

# BarrheadTravel

The Holiday & Tailor-Made Travel Specialists

## Single and Annual Multi Trip Policies

Master policy number:  
Standard – RTZBT40053-01 A&B  
Premier – RTZBT40053-02 A&B  
Premier Plus – RTZBT40053-03 A&B

This insurance policy wording is a copy of the master policy wordings  
and is subject to the same terms, conditions and exclusions.

This policy is for residents of the United Kingdom,  
Channel Islands or British Forces Posted Overseas only.  
For policies issued from 01/10/2018 to 30/09/2019.

## YOUR IMPORTANT INFORMATION

IF YOU NEED EMERGENCY MEDICAL  
ASSISTANCE ABROAD OR NEED TO CUT  
SHORT YOUR TRIP:

Contact Emergency Assistance Facilities 24  
hour emergency advice line on:

+44 (0) 203 829 6724

FOR NON-EMERGENCIES ABROAD:

+44 (0) 203 829 6713

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## IF YOU NEED A CLAIM FORM:

You can download the relevant form:

[www.policyholderclaims.co.uk](http://www.policyholderclaims.co.uk)

or contact Travel Claims Facilities on:

+ 44 (0) 203 829 6713

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## IF YOU NEED LEGAL ADVICE:

contact Slater & Gordon LLP on:

+44 (0) 161 228 3851

Barrhead Travel travel insurance is Underwritten  
by Travel Insurance Facilities and Insured by Union  
Reiseversicherung AG, UK.

Travel Insurance Facilities are authorised and  
regulated by the Financial Conduct Authority.

Union Reiseversicherung AG are authorised by BaFin  
and subject to limited regulation by the Financial  
Conduct Authority.

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|---|--------|
| It is our aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. We occasionally get complaints and these are usually through a misunderstanding or insufficient information. Any complaint will be investigated at once and the matter resolved as quickly as possible, please see the last page of the policy for information on our complaints procedure.  |        |
| Policy information  |        |
| Your insurance is covered under two master policy numbers, RTZBT40053-01 / 02 / 03 A your pre-travel policy and RTZBT40053-01 / 02 / 03 B your travel policy, specially arranged by Barrhead Travel on behalf of Travel Insurance Facilities, insured by the United Kingdom and Republic of Ireland Branch Office of Union Reiseversicherung AG. Cover is provided for each traveller who is shown as having paid the insurance premiums and whose name appears on the insurance validation documentation. In the event that you have paid for a trip on behalf of other individuals not insured on this policy please be advised that your policy only provides cover for your proportion of trip costs, as opposed to the amount you have paid on behalf of others.   |        |
| We have a cancellation and refund policy, which you will find in full on page 19. Please be aware no refund of the insurance premium will be given after the policies have been issued if you have travelled on, claimed or intend to claim against the policy.   |        |
| Criteria for purchase   |        |
| This insurance is sold on the understanding that you and anyone travelling with you and named on the insurance validation documentation:  |        |
| <ul style="list-style-type: none"> <li>Have not started the trip.</li> <li>Travel must take place within 1 year of the start date of your policy.</li> <li>Take all possible care to safeguard against accident, injury, loss or damage as if you had no insurance cover.</li> <li>Is a resident of the United Kingdom, Channel Islands or British Forces Posted Overseas.</li> <li>Are undertaking a minimum of 1 overnight stay when travelling abroad.</li> <li>Are not travelling within your home country for less than 3 days on any one trip.</li> <li>Are not travelling specifically to receive medical treatment during your trip or in the knowledge that you are likely to need treatment.</li> <li>Are not travelling for more than 31 days on any one trip when purchasing an annual multi-trip policy unless you are under 65 and have paid the additional premium to increase the duration to 62 days.</li> <li>Are not travelling for more than 31 days on any one trip when purchasing a single trip policy if aged between 65 and 79 years.</li> <li>Is aged 79 years and under on your Annual Multi Trip travel insurance at the start date of the policy</li> <li>Is aged 79 years and under on your Single Trip travel insurance at the start date of the policy.</li> <li>Is aged 65 years and under on your winter sports extension.</li> <li>Is not travelling independently of the named insured adults on the policy where they are aged 17 years and under unless they are accompanied at all times by a responsible adult.</li> <li>Are travelling with the intention to return to the United Kingdom, Channel Islands or BFPO within your trip dates unless an extension has been agreed with us and we have confirmed in writing.</li> <li>Are not travelling against the advice of your doctor or a medical professional such as your dentist.</li> </ul> |        |

You have a duty to take reasonable care to answer questions fully and accurately, and that any information you give to us is not misleading. This applies both when you take the policy out and at any time during the policy period. If you do not do so, we reserve the right to void your policy from inception and refuse all claims made against it. In the event that it becomes necessary to cancel your policy following a misrepresentation or suspected fraud, we will give you seven days' notice of cancellation of the policy by recorded delivery to you at your last known address.

## YOUR IMPORTANT CONTACT NUMBERS

**IF YOU HAVE A CHANGE IN HEALTH AFTER PURCHASING THIS POLICY PLEASE CALL 0203 824 0702 OR VISIT [www.barrheadtravel.medonline.co.uk](http://www.barrheadtravel.medonline.co.uk)**

Make sure you have all your medical information and medication details along with the details of the policy you have purchased. Telephone lines open 8am–8pm Mon-Fri, 9am–5pm



### TO MAKE A CLAIM

on the policy please visit [www.policyholderclaims.co.uk](http://www.policyholderclaims.co.uk) or call 0203 829 6713. Open 8am-8pm Monday-Friday, 9am-1pm Saturday. You can view our frequent questions and answers at: <http://www.tifgroup.co.uk/services/claims/faqs/>



### FOR LEGAL ADVICE

please contact Slater & Gordon LLP 0161 228 3851 or fax 0161 909 4444. Open 9am-5pm Monday-Friday.



## IN CASE OF A SERIOUS EMERGENCY

please contact the 24 hour emergency assistance service provided by Emergency Assistance Facilities on

**+44 (0) 203 829 6724**

**Your policy covers treatment at a public/state facility only, unless approved by us.** Call an ambulance using the local equivalent of a 999 number, or alternatively by dialling 112 within the EU, and then contact Emergency Assistance Facilities for advice. We strongly suggest you put their telephone number, **+44 (0) 203 829 6724**, into your mobile phone before you travel so that it is to hand if you need it. Get details of the hospital you are being taken to so that our Emergency Assistance Facilities doctor will be able to obtain a medical report at the earliest possible opportunity. You may need to pay the policy excess locally and ask the hospital to send the rest of their bills to Travel Claims Facilities at: PO Box 395, Monks Green Farm, Mangrove Lane, Hertford, SG13 9JW. Our appointed assistance service, Emergency Assistance Facilities, will explain this to them and provide them with a faxed/email confirmation if necessary.

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

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

### Things to be aware of/remember:

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

## OUT-PATIENT TREATMENT OR MINOR INJURY OR ILLNESS

If you need to see a doctor, ask your hotel reception or tour representative for the nearest public/state medical facility. Some hotels will urge you to seek private treatment however this is not necessary as private medical facilities vary greatly and are not equipped to deal with all emergencies. They may give you unnecessary treatment and at inflated prices - if you are ever in doubt please call the assistance team for advice on where to seek treatment. In Europe you should show them your EHIC card, and have it accepted, as medical treatment will be free or at a reduced cost and you will not be required to contribute towards the claim as the standard policy excess will be reduced to NIL (increased excesses applied to declared conditions will still be required to be paid, if related to the cause of you requiring medical treatment). You will only be covered for the cost of private treatment if this is approved in advance by Emergency Assistance Facilities. If your outpatient bill is less than £500 then you will need to pay this to the medical facility, and ensure you keep all receipts so you can claim upon your return. In the event that you need to seek outpatient treatment when you are travelling in any of the countries listed below then it may be that immediate payment can be arranged locally using the services of Charge Care International whom we have appointed to act on our behalf. To take advantage of this service please show the treating doctor or clinic the logo shown to the right as this will enable them to identify our membership and avoid language difficulties. If the hospital you are treated at subscribes to this service they will ask to see your proof of insurance so it is important to carry this with you. You will be asked to complete a simple Charge Care form to confirm the nature of the treatment received. The doctor or clinic will collect the policy excess from you and send their bill to Charge Care for payment. **The countries where this service is available are: Greece and the Greek Islands, Cyprus, Bulgaria, Egypt and Turkey.** [www.chargecare.net](http://www.chargecare.net)



## WHAT IF YOU WANT TO COME HOME EARLY?

This policy covers you to come home early because you are ill or injured only if medical treatment is not available locally. If you are thinking of cutting short your trip because you are not well then you must contact Emergency Assistance Facilities on **+44 (0) 203 829 6724** for advice first. If you need to come home for any other reason, such as the illness of a close relative in the United Kingdom, Channel Islands or BFPO then you should make your own arrangements, bearing in mind your duty to act at all times as if uninsured. If you are not sure whether your circumstances are included in the cover then call Travel Claims Facilities on +44 (0) 203 829 6713.

| Standard summary of cover (This is only a brief description of the cover provided and some of the principal conditions; you must refer to the relevant section in the policy wording for full details). |   |                                       |  | Pages 3-7   |
|---|---|---------------------------------------|--|-------------|
| Section   | Benefit   | Cover available up to:                | Cover is only provided if:   | Your Excess |
| <b>PRE-TRAVEL POLICY (cover starts when you pay your premium or for Annual Multi Trip policies from your chosen start date)</b>   |   |                                       |  |             |
| A1  | <b>If you are unable to go on your trip</b><br>Cover for your proportion of prepaid transport, accommodation & additional travel expenses, and pre-paid excursions booked before you go on your trip, that you cannot recover from any other source if you cannot travel due to your, a close relative, the person you are intending to stay with, or a business associate's death, injury or illness, redundancy, required as a witness or member of the jury in a court of law, or the requirements of H.M. Forces. | £1,000                                | <ul style="list-style-type: none"> <li>cancellation is caused by yours, your travelling companions, the person you are intending to stay with, a business associate or your close relatives' death, injury or illness, redundancy, requirement as a witness or member of the jury in a court of law, or HM forces requirements.</li> <li>the cancellation is not due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>the cancellation is not due to an existing medical condition of a non-travelling close relative, the person you are intending to stay with, a business associate or travelling companion.</li> <li>cancellation is not because of the failure of your travel agent, tour operator or due to the advice of the Foreign and Commonwealth Office.</li> </ul> | £125        |
| <b>TRAVEL POLICY (cover starts when you leave home to begin your trip)</b>  |   |                                       |  |             |
| B1  | <b>If your travel plans are disrupted</b><br><b>If your departure is delayed by 12 hours or more</b><br>Benefit for delays over 12 hours at your international departure point to help contribute towards additional accommodation, car parking charges, food, drinks or telephone calls not provided by your carrier.  | £10 per 12hrs up to a maximum of £100 | <ul style="list-style-type: none"> <li>you are at the airport/port/station.</li> <li>you have obtained written confirmation of the delay from your booking agents, airline or transport provider.</li> <li>you are unable to recoup costs from any other provider or agency.</li> <li>your trip is more than 2 days in duration.</li> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> </ul>  | Nil         |
|   | <b>If you choose to cancel after a 24 hour delay</b><br>If your <u>outbound</u> journey from the UK, Channel Islands or BFPO is delayed by more than 24 hours and you decide to abandon your trip.  | £750                                  | <ul style="list-style-type: none"> <li>you have independent written confirmation of the circumstances.</li> <li>you are not claiming for your missed return journey back to the United Kingdom, Channel Islands or BFPO.</li> </ul>  | £125        |
|   | <b>Missed departure</b><br>Cover for alternative transport costs if you miss your outbound departure from your international departure point if, after leaving home, your car becomes un-driveable due to a mechanical breakdown or your public transport is delayed causing you to miss your departure from the United Kingdom, Channel Islands or BFPO.   | £500                                  |  | £125        |
| B2  | <b>If you need emergency medical attention</b><br>To cover customary and reasonable fees or charges for necessary and emergency medical expenses, necessary travel and accommodation or repatriation costs in the event of your illness, injury or death during your trip.  | £3,000,000                            | <ul style="list-style-type: none"> <li>you are not claiming for any private medical treatment.</li> <li>you have called our emergency assistance service to authorise bills over £500.</li> </ul>  | £125        |
|   | <b>Emergency dental treatment</b><br>Cover for emergency dental treatment only to treat sudden pain.  | £250                                  | <ul style="list-style-type: none"> <li>you are claiming for emergency essential treatment received in a state facility and unrelated to any existing medical condition (unless you have declared to us and we have accepted in writing, and you have paid the required premium).</li> </ul>  | £125        |
|   | <b>Public hospital inconvenience benefit per 24 hours</b><br>For each 24 hours you are an inpatient in a public hospital to cover costs of newspapers, telephone calls, food, visitors transport etc. during your hospitalisation, up to the maximum amount shown.  | £25 per 24hrs up to a maximum of £500 | <ul style="list-style-type: none"> <li>you are not claiming for work involving the use of precious metals in any dental treatment.</li> <li>you are not claiming for the provision of dentures, crowns or veneers.</li> <li>you are in a public/state hospital.</li> </ul>   | Nil         |
| B3  | <b>If you need to come home early</b><br>Pro-rata refund of your pre-paid unused trip costs from the day you come home if you, or your travel companion, have to return early because you, the person you are travelling with, the person you are staying with, a close relative or business associate in your home country, unexpectedly suffer injury, illness or death.  | £1,000                                | <ul style="list-style-type: none"> <li>you have actually returned home earlier than originally booked.</li> <li>you need to come home early due to your illness and you have contacted and had approval from our emergency assistance service.</li> <li>you are not claiming due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>you are not claiming due to an existing medical condition of a non-travelling close relative, the person you are staying with, a business associate or travelling companion.</li> </ul>   | £125        |

