



**BarrheadTravel**

# TRAVEL INSURANCE COVER

Terms & Conditions



# YOUR TRAVEL INSURANCE POLICY

# BarrheadTravel

Reference Number: Barrhead B2B/B2C BAR2101/02

## WHAT TO DO IN THE EVENT OF A MEDICAL EMERGENCY

If **you** have an emergency during **your trip**

If **you** require medical treatment outside **your home country**

If **you** have to return early to **your home country**

Please phone + 44 (0)1273 071784 or email [operations@maydayassistance.com](mailto:operations@maydayassistance.com) and quote **your** policy number.

These lines are open 24 hours a day.

The Mayday Group, the emergency assistance company will provide help if you are ill or injured outside your home country. They provide a 24-hour emergency service 365 days a year.

**YOU, OR SOMEONE ON YOUR BEHALF, MUST CONTACT US BEFORE INCURRING COSTS ABOVE £500.**

[www.themaydaygroup.com](http://www.themaydaygroup.com)

## HOW TO MAKE A CLAIM ON YOUR RETURN

Submit a claim online at [www.reactiveclaims.com](http://www.reactiveclaims.com) or call 01420 259 049

## CASHLESS OUTPATIENT TREATMENT EUROPE

If **you** are in SPAIN, GREECE, CYPRUS, PORTUGAL, EGYPT, MALTA, BULGARIA or TURKEY and need outpatient medical treatment please provide a copy of your policy documentation to the medical practitioner at the time of treatment, and ask the clinic to contact Global Excel Europe. Your treatment will be paid by Global Excel Europe in line with the policy terms and conditions. You will be asked to fill in a simple form to confirm the treatment, and to pay the excess directly to the clinic. The clinic will contact Global Excel Europe who will settle the claim on your behalf.

## IMPORTANT HEALTH REQUIREMENTS FOR ALL INSURED PERSONS

**You** will not be covered under this policy for any claims arising directly or indirectly from a **pre-existing medical condition** unless it is on the waived condition list or has been declared to **us** and accepted by **us** in writing for cover. Call **us** on 0343 658 0350, to declare **your pre-existing medical condition** and confirm if cover is available.

For the purposes of this insurance, a **pre-existing medical condition** is considered to be:

- Any **medical condition** where **you** have been prescribed medication, including repeat prescriptions, or received treatment or attended a GP or a specialist as an outpatient or inpatient in the last 2 years or for which **you** are currently on a waiting list for treatment or investigation;
- Any heart, heart-related or circulatory condition; or any respiratory condition; or any liver condition; or any stress, anxiety, depression or any other psychological condition or any cancerous condition.

**We can not offer you cover if you have:**

**a) Any illness for which you have received a terminal prognosis; or**

**b) any undiagnosed symptoms (i.e. symptoms for which you are awaiting investigations/consultations, or awaiting results of investigations, or where the underlying cause of the symptoms has not been established).**

- You** must inform **us** if **your** state of health changes prior to travelling. **We** have the right to increase **your** premiums or refuse to cover **you** on **your trip**.
- You** must be fit to undertake **your** planned **trip**. In the event of a claim **we** may require confirmation of this from a **Medical Practitioner**.
- You** must not travel against medical advice (or would be travelling against medical advice had you sought medical advice prior to travel) or with the intention of obtaining medical treatment or consultation abroad.
- We** will not cover **you** for any **pre-existing medical condition** unless it has been declared to **us** and accepted by **us** for cover in writing.
- We** will not cover **you** if **your** state of health was worse than **you** declared to **us** at the time **you** purchased this policy.
- If **you** are on a waiting list for treatment or investigation, **you** are not covered if **you** have to cancel or **curtail your trip** because an appointment or treatment becomes urgently available. **You** will also not be covered for medical claims overseas which are directly or indirectly related to this condition.

## RECIPROCAL HEALTH AGREEMENTS

### European Union

If **we** agree to a claim for medical expenses which has been reduced by **you** using a reciprocal health agreement or private health insurance **you** will not have to pay the **excess** amount under the Medical Expenses Section. Where it is necessary for **you** to provide evidence of the medical costs incurred, this must show that the medical fee has been reduced by use of a reciprocal health agreement or private health insurance.

### Australia and Non-European Economic Area (EEA) countries:

When **you** are travelling to Australia and **you** have to go to hospital, **you** must enrol for treatment under the National Medicare Scheme.

The **United Kingdom** also has reciprocal healthcare agreements with other non-EEA countries and territories. Details can be found at [www.nhs.uk/NHSEngland/](http://www.nhs.uk/NHSEngland/)

## WAIVED CONDITIONS

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

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

IF THE **INSURED PERSON** DOES NOT MEET ALL OF THE CRITERIA SHOWN ABOVE THEN A FULL AND COMPLETE DECLARATION OF ALL **PRE-EXISTING MEDICAL CONDITIONS** (INCLUDING ANY LISTED BELOW) MUST BE MADE TO THE MEDICAL SCREENING HELPLINE.

If **you** have any other **pre-existing medical condition(s)** or your **medical condition** does not meet the above criteria, **you** must contact the Medical Screening Helpline on 0343 658 0362 to declare ALL **your medical conditions** and ensure that **we** are able to provide cover.

Abnormal Smear Test	Cystocele (fully recovered, no hospital admissions)	Hypospadias	Pityriasis Rosea	Termination of Pregnancy
Achilles Tendon Injury	D & C	Hypothyroidism (Underactive Thyroid)	Post Viral Fatigue Syndrome (if the only symptom is fatigue)	Testicles - Epididymitis
Acne	Deaf Mutism	Impetigo	Pregnancy (provided no complications and not travelling less than 8 weeks or (16 weeks in the case of a known multiple pregnancy) prior to the expected delivery date)	Testicles - Hydrocele
Acronyx (Ingrowing Toe-nail)	Deafness	Indigestion	Prickly Heat	Testicles - Varicocele
Adenoids	Dental Surgery	Influenza	Prolapsed Uterus (womb)	Testicular Cyst
Allergic Rhinitis	Dermatitis (no hospital admissions or consultations)	Ingrowing Toe-nail (Acronyx)	Puritis	Testicular Torsion (Twisted Testicle)
Alopecia	Deviated Nasal Septum	Insomnia	Rhinitis (Allergic)	Throat Infection(s)
Appendectomy	Diarrhoea and/or Vomiting (resolved)	Intertrigo	Rosacea	Thrush
Astigmatism	Dilatation and Curettage	Keratoconus	Salpingo-oophoritis	Tinea Capitis (Scalp Ringworm)
Athlete's Foot (Tinea Pedis)	Dry Eye Syndrome	Kohlers Disease	Scabies	Tinea Corporis (Skin Ringworm)
Attention Deficit Hyperactivity Disorder	Dyspepsia	Laryngitis	Scheuermann's Disease	Tinea Pedis (Athlete's Foot)
Bell's Palsy (Facial Paralysis)	Eczema (no hospital admissions or consultations)	Learning Difficulties	Sebacous Cyst	Tonsillitis
Blepharitis	Epididymitis	Leptothrix	Shingles (Herpes Zoster)	Tooth Extraction
Blindness	Epiphora (Watery Eye)	Leucoderma	Shoulder Injury	Toothache
Blocked Tear Ducts	Epispadias	Lichen Planus	Sinusitis	Torn Ligament
Breast - Fibroadenoma	Facial Paralysis (Bell's Palsy)	Lipoma	Skin Ringworm (Tinea Corporis)	Torticollis (Wry Neck)
Breast Cyst(s)	Fibroadenoma	Mastitis	Sore Throat	Trichomycosis
Breast Enlargement/Reduction	Fibrositis	Mastoidectomy (resolved - must be all clear prior to travel if flying)	Sprains	Turner's Syndrome
Broken Bones (other than head or spine) - (no longer in plaster)	Frozen Shoulder	Menopause	Stigmatisms	Twisted Testicle
Bunion (Hallux Valgus)	Ganglion	Menorrhagia	Stomach Bug (resolved)	Underactive Thyroid
Caesarean Section	Glandular Fever (full recovery made)	Migraine (provided this is a definite diagnosis and there are no ongoing investigations)	Strabismus (Squint)	Undescended Testicle
Candidiasis (oral or vaginal)	Glue Ear (resolved - must be all clear prior to travel if flying)	Misconriage	Stress Incontinence	Urethritis (fully recovered, no hospital admissions)
Cervicitis	Grommet(s) inserted (Glue Ear)	Mole(s) (Benign only)	Synovitis	Urticaria
Chalazion	Gynaecomastia	Molluscum Contagiosum	Talipes (Club Foot)	Uterine Prolapse
Chicken Pox (fully resolved)	Haematoma (external)	Myxoedema	Tendon Injury	Varicocele
Chronic fatigue syndrome (if only symptom is fatigue)	Hallux Valgus (Bunion)	Nasal Infection	Tennis Elbow	Varicose Veins - legs only, never any ulcers or cellulitis (if GP has confirmed that client is fit to travel)
Cold Sore (Herpes Simplex)	Hammer Toe	Nettle Rash (Hives)	Tenosynovitis	Vasectomy
Common Cold(s)	Hay Fever	Nystagmus		Verruca
Conjunctivitis	Herpes Simplex (Cold Sore)	Osgood-schlatter's Disease		Vitiligo
Constipation	Herpes Zoster (Shingles)	Osteochondritis		Warts (benign, non-genital)
Cosmetic Surgery	Hives (Nettle Rash)	Otosclerosis		Womb Prolapse (uterus)
Cyst - Breast	HRT (Hormone Replacement Therapy)	Parametritis		Wry Neck (Torticollis)
Cyst - Testicular		Pediculosis		
		Pelvic Inflammatory Disease		
		Photodermatitis		

## WAIVED CONDITIONS - CONTINUED

In addition to any **medical condition** on the 'Waived Conditions' list, **you** may be automatically accepted for cover, **provided you do not have more than ONE of the following Medical Conditions or ANY other pre-existing medical condition.**

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

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

### 2. Asthma (Wheezing):

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

### 3. Hypercholesterolaemia (High/Raised Cholesterol):

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

### 4. Hypertension (High Blood Pressure, White Coat Syndrome):

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

### 5. Hypotension (Low Blood Pressure):

- Must NOT be associated with any underlying condition.

