaims@davies-group.com**

Telephone: **0330 102 8698**

Notify the claim administrators as soon as possible but ideally within 48 hours of **your** return to the **UK**.

### For Section B15 - Travel Dispute

Telephone: **01384 377000**

Claims must be notified within 30 days of returning from the **trip** which is the subject of the dispute and may give rise to any claim under this policy. Failure to do so could lead **us** to decline the claim.

Please also refer to 'General Conditions - Claims' under Section B15 within this policy.

### For End Supplier Failure Insurance Claims

Any occurrence which may give rise to a claim should be advised as soon as reasonably practicable to the following, by quoting **your** JustTravelcover.com Policy Schedule number, Free Spirit Flex Travel Insurance and reference: IPP ESFI V1-21

IPP Claims at Sedgwick

Oakleigh House, 14-15 Park Place, Cardiff CF10 3DQ. United Kingdom

Telephone: **+44 (0) 345 266 1872**

Email: **insolvency-claims@ipplondon.co.uk**

Website: **www.ipplondon.co.uk/claims.asp**

## Your Right to Complain

**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.

### Sections A1, B1 to B12 & B14:

#### 1. Does your complaint relate to a claim?

##### a) In the first instance, please contact:

The Complaints Officer, Claims Settlement Agencies  
308-314 London Road, Hadleigh, Benfleet, Essex SS7 2DD  
Tel: 01702 553443  
Email: **info@csal.co.uk**

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

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

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

If **we** are unable to resolve **your** complaint immediately, **we** will send **you** a written acknowledgement within two (2) days of receipt. **We** will then investigate **your** complaint and, in most cases, send **you** a full response in writing within two (2) weeks of receipt. In exceptional cases, where **we** are unable to complete **our** investigations within two (2) weeks, **we** will send **you** a full written response as soon as **we** can, and in any event within four (4) weeks of receipt of **your** complaint.

##### b) If **you** are dissatisfied with **our** response, then **you** can raise the matter with the Financial Services and Pensions Ombudsman (FSPO), an independent body that adjudicates on complaints, at the following address:

Financial Services and Pensions Ombudsman  
Lincoln House, Lincoln Place, Dublin 2 D02 VH29  
Telephone: +353 1 567 7000  
Email: **info@fsp.ie**  
Website: **www.fspo.ie**

These procedures do not affect **your** legal rights.

#### 2. Does your complaint relate to your policy?

##### a) In the first instance, please contact:

The Office Manager, JustTravelcover.com  
Victoria House, Toward Road, Sunderland SR1 2QF  
Tel: 0333 033 0021  
Email: **admin@justtravelcover.com**



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 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.

If **we** are unable to resolve **your** complaint immediately, **we** will send **you** a written acknowledgement within two (2) days of receipt. **We** will then investigate **your** complaint and, in most cases, send **you** a full response in writing within two (2) weeks of receipt. In exceptional cases, where **we** are unable to complete **our** investigations within two (2) weeks, **we** will send **you** a full written response as soon as **we** can, and in any event within four (4) weeks of receipt of **your** complaint.

- b) If **you** are dissatisfied with **our** response, then **you** can raise the matter with the Financial Ombudsman Service (FOS).

The FOS is an independent body that arbitrates on complaints about general insurance products. **You** have six (6) months from the date of **our** final response to refer **your** complaint to the FOS.

If **we** cannot resolve **your** complaint, **you** may refer it to Financial Ombudsman Service (FOS) at the following address:

Financial Ombudsman Service  
Exchange Tower, London E14 9SR  
Telephone: 0800 023 4567 – from UK landline, or  
Telephone: 0300 123 9123 – from UK mobile  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Complaints about non-insured events and **your** travel arrangements must be referred to **your** travel organiser.

Making a complaint does not affect **your** right to take legal action.

### Section B13 - Gadget Cover only:

Claims Administrators, Customer Relations, Davies Group  
Unit 8, Caxton Road, Fulwood, Preston PR2 9NZ

Tel: 0345 074 4788

Email: [gadgetclaims@davies-group.com](mailto:gadgetclaims@davies-group.com)

### Section B15 - Travel Dispute only:

Arc Legal Assistance Ltd, PO Box 8921, Colchester CO4 5NE

Tel: 01206 615000

Email: [customerservice@arclegal.co.uk](mailto:customerservice@arclegal.co.uk)

### End Supplier Failure Insurance only:

Compliance Officer, Liberty Mutual Insurance Europe SE  
20 Fenchurch Street, London EC3M 3AW

Tel: +44 (0) 20 3758 0840

Email: [complaints@libertyglobalgroup.com](mailto:complaints@libertyglobalgroup.com)

Please quote **your** JustTravelcover.com Policy Schedule number, Free Spirit Flex Travel Insurance, reference: IPP ESFIV1-21 and **your** claim number.

**Sanctions** - **we** will not provide any benefit under this insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

**Non-Assignment** - no title, right or interest under this policy may be assigned, transferred, conveyed or otherwise disposed of without the consent in writing of the Insurer hereon. Any attempt to assign rights or interests without the Insurer's written consent is null and void.