| Section | Benefit  | Cover available up to:                                   | Cover is only provided if:   | Your Excess |
|---------|--|--|--|-------------|
| B4      | <b>If your possessions are lost, stolen or damaged</b><br>Your total limit for possessions is up to the amount shown and is split into categories within that amount. The inner limits for specific item categories are listed. Any items which do not fall within these categories are not covered: <div> <div>Clothes</div> <div>Luggage</div> <div>Shoes</div> <div>Cosmetics</div> <div>Fine jewellery and watches</div> <div>Electrical items and photographic equipment</div> <div>Buggies, Strollers &amp; Car seats</div> <div>Laptops</div> <div>Eyewear</div> <div>Unreceipted items</div> <div> <div>→ £100</div> <div>→ £100</div> <div>→ £100</div> <div>→ £50</div> <div>→ £100</div> <div>→ £100</div> <div>→ £100</div> <div>→ £100</div> <div>→ £50</div> <div>→ £150</div> </div> </div> | £1,000   | <ul style="list-style-type: none"> <li>you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown at <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a></li> <li>you have a Police report confirming the loss.</li> <li>you have proof of purchase for items over the value of £50.</li> <li>you are not claiming for duty free items.</li> <li>your bag/contents were not stolen from a beach or lido (if so we will pay up to a maximum of £50).</li> <li>your electrical items, photographic equipment, jewellery or watches were not left unattended unless in a locked safe.</li> <li>you are not claiming for more than £100 for a mobile/smart phone, accessories or calls.</li> <li>you are not claiming for contact/corneal lenses.</li> <li>you have kept all of your receipts.</li> <li>you accept that if your possessions become permanently lost then the cost of essential items will be deducted from your settlement of lost possessions.</li> <li>you have obtained written confirmation of the delay from your operator.</li> </ul> | £125        |
|         | <b>If your possessions are delayed by 24 hours</b><br>Cover for the cost of <u>essential items</u> such as toiletries, change of clothes etc. if your possessions are delayed <u>by more than 24 hours</u> on your outward journey.  | £50 per 24hrs up to a maximum of £100                    |  | Nil         |
| B5      | <b>If your cash is lost or stolen</b><br>Cover for your cash if it is lost or stolen.  | £150   | <ul style="list-style-type: none"> <li>your cash/passport was on your person or in a locked safe and you can provide us with proof of withdrawal/currency exchange.</li> <li>you have a Police report confirming the loss and kept all receipts for any incurred costs.</li> </ul>   | £125        |
|         | <b>If your passport is lost or stolen</b><br>Cover to contribute towards the cost of an emergency travel document<br>Cover for necessary costs collecting your emergency travel document on your trip (taxi, transport to and from embassy, cost of photos). <div> <div>→ £50</div> <div>→ £100</div> </div>   |  | <ul style="list-style-type: none"> <li>you are not claiming for the cost of missing your return flight/transport to the United Kingdom, Channel Islands or BFPO, or additional transport costs to return home..</li> </ul>   | £125        |
| B6      | <b>If you are hijacked</b><br>Cover for each full 24 hour period you are confined due to hijack.   | £100 per 24hrs up to a maximum of £1,000                 | <ul style="list-style-type: none"> <li>you have obtained written confirmation from the airline, carrier or their handling agents stating the circumstances and period of confinement.</li> <li>you have obtained a written Police report confirming the incident.</li> </ul>   | Nil         |
|         | <b>If you are mugged</b><br>Cover for each full 24 hour period you are hospitalised following a mugging  | £30 per 24hrs up to a maximum of £300                    |  | Nil         |
| B7      | <b>Personal Liability</b><br>Cover for costs that we have agreed to pay, that you are held legally liable to pay relating to an incident caused by you.  | £1,000,000   | <ul style="list-style-type: none"> <li>you have not admitted responsibility, or agreed to pay any monies.</li> <li>you have kept paperwork/notes and informed us immediately.</li> <li>your claim is not due to any form of motorised transport or sailing vessel.</li> <li>you are not claiming for an incident suffered by, or any property owned by, you, a member of your family, business associate, close relative, person you are intending to stay with, or a travelling companion.</li> </ul>   | £125        |
| B8      | <b>Accidental death and disability benefit</b><br>A single payment payable for your accidental death, permanent disability or loss of sight or use of limbs whilst on your trip..  |  | <ul style="list-style-type: none"> <li>you are between 18 and 75 years old.</li> <li>you qualify for the full benefit, no partial settlements are payable.</li> <li>you have not deliberately exposed yourself to danger and that the incident is due to an accident and not illness, intoxication or infection.</li> <li>you are not under 18 and claiming permanent disablement..</li> </ul>   |             |
|         | <b>Accidental death benefit</b>  | £10,000  |  | Nil         |
|         | <b>Permanent loss of sight or limb</b>   | £10,000  |  | Nil         |
|         | <b>Permanent total disablement</b>   | £10,000  |  | Nil         |
| B9      | <b>If you need legal advice</b><br>Cover for 30mins free legal advice relating to your trip as well as legal expenses we have agreed in writing in pursuing compensation in the event of your death or personal injury whilst on your trip..   | 30 mins free advice.<br>£15,000 in pursuing compensation | <ul style="list-style-type: none"> <li>you are not claiming against a travel agent, tour operator/organiser, the insurers/agents or claims office.</li> <li>you are using our appointed legal advisors.</li> <li>you understand that only cases considered likely to succeed with a settlement value estimated to be in excess of the associated legal costs are accepted..</li> </ul>   | £125        |



| Section    | Benefit  | Cover available up to:                       | Cover is only provided if:   | Your Excess |
|------------|--|--|--|-------------|
| <b>B10</b> | <b>If a natural disaster occurs</b><br>Cover for alternative accommodation in the event your pre-booked accommodation is damaged by a natural disaster..   | <b>NO COVER</b>                              | <ul style="list-style-type: none"> <li>the disaster occurs during your trip.</li> <li>you have not been offered alternative accommodation by your tour operator/ booking agent.</li> <li>you have written confirmation of the disaster and confirmation that your accommodation is unavailable from a resort representative.</li> </ul>  | <b>Nil</b>  |
| <b>B11</b> | <b>Pet care</b><br>Benefit for each complete 24 hours that you are delayed following the delayed arrival in the UK, Channel Islands or BFPO of your pre-booked flight, train, coach or sea trip on the return journey which results in you incurring additional kennel / cattery fees.   | <b>£25 per 24hrs up to a maximum of £150</b> | <ul style="list-style-type: none"> <li>your pet was pre-booked into a kennel or cattery and the stay exceeds the pre- booked period of accommodation.</li> <li>you reached your international departure point on your return journey in time to board the pre-booked transport.</li> <li>you are able to provide written confirmation from the transport provider showing the original booked time, the actual arrival time and the reason for the delay.</li> </ul> | <b>Nil</b>  |
| <b>B12</b> | <b>Withdrawal of services</b><br>If your pre-booked hotel completely withdraws due to strike or industrial action, after your arrival: <ol style="list-style-type: none"> <li>water or electrical facilities</li> <li>swimming pool facilities</li> <li>kitchen services to the extent no food is available</li> <li>chambermaid services</li> </ol> | <b>£20 per 24hrs up to a maximum of £200</b> | <ul style="list-style-type: none"> <li>you have a written report from hotel management confirming the cause of the disruption including the time it started and the time it finished.</li> <li>services are not restored after 24 hours.</li> </ul>  | <b>Nil</b>  |

**Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.**

| Section | Benefit  | Cover available up to:  | Cover is only provided if:  | Your Excess |
|---------|--|---|---|-------------|
| B13     | <b>Golf extension</b>  |   |   |             |
|         | <b>If your golf equipment is lost, stolen or damaged</b>   | <b>£1,500</b>   | <ul style="list-style-type: none"> <li>you have proof of purchase for items over the value of £50.</li> <li>your items were not unattended and you have proof of ownership/purchase.</li> <li>you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a></li> </ul> | <b>£125</b> |
|         | Cover if your, or your hired, golf equipment is lost, stolen or damaged whilst on your trip for the repair or original purchase price less wear and tear.  | <b>Single article limit</b> → <b>£250</b><br><b>Unreceipted items</b> → <b>£150</b> |   |             |
|         | <b>If your golf equipment is delayed by 24 hours</b>   | <b>£20 per 24hrs up to a maximum of £200</b>  | <ul style="list-style-type: none"> <li>you have a Police report confirming the loss and kept all receipts for any incurred costs.</li> <li>you have obtained written confirmation of the delay from the appropriate authorities.</li> </ul>   | <b>Nil</b>  |
|         | <b>If you are unable to play golf due to adverse weather conditions</b>  | <b>£75 per 24hrs up to a maximum of £300</b>  | <ul style="list-style-type: none"> <li>you have kept all your receipts for the hire of alternative equipment.</li> <li>the course is closed by a club official and you have confirmation in writing.</li> <li>you have pre-booked green fees.</li> </ul>  | <b>Nil</b>  |
|         | Cover for the loss of green fees per 24hrs you are unable to play golf due to adverse weather conditions.  |   |   |             |
| B14     | <b>Business extension</b>  |   |   |             |
|         | <b>If your business equipment is lost, stolen or damaged</b>   | <b>£1,000</b>   | <ul style="list-style-type: none"> <li>you have proof of purchase for items over the value of £50.</li> <li>you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a></li> </ul>   | <b>£125</b> |
|         | Cover if your business equipment is lost, stolen or damaged whilst on your trip for the repair or original purchase price less wear and tear.  | <b>Single article limit</b> → <b>£500</b><br><b>Unreceipted items</b> → <b>£150</b> |   |             |
|         | <b>If your business money is lost or stolen</b>  | <b>£1,000</b>   | <ul style="list-style-type: none"> <li>you have a Police report confirming the loss.</li> <li>your bag/contents were not stolen from a beach or lido (if so we will only pay a maximum of £50).</li> </ul>  | <b>£125</b> |
|         | <b>If your business samples and/or equipment are delayed by 24 hours</b>   | <b>£50 per 24hrs up to a maximum of £500</b>  | <ul style="list-style-type: none"> <li>your items were not unattended and you have proof of ownership/purchase.</li> <li>you are not claiming for a mobile phone, accessories or calls.</li> </ul>  | <b>Nil</b>  |
|         | Cover per 24 hours your business equipment is delayed on your outbound journey.  | <b>£500</b>   | <ul style="list-style-type: none"> <li>your cash is on your person or in a locked safe and you can provide us with proof of withdrawal/currency exchange and Police report confirming the loss.</li> </ul>  | <b>£125</b> |
|         | <b>If you are unable to commence or continue your business trip</b>  | <b>£200</b>   | <ul style="list-style-type: none"> <li>the circumstances regarding your cancellation or early return fall with the cover available under section A1, B2 or B3 of your policies.</li> <li>accommodation and travel costs are of the same standard/cost of that originally booked.</li> </ul>   | <b>£125</b> |
|         | Cover for travel and accommodation costs for you to return within one month to fulfil your duties, or for a replacement employee to take over due to your injury, illness or death prior to, or during your business trip. |   |   |             |

Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.

| Section | Benefit  | Cover available up to:                | Cover is only provided if:  | Your Excess |
|---------|--|---------------------------------------|---|-------------|
| B15     | <b>Winter Sports extension</b>   |                                       |   |             |
|         | <b>Ski equipment</b> cover for your, or your hired, ski equipment if it is lost, stolen or damaged.  | £500                                  | <ul style="list-style-type: none"> <li>• you are able to provide proof of the loss/damage and provide receipts. • you have obtained independent written confirmation.</li> <li>• you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a>.</li> <li>• you have a Police report confirming the loss and kept all receipts for any incurred costs.</li> <li>• your equipment is delayed on your outbound journey from the United Kingdom, Channel Islands or BFPO.</li> <li>• the ski equipment was not left unattended unless left between 6.00 am and 11.00 pm local time in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means.</li> <li>• you have supporting medical evidence confirming your inability to ski.</li> <li>• you are skiing North of the earths equator between 1st Jan-30th April, or South of the earths equator between 1st June-31st Oct and at a destination of higher than 1600 metres above sea level.</li> <li>• you have obtained written confirmation detailing dates and times the resort/ piste was closed.</li> <li>• the avalanche has occurred after your departure from the United Kingdom, Channel Islands or BFPO.</li> </ul> | £125        |
|         | Single article limit owned by you  | → £250                                |   |             |
|         | Single article limit hired by you  | → £250                                |   |             |
|         | Unreceipted items  | → £150                                |   |             |
|         | <b>Delayed ski equipment cover</b><br>for hiring ski equipment if yours is delayed over 12 hours.  | £20 per 12hrs up to a maximum of £200 |   | Nil         |
|         | <b>Loss of ski pack</b><br>cover for loss of use due to your injury or illness.  | £75 per 24hrs up to a maximum of £300 |   | Nil         |
|         | <b>Piste closure</b><br>cover for each full 24 hours the piste is closed due to lack of snow.  | £20 per 24hrs up to a maximum of £200 |   | Nil         |
|         | <b>Avalanche closure</b><br>cover for each full 24 hours the piste/resort is closed due to an avalanche.   | £25 per 24hrs up to a maximum of £250 |   | Nil         |
| B16     | <b>Wedding extension</b>   |                                       |   |             |
|         | <b>Additional cancellation cover</b><br>Cover for the loss of deposit if you are forced to cancel or curtail your trip.  | £1,000                                | <ul style="list-style-type: none"> <li>• you have a valid claim under either section A1 or B3.</li> <li>• you have obtained a written report from the appropriate authorities confirming the loss or damage.</li> <li>• you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a>.</li> <li>• damage was not during transit and not shipped as freight/under a bill of lading.</li> <li>• you have a police report confirming the loss and kept all receipts for any incurred costs.</li> <li>• you are able to provide proof of ownership/purchase for items over £50.</li> <li>• the wedding rings, attire, gifts, photographs or recordings were not left unattended other than in a safe, in your locked trip accommodation.</li> <li>• your wedding rings were not lost/stolen from suitcases, trunks, bags (including checked in luggage/bags stored in overhead compartment).</li> </ul>  | £125        |
|         | <b>If your wedding rings are lost, stolen or damaged</b><br>Cover for the loss, theft or damage of your wedding rings whilst on your trip.   | £1,000                                |   | £125        |
|         | Single article limit   | → £500                                |   |             |
|         | Unreceipted items  | → £150                                |   |             |
|         | <b>If your wedding gifts are lost or stolen</b><br>Cover for the loss/theft of your wedding gifts received in resort during your trip.   | £1,000                                | <ul style="list-style-type: none"> <li>• you are not claiming for damage caused by: <ul style="list-style-type: none"> <li>- scratching, wear, tear, depreciation or deterioration;</li> <li>- any process of cleaning, repairing or restoring;</li> <li>- atmospheric or climatic conditions;</li> <li>- moth or vermin; or</li> <li>- electrical or mechanical breakdown or derangement.</li> </ul> </li> </ul>   | £125        |
|         | Unreceipted items  | → £150                                |   |             |
|         | <b>If your photographs are lost, stolen or damaged</b><br>Cover for the cost of reprinting lost or damaged photographs/video recordings of your wedding.   | £1,000                                |   | £125        |
|         | <b>If your wedding attire is lost or damaged</b><br>The cost of repair or replacement to a similar cost of your wedding attire, i.e. wedding dress, suit, shoes if they are lost or damaged prior to your wedding whilst on your trip. | £1,000                                |   | £125        |
|         | Unreceipted items  | → £150                                |   |             |
|         | <b>If your cosmetics and flowers are lost or damaged</b><br>The cost of replacing cosmetic products and/or flowers..   | £1,000                                |   | Nil         |
|         | <b>Weddings cars and transport</b><br>If your wedding car / transport company fail to meet their contractual obligations..   | £500                                  |   | £125        |

Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.

| Section | Benefit  | Cover available up to:  | Cover is only provided if:   | Your Excess |
|---------|--|---|--|-------------|
| B17     | <b>Cruise extension</b>  |   |  |             |
|         | <b>Missed port departure</b><br>Reasonable additional travel expenses incurred by you to reach the next overseas port destination due to the vehicle in which you are travelling to your overseas cruise departure point becomes un-driveable due to mechanical failure or being involved in an accident or your public transport is delayed, preventing you from being able to check-in on time for your outward departure. | £2,000  | <ul style="list-style-type: none"> <li>you are claiming for the circumstances listed and not for your failure to arrive in time due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> <li>you have independent written confirmation of the circumstances.</li> <li>you have not been offered alternative transport or compensation from your tour operator or cruise provider.</li> <li>the claim is not due to the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from home.</li> </ul> | £125        |
|         | <b>Skipped port benefit</b><br>Per port that your cruise operator is unable to dock at designated itinerated ports due to adverse weather conditions or timetable restrictions..   | £100 per port up to a maximum of £300   | <ul style="list-style-type: none"> <li><b>the rerouting of the ship is not due to:</b> <ul style="list-style-type: none"> <li>civil unrest in the country where you were due to visit;</li> <li>inability to berth due to previous tsunami, hurricane or tornado, volcanic ash over the country you were due to visit or an earthquake in the country you were due to visit; or</li> <li>strike or industrial action.</li> </ul> </li> </ul>   | Nil         |
|         | <b>Cabin confinement</b><br>Benefit per 24 hours if you are confined to your cabin due to injury or illness.   | £25 per 24hrs up to a maximum of £500   | <ul style="list-style-type: none"> <li>you have a valid claim under section B2 and have independent written confirmation of your confinement.</li> </ul>   | £125        |
| B18     | <b>Unused excursions</b><br>Cover for pre-booked excursions you were unable to use as a direct result of being confined to your own cabin due to an accident or illness during your trip.  | £500  |  |             |
|         | <b>Travel disruption extension</b>   |   |  |             |
|         | <b>Extended departure delay cover</b><br>Cover for the departure of your international flight, international train or sailing is delayed for more. than 12 hours from its scheduled departure time from your international departure point or your return journey to the UK, Channel Islands or BFPO;  | £20 for the first 12hrs then £10 per 12hrs thereafter up to a maximum of £100 | <ul style="list-style-type: none"> <li>you are at the airport/port/station.</li> <li>you have obtained written confirmation of the delay from your booking agents, airline or transport provider.</li> <li>you are unable to recoup costs from any other provider or agency.</li> <li>your trip is more than 2 days in duration.</li> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> </ul>  | Nil         |
|         | <b>or</b><br>Cover for any irrecoverable unused accommodation and travel costs (and other pre-paid charges) which you have paid or are contracted to pay because you were not able to travel and use your booked accommodation.  | £1,000  |  | £125        |
|         | <b>Extended missed departure cover</b><br>Reasonable additional accommodation and travel expenses necessarily incurred in reaching your. overseas destination or returning to the United Kingdom, Channel Islands or BFPO if you fail to arrive at the departure point in time to board any onward connecting public transport on which you are booked to travel, following completion of the initial international journey. | £500  | <ul style="list-style-type: none"> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> <li>you have independent written confirmation of the circumstances.</li> </ul>  | £125        |
|         | <b>Extended catastrophe cover</b><br>Any reasonable additional accommodation and transport costs if you need to move to another accommodation or to repatriate you home;   | £1,000  | <ul style="list-style-type: none"> <li>you are able to provide written confirmation from the accommodation provider confirming the number of hours it was not available.</li> </ul>  | £125        |
|         | <b>or</b><br>Any irrecoverable unused accommodation costs which you have paid or are contracted to pay because you were not able to travel due to a natural disaster (section B10).  |   |  |             |