### 6. Osteoporosis (Osteopaenia, Fragile Bones):

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

**If you have any other pre-existing medical condition(s) or your medical condition(s) does not meet the above criteria, you must contact the medical screening helpline on 0343 658 0350 to declare ALL your medical conditions and ensure that the cover will meet your needs.**

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# BARRHEAD TRAVEL - SUMS INSURED AND EXCESSES

SECTION OF COVER	PREMIER PLUS COVER		PREMIER COVER		STANDARD COVER	
	Limits up to	Excess (per person, per claim)	Limits up to	Excess (per person, per claim)	Limits up to	Excess (per person, per claim)
Cancellation and curtailment	£5,000	£75	£2,000	£100	£1,000	£125
Emergency Medical and repatriation expenses*	£10,000,000	£75	£5,000,000	£100	£3,000,000	£125
Dental treatment	£500		£250		£250	
Burial or cremation overseas	£1,500		£1,500		£1,500	
Hospital benefit	£25 for each 24 hours up to a max of £500	Nil	£25 for each 24 hours up to a max of £500	Nil	£25 for each 24 hours up to a max of £500	Nil
Personal possessions and baggage:	£2,000	£75	£1,000	£100	£750	£125
- Single item limit	£250		£200		£150	
- Valuables limit	£250		£200		£150	
- Delayed baggage	£75 for each 24 hours to a max of £150	Nil	£75 for each 24 hours to a max of £150	Nil	£50 for each 24 hours to a max of £100	Nil
<b>Personal money</b>						
- Cash limit	£200	£75	£150	£100	£150	£125
Loss of passport	£250	Nil	£150	Nil	£150	Nil
Pet care	£25 for each 24 hours to a max of £300	Nil	£25 for each 24 hours to a max of £150	Nil	£25 for each 24 hours to a max of £150	Nil
Travel delay - benefits	£20 for each 12 hours to a max of £200	Nil	£20 for each 12 hours to a max of £200	Nil	£10 for each 12 hours to a max of £100	Nil
Abandonment	£5,000	£75	£2,000	£100	£1,000	£125
Missed departure	£1,000	£75	£750	£100	£500	£125
<b>Personal accident</b>						
- Permanent total disablement (age 18 to 75)	£25,000	Nil	£25,000	Nil	£10,000	Nil
- Permanent total disablement (age under 18 or over 75)	Nil	Nil	Nil	Nil	Nil	Nil
- Loss of limbs or sight	£25,000	Nil	£25,000	Nil	£10,000	Nil
- Death	£25,000	Nil	£10,000	Nil	£10,000	Nil
Personal liability	£2,000,000 per policy	£75	£2,000,000 per policy	£100	£1,000,000 per policy	£125
Legal expenses	£25,000 per policy	£75	£25,000 per policy	£100	£15,000 per policy	£125
Mugging	£50 for each 24 hours to a max of £500	Nil	£30 for each 24 hours to a max of £300	Nil	£30 for each 24 hours to a max of £300	Nil
Hijack	£100 for each 24 hours to a max of £1,000	Nil	£100 for each 24 hours to a max of £1,000	Nil	£100 for each 24 hours to a max of £1,000	Nil
Withdrawal of services	£25 for each 24 hours to a max of £300	Nil	£20 for each 24 hours to a max of £200	Nil	£20 for each 24 hours to a max of £200	Nil
Natural Catastrophe	£500	Nil	Nil	Nil	Nil	Nil
<b>OPTIONAL ADD-ON'S</b>						
<b>Golf cover</b>						
Loss of golf equipment	£1,500	£75	£1,500	£100	£1,500	£125
- Single item limit	£250		£250		£250	
Golf equipment hire	£20 for each 24 hours to a max of £200	Nil	£20 for each 24 hours to a max of £200	Nil	£20 for each 24 hours to a max of £200	Nil
Loss of green fees	£75 for each 24 hours to a max of £300	Nil	£75 for each 24 hours to a max of £300	Nil	£75 for each 24 hours to a max of £300	Nil
Hole in one	£50	Nil	£50	Nil	£50	Nil
<b>Business equipment cover</b>						
Business equipment	£1,000	£75	£1,000	£100	£1,000	£125
- Single item limit	£500		£500		£500	
Business equipment hire	£50 for each 24 hours to a max of £500	Nil	£50 for each 24 hours to a max of £500	Nil	£50 for each 24 hours to a max of £500	Nil
Business money	£1,000	£75	£1,000	£100	£1,000	£125
<b>Wedding cover</b>						
Wedding rings	£1,000 (£500 per ring)	£75	£1,000 (£500 per ring)	£100	£1,000 (£500 per ring)	£125
Wedding gifts	£1,000 per couple	£75	£1,000 per couple	£100	£1,000 per couple	£125
- Single item limit	£200		£200		£200	
Wedding attire	£1,000 per couple	£75	£1,000 per couple	£100	£1,000 per couple	£125
Wedding photographs or video	£1,000	£75	£1,000	£100	£1,000	£125
<b>Winter sports cover</b>						
Skis, ski equipment & Ski pass	£500	£75	£500	£100	£500	£125
- Single item limit	£250		£250		£250	
Ski equipment delay	£20 for each 12 hours to a max of £200	Nil	£20 for each 12 hours to a max of £200	Nil	£20 for each 12 hours to a max of £200	Nil
Piste closure	£20 for each 24 hours to a max of £200	Nil	£20 for each 24 hours to a max of £200	Nil	£20 for each 24 hours to a max of £200	Nil
Avalanche or landslide	£25 for each 24 hours to a max of £250	Nil	£25 for each 24 hours to a max of £250	Nil	£25 for each 24 hours to a max of £250	Nil
Ski hire	£75 for each 24 hours up to a max of £300	Nil	£75 for each 24 hours up to a max of £300	Nil	£75 for each 24 hours up to a max of £300	Nil
<b>Cruise cover</b>						
Missed port departure	£2,000	£75	£2,000	£100	£2,000	£125
Cabin confinement	£25 for each 24 hours to a max of £500	Nil	£25 for each 24 hours to a max of £500	Nil	£25 for each 24 hours to a max of £500	Nil
Itinerary change	£100 per port up to £300	Nil	£100 per port up to £300	Nil	£100 per port up to £300	Nil
Unused excursions	£500	£75	£500	£100	£500	£125

**\*Emergency Medical and Repatriation Expenses** - For travel to the United States of America **we** will only pay for necessary emergency medical treatment, surgical, hospital, ambulance and nursing fees and charges. This means costs that are incurred for approved, eligible medical services or supplies up to 150% of the published medical rates for the same or similar treatment as payable by US Medicare.

Limits stated are on a per claim basis and are not cumulative across the **period of insurance**, unless otherwise stated.

## BARRHEAD TRAVEL SERVICE LIMITED

This policy has been arranged by Barrhead Travel Services which is an appointed representative of Rock Insurance Services Limited (ROCK). Rock Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (FCA). ROCK's FCA registration number is 300317.

**You** can check the regulatory status of ROCK by visiting <http://www.fca.org.uk/register> or by telephoning 0800 111 6768. ROCK is the administrator of this policy and has brought together a number of different insurers to provide the following benefits.

## THE INSURERS

The insurer details provided below can be checked on the Financial Services Register by visiting: [www.fca.org.uk](http://www.fca.org.uk) or contacting the Financial Conduct Authority on 0800 111 6768.

This insurance is underwritten by Euroins AD authorised and regulated by the Financial Conduct Authority (company number 472490) 43 Christopher Columbus Blvd 1592 Sofia, Bulgaria.

## IMPORTANT INFORMATION

### ELIGIBILITY CRITERIA

- This policy is only available to residents of the **United Kingdom**.
- Insurance cannot be purchased once **your trip** has commenced and must be purchased whilst in the **United Kingdom**.
- A family policy is for the main **insured person**, his/her spouse, Civil Partner or Common Law Partner, and up to four of their dependent children under 18 years of age (in full-time education) or their grandchildren under 18 years of age (in full time education). For annual multi-trip policies, each insured adult can travel independently.
- A couple policy is for 2 adults in a relationship, living at the same address.
- Cover is only provided for **trips** in the **United Kingdom** if **you** have a minimum of two nights' pre-booked and pre-paid accommodation.
- **Your trip** must start and end in the **United Kingdom** and **you** must have booked a return ticket before you leave the **United Kingdom**.
- If **you** are a **United Kingdom** resident living in Northern Ireland and **your** travel itinerary requires **you** to use Republic of Ireland departure/arrival points, **your** cover will be as if **you** were still travelling from Northern Ireland.

**You** should note that the policy will **NOT** cover **you** if:

- **You** reside outside the **United Kingdom**;
- **You** are over the age of 79 years old when **you** purchase a Single Trip policy;
- **You** are over the age of 79 when **you** purchase an Annual Multi-trip Policy;
- **You** require Winter Sports cover but have not paid the optional additional premium or are over the age of 65;
- **You** require cover for a Cruise Holiday but have paid the optional additional premium;
- **You** are not registered with a General Practitioner in **your home country**.

### NON-TRAVELLING RELATIVES

This policy will NOT cover any claims under Cancellation or Curtailment arising directly or indirectly from any **medical condition** known to **you** prior to the start of **your period of insurance**, and before booking **your trip** affecting any **close relative, travel companion**, or person **you** are going to stay with on **your trip** if:

- a **terminal prognosis** had been received; or
- if they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital; or if during the 90 days immediately prior to the start of the **period of insurance** they had:
  - required surgery, inpatient treatment or hospital.
  - required any form of treatment or prescribed medication.

### TRIP DURATION LIMITS

Single Trip Policies: 365 days if **you** are up to the age of 64 years old. If **you** are 65 or over then the maximum **trip** duration is limited to 31 days.

Annual Multi-trip Policies: Any number of **trips** in the policy year but limited to 31 days or 62 days if you are aged 64 or under and have paid the optional additional premium.

The insurance is only valid if **you** have insured the whole duration of each individual **trip**, as shown on **your** policy schedule. The start and finish dates of the **trip** must fall within the 12 month period shown on **your** Policy Schedule. For holidays booked during the 12 month period and that start after the end of the 12 month period, **we** will provide cancellation cover until the policy ends. If **you** have to stay on **your trip** longer because of events which **you** have no control over **we** will extend the **period of insurance** by up to 30 days, at no extra cost. If the transport **you** are on is hijacked, **we** will automatically provide worldwide cover. The **period of insurance** will continue for up to 12 months without extra charge.

Single Trip Policies can only be booked up to 548 days in advance of **your trip**.

Annual Multi-Trip Policies cannot be booked more than 90 days before the start date shown on **your certificate of insurance**. Please note that cancellation cover will not commence until that date.

### GEOGRAPHICAL LOCATIONS

**United Kingdom.**

#### Europe

Albania, Algeria, Andorra, Armenia, Austria, Azerbaijan, Azores, Balearics, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Canary Islands, Corfu, Corsica, Crete, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Eire (Republic of Ireland), Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Guernsey, Holland (Netherlands), Hungary, Iceland, Isle of Man, Italy, Jersey, Kos (Greek Island), Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Mediterranean Islands, Moldova, Monaco, Montenegro, Morocco, Northern Ireland, Norway, Poland, Portugal, Rhodes, Romania, Russia (West of the Ural Mountains), San Marino, Sardinia, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey, Ukraine, United Kingdom, Vatican City.

#### Australia and New Zealand

Includes cover for Europe as well as Australia and New Zealand.

#### Worldwide, excluding USA, Canada, Caribbean and Mexico

Anywhere in the world except the United States of America, Canada, the Caribbean and Mexico.

#### Worldwide, including USA, Canada, Caribbean and Mexico

Anywhere in the world.

#### Please note:

No cover is provided for **trips** where **you** have travelled to a specific country or to an area where, prior to **your trip** commencing, the Foreign, Commonwealth and Development Office (FCDO) have advised against all (but essential) travel unless this advice relates solely to **coronavirus** and **you** and you have a European Single Trip policy.



## PREGNANCY & CHILDBIRTH

Cover under this policy is provided for unforeseen events. In particular, cover is provided under Emergency Medical & Repatriation for unforeseen **bodily injury** or illness. Pregnancy and childbirth are not considered to be either an illness or injury. Cover is only provided under the Emergency Medical & Repatriation Expenses, and Hospital Benefits section of this policy for claims arising from **complications of pregnancy and childbirth**. Please make sure **you** read the definition of **complications of pregnancy and childbirth** given under the Meaning of Words.

## COVER

This wording provides full details of all **your** cover.

The policy covers all persons named on the **certificate of insurance** for whom the premium has been paid.

This policy wording contains all possible levels of cover on offer. Sections of cover that apply to **your** policy will depend on **your** choice of cover, upgrade options and the premium **you** have paid and will be shown on **your certificate of insurance**.

If **you** are in any doubt about any aspect of this policy wording please contact **us** using the telephone number on **your certificate of insurance**.

## YOUR PREMIUM

ROCK collects and holds insurance premiums as an agent of the insurer. **We** do not charge a fee for arranging **your** policy. However, administrative fees may be applicable if **you** wish to receive **your** documents by post or **you** require an amendment to **your** policy at a later date.

## YOUR DUTY OF DISCLOSURE

When taking out this policy it is vital that **you** answer any questions honestly and accurately. **You** must not make any misrepresentation because inaccurate answers may result in a claim being declined.