If after making a complaint **you** are still not satisfied **you** may be entitled to refer the dispute to the Financial Ombudsman Service (FOS):

Post: Financial Ombudsman Service, Exchange Tower, London E14 9SR

Customer Helpline: 0800 023 4567

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

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

## Sports & Activities

**Activity Pack A** - **your** insurance automatically covers **you** for the following activities:

- Aerobics
- Angling/Fishing
- Archery (amateur)
- Badminton (amateur)
- Banana Boating
- Baseball (amateur)
- Basketball (amateur)
- Beach Games
- Bowls
- Canoeing/River Canoeing (up to Grade 3)
- Clay Pigeon Shooting
- Cricket (amateur)
- Croquet
- Curling
- Cycling (other than specified)
- Fell Walking/Fell Running
- Fencing
- Football/Soccer (amateur)
- Golf (amateur)
- Hiking/Rambling/Trekking (under 2,000m altitude)
- Jet Boating
- Jogging
- Motorcycling (up to 50cc with licence appropriate to the cc, wearing a crash helmet - no racing)
- Netball (amateur)
- Orienteering
- Outward-bound Pursuits (ground level only)
- Paintballing
- Parascending/Parasailing (over water) towed by boat
- Pony Trekking
- Racquetball
- Roller Blading/Roller Skating
- Rounders
- Sail Boarding
- Sailing/Dinghy Sailing within Territorial Waters (inland/coastal waters within 12 miles)
- Skate Boarding
- Snorkelling
- Snooker/Pool/Billiards
- Squash (amateur)
- Surfing (amateur)
- Swimming
- Table Tennis
- Ten Pin Bowling
- Tennis (amateur)
- Tug of War
- Underground activities (as part of an organised excursion/tour)
- Volleyball (amateur)
- War games
- Water Polo (amateur)
- Water Skiing (amateur - inland/coastal waters within 12 miles, excluding jumping)
- Windsurfing (amateur) inland/coastal waters within 12 miles
- Weightlifting
- Work Abroad - Non Manual Work (including professional, administrative or clerical duties only)

### Activity Pack B - premium required

- Aerial Safari
- Boxing Training (no contact)
- Bungee Jump (maximum 3)
- Camel/Elephant Riding/Trekking (non incidental)
- Cycle Touring
- Deep Sea Fishing
- Dog Sledding
- Go Karting (motorised - specific use)
- Gymnastics
- Hiking/Rambling/Trekking (between 2,001m & 4,000m altitude)
- Hockey (amateur)
- Horse Riding (up to 7 days - no polo, hunting, jumping)
- Hot Air Ballooning (non incidental)
- Hurling (amateur)
- Hydro Zorbing
- Jet Skiing (non incidental)
- Kayaking
- Martial Arts (training only)
- Mountain Biking
- Motorcycling (up to 125cc with licence appropriate to the cc, wearing a crash helmet - no racing)
- Quad Biking
- Rowing (inland/coastal waters within 12 mile)
- Rugby (amateur, competition)
- Safari (Tour Operator organised and not involving the use of firearms)
- Scuba Diving\* (up to 30m as long as PADI qualified or equivalent to the depth and provided adequately supervised/not diving alone)
- Track Events
- White Water Rafting/Black Water Rafting (Grades 1 to 4)
- Work Abroad - Manual Work (ground level, no machinery)

\* Scuba diving to a maximum depth of 30 metres will be covered provided that **you** hold a British Sub Aqua Club (B.S.A.C) or equivalent certificate of proficiency for the dive being undertaken or **you** are under the direct supervision of a qualified instructor, are diving with the proper equipment and not contrary to B.S.A.C codes of good practice, are not solo/cave/wreck diving, are not diving for hire or reward; are not diving within 24 hours of flying or flying within 24 hours of diving and are not suffering from any **medical condition** likely to impair **your** fitness to dive.

### Activity Pack C - premium required

- Abseiling
- American Football (amateur)
- Gliding
- Ice Skating (rink only)
- Outdoor Endurance Events
- Parachuting
- Paragliding
- Running/Marathon Running
- Sand Boarding/Sand Surfing/Sand Safaris/Sand Skating
- Triathlon
- White Water Rafting/Canoeing (Grades 5 to 6)
- Yachting/Boating - Racing/Crewing (inland/coastal waters within 12 mile)

### Activity Pack D - premium required

- Animal Riding (other than specified)
- BMX Cycling
- Canyoning
- Hang Gliding
- High Diving - amateur - under 5m, from a purpose built board over a man made pool (excluding cliff diving)
- Horse Jumping/Show Jumping (no Polo or Hunting)
- Ice Hockey (indoor rink)
- Kite Surfing
- Micro Lighting
- Land Yachting/Sand Yachting
- Lugging
- Motor Rallies
- Parasailing/Parascending (over land)
- Rock Climbing (under 2,000 metres)
- Rock Scrambling (under 4,000 metres)
- Sky Diving (including tandem) up to 2 jumps maximum
- Tobogganing
- Wrestling
- Work Abroad - Manual Work (including use of light machinery) bar & restaurant, waitress, waiter, chalet maids, au pair, nanny's, occasional light manual work including retail work & fruit picking but excluding the use of power tools and machinery.

### Winter sports

The appropriate additional premium for **winter sports** must be paid and shown on **your** Policy Schedule.

**Winter sports** cover is only available if **you** are aged 69 years or under on the date **you** purchase **your** policy.

When purchasing Annual Multi-trip cover **winter sports** cover is limited to a maximum total of 17 days in any one annual period of cover.

Please refer to page 8 for the definition of **winter sports** activities which are covered.

**We** recommend when participating in **winter sports** that the appropriate clothing, including crash helmets, should be worn, and activities undertaken match the level of experience the **insured-person** has in that sport (e.g. if **you** are an amateur skier do not undertake a black run).

## **IMPORTANT NUMBERS:**

**Medical Emergency: +44 (0) 203 819 7170**

**Claims: 01702 553 443**

Download for on-line claims [www.submitclaim.co.uk/fre](http://www.submitclaim.co.uk/fre)

**Just Travel Cover: 0333 003 0021**

**Email: [admin@justtravelcover.com](mailto:admin@justtravelcover.com)**