| Premier summary of cover (This is only a brief description of the cover provided and some of the principal conditions; you must refer to the relevant section in the policy wording for full details). |   |                                       |  | Pages 8-12  |
|--|---|---------------------------------------|--|-------------|
| Section  | Benefit   | Cover available up to:                | Cover is only provided if:   | Your Excess |
| <b>PRE-TRAVEL POLICY (cover starts when you pay your premium or for Annual Multi Trip policies from your chosen start date)</b>  |   |                                       |  |             |
| A1   | <b>If you are unable to go on your trip</b><br>Cover for your proportion of prepaid transport, accommodation & additional travel expenses, and pre-paid excursions booked before you go on your trip, that you cannot recover from any other source if you cannot travel due to your, a close relative, the person you are intending to stay with, or a business associate's death, injury or illness, redundancy, required as a witness or member of the jury in a court of law, or the requirements of H.M. Forces. | £2,000                                | <ul style="list-style-type: none"> <li>cancellation is caused by yours, your travelling companions, the person you are intending to stay with, a business associate or your close relatives' death, injury or illness, redundancy, requirement as a witness or member of the jury in a court of law, or HM forces requirements.</li> <li>the cancellation is not due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>the cancellation is not due to an existing medical condition of a non-travelling close relative, the person you are intending to stay with, a business associate or travelling companion.</li> <li>cancellation is not because of the failure of your travel agent, tour operator or due to the advice of the Foreign and Commonwealth Office.</li> </ul> | £100        |
| <b>TRAVEL POLICY (cover starts when you leave home to begin your trip)</b>   |   |                                       |  |             |
| B1   | <b>If your travel plans are disrupted</b><br><b>If your departure is delayed by 12 hours or more</b><br>Benefit for delays over 12 hours at your international departure point to help contribute towards additional accommodation, car parking charges, food, drinks or telephone calls not provided by your carrier.  | £20 per 12hrs up to a maximum of £200 | <ul style="list-style-type: none"> <li>you are at the airport/port/station.</li> <li>you have obtained written confirmation of the delay from your booking agents, airline or transport provider.</li> <li>you are unable to recoup costs from any other provider or agency.</li> <li>your trip is more than 2 days in duration.</li> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> </ul>  | Nil         |
|  | <b>If you choose to cancel after a 24 hour delay</b><br>If your <u>outbound</u> journey from the UK, Channel Islands or BFPO is delayed by more than 24 hours and you decide to abandon your trip.  | £1,000                                | <ul style="list-style-type: none"> <li>you have independent written confirmation of the circumstances.</li> <li>you are not claiming for your missed return journey back to the United Kingdom, Channel Islands or BFPO.</li> </ul>  | £100        |
|  | <b>Missed departure</b><br>Cover for alternative transport costs if you miss your outbound departure from your international departure point if, after leaving home, your car becomes un-driveable due to a mechanical breakdown or your public transport is delayed causing you to miss your departure from the United Kingdom, Channel Islands or BFPO.   | £750                                  |  | £100        |
| B2   | <b>If you need emergency medical attention</b><br>To cover customary and reasonable fees or charges for necessary and emergency medical expenses, necessary travel and accommodation or repatriation costs in the event of your illness, injury or death during your trip.  | £5,000,000                            | <ul style="list-style-type: none"> <li>you are not claiming for any private medical treatment.</li> <li>you have called our emergency assistance service to authorise bills over £500.</li> </ul>  | £100        |
|  | <b>Emergency dental treatment</b><br>Cover for emergency dental treatment only to treat sudden pain.  | £250                                  | <ul style="list-style-type: none"> <li>you are claiming for emergency essential treatment received in a state facility and unrelated to any existing medical condition (unless you have declared to us and we have accepted in writing, and you have paid the required premium).</li> </ul>  | £100        |
|  | <b>Public hospital inconvenience benefit per 24 hours</b><br>For each 24 hours you are an inpatient in a public hospital to cover costs of newspapers, telephone calls, food, visitors transport etc. during your hospitalisation, up to the maximum amount shown.  | £25 per 24hrs up to a maximum of £500 | <ul style="list-style-type: none"> <li>you are not claiming for work involving the use of precious metals in any dental treatment.</li> <li>you are not claiming for the provision of dentures, crowns or veneers.</li> <li>you are in a public/state hospital.</li> </ul>   | Nil         |
| B3   | <b>If you need to come home early</b><br>Pro-rata refund of your pre-paid unused trip costs from the day you come home if you, or your travel companion, have to return early because you, the person you are travelling with, the person you are staying with, a close relative or business associate in your home country, unexpectedly suffer injury, illness or death.  | £2,000                                | <ul style="list-style-type: none"> <li>you have actually returned home earlier than originally booked.</li> <li>you need to come home early due to your illness and you have contacted and had approval from our emergency assistance service.</li> <li>you are not claiming due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>you are not claiming due to an existing medical condition of a non-travelling close relative, the person you are staying with, a business associate or travelling companion.</li> </ul>   | £100        |

| Section | Benefit   | Cover available up to:   | Cover is only provided if:   | Your Excess |
|---------|---|--|--|-------------|
| B4      | <b>If your possessions are lost, stolen or damaged</b><br>Your total limit for possessions is up to the amount shown and is split into categories within that amount. The inner limits for specific item categories are listed. Any items which do not fall within these categories are not covered:.   | <b>£1,000</b>  | <ul style="list-style-type: none"> <li>you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown at <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a></li> <li>you have a Police report confirming the loss.</li> <li>you have proof of purchase for items over the value of £50.</li> <li>you are not claiming for duty free items.</li> <li>your bag/contents were not stolen from a beach or lido (if so we will pay up to a maximum of £50).</li> <li>your electrical items, photographic equipment, jewellery or watches were not left unattended unless in a locked safe.</li> <li>you are not claiming for more than £100 for a mobile/smart phone, accessories or calls.</li> <li>you are not claiming for contact/corneal lenses.</li> <li>you have kept all of your receipts.</li> <li>you accept that if your possessions become permanently lost then the cost of essential items will be deducted from your settlement of lost possessions.</li> <li>you have obtained written confirmation of the delay from your operator.</li> </ul> | <b>£100</b> |
|         | <div> <div>Clothes</div> <div>→</div> <div>£150</div> </div> <div> <div>Luggage</div> <div>→</div> <div>£100</div> </div> <div> <div>Shoes</div> <div>→</div> <div>£100</div> </div> <div> <div>Cosmetics</div> <div>→</div> <div>£100</div> </div> <div> <div>Fine jewellery and watches</div> <div>→</div> <div>£150</div> </div> <div> <div>Electrical items and photographic equipment</div> <div>→</div> <div>£150</div> </div> <div> <div>Buggies, Strollers &amp; Car seats</div> <div>→</div> <div>£100</div> </div> <div> <div>Laptops</div> <div>→</div> <div>£150</div> </div> <div> <div>Eyewear</div> <div>→</div> <div>£100</div> </div> <div> <div>Unreceipted items</div> <div>→</div> <div>£150</div> </div> |  |  |             |
|         | <b>If your possessions are delayed by 24 hours</b><br>Cover for the cost of <u>essential items</u> such as toiletries, change of clothes etc. if your possessions are delayed <u>by more than 24 hours</u> on your outward journey.   | <b>£75 per 24hrs up to a maximum of £150</b>                               |  | <b>Nil</b>  |
| B5      | <b>If your cash is lost or stolen</b><br>Cover for your cash if it is lost or stolen.   | <b>£150</b>  | <ul style="list-style-type: none"> <li>your cash/passport was on your person or in a locked safe and you can provide us with proof of withdrawal/currency exchange.</li> <li>you have a Police report confirming the loss and kept all receipts for any incurred costs.</li> <li>you are not claiming for the cost of missing your return flight/transport to the United Kingdom, Channel Islands or BFPO, or additional transport costs to return home..</li> </ul>   | <b>£100</b> |
|         | <b>If your passport is lost or stolen</b><br>Cover to contribute towards the cost of an emergency travel document → <b>£50</b><br>Cover for necessary costs collecting your emergency travel document on your trip (taxi, transport to and from embassy, cost of photos) → <b>£100</b>  |  |  | <b>£100</b> |
| B6      | <b>If you are hijacked</b><br>Cover for each full 24 hour period you are confined due to hijack.  | <b>£100 per 24hrs up to a maximum of £1,000</b>                            | <ul style="list-style-type: none"> <li>you have obtained written confirmation from the airline, carrier or their handling agents stating the circumstances and period of confinement.</li> <li>you have obtained a written Police report confirming the incident.</li> </ul>   | <b>Nil</b>  |
|         | <b>If you are mugged</b><br>Cover for each full 24 hour period you are hospitalised following a mugging   | <b>£30 per 24hrs up to a maximum of £300</b>                               |  | <b>Nil</b>  |
| B7      | <b>Personal Liability</b><br>Cover for costs that we have agreed to pay, that you are held legally liable to pay relating to an incident caused by you.   | <b>£2,000,000</b>  | <ul style="list-style-type: none"> <li>you have not admitted responsibility, or agreed to pay any monies.</li> <li>you have kept paperwork/notes and informed us immediately.</li> <li>your claim is not due to any form of motorised transport or sailing vessel.</li> <li>you are not claiming for an incident suffered by, or any property owned by, you, a member of your family, business associate, close relative, person you are intending to stay with, or a travelling companion.</li> </ul>   | <b>£100</b> |
| B8      | <b>Accidental death and disability benefit</b><br>A single payment payable for your accidental death, permanent disability or loss of sight or use of limbs whilst on your trip..   |  | <ul style="list-style-type: none"> <li>you are between 18 and 75 years old.</li> <li>you qualify for the full benefit, no partial settlements are payable.</li> <li>you have not deliberately exposed yourself to danger and that the incident is due to an accident and not illness, intoxication or infection.</li> <li>you are not under 18 and claiming permanent disablement..</li> </ul>   |             |
|         | <b>Accidental death benefit</b>   | <b>£10,000</b>   |  | <b>Nil</b>  |
|         | <b>Permanent loss of sight or limb</b>  | <b>£25,000</b>   |  | <b>Nil</b>  |
|         | <b>Permanent total disablement</b>  | <b>£25,000</b>   |  | <b>Nil</b>  |
| B9      | <b>If you need legal advice</b><br>Cover for 30mins free legal advice relating to your trip as well as legal expenses we have agreed in writing in pursuing compensation in the event of your death or personal injury whilst on your trip..  | <b>30 mins free advice.</b><br><br><b>£25,000 in pursuing compensation</b> | <ul style="list-style-type: none"> <li>you are not claiming against a travel agent, tour operator/organiser, the insurers/agents or claims office.</li> <li>you are using our appointed legal advisors.</li> <li>you understand that only cases considered likely to succeed with a settlement value estimated to be in excess of the associated legal costs are accepted..</li> </ul>   | <b>£100</b> |



Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.