## CANCELLATION OF YOUR POLICY

**We** hope **you** are happy with the cover this policy provides. However, **you** have the right to cancel this policy, should it not meet **your** needs, within 14 days from either the date of purchase or receipt of **your certificate of insurance**, whichever is later, and provided that **you** have not already travelled.

**You** can cancel **your** policy by contacting Barrhead Travel.

If **you** do decide to cancel the policy during the 14 day cooling off period then **your** premium will be refunded in full, provided no claims have been made or no incidents have occurred that may give rise to a claim. Should **you** decide to cancel after the 14 day cooling off period no refund will be given.

**We** may cancel this policy at any time if **you** have not paid **your** premium or if there is evidence that **you** misled **us** or attempted to do so. By this **we** mean, if **you** are dishonest or use fraudulent means to benefit under this policy or if **you** give any false declaration or make a deliberate misstatement when applying for this cover or when making or supporting **your** claim.

**We** will contact **you** by email and tell **you** at **your** last known email address if **we** cancel **your** policy, or by letter if **we** do not hold an email address for **you**.

## FRAUD

Throughout **your** dealings with **us** **we** expect **you** to act honestly.

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

- knowingly provides information to **us** as part of **your** application for **your** policy that is not true and complete to the best of **your** knowledge and belief;
- makes a fraudulent or exaggerated claim under **your** policy;
- makes a false statement in support of a claim;
- submits a false or forged document in support of a claim;
- makes a claim for any loss or damage caused by **your** wilful act or caused with **your** agreement, knowledge or collusion.

Then **we** will:

- prosecute fraudulent claimants;
- make the policy void from the date of the fraudulent act;
- not pay any fraudulent claims;
- be entitled to recover from **you** the amount of any fraudulent claim already paid under **your** policy since the start date;
- not return any premium paid by **you** for the policy;
- inform the police of the circumstances;
- pass **your** details onto fraud prevention agencies;
- place **your** details on to a register of claims through which insurers share claims related information.

## COMPLAINTS

**We** always aim to provide a first class service. However, if **you** have any cause for complaint, please address these in the first instance to:

The Compliance Manager,  
ROCK Insurance Group,  
Griffin House,  
135 High Street,  
Crawley,  
West Sussex  
RH10 1DQ  
Email: [admin@rockinsurance.com](mailto:admin@rockinsurance.com)  
Phone: 0300 091 3768

For complaints about how a claim has been handled **you** should contact:

Reactive Claims Limited,  
PO Box 353  
ALTON  
GU34 9LE  
Email: [Complaints@reactiveclaims.com](mailto:Complaints@reactiveclaims.com)

For complaints about how an assistance case has been handled **you** should contact:

The Mayday Group,  
1 Clifton Mews  
Clifton Hill,  
Brighton  
BN1 3HR  
Email: [correspondence@themaydaygroup.com](mailto:correspondence@themaydaygroup.com)

Further details of **our** internal complaint-handling procedures are available on request.

If **you** are unhappy with the service provided by an appointed representative the relevant complaint-handling procedure is available on request.

If the appropriate party cannot resolve **your** complaint, **you** may refer **your** complaint to the Financial Ombudsman Service. **You** can ask the Financial Ombudsman Service to review **your** complaint if for any reason **you** are dissatisfied with the final response, or if the appropriate party have not issued their final response within eight weeks from **you** first raising the complaint.

Please note that if **you** do not refer **your** complaint within 6 months, the Financial Ombudsman Service will not have **our** permission to consider **your** complaint and therefore will only be able to do so in very limited circumstances. For example, if it believes that the delay was a result of exceptional circumstances.

**You** can contact the Financial Ombudsman Service at:

Financial Ombudsman Service  
Exchange Tower,  
Harbour Exchange Square,  
London  
E14 9SR  
Phone: 0800 023 4567

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

ROCK Insurance Group adheres to the Alternative Dispute Resolution Regulations 2015 EU Directive. **You** can access the Online Dispute Resolution Portal here: <https://webgate.ec.europa.eu/odr/main/?event=main.about.show>

## FINANCIAL SERVICES COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (FSCS). If **we** cannot meet our obligations **you** may be entitled to compensation under the scheme. **You** can get more information from the Financial Services Compensation Scheme at [www.fscs.org.uk](http://www.fscs.org.uk) or by calling **0800 678 1100** or **0207 741 4100**.

## PRIVACY NOTICE

Any information that you have given to ROCK will be used for the administration of your policy. The information that you have provided will be shared with the following parties:

- The insurers of the policy, Euroins AD, to obtain a premium if **your** quote requires referral to them. The personal information that will be shared with the insurer at this time will be **your** name, **your** contact details and any medical history as declared to **us** by **you**.
- If **you** purchase a product with ROCK, **your** information will be shared with the insurer of the policy to underwrite **your** policy.
- In the event of a claim **your** personal information will be shared with the insurer and their appointed emergency assistance company and/or claims administrator. Details of these organisations are stated within this policy terms and conditions.
- The Financial Conduct Authority and/or other regulatory/governing bodies for the purposes of compliance monitoring and to prevent and detect fraud.

**We** reserve the right to disclose personally identifiable information in order to comply with the law, applicable regulations and government requests.

**We** also reserve the right to use such information in order to protect our operating systems and integrity as well as other users.

Any third parties employed by **us** to process **your** data on **our** behalf are subject to contractual obligations to protect the security of **your** data. These activities are carried out within the UK and European Economic Area (EEA), and outside the EEA. The data protection laws and/or the agreements **we** have entered into with the receiving parties in relation to the processing of data outside the EEA provide a similar level of protection to the laws and/or agreements **we** have entered into within the EEA. You are entitled, on request, to a copy of the personal information ROCK holds about you, and you have other rights in relation to how we use your data (as set out in ROCK's privacy policy which can be accessed through links on your insurance certificate). Please let us know if you think any information held about you is inaccurate, so that it may be corrected.

## MEANING OF WORDS

The following words and expressions used in this policy shall mean the following wherever they appear in bold within this document:

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

**Bodily injury:** Accidental **bodily injury** caused solely and directly by external, violent and visible means.

**Certificate of insurance:** The document showing details of the cover purchased and naming all **insured persons**.

**Close relative:** Mother, father, sister, brother, wife, husband, partner, son, daughter (including fostered/adopted son or daughter), grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step-parent, step-child, step-brother, step-sister, or legal guardian.

**Complications of Pregnancy and Childbirth:** Toxaemia, gestational hypertension, pre-eclampsia, ectopic pregnancy, hydatidiform mole (molar pregnancy), retained placenta membrane, placental abruption, hyperemesis gravidarum, placenta praevia, stillbirths, miscarriage, medically necessary emergency Caesarean sections/medically necessary termination and any premature births more than 8 weeks (or 16 weeks in the case of a known multiple pregnancy) prior to the expected delivery date.

**Coronavirus:** Coronavirus disease (COVID-19); severe acute respiratory syndrome coronavirus (SARS-COV-2), any mutation of

these or any **epidemic** or **pandemic** virus or **epidemic** or **pandemic** disease.

**Curtail/Curtailment:** Return early to **your home** after the commencement of the **outward journey**.

**Epidemic:** a disease, illness or virus spreading in a certain region or country and which is defined as such by the World Health Organization or Foreign, Commonwealth and Development Office.

**Excess:** The first amount of a claim that **you** must pay as detailed in the travel insurance summary of cover.

**Golf equipment:** Golf clubs, golf balls, golf bag, non-motorised golf trolley and golf shoes.

**Holiday services:** Pre-booked, pre-paid elements of the **trip** including car hire, airport parking and excursion tickets.

**Home:** **Your** permanent residence in **your home country**.

**Home country:** The country where **you** are ordinarily permanently resident, pay tax or are registered with a **medical practitioner**.

**Insured person:** Any person named on the **certificate of insurance** for whom the appropriate premium has been paid.

**Loss of limb:** Total loss of use by physical severance at or above the wrist or ankle.

**Loss of sight:** Total and permanent **loss of sight** without expectation of improvement in both eyes when **your** name is added to the Register of Blind Persons on the authority of a qualified ophthalmic specialist; or in one eye when the degree of sight remaining after correction is 3/60 or less on the Snellen Scale.

**Manual work:** Physical labour involving the use of tools or machinery or working at heights of over two metres (nursing and bar-work are not considered to be **manual work**).

**Medical condition:** Any medical or psychological disease, sickness, condition, illness or injury.

**Medical practitioner:** A doctor or specialist who is legally qualified, licensed and registered to practice medicine under the laws of the country in which they practice, excluding **you**, **your travel companion**, a **your close relative**, or **your** employee.

**Money:** Cash, postal and **money** orders, travellers' cheques held by **you** for social, domestic and pleasure purposes.

**Outward journey:** The initial journey in conjunction with **your trip** from **your home** in **your home country**.

**Pandemic:** a disease, illness or virus which is simultaneously transmitted globally and declared as such by the World Health Organization or Foreign, Commonwealth and Development Office.

**Permanent total disablement:** A disablement which prevents **you** from carrying out ANY occupation for a period of 12 months after an accident sustained during **your trip** and which is, at the end of that period, beyond reasonable hope of improvement and where medical evidence confirms that **you** are not capable of undertaking paid work of any and every kind for the rest of **your** life.

**Period of insurance:** The **period of insurance** for all sections except cancellation commences when **you** leave **your home** in **your home country** to start **your trip** and ends when **you** have returned to **your home** in **your home country**. Cancellation cover for a Single Trip policy starts when **you** purchase this insurance or when **you** book **your trip**, whichever is the later. Cancellation cover for Annual Multi-trip policy will not commence until the start date shown on **your certificate of insurance** even if the premium has been paid earlier.

**Personal possessions:** Suitcases (or other luggage carriers) and their contents taken on **your trip** together with articles worn or carried by **you** for **your** individual use during **your trip**.

**Pre-existing medical condition:** Any **medical condition** where **you** have been prescribed medication, including repeat prescriptions, or received treatment or attended a GP or a specialist as an outpatient or inpatient in the last 2 years or for which **you** are currently on a waiting list for treatment or investigation; Any any heart, heart-related or circulatory condition; or any respiratory condition; or any liver condition; or any stress, anxiety, depression or any other psychological condition or any cancerous condition.

**Public transport:** Airline, train, bus, coach, or ferry services, operating to a published timetable on which **you** are a fare-paying passenger or a tour operator's own transport service, or taxi, to join **your** booked travel itinerary.

**Responsible Adult:** A person who is aged over 18, and who is at least 5 years older than any child insured on the policy and who takes legal responsibility for the actions of that child.

**Ski equipment:** Skis (including bindings), ski boots, ski poles and snowboards.

**Strike or industrial action:** Organised action taken by a group



of workers which prevents the supply of goods and/or services on which **your trip** depends.

**Terminal prognosis:** In the opinion of **your** doctor or consultant **your** condition cannot be cured or adequately treated, to the extent that it is predicted to cause a shortened life expectancy.

**Travel Companion:** A person with whom **you** have booked to travel on the same itinerary and without who **your** travel plans would be impossible.

**Trip:** A journey starting and ending in **your home country** within the geographical area specified on **your certificate of insurance** during the **period of insurance**.

**United Kingdom:** England, Scotland, Wales, Northern Ireland, Channel Islands and the Isle of Man except under Geographical Limits where Channel Islands and the Isle of Man are considered to be part of Europe.

**Unattended:** When **you** cannot see and are not close enough to **your** property to prevent unauthorised interference or theft of **your** property unless left in a safety-deposit facility.

**Valuables:** Jewellery, articles made of gold silver or other precious metals, precious or semi-precious stones, watches, binoculars, telescopes, photographic equipment, electronic audio or video equipment and any computer equipment (including software), tablets, furs, or leather clothing (apart from footwear).

**You/Your:** Each **insured person** named in the **certificate of insurance**.

**We/Us/Our:** The relevant insurer under each section of this policy.

## YOUR COVER

There are conditions and exclusions which apply to individual sections of the policy and general conditions, exclusions and warranties which apply to the whole policy. Please refer to the relevant section and read in conjunction with the General Conditions and General Exclusions.

## TRAVEL COVER

### CANCELLATION AND CURTAILMENT

#### What you are covered for

**We** will pay **you** up to the amount shown in the summary of cover for the unused portion of **your** travel and accommodation costs that **you** have paid or contracted to pay and **you** suffer a financial loss because **you** cannot get a full refund if **you** cancel before the start of **your trip** or cut **your trip** short and return **home** early during the **period of insurance** because of the following:

1. the death, **bodily injury** or illness of **you**, a **close relative**, **your travel companion** or any person **you** have arranged to stay with during **your trip**; or
2. **you**, **your travel companion** or any person **you** have arranged to stay with during **your trip** receiving a diagnosis of **coronavirus** within 14 days of the start of the **trip** or in the case of being admitted to hospital due to **coronavirus** within 28 days of the start of the **trip**;
3. **you** being contacted by the NHS Test and Trace system and being told that **you** must self-isolate, within 14 days prior to **your** departure date, including on the date **your trip** is due to commence, or a member of **your** household receiving a positive **coronavirus test** result within 14 days prior to **your** departure date, which means that **you** are required to be self-isolating on the date **your trip** is due to commence;
4. **your** booked accommodation being required to close after **you** have checked in at **your** booked accommodation because of **you**, a guest or employee being diagnosed with **coronavirus**;
5. **you** or **your travel companion** being denied boarding following either a **coronavirus** diagnosis or receiving a temperature test or other medical test reading which falls outside of the transport provider's terms of travel;
6. **you** being called for jury service or as a witness in a Court of Law (but not as an expert witness or where **your** employment would normally require **you** to attend court); or
7. **your** redundancy, provided that **you** were working at **your** current place of employment for a minimum of 2 years and that **you** were not aware of any impending redundancy at the time this policy was issued or the **trip** was booked; or
8. **your home** being made uninhabitable due to accidental damage, burglary, flooding, storm or fire;
9. the police requesting **your** presence following burglary or attempted burglary at **your home**; or

10. **you**, or any person **you** intended to travel with, who is a member of the Armed Forces, emergency services, the nursing profession or a government employee being ordered to return to duty.

If **your** cancellation is due to **coronavirus**, and **you** have to cancel because **you** receive a positive **coronavirus test** result before **your** outbound journey, **we** will pay **you** the cost of **your** private **coronavirus test** up to £100 per person to a maximum of £600 per policy.

#### SPECIAL CONDITIONS

If **you** fail to notify the travel agent, tour operator or provider of transport or accommodation as soon as **you** find out it is necessary to cancel the **trip**, the amount **we** will pay will be limited to the cancellation charges that would have otherwise applied.

**You** must give notice as soon as possible to **us** of any circumstances making it necessary for **you** to return **home** and before any arrangements are made for your repatriation.

**We** will only consider cancellation claims due to **coronavirus** that are supported by a test conducted by an approved provider on the Department of Health and Social Care list of providers for "Test To Release" or who meet the DHSC minimum Covid19 requirements and standards. The test must be an approved PCR or Lateral Flow Test with a CE mark.

For claims relating to NHS Test and Trace, **you** must provide evidence of the need to self-isolate from the official NHS Test and Trace app or the NHS COVID-19 app. This should take the form of an email or text message from NHS Test and Trace or an alert from the NHS COVID-19 app.

If **you** are denied boarding as a result of **coronavirus** **you** must have documented proof of this from the airline.

#### What you are NOT covered for

1. the **excess** shown in the summary of cover;
2. claims for air passenger duty (which can be reclaimed by **you** through **your** travel agent or airline) and any airport tax which is refundable;
3. claims where **you** have failed to obtain a medical certificate from a **medical practitioner**, confirming that cancellation or curtailment of the **trip** is medically necessary;
4. claims for unused travel costs where **we** have paid or agreed to pay the extra cost of returning **you** to **your** home under the Emergency Medical and Repatriation Expenses section.
5. normal pregnancy, without any accompanying **bodily injury**, illness or **complications of pregnancy or childbirth**;
6. claims arising directly or indirectly from any **pre-existing medical conditions** unless they have been declared and accepted by **us** in writing for cover;
7. any claims arising directly or indirectly from any **medical condition** affecting a non-travelling relative if;
  - a **terminal prognosis** had been received; or
  - if they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or; or if during the 90 days immediately prior to the start of the **period of insurance** they had:
    - required surgery, inpatient treatment or hospital consultations; or
    - required any form of treatment or prescribed medication.
8. claims arising if **you** or **your travel companion** or a **close relative** are awaiting results after undertaking a **coronavirus test** at the time this policy was issued;
9. costs for **coronavirus tests** required for reentry to the **United Kingdom**;
10. any extra charges from the company **you** booked with because of **your** failure to notify them immediately it was found necessary to cancel;
11. claims arising from prohibitive regulations by the government of any country;
12. any claims arising from government or Foreign, Commonwealth and Development Office advice warning against all travel, or all but essential travel, due to any **epidemic** or **pandemic**, including but not limited to Coronavirus disease (COVID-19); severe acute respiratory syndrome coronavirus (SARS-COV-2) or any mutation of these;
13. costs incurred in obtaining medical information that **we** may require to assess **your** claim, including but not limited to General Practitioner fees;

14. travel tickets paid for using any airline mileage reward scheme or other reward points scheme;
15. accommodation costs paid for using any timeshare, holiday property bond or other reward points scheme;
16. any costs incurred by **you** which are recoverable from a tour operator, **public transport** operator, accommodation provider, **holiday services** provider or any other source, or for which **you** receive or are expected to receive compensation or other assistance;
17. **your** being self-employed or accepting voluntary redundancy;
18. any claim resulting from **your** failure to obtain a valid passport and any required visa in time for the booked **trip**;
19. **your** disinclination to travel or continue travelling, unless **your** change of travel plans is caused by one of the circumstances listed under **What you are covered for**;
20. anything mentioned in the General Exclusions.

## EMERGENCY MEDICAL AND REPATRIATION EXPENSES

### What you are covered for

If, during **your trip**, **you** become ill, contract **coronavirus** or sustain a **bodily injury** **we** will pay up to the amount shown in the summary of cover for costs incurred outside **your home country** that have been authorised by the emergency assistance company for:

1. emergency medical and surgical treatment in the nearest appropriate hospital, including **medical practitioner** fees, hospital expenses and ambulance costs;
  2. dental treatment for the relief of pain or difficulty eating only;
  3. travelling expenses, including those of one relative or friend if it is deemed medically necessary by **us** to be accompanied **home** and **we** do not provide a medical escort or if **you** are a child (under the age of 18) and require an escort **home**;;
  4. the extra cost of returning to **your home**.
- In the event of **your** death **we** will pay for:

1. the return of **your** body or ashes to **your home country** (but excluding the cost of burial or cremation); or
2. up to £1,500 towards the cost of burial or cremation expenses outside the United Kingdom.

### SPECIAL CONDITIONS

This is not a private health insurance policy; private medical treatment is not covered unless authorised specifically by the emergency assistance service. **We** reserve the right to organise a transfer from a private medical facility to a public medical facility where medically appropriate.

If **you** are taken into hospital or **you** think that **you** may have to **curtail** or extend **your trip** because of illness or a **bodily injury**, the emergency assistance company must be told immediately (see important contact numbers). **You** must contact **us** before incurring costs. Costs above £500 not authorised by **us** will not be covered. If **you** are physically unable to contact **us**, someone else must contact **us** on **your** behalf within 48 hours.

For travel to the United States of America **we** will only pay for necessary emergency medical treatment, surgical, hospital, ambulance and nursing fees and charges. This means costs that are incurred for approved, eligible medical services or supplies up to 150% of the published medical rates for the same or similar treatment as payable by US Medicare.

If **you** become ill or sustain a **bodily injury** **we** have the right to bring **you** back to **your home country**, if the emergency assistance company **medical practitioner** states that **you** can safely travel. If **you** refuse to return **home**, no further costs will be covered.

### What you are NOT covered for

1. the **excess** shown in the summary of cover. In the event of an injury occurring during the course of **manual work**, the **excess** will be increased to £250;
2. costs in excess of £500 which have not been authorised by **us** in advance;
3. any treatment, investigations or tests in a private hospital or private clinic unless authorised and agreed by **us**;
4. treatment which takes place within **your home country**;
5. claims arising directly or indirectly from any **pre-existing medical conditions** unless they have been declared and accepted by **us** in writing for cover;
6. any sums which can be recovered by **you** and which are covered

- under any National Insurance Scheme, Reciprocal Health Arrangement or Private Health Insurance;
7. normal pregnancy and/or childbirth, without any accompanying **bodily injury**, illness or **complications of pregnancy or childbirth**;
8. costs incurred in obtaining medical information that **we** may require to assess **your** claim, including but not limited to General Practitioner fees;
9. any costs incurred after the emergency assistance company medical practitioner states that **you** can safely return to **your home country**;
10. any costs incurred for cosmetic treatment;
11. costs incurred for:
  - a) surgery or medical treatment which in the opinion of the attending **medical practitioner** and the emergency assistance company **medical practitioner** can be delayed until **your** return to **your home country**;
  - b) medication and/or treatment which at the time of departure is known to be required or to be continued outside **your home country**;
  - c) preventative treatment which can be delayed until **your** return to **your home country**;
12. claims that are not confirmed as medically necessary by the attending **medical practitioner** or the emergency assistance company;
13. the cost of any elective (non-emergency) treatment or surgery, including exploratory tests;
14. the cost of any treatment not directly related to the illness or **bodily injury** which necessitated **your** admittance into hospital;
15. any additional hospital costs arising from single or private room accommodation unless medically necessary;
16. expenses incurred as a result of a tropical disease where **you** have not had the recommended inoculations and/or taken the recommended medication;
17. costs that arise more than 12 months after a claim was first notified;
18. any claim arising directly or indirectly from **your** participation in any sports or activities not listed under the sports and activities tables or which **you** have not paid the appropriate premium for
19. costs for any reentry requirements including **coronavirus** tests required for return to the **United Kingdom**;;
20. anything mentioned in the General Exclusions.

## HOSPITAL BENEFIT

### What you are covered for

**We** will pay **you** up to the amount shown in the summary of cover should **you** suffer a **bodily injury** or illness during the **period of insurance**, for each full 24 hours that **you** spend as an inpatient in a hospital outside of **your home country**.

### What you are NOT covered for

1. the **excess** shown in the summary of cover;
2. treatment which takes place within **your home country**;
3. claims arising directly or indirectly from any **pre-existing medical conditions** unless they have been declared to **us** and accepted by **us** in writing for cover;
4. normal pregnancy and/or childbirth, without any accompanying **bodily injury**, illness or **complications of pregnancy or childbirth**;
5. claims that are not confirmed as medically necessary by the attending **medical practitioner** or the emergency assistance company;
6. hospitalisation for any elective (non-emergency) treatment or surgery, including exploratory tests;
7. hospitalisation for any treatment not directly related to the **medical condition** or **bodily injury** which necessitated **your** initial admittance into hospital;
8. hospitalisation as a result of a tropical disease where **you** have not had the recommended inoculations and/or taken the recommended medication;
9. anything mentioned in the General Exclusions.

## PERSONAL POSSESSIONS AND BAGGAGE

### What you are covered for

1. **We** will pay up to the amount shown in the summary of cover for the value or cost of repair of any of **your** own **personal possessions** (not hired, loaned or entrusted to **you**) which are

lost, stolen, damaged or destroyed (after making allowance for wear and tear and depreciation).