| Section | Benefit  | Cover available up to:                | Cover is only provided if:   | Your Excess |
|---------|--|---------------------------------------|--|-------------|
| B15     | <b>Winter Sports extension</b>   |                                       |  |             |
|         | <b>Ski equipment</b> cover for your, or your hired, ski equipment if it is lost, stolen or damaged.  | £500                                  | <ul style="list-style-type: none"> <li>you are able to provide proof of the loss/damage and provide receipts. • you have obtained independent written confirmation.</li> <li>you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a>.</li> <li>you have a Police report confirming the loss and kept all receipts for any incurred costs.</li> <li>your equipment is delayed on your outbound journey from the United Kingdom, Channel Islands or BFPO.</li> <li>the ski equipment was not left unattended unless left between 6.00 am and 11.00 pm local time in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means.</li> <li>you have supporting medical evidence confirming your inability to ski.</li> <li>you are skiing North of the earths equator between 1st Jan-30th April, or South of the earths equator between 1st June-31st Oct and at a destination of higher than 1600 metres above sea level.</li> <li>you have obtained written confirmation detailing dates and times the resort/ piste was closed. • the avalanche has occurred after your departure from the United Kingdom, Channel Islands or BFPO.</li> </ul> | £100        |
|         | Single article limit owned by you  | → £250                                |  |             |
|         | Single article limit hired by you  | → £250                                |  |             |
|         | Unreceipted items  | → £150                                |  |             |
|         | <b>Delayed ski equipment cover</b><br>for hiring ski equipment if yours is delayed over 12 hours.  | £20 per 12hrs up to a maximum of £200 |  | Nil         |
|         | <b>Loss of ski pack</b><br>cover for loss of use due to your injury or illness.  | £75 per 24hrs up to a maximum of £300 |  | Nil         |
|         | <b>Piste closure</b><br>cover for each full 24 hours the piste is closed due to lack of snow.  | £20 per 24hrs up to a maximum of £200 |  | Nil         |
|         | <b>Avalanche closure</b><br>cover for each full 24 hours the piste/resort is closed due to an avalanche.   | £25 per 24hrs up to a maximum of £250 |  | Nil         |
| B16     | <b>Wedding extension</b>   |                                       |  |             |
|         | <b>Additional cancellation cover</b><br>Cover for the loss of deposit if you are forced to cancel or curtail your trip.  | £1,000                                | <ul style="list-style-type: none"> <li>you have a valid claim under either section A1 or B3.</li> <li>you have obtained a written report from the appropriate authorities confirming the loss or damage.</li> <li>you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a>.</li> <li>damage was not during transit and not shipped as freight/under a bill of lading.</li> <li>you have a police report confirming the loss and kept all receipts for any incurred costs.</li> <li>you are able to provide proof of ownership/purchase for items over £50.</li> <li>the wedding rings, attire, gifts, photographs or recordings were not left unattended other than in a safe, in your locked trip accommodation.</li> <li>your wedding rings were not lost/stolen from suitcases, trunks, bags (including checked in luggage/bags stored in overhead compartment).</li> </ul>   | £100        |
|         | <b>If your wedding rings are lost, stolen or damaged</b><br>Cover for the loss, theft or damage of your wedding rings whilst on your trip.   | £1,000                                |  | £100        |
|         | Single article limit   | → £500                                |  |             |
|         | Unreceipted items  | → £150                                |  |             |
|         | <b>If your wedding gifts are lost or stolen</b><br>Cover for the loss/theft of your wedding gifts received in resort during your trip.   | £1,000                                | <ul style="list-style-type: none"> <li>you are not claiming for damage caused by: <ul style="list-style-type: none"> <li>scratching, wear, tear, depreciation or deterioration;</li> <li>any process of cleaning, repairing or restoring;</li> <li>atmospheric or climatic conditions;</li> <li>moth or vermin; or</li> <li>electrical or mechanical breakdown or derangement.</li> </ul> </li> </ul>  | £100        |
|         | Unreceipted items  | → £150                                |  |             |
|         | <b>If your photographs are lost, stolen or damaged</b><br>Cover for the cost of reprinting lost or damaged photographs/video recordings of your wedding.   | £1,000                                |  | £100        |
|         | <b>If your wedding attire is lost or damaged</b><br>The cost of repair or replacement to a similar cost of your wedding attire, i.e. wedding dress, suit, shoes if they are lost or damaged prior to your wedding whilst on your trip. | £1,000                                |  | £100        |
|         | Unreceipted items  | → £150                                |  |             |
|         | <b>If your cosmetics and flowers are lost or damaged</b><br>The cost of replacing cosmetic products and/or flowers..   | £1,000                                |  | Nil         |
|         | <b>Weddings cars and transport</b><br>If your wedding car / transport company fail to meet their contractual obligations..   | £500                                  |  | £100        |

**Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.**

| Section | Benefit  | Cover available up to:   | Cover is only provided if:   | Your Excess |
|---------|--|--|--|-------------|
| B17     | <b>Cruise extension</b>  |  |  |             |
|         | <b>Missed port departure</b><br>Reasonable additional travel expenses incurred by you to reach the next overseas port destination due to the vehicle in which you are travelling to your overseas cruise departure point becomes un-driveable due to mechanical failure or being involved in an accident or your public transport is delayed, preventing you from being able to check-in on time for your outward departure. | <b>£2,000</b>  | <ul style="list-style-type: none"> <li>you are claiming for the circumstances listed and not for your failure to arrive in time due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> <li>you have independent written confirmation of the circumstances.</li> <li>you have not been offered alternative transport or compensation from your tour operator or cruise provider.</li> <li>the claim is not due to the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from home.</li> </ul> | <b>£100</b> |
|         | <b>Skipped port benefit</b><br>Per port that your cruise operator is unable to dock at designated itinerated ports due to adverse weather conditions or timetable restrictions..   | <b>£100 per port up to a maximum of £300</b>   | <ul style="list-style-type: none"> <li><b>the rerouting of the ship is not due to:</b> <ul style="list-style-type: none"> <li>civil unrest in the country where you were due to visit;</li> <li>inability to berth due to previous tsunami, hurricane or tornado, volcanic ash over the country you were due to visit or an earthquake in the country you were due to visit; or</li> <li>strike or industrial action.</li> </ul> </li> </ul>   | <b>Nil</b>  |
|         | <b>Cabin confinement</b><br>Benefit per 24 hours if you are confined to your cabin due to injury or illness.   | <b>£25 per 24hrs up to a maximum of £500</b>   | <ul style="list-style-type: none"> <li>you have a valid claim under section B2 and have independent written confirmation of your confinement.</li> </ul>   | <b>£100</b> |
|         | <b>Unused excursions</b><br>Cover for pre-booked excursions you were unable to use as a direct result of being confined to your own cabin due to an accident or illness during your trip.  | <b>£500</b>  |  |             |
| B18     | <b>Travel disruption extension</b>   |  |  | <b>Nil</b>  |
|         | <b>Extended departure delay cover</b><br>Cover for the departure of your international flight, international train or sailing is delayed for more than 12 hours from its scheduled departure time from your international departure point or your return journey to the UK, Channel Islands or BFPO;   | <b>£20 for the first 12hrs then £10 per 12hrs thereafter up to a maximum of £100</b> | <ul style="list-style-type: none"> <li>you are at the airport/port/station.</li> <li>you have obtained written confirmation of the delay from your booking agents, airline or transport provider.</li> <li>you are unable to recoup costs from any other provider or agency.</li> <li>your trip is more than 2 days in duration.</li> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> </ul>  |             |
|         | <b>or</b><br>Cover for any irrecoverable unused accommodation and travel costs (and other pre-paid charges) which you have paid or are contracted to pay because you were not able to travel and use your booked accommodation.  | <b>£1,000</b>  |  | <b>£100</b> |
|         | <b>Extended missed departure cover</b><br>Reasonable additional accommodation and travel expenses necessarily incurred in reaching your overseas destination or returning to the United Kingdom, Channel Islands or BFPO if you fail to arrive at the departure point in time to board any onward connecting public transport on which you are booked to travel, following completion of the initial international journey.  | <b>£500</b>  | <ul style="list-style-type: none"> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> <li>you have independent written confirmation of the circumstances.</li> </ul>  | <b>£100</b> |
|         | <b>Extended catastrophe cover</b><br>Any reasonable additional accommodation and transport costs if you need to move to another accommodation or to repatriate you home;   | <b>£1,000</b>  | <ul style="list-style-type: none"> <li>you are able to provide written confirmation from the accommodation provider confirming the number of hours it was not available.</li> </ul>  | <b>£100</b> |
|         | <b>or</b><br>Any irrecoverable unused accommodation costs which you have paid or are contracted to pay because you were not able to travel due to a natural disaster (section B10).  |  |  |             |



## Premier Plus summary of cover

Pages 13-17

(This is only a brief description of the cover provided and some of the principal conditions; you must refer to the relevant section in the policy wording for full details).

| Section   | Benefit   | Cover available up to:                       | Cover is only provided if:   | Your Excess |
|---|---|--|--|-------------|
| <b>PRE-TRAVEL POLICY (cover starts when you pay your premium or for Annual Multi Trip policies from your chosen start date)</b> |   |  |  |             |
| <b>A1</b>   | <b>If you are unable to go on your trip</b><br>Cover for your proportion of prepaid transport, accommodation & additional travel expenses, and pre-paid excursions booked before you go on your trip, that you cannot recover from any other source if you cannot travel due to your, a close relative, the person you are intending to stay with, or a business associate's death, injury or illness, redundancy, required as a witness or member of the jury in a court of law, or the requirements of H.M. Forces. | <b>£5,000</b>                                | <ul style="list-style-type: none"> <li>cancellation is caused by yours, your travelling companions, the person you are intending to stay with, a business associate or your close relatives' death, injury or illness, redundancy, requirement as a witness or member of the jury in a court of law, or HM forces requirements.</li> <li>the cancellation is not due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>the cancellation is not due to an existing medical condition of a non-travelling close relative, the person you are intending to stay with, a business associate or travelling companion.</li> <li>cancellation is not because of the failure of your travel agent, tour operator or due to the advice of the Foreign and Commonwealth Office.</li> </ul> | <b>£75</b>  |
| <b>TRAVEL POLICY (cover starts when you leave home to begin your trip)</b>  |   |  |  |             |
| <b>B1</b>   | <b>If your travel plans are disrupted</b><br><b>If your departure is delayed by 12 hours or more</b><br>Benefit for delays over 12 hours at your international departure point to help contribute towards additional accommodation, car parking charges, food, drinks or telephone calls not provided by your carrier.  | <b>£20 per 12hrs up to a maximum of £200</b> | <ul style="list-style-type: none"> <li>you are at the airport/port/station.</li> <li>you have obtained written confirmation of the delay from your booking agents, airline or transport provider.</li> <li>you are unable to recoup costs from any other provider or agency.</li> <li>your trip is more than 2 days in duration.</li> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> </ul>  | <b>Nil</b>  |
|   | <b>If you choose to cancel after a 24 hour delay</b><br>If your outbound journey from the UK, Channel Islands or BFPO is delayed by more than 24 hours and you decide to abandon your trip.   | <b>£5,000</b>                                | <ul style="list-style-type: none"> <li>you have independent written confirmation of the circumstances.</li> </ul>  | <b>£75</b>  |
|   | <b>Missed departure</b><br>Cover for alternative transport costs if you miss your outbound departure from your international departure point if, after leaving home, your car becomes un-driveable due to a mechanical breakdown or your public transport is delayed causing you to miss your departure from the United Kingdom, Channel Islands or BFPO.   | <b>£1,000</b>                                | <ul style="list-style-type: none"> <li>you are not claiming for your missed return journey back to the United Kingdom, Channel Islands or BFPO.</li> </ul>   | <b>£75</b>  |
| <b>B2</b>   | <b>If you need emergency medical attention</b><br>To cover customary and reasonable fees or charges for necessary and emergency medical expenses, necessary travel and accommodation or repatriation costs in the event of your illness, injury or death during your trip.  | <b>£10,000,000</b>                           | <ul style="list-style-type: none"> <li>you are not claiming for any private medical treatment.</li> <li>you have called our emergency assistance service to authorise bills over £500.</li> </ul>  | <b>£75</b>  |
|   | <b>Emergency dental treatment</b><br>Cover for emergency dental treatment only to treat sudden pain.  | <b>£500</b>                                  | <ul style="list-style-type: none"> <li>you are claiming for emergency essential treatment received in a state facility and unrelated to any existing medical condition (unless you have declared to us and we have accepted in writing, and you have paid the required premium).</li> </ul>  | <b>£75</b>  |
|   | <b>Public hospital inconvenience benefit per 24 hours</b><br>For each 24 hours you are an inpatient in a public hospital to cover costs of newspapers, telephone calls, food, visitors transport etc. during your hospitalisation, up to the maximum amount shown.  | <b>£25 per 24hrs up to a maximum of £500</b> | <ul style="list-style-type: none"> <li>you are not claiming for work involving the use of precious metals in any dental treatment.</li> <li>you are not claiming for the provision of dentures, crowns or veneers.</li> <li>you are in a public/state hospital.</li> </ul>   | <b>Nil</b>  |
| <b>B3</b>   | <b>If you need to come home early</b><br>Pro-rata refund of your pre-paid unused trip costs from the day you come home if you, or your travel companion, have to return early because you, the person you are travelling with, the person you are staying with, a close relative or business associate in your home country, unexpectedly suffer injury, illness or death.  | <b>£5,000</b>                                | <ul style="list-style-type: none"> <li>you have actually returned home earlier than originally booked.</li> <li>you need to come home early due to your illness and you have contacted and had approval from our emergency assistance service.</li> <li>you are not claiming due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>you are not claiming due to an existing medical condition of a non-travelling close relative, the person you are staying with, a business associate or travelling companion.</li> </ul>   | <b>£75</b>  |