2. **We** will pay up to the amount shown in the summary of cover for the cost of buying replacement necessities if **your** baggage is delayed in reaching **you** on **your outward journey** for at least 12 hours and **you** have a written report from the carrier to confirm this.

### SPECIAL CONDITIONS

In the event of a claim for a pair or set of articles the maximum amount payable will be limited to the single article limit shown in the summary of cover.

**You** must provide **us** with any receipts, proofs of purchase or documents to support **your** claim as requested.

Within 24 hours of the discovery of the incident **you** must report loss, theft or damage of **personal possessions** to the police or carrier as appropriate. Delayed baggage or **personal possessions** damaged in transit must be reported to the airline before leaving the baggage hall and a Property Irregularity Report (PIR) obtained.

Any amount **we** pay **you** under item 2 will be deducted from **your** claim if **your** baggage proves to be permanently lost and **you** make a claim for lost baggage.

#### What you are NOT covered for

1. the **excess** shown in the summary of cover;
2. **you** not exercising care for the safety and supervision of **your personal possessions**;
3. loss, destruction, damage or theft of any items left **unattended** in a public place, or a place to which members of the general public have access;
4. the loss, damage or delay in transit of **your personal possessions**, if **you** do not notify the carrier (i.e. airline, shipping company, etc.) and obtain a written report within 24 hours of discovery of the damage or loss;
5. loss or theft unless **you** have reported the loss or theft to the nearest police authority within 24 hours of discovery and have obtained a written police report;
6. loss, destruction, damage or theft:
  - a) from confiscation or detention by customs or other officials or authorities;
  - b) of valuables not carried in **your** hand luggage (i.e. carried on or about **your** person) while in transit;
7. sports gear whilst in use;
8. bicycles;
9. loss due to wear and tear, denting or scratching, moth or vermin;
10. breakage of fragile or brittle articles;
11. **valuables** stolen from an **unattended** vehicle at any time;
12. mobile phones or smart phones and i watches;
13. **personal possessions** stolen from:
  - a) an **unattended** vehicle, unless it was in the locked glove compartment, or rear boot or luggage area of the vehicle and it is covered so as not to be visible from outside the vehicle, and unless there is evidence of forcible entry;
  - b) an **unattended** vehicle (other than motor caravans) left for any period between the hours of 9pm and 9am;
14. any depreciation in value;
15. any property more specifically insured or recoverable under any other source;
16. the cost of replacement locks;
17. anything mentioned in the General Exclusions.

### PERSONAL MONEY

#### What you are covered for

**We** will pay **you** up to the amount shown in the summary of cover if **your** own **money** is lost or stolen whilst being carried on **your** person or left in a locked safety deposit box (or equivalent facility).

#### What you are NOT covered for

1. the **excess** shown in the summary of cover;
2. claims arising from **you** not exercising care for the safety and supervision of **your money**;
3. loss or theft unless **you** have reported the loss or theft to the nearest police authority within 24 hours of discovery and have obtained a written police report;
4. loss or theft of **your money** left **unattended** in a public place, or a place to which members of the general public have access;

5. **money** stolen from an **unattended** vehicle;
6. any depreciation in value or exchange rates;
7. anything mentioned in the General Exclusions.

### LOSS OF PASSPORT

#### What you are covered for

**We** will pay up to the amount shown in the summary of cover for:

1. the costs in obtaining a replacement passport or travel document (**you** are not covered for the cost of the document itself) to enable **you** to return to **your home country** following accidental loss or theft;
2. the costs in obtaining a replacement driving licence or green card following accidental loss or theft.

#### What you are NOT covered for

1. the **excess** shown in the summary of cover;
2. the cost of the passport, travel document, driving licence or green card;
3. loss due to delay, detention, confiscation, requisition or damage by customs or other officials or authorities;
4. loss or theft unless **you** have reported the loss or theft to the nearest police authority within 24 hours of discovery and have obtained a written police report;
5. loss of or theft from an **unattended** vehicle;
6. anything mentioned in the General Exclusions.

### PET CARE

#### What you are covered for

**We** will pay up to the amount shown in the summary of cover for each full 24 hour period that **you** are delayed for extra boarding fees for **your** pet, if **your** return journey is delayed due to a reason insured under this policy.

#### What you are NOT covered for

1. any animal boarding fees **you** incur as a result of quarantine regulations;
2. any claims where **you** have failed to check in for **your** return journey at or before the recommended time;
3. any claims where **you** have failed to get a written statement from the appropriate transport company or authority confirming the reason for delay;
4. anything mentioned in the General Exclusions.

### TRAVEL DELAY AND ABANDONMENT

This section does not apply to **trips** within **your home country**.

#### What you are covered for

##### AIRPORT LOUNGE ACCESS

If the flight on which **you** are booked to travel is delayed by at least four hours as a result of:

1. **strike or industrial action** provided that when this policy was taken out, there was no expectation that the **trip** would be delayed;
2. adverse weather conditions;
3. mechanical breakdown or technical fault of the aircraft.

**We** will provide access to an airport lounge, where available. Lounge access will become available on the announcement of a minimum four-hour delay, not, for example, two consecutive two-hour delays.

**You** must have access to a mobile device so that **you** can receive an SMS message in order to gain access to the lounge.

To take advantage of this benefit **you** will need to call the 24-hour access phone number: +44 (0)1273 071784

**You** will need to quote **your** policy number and flight details. If **your** claim is valid **you** will then be sent an SMS message which will give **you** access to an airport lounge for the duration of **your** delay.

There may be occasions when this benefit is unavailable:

- If the lounge is closed when the delay occurs - during the night, for instance.
- If the lounge is at full capacity.
- If **you** or another **insured person** fail to meet the lounge terms and conditions such as dress code or minimum age.



## TRAVEL DELAY BENEFIT

If **you** chose not to, or are unable to take advantage of airport lounge access, **we** will pay **you**:

1. up to the amount shown in the summary of cover if the international departure of the **public transport** on which **you** are booked to travel is delayed by at least 12 hours; or
2. up to the amount shown under the Abandonment section of this policy in the summary of cover if **you** abandon the **trip** after a delay to **your** outward flight, sea crossing, coach or train departure from **your home country** of more than 12 hours beyond the booked departure time;

as a result of:

- a) **strike or industrial action** provided that when this policy was taken out, there was no expectation that the **trip** would be delayed;
- b) adverse weather conditions;
- c) mechanical breakdown or technical fault of the aircraft, coach, train or sea vessel.

### What you are NOT covered for

1. the **excess** shown in the summary of cover;
2. any claim if **you** have not checked in before the recommended check-in time;
3. any claim if **you** have not obtained written confirmation from the carrier stating the duration and the cause of the delay;
4. any claims arising from withdrawal from service of the **public transport** on the orders or recommendation of the Civil Aviation Authority or a Port Authority or similar body in any country;
5. any claims for additional travel and accommodation expenses;
6. anything mentioned in the General Exclusions.

## MISSED DEPARTURE

This section does not apply to **trips** within **your home country**.

### What you are covered for

**We** will pay up to the amount shown in the summary of cover for necessary travel and accommodation expenses required to reach **your** booked destination, if **you** miss **your** booked departure or pre booked internal flight due to:

1. the vehicle **you** are travelling in to reach **your** international departure point breaking down or being involved in an accident; or
2. an accident or breakdown happening ahead of **you** on a public road which causes an unexpected delay to the vehicle in which **you** are travelling; or
3. the **public transport** **you** are using to reach **your** international departure point being delayed, resulting in **you** arriving too late to commence **your** booked **trip**.

### What you are NOT covered for

1. the **excess** shown in the summary of cover;
2. claims where **you** have not allowed sufficient time to get to **your** international departure point to catch the booked **public transport**;
3. the **public transport** provider's failure unless **you** get a letter from the provider confirming that the service did not run on time;
4. the accident or breakdown of **your** vehicle unless **you** get confirmation of the delay from the authority who went to the accident or breakdown affecting the car **you** were travelling in;
5. breakdown of any vehicle in which **you** are travelling if the vehicle is owned by **you** and has not been serviced properly and maintained in accordance with manufacturer's instructions;
6. any delay caused by a riot, civil commotion, **strike or industrial action** which began or was announced before the start date of **your** policy and the date **your** travel tickets or confirmation of booking were issued;
7. anything mentioned in the General Exclusions.

## PERSONAL ACCIDENT

### What you are covered for

**We** will pay up to the amount shown in the summary of cover if **you** suffer an accidental **bodily injury** during the **trip**, which within 12 months is the sole and direct cause of:

1. death;
2. **loss of limb**;
3. total and permanent **loss of sight** in one or both eyes; or
4. **permanent total disablement**.

### What you are NOT covered for

1. any claims arising directly or indirectly from sickness, illness or disease;
2. any injury not caused solely by outward, visible, external means;
3. mental or psychological trauma not involving **your bodily injury**;
4. any claim arising directly or indirectly from **your** pregnancy;
5. any claims under this section not notified to **us** within 12 months of the date of the accident;
6. anything mentioned in the General Exclusions.

## PERSONAL LIABILITY

### What you are covered for

**We** will pay up to the amount shown in the summary of cover (including any legal costs related to the accident agreed by **us**) in costs if **you** become legally liable during **your trip** for an accident that causes:

- a) death or injury to any person.
- b) accidental loss or damage to property that is not owned by any insured person.

**NB:** If **you** are legally responsible for accidental damage to rented accommodation, **we** will pay up to £100,000 for a single incident.

### SPECIAL CONDITIONS

**You** or **your** legal representatives must give **us** written notice immediately **you** receive notice of any prosecution or inquest in connection with any circumstances which may give rise to a claim under this section.

No admission, offer, promise, payment or indemnity should be made by or on **your** behalf without **our** prior written consent.

Every document issued to **you** must be forwarded to **us** immediately upon receipt.

**We** are entitled to take over and conduct in **your** name the defence or settlement of any claim or to prosecute in **your** name for **our** own benefit any claim for indemnity or damages against all other parties.

**We** may at any time pay the sum insured (after deduction of any sums already paid as compensation) or any lesser amount for which such claim(s) can be settled. Once this payment is made **we** will have no further liability for **your** claim.

### What you are NOT covered for

1. claims arising from accidental death of or physical injury to **you** or **your close relative**;
2. any liability resulting from **your** employment, trade, profession, business or that of **your close relative**;
3. **your** responsibility as an employer to anyone employed by **you** or **your close relative** in any trade, business or profession;
4. any agreement or contract which adds any liability which would not have existed otherwise;
5. any liability arising from **you** or **your close relative** owning or using aircraft, horse-drawn vehicles, motorised or mechanically propelled, assisted vehicles or towed vehicles, boats (other than rowing boats, punts), jet skis, jet bikes or wet bikes, animals (other than horses, domestic dogs or cats), firearms;
6. any liability resulting from wilful or malicious acts by **you**;
7. accidental injury or loss which has not been caused by **you**;
8. any liability resulting from **you** knowingly or unknowingly passing on any sexually transmitted disease to a third party;
9. any claim for personal liability which is covered by any other insurance held by **you**;
10. any claims arising from the occupation, except temporarily for the purposes of the **trip**, or ownership of any land or building;
11. any claim if **you** engage in any activity where this policy states that Personal Liability cover is excluded;
12. anything mentioned in the General Exclusions.

## HIJACK

### What you are covered for

We will pay up to the amount shown in the summary of cover for each 24 hour period **you** are confined as a result of hijack.

### What you are NOT covered for

any compensation unless **you** have obtained confirmation from the airline carrier or their handling agents confirming the period of delay;  
anything mentioned in the General Exclusions.

### SPECIAL CONDITIONS

In order to make a claim under this section **you** must obtain an independent written report confirming the period of delay along with any supporting documentation such as press cuttings.

## MUGGING

### What you are covered for

We will pay **you** up to the amount shown in the summary of cover if **you** sustain actual **bodily injury** as a result of a mugging attack during the **period of insurance** resulting in medical treatment and necessitating admission to an overseas hospital if:

1. The incident was reported to the nearest police authority within 24 hours of the incident occurring;
2. **You** produce independent evidence in writing in support of any claim.

### What you are NOT covered for

1. Any claim where **you** were under the influence of intoxicating liquor, drugs or substance or solvent abuse at the time of the mugging;
2. any claim where there is evidence of intentional self injury, wilful exposure to peril or **your** deliberate acts;
3. anything mentioned in the General Exclusions.

## SPECIAL SPORTS & ACTIVITIES COVER

### What is covered:

Benefits under the sections of cover already described are extended to cover Special Sports and Activities as listed in the Included Sports and Activities table at the bottom of this page.

Note that all terms, conditions and exclusions continue to apply for all sections. **You** must read these extensions in conjunction with all sections to which they relate and refer back to them when appropriate for full cover details.

This policy specifically excludes participating in or practising for certain sports and activities. Please see the Included Sports and Activities table on page 13 to confirm which sports and activities are covered on a non-competitive and non-professional basis during **your trip**.

When participating in **your** activity **you** must ensure that it is adequately supervised and appropriate safety equipment is worn/used at all times'.

## INCLUDED SPORTS AND ACTIVITIES TABLE

**You will not be covered for any claims arising directly or indirectly from any sport or activity not listed in this table.**

Additionally **you** will not be covered in respect of any Personal Accident or Personal Liability claims for sports and activities marked with an asterisk \*.

**Note:** Under the Personal Liability and Personal Accident sections of cover **you** will not be covered for liability or injury caused directly or indirectly

by **you** owning or using any aircraft, drone, firearm, motorised vehicle, boat or any form of motorised leisure equipment, or any claim resulting from your profession, business or employment, including voluntary work of any kind.

**If you are undertaking a pursuit or activity which is not listed in this policy or are in any doubt as to whether cover will apply, please call Barrhead Travel.**

<ul style="list-style-type: none"> <li>• Blowcarting (Land Sailing - in a Kart)*</li> <li>• Abseiling (within organiser's guidelines)</li> <li>• Angling</li> <li>• Archery</li> <li>• Athletics</li> <li>• Badminton</li> <li>• Ballroom dancing</li> <li>• Bamboo Rafting</li> <li>• Bar Work</li> <li>• Baseball</li> <li>• Basketball</li> <li>• Billiards</li> <li>• Bird Watching</li> <li>• Blade Skating</li> <li>• Bowls</li> <li>• Breathing Observation Bubble (BOB)</li> <li>• Bridge Swinging</li> <li>• Catamaran Sailing (if qualified)*</li> <li>• Clay Pigeon Shooting*</li> <li>• Climbing (on a climbing wall only)</li> <li>• Cricket</li> <li>• Croquet</li> <li>• Curling</li> <li>• Cycling (incidental) occasional not main purpose of trip</li> <li>• Dancing</li> <li>• Darts*</li> <li>• Deep sea fishing</li> <li>• Devil Karting (unpowered)*</li> <li>• Dinghy Sailing*</li> <li>• Dirt Boarding (no tricks, jumps)*</li> <li>• Donkey Ride</li> <li>• Downhill Mountain Biking</li> <li>• Dune Bashing*</li> <li>• Fell walking. No cover for self-guided trekking; trekking against local authority advice; trekking on routes which are not officially recognised.</li> <li>• Fishing</li> </ul>	<ul style="list-style-type: none"> <li>• Football/Soccer</li> <li>• Free Swimming (freestyle only)</li> <li>• Fresh Water/Sea Fishing</li> <li>• Frisbee*</li> <li>• Glacier walking</li> <li>• Gliding (no cover for crewing or piloting)</li> <li>• Go Karting*</li> <li>• Golf</li> <li>• Gymnastics</li> <li>• Handball</li> <li>• Hiking/trekking/walking (below 2,500 metres). No cover for self-guided trekking; trekking against local authority advice; trekking on routes which are not officially recognised.</li> <li>• HobieCat Sailing*</li> <li>• Horse Riding within tour organisers guidelines &amp; safety helmet worn at all times*</li> <li>• Hot air ballooning (organised pleasure rides only)</li> <li>• Husky dog sleigh ride</li> <li>• Husky safari</li> <li>• Hydro Zorbing</li> <li>• Ice Skating</li> <li>• Indoor Skating</li> <li>• Inline Skating</li> <li>• Jet Boating (no racing)*</li> <li>• Jet Skiing (no racing)*</li> <li>• Jogging</li> <li>• Karting*</li> <li>• Kick Sledding</li> <li>• Kite Boarding on water*</li> <li>• Kite surfing*</li> <li>• Kiting (on ground, not used to propel forward)</li> <li>• Korfball</li> <li>• Land Skiing (not on snow)*</li> <li>• Lasso throwing (not Rodeo)</li> <li>• Low Ropes (less than 1m from ground)*</li> </ul>	<ul style="list-style-type: none"> <li>• Model Flying (not pilot or passenger carrying aircraft)*</li> <li>• Model Sports (model radio controlled cars, aircraft, boats, etc)*</li> <li>• Motorcycling over 55cc and under 250cc only as a rider or passenger when wearing a helmet, providing the rider holds an appropriate UK motorcycle licence. No racing, no off-roading. No Personal Liability cover.</li> <li>• Mountain Boarding (no jumping / racing / tricks)*</li> <li>• Mud Buggy*</li> <li>• Netball</li> <li>• Octopush</li> <li>• Organised safari without guns</li> <li>• Orienteering</li> <li>• Paintballing (wearing eye protection)*</li> <li>• Parascending over water</li> <li>• Passenger Sledge (horse and carriage)</li> <li>• Petanque</li> <li>• Pigeon Racing*</li> <li>• Pilates</li> <li>• Pistol Shooting (within organisers guidelines)*</li> <li>• Parascending over water</li> <li>• Passenger Sledge (horse and carriage)</li> <li>• Petanque</li> <li>• Pigeon Racing*</li> <li>• Pilates</li> <li>• Pistol Shooting (within organisers guidelines)*</li> <li>• Pony or horse trekking (guided treks only)</li> <li>• Quoits</li> <li>• Rackets</li> <li>• Racquet ball</li> <li>• Rafting/Canoeing/Tubing / Kayaking up to Grade 3</li> <li>• Rambling</li> <li>• Rap jumping/ running (within organiser's guidelines)</li> <li>• Reenacting</li> <li>• Restaurant Work*</li> <li>• Rifle range Shooting*</li> <li>• Ringos</li> <li>• River Bugging</li> </ul>	<ul style="list-style-type: none"> <li>• River Tubing up to grade 2 only - NOT through caves</li> <li>• Roller Blading</li> <li>• Roller skating/blading (wearing pads &amp; helmets)</li> <li>• Rounders</li> <li>• Rowing (except racing)</li> <li>• Running (non competitive)</li> <li>• Safari (organised by bona fide tour operator with no guns)</li> <li>• Safari trekking in a vehicle (must be organised tour)</li> <li>• Safari trekking on foot (must be organised tour)</li> <li>• Sailboarding</li> <li>• Sailing/Yachting in-shore - (Recreational, no racing)*</li> <li>• Sandboarding*</li> <li>• Scuba Diving 10 to 18 metres with a dive buddy (within organiser's guidelines): PADI Open Water Qualified</li> <li>• Scuba Diving 10 to 20 metres with a dive buddy (within organiser's guidelines): BSAC Ocean Diver Qualified</li> <li>• Scuba Diving 18 to 30 metres with a dive buddy (within organiser's guidelines): PADI Advanced Open Water Qualified</li> <li>• Scuba Diving 20 to 30 metres with a dive buddy (within organiser's guidelines): BSAC Sports Diver Qualified</li> <li>• Scuba diving to 10 metres with a dive buddy (within organiser's guidelines)</li> <li>• Sea Fishing</li> <li>• Sea kayaking</li> <li>• Segway</li> <li>• Shooting (within organiser's guidelines)*</li> <li>• Skateboarding (wearing</li> </ul>	<ul style="list-style-type: none"> <li>pads and helmets, no tricks, jumping)</li> <li>• Sledding (pulled by horse or reindeer as a passenger)</li> <li>• Sleigh Rides (horse pulled only)</li> <li>• Small Bore Target Shooting (within organiser's guidelines)*</li> <li>• Snooker*</li> <li>• Snorkelling</li> <li>• Softball</li> <li>• Sphereing</li> <li>• Squash</li> <li>• Stoolball</li> <li>• Stoopball*</li> <li>• Surfcasting</li> <li>• Surfing</li> <li>• Swimming</li> <li>• Swimming with dolphins</li> <li>• Table tennis</li> <li>• Target Rifle Shooting (within organiser's guidelines)*</li> <li>• Telemarking*</li> <li>• Ten pin bowling</li> <li>• Tennis</li> <li>• Tubing</li> <li>• Tug of war</li> <li>• Volleyball</li> <li>• Wadi Bashing*</li> <li>• Wakeboarding</li> <li>• Walking</li> <li>• War Games (wearing eye protection)*</li> <li>• Water polo</li> <li>• Water skiing</li> <li>• White water rafting/ canoeing up to grade 3 (within organiser's guidelines)</li> <li>• Wicker Basket Tobogganing*</li> <li>• Wind Tunnel Flying*</li> <li>• Windsurfing</li> <li>• Yoga</li> <li>• Zorbing</li> </ul>
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## WITHDRAWAL OF SERVICES

### What you are covered for

**We** will pay **you** up to the amount shown in the summary of cover, if **you** suffer withdrawal of water or electricity supplies continuously for at least a 60 hour period during **your trip**.

### What you are NOT covered for

1. Any claims arising from actual or planned **strike or industrial action** which was common knowledge at the time **you** booked the **trip**;
2. any claim not supported by written confirmation from the tour operator or **your** hotel;
3. anything mentioned in the General Exclusions.

## LEGAL EXPENSES

### What you are covered for

**We** will pay up to the amount shown in the summary of cover for **legal expenses** to bring a claim for damages or compensation against a third party, if **you** suffer an incident that results in **bodily injury**, death or illness caused by a third party during the trip.

The following words and expressions used in this section of the policy shall mean the following wherever they appear in bold:

#### **Legal Expenses:**

fees, expenses and other costs reasonably incurred (as determined by our **legal representative**) by a **legal representative** to pursue a claim or legal proceedings for damages and/or compensation against a third party who has **caused your bodily injury**, death or illness.

costs that **you** are legally liable for following an award of costs by any court or tribunal or an out-of-court settlement made in connection with any claim or legal proceedings.

#### **Legal Representative:**

The solicitor or other suitably qualified person appointed by **us** in accordance with this section of the policy.

### **SPECIAL CONDITIONS**

Written consent **must** be obtained from **us** prior to incurring **legal expenses**. This consent will be given if **you** can satisfy **us** that: there are reasonable (as determined by our **legal representative**) grounds for pursuing the claim or legal proceedings; and in the opinion of our **legal representative** the prospects of success and of recovering damages/enforcing a judgment is at least 51%.

- All claims or legal proceedings including any appeal against judgement resulting from the same original cause, event, or circumstance, will be regarded as one claim.
- If **you** are successful in any action, any **legal expenses** provided by **us** must be reimbursed to **us**.
- **We** may at **our** discretion assume control at any time of any claim or legal proceedings in **your** name for damages and or compensation from a third party.
- **We** may at **our** discretion offer to settle a claim with **you** instead of initiating or continuing any claim or legal proceedings for damages and or compensation from a third party. Any such settlement will be full and final in respect to the claim.
- **We** may at **our** discretion offer to settle a counter-claim against **you** instead of continuing any claim or legal proceedings for damages and or compensation from a third party.
- Only the costs incurred by a **legal representative** approved or appointed by **us** will be covered.
- **We** shall have complete control over the legal proceedings through **legal representatives we** nominate up to the point where proceedings are issued at which point **you** are free to nominate a suitably qualified person, although **we** do not have to accept them.
- Any **legal representative** will be appointed by **us** to represent **you** according to our standard terms, which may include a Conditional Fee Agreement or a Contingency Fee Agreement.
- **You** must cooperate fully with **us** and the **legal representative** and follow their advice and provide any information and assistance required by them within a reasonable timescale.
- **We** will have direct contact with the **legal representative**

and **you** must authorise them to disclose any information or documentation **we** may ask for.