| Section | Benefit   | Cover available up to:   | Cover is only provided if:   | Your Excess |
|---------|---|--|--|-------------|
| B4      | <b>If your possessions are lost, stolen or damaged</b><br>Your total limit for possessions is up to the amount shown and is split into categories within that amount. The inner limits for specific item categories are listed. Any items which do not fall within these categories are not covered:.   | <b>£2,000</b>  | <ul style="list-style-type: none"> <li>you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown at <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a></li> <li>you have a Police report confirming the loss.</li> <li>you have proof of purchase for items over the value of £50.</li> <li>you are not claiming for duty free items.</li> <li>your bag/contents were not stolen from a beach or lido (if so we will pay up to a maximum of £50).</li> <li>your electrical items, photographic equipment, jewellery or watches were not left unattended unless in a locked safe.</li> <li>you are not claiming for more than £100 for a mobile/smart phone, accessories or calls.</li> <li>you are not claiming for contact/corneal lenses.</li> <li>you have kept all of your receipts.</li> <li>you accept that if your possessions become permanently lost then the cost of essential items will be deducted from your settlement of lost possessions.</li> <li>you have obtained written confirmation of the delay from your operator.</li> </ul> | <b>£75</b>  |
|         | <div> <div>Clothes</div> <div>→</div> <div>£500</div> </div> <div> <div>Luggage</div> <div>→</div> <div>£250</div> </div> <div> <div>Shoes</div> <div>→</div> <div>£150</div> </div> <div> <div>Cosmetics</div> <div>→</div> <div>£100</div> </div> <div> <div>Fine jewellery and watches</div> <div>→</div> <div>£300</div> </div> <div> <div>Electrical items and photographic equipment</div> <div>→</div> <div>£300</div> </div> <div> <div>Buggies, Strollers &amp; Car seats</div> <div>→</div> <div>£100</div> </div> <div> <div>Laptops</div> <div>→</div> <div>£300</div> </div> <div> <div>Eyewear</div> <div>→</div> <div>£100</div> </div> <div> <div>Unreceipted items</div> <div>→</div> <div>£150</div> </div> |  |  |             |
|         | <b>If your possessions are delayed by 24 hours</b><br>Cover for the cost of <u>essential items</u> such as toiletries, change of clothes etc. if your possessions are delayed <u>by more than 24 hours</u> on your outward journey.   | <b>£75 per 24hrs up to a maximum of £150</b>                               |  | <b>Nil</b>  |
| B5      | <b>If your cash is lost or stolen</b><br>Cover for your cash if it is lost or stolen.   | <b>£200</b>  | <ul style="list-style-type: none"> <li>your cash/passport was on your person or in a locked safe and you can provide us with proof of withdrawal/currency exchange.</li> <li>you have a Police report confirming the loss and kept all receipts for any incurred costs.</li> <li>you are not claiming for the cost of missing your return flight/transport to the United Kingdom, Channel Islands or BFPO, or additional transport costs to return home..</li> </ul>   | <b>£75</b>  |
|         | <b>If your passport is lost or stolen</b><br>Cover to contribute towards the cost of an emergency travel document → <b>£100</b><br>Cover for necessary costs collecting your emergency travel document on your trip (taxi, transport to and from embassy, cost of photos) → <b>£150</b>   |  |  | <b>£75</b>  |
| B6      | <b>If you are hijacked</b><br>Cover for each full 24 hour period you are confined due to hijack.  | <b>£100 per 24hrs up to a maximum of £1,000</b>                            | <ul style="list-style-type: none"> <li>you have obtained written confirmation from the airline, carrier or their handling agents stating the circumstances and period of confinement.</li> <li>you have obtained a written Police report confirming the incident.</li> </ul>   | <b>Nil</b>  |
|         | <b>If you are mugged</b><br>Cover for each full 24 hour period you are hospitalised following a mugging   | <b>£50 per 24hrs up to a maximum of £500</b>                               |  | <b>Nil</b>  |
| B7      | <b>Personal Liability</b><br>Cover for costs that we have agreed to pay, that you are held legally liable to pay relating to an incident caused by you.   | <b>£2,000,000</b>  | <ul style="list-style-type: none"> <li>you have not admitted responsibility, or agreed to pay any monies.</li> <li>you have kept paperwork/notes and informed us immediately.</li> <li>your claim is not due to any form of motorised transport or sailing vessel.</li> <li>you are not claiming for an incident suffered by, or any property owned by, you, a member of your family, business associate, close relative, person you are intending to stay with, or a travelling companion.</li> </ul>   | <b>£75</b>  |
| B8      | <b>Accidental death and disability benefit</b><br>A single payment payable for your accidental death, permanent disability or loss of sight or use of limbs whilst on your trip..   |  | <ul style="list-style-type: none"> <li>you are between 18 and 75 years old.</li> <li>you qualify for the full benefit, no partial settlements are payable.</li> <li>you have not deliberately exposed yourself to danger and that the incident is due to an accident and not illness, intoxication or infection.</li> <li>you are not under 18 and claiming permanent disablement..</li> </ul>   |             |
|         | <b>Accidental death benefit</b>   | <b>£25,000</b>   |  | <b>Nil</b>  |
|         | <b>Permanent loss of sight or limb</b>  | <b>£25,000</b>   |  | <b>Nil</b>  |
|         | <b>Permanent total disablement</b>  | <b>£25,000</b>   |  | <b>Nil</b>  |
| B9      | <b>If you need legal advice</b><br>Cover for 30mins free legal advice relating to your trip as well as legal expenses we have agreed in writing in pursuing compensation in the event of your death or personal injury whilst on your trip..  | <b>30 mins free advice.</b><br><br><b>£25,000 in pursuing compensation</b> | <ul style="list-style-type: none"> <li>you are not claiming against a travel agent, tour operator/organiser, the insurers/agents or claims office.</li> <li>you are using our appointed legal advisors.</li> <li>you understand that only cases considered likely to succeed with a settlement value estimated to be in excess of the associated legal costs are accepted..</li> </ul>   | <b>£75</b>  |



Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.

| Section | Benefit  | Cover available up to:  | Cover is only provided if:   | Your Excess |
|---------|--|---|--|-------------|
| B15     | <b>Winter Sports extension</b>   |   |  |             |
|         | <b>Ski equipment</b> cover for your, or your hired, ski equipment if it is lost, stolen or damaged.  | £500  | <ul style="list-style-type: none"> <li>• you are able to provide proof of the loss/damage and provide receipts. • you have obtained independent written confirmation.</li> <li>• you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a>.</li> <li>• you have a Police report confirming the loss and kept all receipts for any incurred costs.</li> <li>• your equipment is delayed on your outbound journey from the United Kingdom, Channel Islands or BFPO.</li> <li>• the ski equipment was not left unattended unless left between 6.00 am and 11.00 pm local time in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means.</li> <li>• you have supporting medical evidence confirming your inability to ski.</li> <li>• you are skiing North of the earths equator between 1st Jan-30th April, or South of the earths equator between 1st June-31st Oct and at a destination of higher than 1600 metres above sea level.</li> <li>• you have obtained written confirmation detailing dates and times the resort/ piste was closed. • the avalanche has occurred after your departure from the United Kingdom, Channel Islands or BFPO.</li> </ul> | £75         |
|         | Single article limit owned by you  | → £250  |  |             |
|         | Single article limit hired by you  | → £250  |  |             |
|         | Unreceipted items  | → £150  |  |             |
|         | <b>Delayed ski equipment cover</b><br>for hiring ski equipment if yours is delayed over 12 hours.  | £20 per 12hrs up to a maximum of £200                             |  | Nil         |
|         | <b>Loss of ski pack</b><br>cover for loss of use due to your injury or illness.  | £75 per 24hrs up to a maximum of £300                             |  | Nil         |
| B16     | <b>Piste closure</b><br>cover for each full 24 hours the piste is closed due to lack of snow.  | £20 per 24hrs up to a maximum of £200                             |  | Nil         |
|         | <b>Avalanche closure</b><br>cover for each full 24 hours the piste/resort is closed due to an avalanche.   | £25 per 24hrs up to a maximum of £250                             |  | Nil         |
|         | <b>Wedding extension</b>   |   |  |             |
|         | <b>Additional cancellation cover</b><br>Cover for the loss of deposit if you are forced to cancel or curtail your trip.  | £1,000  | <ul style="list-style-type: none"> <li>• you have a valid claim under either section A1 or B3.</li> <li>• you have obtained a written report from the appropriate authorities confirming the loss or damage.</li> <li>• you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a>.</li> <li>• damage was not during transit and not shipped as freight/under a bill of lading.</li> <li>• you have a police report confirming the loss and kept all receipts for any incurred costs.</li> <li>• you are able to provide proof of ownership/purchase for items over £50.</li> <li>• the wedding rings, attire, gifts, photographs or recordings were not left unattended other than in a safe, in your locked trip accommodation.</li> <li>• your wedding rings were not lost/stolen from suitcases, trunks, bags (including checked in luggage/bags stored in overhead compartment).</li> </ul>   | £75         |
|         | <b>If your wedding rings are lost, stolen or damaged</b><br>Cover for the loss, theft or damage of your wedding rings whilst on your trip.   | £1,000<br>Single article limit → £500<br>Unreceipted items → £150 |  | £75         |
|         | <b>If your wedding gifts are lost or stolen</b><br>Cover for the loss/theft of your wedding gifts received in resort during your trip.   | £1,000<br>Unreceipted items → £150                                |  | £75         |
|         | <b>If your photographs are lost, stolen or damaged</b><br>Cover for the cost of reprinting lost or damaged photographs/video recordings of your wedding.   | £1,000  |  | £75         |
|         | <b>If your wedding attire is lost or damaged</b><br>The cost of repair or replacement to a similar cost of your wedding attire, i.e. wedding dress, suit, shoes if they are lost or damaged prior to your wedding whilst on your trip. | £1,000<br>Unreceipted items → £150                                | <ul style="list-style-type: none"> <li>• <b>you are not claiming for damage caused by:</b> <ul style="list-style-type: none"> <li>- scratching, wear, tear, depreciation or deterioration;</li> <li>- any process of cleaning, repairing or restoring;</li> <li>- atmospheric or climatic conditions;</li> <li>- moth or vermin; or</li> <li>- electrical or mechanical breakdown or derangement.</li> </ul> </li> </ul>   | £75         |
|         | <b>If your cosmetics and flowers are lost or damaged</b><br>The cost of replacing cosmetic products and/or flowers..   | £1,000  |  | Nil         |
|         | <b>Weddings cars and transport</b><br>If your wedding car / transport company fail to meet their contractual obligations..   | £500  |  | £75         |

Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.

| Section | Benefit  | Cover available up to:  | Cover is only provided if:   | Your Excess |
|---------|--|---|--|-------------|
| B17     | <b>Cruise extension</b>  |   |  |             |
|         | <b>Missed port departure</b><br>Reasonable additional travel expenses incurred by you to reach the next overseas port destination due to the vehicle in which you are travelling to your overseas cruise departure point becomes un-driveable due to mechanical failure or being involved in an accident or your public transport is delayed, preventing you from being able to check-in on time for your outward departure. | £2,000  | <ul style="list-style-type: none"> <li>you are claiming for the circumstances listed and not for your failure to arrive in time due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> <li>you have independent written confirmation of the circumstances.</li> <li>you have not been offered alternative transport or compensation from your tour operator or cruise provider.</li> <li>the claim is not due to the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from home.</li> </ul> | £75         |
|         | <b>Skipped port benefit</b><br>Per port that your cruise operator is unable to dock at designated itinerated ports due to adverse weather conditions or timetable restrictions..   | £100 per port up to a maximum of £300   | <ul style="list-style-type: none"> <li><b>the rerouting of the ship is not due to:</b> <ul style="list-style-type: none"> <li>civil unrest in the country where you were due to visit;</li> <li>inability to berth due to previous tsunami, hurricane or tornado, volcanic ash over the country you were due to visit or an earthquake in the country you were due to visit; or</li> <li>strike or industrial action.</li> </ul> </li> </ul>   | Nil         |
|         | <b>Cabin confinement</b><br>Benefit per 24 hours if you are confined to your cabin due to injury or illness.   | £25 per 24hrs up to a maximum of £500   | <ul style="list-style-type: none"> <li>you have a valid claim under section B2 and have independent written confirmation of your confinement.</li> </ul>   | £75         |
|         | <b>Unused excursions</b><br>Cover for pre-booked excursions you were unable to use as a direct result of being confined to your own cabin due to an accident or illness during your trip.  | £500  |  |             |
| B18     | <b>Travel disruption extension</b>   |   |  | Nil         |
|         | <b>Extended departure delay cover</b><br>Cover for the departure of your international flight, international train or sailing is delayed for more than 12 hours from its scheduled departure time from your international departure point or your return journey to the UK, Channel Islands or BFPO;   | £20 for the first 12hrs then £10 per 12hrs thereafter up to a maximum of £100 | <ul style="list-style-type: none"> <li>you are at the airport/port/station.</li> <li>you have obtained written confirmation of the delay from your booking agents, airline or transport provider.</li> <li>you are unable to recoup costs from any other provider or agency.</li> <li>your trip is more than 2 days in duration.</li> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> </ul>  |             |
|         | <b>or</b><br>Cover for any irrecoverable unused accommodation and travel costs (and other pre-paid charges) which you have paid or are contracted to pay because you were not able to travel and use your booked accommodation.  | £1,000  |  | £75         |
|         | <b>Extended missed departure cover</b><br>Reasonable additional accommodation and travel expenses necessarily incurred in reaching your overseas destination or returning to the United Kingdom, Channel Islands or BFPO if you fail to arrive at the departure point in time to board any onward connecting public transport on which you are booked to travel, following completion of the initial international journey.  | £500  | <ul style="list-style-type: none"> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> <li>you have independent written confirmation of the circumstances.</li> </ul>  | £75         |
|         | <b>Extended catastrophe cover</b><br>Any reasonable additional accommodation and transport costs if you need to move to another accommodation or to repatriate you home;   | £1,000  |  | £75         |
|         | <b>or</b><br>Any irrecoverable unused accommodation costs which you have paid or are contracted to pay because you were not able to travel due to a natural disaster (section B10).  |   | <ul style="list-style-type: none"> <li>you are able to provide written confirmation from the accommodation provider confirming the number of hours it was not available.</li> </ul>  |             |



## DISCLOSURE OF YOUR MEDICAL CONDITIONS

So that we can ensure you are provided with the best cover we can offer please read and answer the following questions carefully and accurately:

Your policies may not cover claims arising from your medical conditions. If you answer 'yes' to any of the questions below then you must declare the relevant conditions to us.

Have you or anyone insured under this policy ever been diagnosed or received treatment for:

|  |  |   |  |
|--|--|---|--|
| No   | Any type of heart or circulatory condition?                                      | Yes   | <p>If you have answered yes to the questions on the left you must tell us, in order to obtain cover for your medical condition(s), although an increased premium or excess may be required to do so.</p> <p>To enable us to consider your medical condition please contact Travel Administration Facilities on:</p> <p>0203 824 0702</p> <p>8am-8pm Monday- Friday</p> <p>9am-5pm Saturday or visit</p> <p><a href="http://www.barrheadtravel.medonline.co.uk">www.barrheadtravel.medonline.co.uk</a></p> <p>to complete an online screening</p> <p>Should we require any additional premium, and you accept our offer, this should be paid to Travel Administration Facilities, and sent within 14 days of our offer. If your existing medical condition would require an additional premium to be covered and you choose not to declare it, we reserve the right to decline a claim relating to this condition. Full confirmation of our terms and conditions will be sent out to your address after your call. Any additional medical conditions not declared to us will not be covered.</p> <p>If your answer changes to 'yes' at any point after the purchase of this policy you must call to inform us of this change in health to ensure you are fully covered for your trip.</p> |
|  | Any type of stroke or high blood pressure?                                       | Yes   |  |
|  | Any type of breathing condition (such as Asthma)?                                | Yes   |  |
|  | Any type of Cancer (even if now in remission)?                                   | Yes   |  |
|  | Any type of Diabetes?  | Yes   |  |
|  | Any type of irritable bowel disease?   | Yes   |  |
|  | Has your doctor altered your regular prescribed medication in the last 3 months? | Yes   |  |
| <p>In the last 2 years - have you, or anyone who is insured under this policy, been treated for any serious or re-occurring medical condition, asked to take regular prescribed medication, or referred to a specialist or consultant at a hospital for tests, diagnosis or treatment?</p> <p>No</p> |  | <p><b>BE AWARE!</b></p> <p>We are unable to provide cover for any claim arising as a result of an existing medical condition of a non- travelling close relative, the person you are intending to stay with, or a business associate or friend, or any known or recognised complication of or caused by the existing medical condition.</p> |  |
| <p>Are you or anyone who is insured under this policy waiting for any tests, treatment or a non-routine hospital appointment?</p> <p>No</p>  |  |   |  |
| <p>Full cover is available under this policy. If your answers to any of the above change to YES during the period of insurance, please contact us on 0203 824 0702.</p> <p>Yes</p>   |  |   |  |
| <p>Do any close relatives, business associates or friends who are not travelling with you or who are not insured with us have an existing medical condition (even if considered as 'stable', under control or in remission)?</p> <p>Yes</p>  |  |   |  |

## CHANGE IN HEALTH

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If your health or your ongoing medication changes between the date the policies were bought and the date of travel you must advise us on 0203 824 0702 as soon as possible. We will advise you what cover we are able to provide for your change in health, as defined on page 20, after the date of diagnosis. We reserve the right to increase the premium, increase the excess, exclude the condition or withdraw the cover should the stability of the condition make it necessary.

### BE AWARE! We do not provide any cover for:

- claims caused by an existing medical condition of a non- travelling close relative, the person you are intending to stay with, or a close business associate, or any recognised complication caused by the existing medical condition as defined on page 20.
- any circumstances that are not specified in your policies.

### WHEN YOUR TWO POLICIES START AND END

The cover for Policy A, as described under section A of the pre- travel policy, starts from the commencement date of cover shown on your insurance validation documentation, after the policy was issued and ends when you leave home to start your trip.

On annual multi-trip policies cover starts on the chosen starting date and cancellation cover is not in force until that date. Subsequent trips start from the date of booking.

The cover under policy B starts when you commence your trip and ends when you complete your trip. Alternatively cover will cease upon expiration of your policy, whichever is the first. No further trips are covered except where you hold an annual multi-trip policy which will cover further trips with durations of up to 31 days or if you have paid the appropriate additional premium durations up to 62 days.

There is absolutely no cover for any portion of a trip which is longer than 31 days in duration unless the appropriate additional premium has been paid.

### EXTENSION OF PERIOD

If in the event of either your:

- death, injury or illness during your trip,
- delay or failure of public transport services during your trip,
- delay or failure of your return flight to the UK, Channel Islands or BFPO from your international departure point;

you are unable to complete the trip before your travel policy expires, cover will be automatically extended without additional premium for the additional days necessary to complete the trip.

|                                 |   |
|---------------------------------|---|
| <b>YOUR POLICY WORDINGS</b>     | Your insurance document shows details of both pre-travel and travel insurance policies, including the sections of cover, limits, conditions, exclusions, and information on what to do if you need to claim. The policy is a legal contract between us and you. We will pay for any insured event, as described in the policy, that happens during the period of validity and for which you have paid the appropriate premium. Travel insurance policies have specific requirements for both purchasing and making successful claims. Please take the time to read and understand it straight away as not all policies are the same. All risks which are covered are set out clearly in sections with conditions, limits and exclusions (things which are not covered). If your circumstances do not fit those specified then there is no cover in place.   |
| <b>CANCELLING YOUR POLICIES</b> | <p><b>You have a 'cooling off' period where, should you decide that you find that the terms and conditions do not meet your requirements, and provided you have not travelled or claimed on the policy, you can advise Barrhead Travel within 14 days of purchase for a full refund to be considered. Should you wish to cancel your policy outside of the 14 day cooling off period, and can confirm that there have been no claims on the policy and that you have not travelled, in addition to a £15 administration charge; the following cancellation terms will be applied dependant on what type of policy you have purchased.</b></p> <p><b>Single Trip policies</b> - In the event you have not travelled and are not claiming on the policy, a refund of 50% of the policy premium and any additional premium applied to your existing medical conditions will apply. If you have travelled or are intending to claim, or have made a claim (irrespective of whether your claim was successful or not) we will not consider refunding any proportion of your premium.</p> <p><b>Annual Multi Trip policies</b> - Provided you have not made a claim on the policy (irrespective of whether your claim was successful or not) and you confirm in writing that there is no claim pending, should you choose to cancel and understand that all benefits of the policy will be cancelled, we will refund 5% of the total premium paid, for each full calendar month remaining on the policy from the date of cancellation. If you are intending to, or have claimed (irrespective of whether your claim was successful or not) we will not consider refunding any proportion of your premium.</p> <p><b>We reserve the right to give 7 days' notice of cancellation of this policy, without refund, by recorded delivery to you at your last known address in the event of the following circumstances; fraud, suspected fraud, misleading information or deliberate misrepresentation, or abusive behaviour to any of our staff or agents.</b></p> |
| <b>BE CAUTIOUS</b>              | This policy is designed to cover most eventualities whilst you are on your trip. It does not provide cover in all circumstances and we expect that you take all possible care to safeguard against accident, injury, loss or damage <i>as if you had no insurance cover.</i>  |
| <b>PREGNANCY</b>                | <p><b>Our policies include emergency medical expenses cover for pregnancy and childbirth from week 0 to week 28 inclusive whilst you are away. From the start of week 29 to week 40 of the pregnancy, there is no cover for claims relating to normal pregnancy and normal childbirth or cancellation, however, medical expenses and cancellation cover will be provided if any of the following complications arise: Toxaemia, Gestational hypertension, Ectopic pregnancy, Post-partum haemorrhage, Pre-eclampsia, Molar pregnancy or hydatidiform mole, Retained placenta membrane, Placental abruption, Hyperemesis gravidarum, Placenta praevia, Stillbirth, Miscarriage, Emergency Caesarean, A termination needed for medical reasons, Premature birth more than 12 weeks (or 16 weeks if you know you are having more than one baby) before the expected delivery date.</b></p> <p><b>Please note we will not cover denial of boarding by your carrier so you should check that you will be able to travel with the carrier/airline in advance. It is essential, if at the time of booking your trip you are aware that you are pregnant, that you ensure that you are able to have the required vaccinations for that trip; no cover will be provided for cancellation in the event that, after booking you discover travel is advised against, or you are unable to receive the appropriate and required vaccinations for that country.</b></p>   |
| <b>MEDICAL COVER</b>            | <p>Your travel policy is not Private Health Insurance, in that it only covers unavoidable, unexpected emergency treatment. You need to check that you have had all the recommended vaccinations and inoculations for the area you are travelling to. It is also recommended that you check with your doctor that it is safe for you to travel bearing in mind your method of travel, the climate and the availability and standard of local medical services in your chosen destination. You will then need to declare your existing medical condition and have it accepted by Travel Administration Facilities for it to be eligible for cover under your policy.</p> <p>You may be required to obtain your medical records in the event of a claim. It is often wise to carry additional supplies of your regular prescribed medications in your hand luggage in case your bags are delayed. Cover will not be granted if travel is against the advice of your doctor or a medical professional such as your dentist.</p>   |
| <b>EHIC</b>                     | <p><b>The European Health Insurance Card (EHIC) allows you (provided you are a UK or BFPO resident) to access state-provided healthcare in all European Economic Area (EEA) countries and Switzerland at a reduced cost and in many cases free of charge.</b> We strongly recommend that you carry it with you when travelling abroad.</p> <p>Remember to check your EHIC is still valid before you travel. Applying on <a href="http://www.ehic.org.uk">www.ehic.org.uk</a> for the card is free and it is valid for up to five years. If your EHIC is accepted whilst obtaining medical treatment abroad your policy excess will be reduced to Nil (with the exception of increased excess relating to declared medical conditions).</p> <p>If you are travelling outside the EEA then there are some countries that have reciprocal agreements with the UK and these can be found on <a href="http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEACountries/Pages/Non-EEACountries.aspx">http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEACountries/Pages/Non-EEACountries.aspx</a>. Please note residents of the Isle of Man or Channel Islands are not eligible for an EHIC.</p>  |
| <b>MEDICARE</b>                 | If you are travelling to Australia you must register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle you to reduced medical charges from doctors, reduced prescription charges and access to Medicare hospitals.  |
| <b>YOUR EXCESS</b>              | <p>Your policy carries an excess and this is the amount you have to contribute towards each claim. All excesses shown for this policy are payable by <u>each</u> insured-person, per section and for each incident giving rise to a separate claim unless you have paid the additional premium for the excess waiver.</p> <p>Your excess may be increased to include existing medical conditions (including anything directly or indirectly related to that condition) confirmed in writing by us.</p> <p>The increased excess will apply to all persons insured on the policy whose claim has been caused by the declared medical condition.</p>   |