- If **we** ask, **you** must have any legal costs taxed, assessed or audited.

### What you are NOT covered for

1. the excess as shown in the summary of cover;
2. any claim **we** or our **legal representatives** believe is not likely to be successful or if **we** think the costs of taking action will be more than any award or the prospects of success and of recovering damages/enforcing a judgment is likely to be less than 51%;
3. any claim reported to **us** more than 3 months after incident which led to the claim;
4. **legal expenses** incurred in the defence against any civil claim or legal proceedings made or brought against **you**;
5. **legal expenses** incurred before receiving **our** prior written approval;
6. **legal expenses** incurred in connection with any criminal or wilful act committed by **you**;
7. **legal expenses** incurred for any claim or legal proceedings brought against:
  - a) a travel agent, tour operator, carrier, insurer or their agent;
  - b) a holiday accommodation provider;
  - c) **us**, **you**, or any company or person involved in arranging this policy;
  - d) any person named on this policy;
8. fines, compensation or other penalties imposed by a court or other authority;
9. **legal expenses** incurred after **you** have not accepted an offer from a third party to settle a claim or legal proceeding where the offer is considered by **our legal representative** to be reasonable or **you** not accepting an offer from **us** to settle a claim;
10. **legal expenses** which **we** consider to be unreasonable or excessive or unreasonably incurred (as determined by **our legal representative**);
11. **legal expenses** incurred in pursuing any claim for compensation against the manufacturer, distributor or supplier of any drug, medication or medicine;
12. any claim relating to: an illness which gradually develops and is not caused by a specific or sudden event;
13. the driving of a motor vehicle for which **you** had no valid insurance;
14. judicial review or coroner's inquest;
15. defending **your** legal rights, except for the defence of any counterclaim;
16. any claim where **legal expenses** are based directly or indirectly on the amount of compensation awarded and specifically which is capable of being pursued under a Contingency Fee Agreement;
17. **legal expenses** incurred in any claim which is capable of being pursued under a Conditional Fee Agreement;
18. **legal expenses** incurred if an action is brought in more than one country;
19. anything mentioned in the General Exclusions.

## NATURAL CATASTROPHE

### **PREMIER PLUS COVER ONLY**

#### What you are covered for

**We** will pay up to the amount shown in the summary of cover per each insured person for the cost of providing other similar accommodation if your booked accommodation cannot be lived in because of a fire, flood, earthquake, storm, lightning, explosion or hurricane.

#### What you are NOT covered for

1. any expenses that **you** can get back from any tour operator, airline, hotel or other provider of services;



- any expenses that **you** would normally have to pay during the period of **your trip**;
- any claim resulting from **you** travelling against the advice of the appropriate national or local authority;
- any claim caused by an event which began or was announced before **your** departure;
- any claim where **you** have not provided **us** with evidence of all the extra costs **you** had to pay;
- any claim if **you** have purchased Standard or Premier cover;
- anything mentioned in the General Exclusions.

## OPTIONAL ADDITIONAL COVER

The following sections are only applicable if **you** have paid the appropriate additional premium. Any optional additional cover will be shown on **your certificate of insurance**.

## OPTIONAL GOLF

This section of cover is only applicable if **you** have paid the appropriate premium and it is noted on **your certificate of insurance**.

### What you are covered for

If during **your trip** your own **golf equipment** is lost or damaged, **we** will pay up to the amount shown in the summary of cover for:

- the cost of repair or value of **your own golf equipment** (after making proper allowance for wear and tear and depreciation) or hired **golf equipment**;
- the cost of hiring equivalent replacement **golf equipment**.

### What you are NOT covered for

- the **excess** shown in the summary of cover;
- any claim if **you** do not exercise care for the safety and supervision of **your own** or **your hired golf equipment**;
- claims if **you** do not obtain a written police report within 24 hours of the discovery in the event of loss, burglary or theft of **your own** or **your hired golf equipment**;
- claims where **your own** or **your hired golf equipment** are lost, damaged or delayed in transit if **you** do not notify the carrier (i.e. airline, shipping company etc.) immediately and obtain a written carrier's report within 24 hours,
- loss, destruction, damage or theft from confiscation or detention by customs or other officials or authorities;
- golf equipment** being stolen from:
  - an **unattended** vehicle unless it was in the rear boot or luggage area of the vehicle and is covered so as not to be visible from outside the vehicle, or items stored on a roof, and there is evidence of forced entry;
  - an **unattended** vehicle (other than motor caravans) left for any period between the hours of 9 pm and 9 am.

## LOSS OF GREEN FEES

### What you are covered for

**We** will pay up to the limits shown in the summary of cover for the unused portion of Green Fees **you** have paid or contracted to pay before **your trip** started if:

- you** have a valid claim under Cancellation or **Curtailment** or Emergency Medical Expenses and Repatriation and are therefore unable to play golf or;
- the golf course is closed due to adverse weather conditions provided that written confirmation is provided.

### What you are NOT covered for

- claims that are not confirmed as medically necessary by the emergency assistance company and where a medical certificate has not been obtained from the attending **medical practitioner** abroad confirming that **you** are unable to play golf and unable to use the golf facilities;
- claims if **you** have not provided written confirmation from the golf course in question that the course was closed due to adverse weather conditions;

- anything mentioned under the exclusions contained in the Cancellation and **Curtailment** and Emergency Medical and Repatriation Expenses sections;
- anything mentioned in the General Exclusions.

## HOLE-IN-ONE

### What you are covered for

**We** will pay up to the amount shown in the summary of cover in the event of **your** scoring a hole-in-one during **your trip**. This benefit will only be payable once in any game.

### What you are NOT covered for

- claims if **you** do not produce written confirmation from the secretary of the club, stating that the hole in one has been performed to the satisfaction of the club, together with the original score card fully completed and duly signed;
- anything mentioned under the General Exclusions.

## OPTIONAL BUSINESS EQUIPMENT

This section of cover is only applicable if **you** have paid the appropriate premium and it is noted on **your certificate of insurance**.

### What you are covered for

**We** will pay up to the amount shown in the summary of cover:

- for the value or cost of repair of any of **your** business equipment (limited to audio, visual, video, photographic and computer equipment) which is lost, stolen or damaged after making proper allowance for wear and tear and depreciation.
- for the cost of hiring equivalent replacement business equipment if the business equipment held by **you** for business reasons is lost, stolen or damaged.
- for the following business items that **you** are responsible for if they are lost or stolen:
  - Cash\*
  - Travellers Cheques
  - Travel Tickets
  - Admission Tickets

\*If cash is collected from a bank for use during a **trip** it will be covered for a period of 72 hours prior to the start of a **trip** and shall continue for the same period after returning from the **trip** or until deposited at a bank whichever occurs first.

### SPECIAL CONDITIONS

In the event of a claim for a pair or set of articles the maximum amount payable will be limited to the single article limit shown in the summary of cover.

Within 24 hours of the discovery of the incident **you** must report loss, theft or damage of **personal possessions** to the police or carrier as appropriate. Delayed baggage or **personal possessions** damaged in transit must be reported to the airline before leaving the baggage hall and a Property Irregularity Report (PIR) obtained.

### What you are NOT covered for

- the **excess** shown in the summary of cover;
- any loss, theft or damage during **your** outward or return journey if **you** do not get a written report from the carrier within 24 hours of the loss, theft or damage;
- anything mentioned in the exclusions from the **Personal Possession** and Baggage section;
- any loss and/or theft not reported to the police within 24 hours of discovery, and a police report obtained;
- any loss, theft or damage whilst left **unattended** unless **you** have kept them in locked accommodation, a safe or a safety deposit box;
- equipment or **money** left in a vehicle overnight between the hours of 9pm and 9am;

- 7. any loss, theft or damage to mobile and smart phones and i watches;
- 8. loss, theft, or damage of equipment and **money** whilst in the custody of the carrier;
- 9. more than the value of the part of a pair or set which is lost, stolen or damaged;
- 10. anything mentioned in the General Exclusions.

OPTIONAL OVERSEAS WEDDING

This section of cover is only applicable if **you** have paid the appropriate premium and it is noted on **your certificate of insurance**.

What you are covered for

We will pay up to the limit shown in the summary of cover for:

- 1. loss, theft or damage of wedding rings, gifts, attire, photographs or video recordings of **your** wedding during **your trip**;
- 2. additional costs of hiring a professional photographer or video recording professional up to the limit shown in the summary of cover, if the professional originally booked to take photographs or video recording is unable to attend **your** wedding due to illness, injury or unforeseen transport problems.

What you are NOT covered for

- 1. the **excess** shown in the summary of cover;
- 2. any loss or theft not reported to the nearest police authority with 24 hours or at any time if a written report is not provided;
- 3. deliberate damage to **your** rings, gifts, attire, photographs, video or baggage;
- 4. loss of, theft of or damage to:
  - a) rings, gifts, attire, photographs or video while in the custody of an airline, rail company, shipping line, bus or coach company, hotel or their agents unless **you** obtain a written report from them with 24 hours;
  - b)**valuables** not carried in **your** hand luggage (i.e. carried on or about **your** person) while in transit;
  - c) rings, gifts, attire, photographs or video left in an **unattended** motor vehicle unless securely closed and locked and there is evidence of forced entry;
  - d)rings, gifts, attire, photographs or video left in **your** accommodation unless the accommodation has been securely locked or items locked in a safe or safety deposit box, where this is practicable;
  - e) rings, gifts, attire, photographs or video left **unattended** in a place to which the public has access;
  - f) items shipped as freight;
  - g)films, tapes, cassettes, cartridges or discs other than for their value as unused material unless purchased pre-recorded;
- 5. any loss or damage caused by the process of cleaning, repairing or by restoring, atmospheric or climatic conditions, moth or vermin, electrical or mechanical breakdown;
- 6. anything mentioned in the General Exclusions.

OPTIONAL EXCESS WAIVER

This section of cover is only applicable if **you** have paid the appropriate premium and it is noted in **your certificate of insurance**.  
The **excess** is reduced to nil except where stated. This benefit must be purchased at the same time as buying **your** policy.

Note: Excess waiver does not apply to:

Claims under the Medical & Repatriation section for an injury sustained during the course of **manual work**, where the **excess** will be increased to £250.

OPTIONAL WINTER SPORTS COVER

**You** are only covered under this section if **you** have paid the extra premium to include winter sports cover. If **you** have purchased this cover will be shown on **your certificate of insurance**. If **you** are an Annual Multi-trip policy holder, **you** are entitled to 17 days' winter sports cover if **you** have paid the appropriate additional premium.

This policy excludes participating in or practising for certain winter sports and activities. Please ensure that the activity **you** are doing is covered.

This policy will cover <b>you</b> when <b>you</b> are engaging in the following winter sports on a non-competitive and non-professional basis during <b>your trip</b> when <b>you</b> have paid the additional winter sports premium:	
Cat skiing (with guides)	Snow blading (no jumping tricks)
Cross country skiing	Snow bobbing
Glacier skiing	Snow scooting
Langlauf (cross country skiing)	Snow shoe walking
Monoskiing (not for time trials/ speed skiing or racing)	Snow shoeing
Skiing on piste	Snow tubing
Skiing or snowboarding off piste (within local ski patrol guidelines)	Snow blading
Sledging/tobogganing	Snow boarding on piste

The following activities will be covered but there will be no cover in respect of any Personal Accident or Personal Liability claims:	
Kite snowboarding	Snow carting
Snow go karting	Snowmobiling
Skidoo	Snowmobile safari

Even if the appropriate winter sports premium has been paid, the following activities will remain excluded:	
Aerial skiing	Ski mountaineering
Air boarding	Ski or ski bob
Biathlon	Ski race training
Bobsleigh	Ski racing
Freestyle skiing	Ski randonee
Heli skiing or heli boarding	Ski stunting
Ice climbing	Ski touring
Ice diving	Ski yawing
Ice fishing by snowmobile	Skiing/snowboarding off piste (outside local ski patrol guidelines/outside recognised and authorised areas)
Ice hockey	
Ice holing	
Ice marathon	Snow biking
Ice speedway	Snow cat driving
Nordic skiing	Snow kiting
Paraskiing	Snow parascending
Ski acrobatics/aerials	Tandem skiing
Ski jumping	Use of skeletons

**You** are not covered when engaging in organised competitions or when skiing against local authority warning or advice.

If **you** are undertaking a pursuit or activity which is not listed in this policy or are in any doubt as to whether cover will apply, please call **our** Travel Helpline as quoted on **your certificate of insurance**.

Benefits under the sections of cover already described are extended to cover winter sports. Please note that all terms, conditions and exclusions (except where these are amended under this upgrade) continue to apply for all sections in respect of winter sports.

WINTER SPORTS CANCELLATION OR CURTAILMENT

What you are covered for

If **you** have a valid claim under the Cancellation and **Curtailement** section, in addition to the benefits shown under that section **we** will pay up to the amount shown in the summary of cover for the cost of deposits **you** cannot recover, or payments **you** have made (or contracted to pay) for unused ski pass or ski school fees.

What you are NOT covered for

1. anything mentioned in the exclusions relating to the Cancellation or **Curtailment section**;
2. anything mentioned in General Exclusions.

## SKIS, SKI EQUIPMENT & SKI PASS

### What you are covered for

In addition to the **Personal Possessions** and Baggage section **we** will pay up to the amount shown in the summary of cover if:

1. **ski equipment** belonging to or hired by **you** is damaged, stolen, destroyed or lost in the course of a **trip**;
2. **your** ski pass that **you** are carrying on **your** person or have left in a safety box is lost, stolen, or damaged in the course of a **trip**.
3. the loss of use of **your** ski pack following **your** injury or illness during **your** trip.

### **SPECIAL CONDITIONS**

**Ski equipment** is covered against damage or loss whilst in use, if being used correctly. Skis are covered when locked to a roof rack, which is itself locked to the roof of a vehicle.

**You** must take care of **your ski equipment** and ski pass and must not leave them **unattended** at any time in a place to which the public has access.

### What you are NOT covered for

1. anything mentioned in the exclusions relating to the **Personal Possessions** and Baggage section;
2. anything mentioned in the General Exclusions.

## PISTE CLOSURE

### What you are covered for

If during a **trip** **you** are prevented from skiing at the pre-booked resort for more than 24 consecutive hours, because adverse weather conditions cause a total closure of the lift system (other than baby drags and lifts used for transport within the resort by non-skiers) **we** will pay up to the amount shown in the summary of cover:

1. for travel costs and lift pass charges **you** have to pay to travel to and from a similar area to ski; or
2. as a cash benefit payable if no suitable alternative skiing is available.

### What you are NOT covered for

1. **trips** in the Northern Hemisphere outside the period commencing 1st December and ending 31st March;
2. **trips** in the Southern Hemisphere outside the period commencing 1st May and ending 30th September;
3. anything mentioned in the General Exclusions.

## AVALANCHE OR LANDSLIDE

### What you are covered for

If, following avalanches or landslides, access to and from the ski resort is blocked or scheduled **public transport** services are cancelled or **curtailed** **we** will pay up to the amount shown in the summary of cover for extra accommodation and travel expenses to enable **you** to reach an alternative site. Evidence of limited access will be required.

### What you are NOT covered for

Anything mentioned in the General Exclusions.

## SKI HIRE

### What you are covered for

If **your ski equipment** is delayed on the **outward journey** of a **trip** for more than 12 hours, then **we** will pay **you** up to the amount shown in the summary of cover for hire of equivalent replacement **ski equipment**.

### What you are NOT covered for

1. the loss, damage or delay in transit of **your ski equipment** if **you**

do not notify the carrier within 24 hours and obtain a Property Irregularity Report (PIR) or other report confirming the delay;

2. anything mentioned in the General Exclusions.

## OPTIONAL CRUISE UPGRADE

**You** are only covered under this section if **you** have paid the extra premium to include cruise cover. If **you** have purchased this cover will be shown on **your certificate of insurance**.

## MISSED PORT DEPARTURE

### What you are covered for

**We** will pay up to the amount shown in the summary of cover for necessary travel and accommodation expenses required to reach **your** booked cruise at the next embarkation point, if **you** are unable to get to **your** booked departure port due to:

1. the vehicle **you** are travelling in to reach **your** booked departure port breaking down or being involved in an accident; or
2. the **public transport** **you** are using to reach **your** international departure point being delayed, resulting in **you** arriving too late to commence **your** booked **trip**;
3. **strike or industrial action** or adverse weather conditions.

### **SPECIAL CONDITIONS RELATING TO CLAIMS**

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

### What you are NOT covered for

1. the **excess** shown in the summary of cover;
2. **strike or industrial action** existing or publicly declared by the date this insurance is purchased or the date **your trip** was booked, whichever is the later;
3. the accident or breakdown of **your** vehicle unless **you** get confirmation of the delay from the authority who went to the accident or breakdown affecting the car **you** were travelling in;
4. breakdown of any vehicle in which **you** are travelling if the vehicle is owned by **you** and has not been serviced properly and maintained in accordance with manufacturer's instructions;
5. any claims arising from withdrawal from service temporarily or otherwise of the **public transport** on the orders or recommendation of the Civil Aviation Authority or a Port Authority or similar body in any country;
6. additional expenses where the scheduled **public transport** operator has offered alternative travel arrangements;
7. additional expenses where **your** planned arrival time at the port is less than 3 hours in advance of the sail departure time if **you** are travelling independently and not part of an integrated cruise package;
8. anything mentioned in the General Exclusions.

## CABIN CONFINEMENT

### What you are covered for

**We** will pay up to the amount shown in the summary of cover when **you** are confined to **your** cabin by the ship's medical officer for medical reasons.

### What you are NOT covered for

1. any confinement to **your** cabin which has not been confirmed in writing by the ship's medical officer;
2. anything mentioned in the General Exclusions.

## ITINERARY CHANGE

### What you are covered for

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

### What you are NOT covered for



1. the **excess** shown in the summary of cover;
2. claims arising from a missed port caused by **strike or industrial action** if it was known at the time that the insurance was purchased or the **trip** was booked;
3. **your** ship being unable to put people ashore due to a scheduled tender operation failure;
4. any claim if a monetary amount (including on board credit) of compensation has been offered by the ship or tour operator;
5. anything mentioned in the General Exclusions.

### UNUSED EXCURSIONS

#### What you are covered for

**We** will pay up to the amount shown in the summary of cover for the cost of pre-booked excursions, which **you** were unable to use as a direct result of being confined to **your** cabin by the ship's medical officer for medical reasons.

#### What you are NOT covered for

1. any confinement to **your** cabin which has not been confirmed in writing by the ship's medical officer;
2. **your** failure to attend the excursion as per **your** itinerary;
3. any claim if a monetary amount (including on board credit) of compensation has been offered by the ship or tour operator;
4. anything mentioned in the General Exclusions.

### GENERAL CONDITIONS APPLICABLE TO ALL SECTIONS

1. **You** must cooperate with **us** and provide **us** with any documentation or information **we** ask for, to evaluate **your** claim or to seek reimbursement from a third party. **We** will not pay any claim unless **you** cooperate with **us**.
2. All receipts must be retained and produced in the event of a claim. **Your** claim may be rejected if receipts are not produced.
3. If **we** require any medical certificates, information, evidence and receipts, these must be obtained by **you** at **your** expense.
4. If at the time of any incident giving rise to a claim under this policy there is other insurance covering the same loss, **we** will not pay more than **our** proportional share apart from a personal accident claim, which will be paid in full.
5. In the event of a claim, if **we** require a medical examination **you** must agree to this and in the event of death **we** are entitled to a post mortem examination, both at **our** expense.
6. **You** must take steps to recover any lost or stolen article.
7. **You** must take steps to avoid or minimise any loss or damage likely to give rise to a claim under this policy. **You** must act as if **you** are not insured.
8. **We** will make every effort to provide all services stated in this document. Remote geographical locations or unforeseeable adverse local conditions may affect normal service.
9. **We** may at any time pay **our** full liability under this policy after which **we** will have no further liability.
10. If any claim is found to be fraudulent in any way this policy will not apply and all claims related or subsequent to the fraud will not be paid.
11. Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the **United Kingdom** in which **your** main residence is situated.

### GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS

**We** will not pay anything directly or indirectly caused by:

1. **You** being under the influence of alcohol to such an extent that it impairs **your** physical ability and/or judgement; or **you** being under the influence of drugs (unless prescribed by a doctor); alcoholism, any other alcohol related illness or drug addiction;
2. **Your** suicide, deliberately injuring yourself or **you** exposing yourself to needless danger (unless **you** are trying to save someone's life);

3. **You** suffering from, or transmitting, a sexually transmitted disease;
4. **you** climbing on top of, or jumping from a vehicle or jumping from a building or balcony, or sitting, planking, balconing, owling or lying on any external part of any building, or climbing or moving from any external part of any building to another (apart from stairs, ramps or walkways) and falling regardless of the height, unless **your** life is in danger or **you** are attempting to save human life;
5. **you** fighting, except in self-defence;
6. air travel (other than as a fare-paying passenger on a regular scheduled airline or licenced charter aircraft);
7. bankruptcy/liquidation of any tour operator, travel agent or transportation company;
8. loss or damage to any property and expense or legal liability directly or indirectly caused by:
  - a) ionising radiations or radioactive contamination from any nuclear fuel or nuclear waste which results in burning of nuclear fuel or;
  - b) the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it;
9. loss or damage arising from war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion or uprising, blockade, military or usurped power;
10. any **act of terrorism** (this exclusion does not apply to Emergency Medical and Repatriation Expenses or Personal Accident claims);
11. **You** riding on a motorcycle if;
  - The engine capacity is in excess of 250cc
  - **You** do not wear a crash helmet
  - **You** are racing
  - **You** do not hold the appropriate UK license to ride the motorcycle;
12. **you** riding on a quad bike;
13. any sports or activities not listed under the sports and activities tables or which **you** have not paid the appropriate premium for;
14. winter sports of any kind (unless the appropriate premium has been paid);
15. **you** using a firearm;
16. any payment which **you** would normally have made during **your** travels, if nothing had gone wrong (for example, meals);
17. **your** travel to a country or specific area or event to which the Travel Advice Unit of the Foreign, Commonwealth and Development Office or the World Health Organisation has advised against all, or all but essential travel. The exception to this exclusion is for single trip policies for travel within Europe, where **you** will remain covered, other than for cancellation or curtailment claims, if the Travel Advice Unit of the Foreign, Commonwealth and Development Office advice against "all but essential travel" is solely due to Covid-19;
18. claims arising from **your** wilful, deliberate, malicious or unlawful acts;
19. a **pre-existing medical condition** not declared to and accepted by **us** in writing;
20. **you** driving, or in charge of a vehicle where **your** blood/urine alcohol level is above the legal limit stated in the laws of the country where the incident occurs;
21. circumstances which **you** knew about before **you** purchased this insurance or at the time of booking **your trip** (whichever is the earlier) which could result in a claim;
22. **your** failure to meet the eligibility criteria under this policy.