## Definitions - Where these words are used throughout your policy they will always have this meaning:

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|                                  |   |                                   |   |                                      |   |
|----------------------------------|---|-----------------------------------|---|--------------------------------------|---|
| <b>AUSTRALIA AND NEW ZEALAND</b> | All countries listed in Europe including Spain, as well as Australia, including Territory of Cocos (Keeling Islands, The Territory of Christmas Island, Norfolk Island and Lord Howe Island), and New Zealand, including the Cook Islands, Niue and Tokelau.  | <b>CRUISE</b>                     | A pleasure voyage of more than 72 hours duration, sailing as a passenger on a purpose built ship on sea/s or oceans that may include stops at various ports.  | <b>FAMILY</b>                        | Two adults and their dependents who are under the age of 18, resident in the UK and in full time education. In this scenario a dependent is considered as children, grandchildren, step-children, adopted children or foster children and non-related children who are travelling as part of your family group. |
| <b>BACK COUNTRY</b>              | Guided skiing in terrain which are in remote areas away from groomed pistes, not within ski boundaries and outside of patrolled resort boundaries, this includes terrain that has been accessed by a ski lift but then requiring a hike, ski, climb or skidoo to reach areas of side country or back country.                 | <b>CURTAILMENT</b>                | The cutting short of your trip by your early return home or your repatriation to a hospital or nursing home in your home country. Payment will be made on the number of full days of your trip that are lost from the day you are brought home.   | <b>FLIGHT</b>                        | A service using the same airline or airline flight number.  |
| <b>BEACH SWIMMING</b>            | Within 50 metres of the shore, in areas marked with safety buoys and under the supervision of a lifeguard.  | <b>DOMESTIC FLIGHT</b>            | A flight where the departure and arrival take place within the United Kingdom or the Channel Islands.   | <b>GADGET</b>                        | Mobile phones; iPhones, iPads, Tablets, Smartwatches and Go Pro's   |
| <b>BFPO</b>                      | British Forces Posted Overseas.   | <b>EMERGENCY TREATMENT</b>        | Any ill-health or injury which occurs during your trip and requires immediate treatment before you return home.   | <b>GEOGRAPHICAL LIMITS</b>           | <b>Area 1</b> - UK and the Channel Islands<br><b>Area 2</b> - Europe<br><b>Area 3</b> - Worldwide excluding USA, Canada and the Caribbean<br><b>Area 4</b> - Australia and New Zealand<br><b>Area 5</b> - Worldwide   |
| <b>BUSINESS ASSOCIATES</b>       | A business partner, director or employee of yours who has a close working relationship with you.  | <b>ESSENTIAL ITEMS</b>            | Underwear, socks, toiletries and a change of clothing.  | <b>HOME</b>                          | One of your normal places of residence in the United Kingdom, the Channel Islands or BFPO.  |
| <b>BUSINESS EQUIPMENT</b>        | Any business owned property that is fundamental to the business. Examples of equipment include devices such as Tablets, tools and laptops.  | <b>EUROPE</b>                     | Albania, Andorra, Armenia, Austria, Azerbaijan, Azores, Balearics, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, 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, Moldova, Monaco, Montenegro, Morocco, Northern Ireland, Norway, Poland, Portugal, Rhodes, Romania, Russia, San Marino, Sardinia, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Canary Islands, Tunisia, Turkey, Ukraine, United Kingdom, Vatican City (including countries bordering the Mediterranean Sea except Algeria, Israel, Jordan, Lebanon and Libya). | <b>HOME COUNTRY</b>                  | Either the United Kingdom or the Channel Islands.   |
| <b>BUSINESS SAMPLES</b>          | Business goods and samples taken on an insured journey by an insured person and that are owned by you or your employer.   | <b>EXCURSION</b>                  | A short journey or activity undertaken for leisure purposes   | <b>INSURED PERSON/YOU/YOUR</b>       | Any person named on the insurance validation documentation.   |
| <b>CASH</b>                      | Sterling or foreign currency in note or coin form.  | <b>EXISTING MEDICAL CONDITION</b> | Any serious or recurring medical condition which has been previously diagnosed or been investigated or treated in any way, at any time prior to travel, even if this condition is currently considered to be stable and under control.  | <b>INSHORE</b>                       | Within 12 Nautical miles off the shore.   |
| <b>CHANGE IN HEALTH</b>          | Any deterioration or change in your health between the date the policy was bought and the date of travel, this includes new medication, change in regular medication, deterioration of a previously stable condition, referral to a specialist, investigation of an undiagnosed condition or awaiting treatment/consultation. |                                   |   | <b>INTERNATIONAL DEPARTURE POINT</b> | The airport, international rail terminal or port from which you departed from the UK, Channel Islands or BFPO to your destination, and from where you depart to begin the final part of your journey home at the end of your trip.  |
| <b>CHANNEL ISLANDS</b>           | Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.   |                                   |   | <b>MANUAL LABOUR</b>                 | Work involving the lifting or carrying of heavy items in excess of 25Kg, work at a higher level than two storeys, or any form of work underground.  |
| <b>CLOSE RELATIVE</b>            | Spouse or partner who you are living together with, parents, grandparents, legal guardians, foster child, parents-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, step-parents, step-child, step-brother, step-sister, aunt, uncle, brother, sister, child, grandchild, niece, nephew, or fiancé(e).      |                                   |   | <b>MEDICAL CONDITIONS</b>            | Any disease, illness or injury, including any psychological conditions  |
|                                  |   |                                   |   | <b>NATURAL DISASTER</b>              | A natural event such as avalanche, blizzard, earthquake, flood, forest fire, hurricane, lightning, tornado, tsunami or volcanic eruption  |

## Definitions (continued) - Where these words are used throughout your policy they will always have this meaning:

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|  |  |   |   |  |   |
|--|--|---|---|--|---|
| <b>OFF PISTE</b>   | Skiing within ski area boundaries, off marked and groomed pistes and in between groomed trails and runs, where ski lifts and emergency services are easily accessible and ending back at a ski area lift. Not including back country or areas marked or prohibited from entry.   | <b>Fine jewellery &amp; watches</b>       | Rings, watches (only meaning a traditional watch such as analog, automatic or digital, and not an item such as a smart watch. This is defined as a gadget), necklaces, earrings, bracelets, body rings, made of or containing any precious or semi-precious stones or metal     | <b>SPORTS AND HAZARDOUS ACTIVITIES</b>                 | Any recreational activity that requires skill and involves increased risk of injury.<br><i>If you are taking part in <u>any sport/activity</u> please refer to page 37 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please contact Barrhead Travel.</i> |
| <b>ON PISTE</b>  | Piste skiing, including skiing on areas in and around the resort, but off the actual marked pistes, such as skiing on a hillside between marked pistes, or skiing down slopes adjacent to marked runs, but always finishing at the bottom of tows or lifts within the resort and never in areas cordoned off or restricted. All other areas are considered as 'off piste' and therefore require purchase of an additional activity pack. | <b>Buggies, Strollers &amp; Car Seats</b> | Buggies, Strollers & Car seats  | <b>TIMETABLE RESTRICTIONS</b>                          | Published scheduled itinerary restrictions  |
| <b>OFFSHORE</b>  | Over 12 Nautical miles off the shore.  | <b>Laptops</b>                            | Portable computer suitable for use whilst travelling.   | <b>TRAVEL DOCUMENTS</b>                                | Current passports, ESTAs, valid visas, travel tickets, European Health Insurance Cards (EHIC) and valid reciprocal health form S2.  |
| <b>PAIR OR SET</b>   | Two or more items of possessions that are complementary or purchased as one item or used or worn together.   | <b>Eyewear</b>                            | Spectacles, sunglasses, prescription spectacles or binoculars.  | <b>TRAVELLING COMPANION</b>                            | A person with whom you are travelling with and on the same booking, or with whom you have arranged to meet at your trip destination with the intention of spending a proportion of your trip with, who may have booked independently and therefore not included on the same booking and may have differing inbound and outbound departure times or dates.   |
| <b>POSSESSIONS</b>   | Each of your suitcases and containers of a similar nature and their contents and articles you are wearing or carrying:   | <b>Duty free</b>                          | Any items purchased at duty free  | <b>TRIP</b>  | A holiday or journey that begins when you leave home and ends on your return to either (i) your home, or (ii) a hospital or nursing home in the United Kingdom, the Channel Islands or BFPO, following your repatriation.   |
| <b>Clothes</b>   | Underwear, outerwear, hats, socks, stockings, belts and braces.  | <b>Shoes</b>                              | Boots, shoes, trainers and sandals  | <b>UNATTENDED</b>                                      | Left away from your person where you are unable to clearly see and are unable to get hold of your possessions   |
| <b>Cosmetics*</b><br><small>*excluding items considered as 'Duty Free'</small> | Make-up, hair products, perfumes, creams, lotions, deodorants, brushes, combs, toothbrushes, toothpastes and mouthwashes.  | <b>PUBLIC TRANSPORT</b>                   | Buses, coaches, domestic flights or trains that run to a published scheduled timetable.   | <b>UNITED KINGDOM</b>                                  | United Kingdom - England, Wales, Scotland, Northern Ireland and the Isle of Man.  |
| <b>Luggage</b>   | Handbags, suitcases, holdalls, rucksacks and briefcases.   | <b>REDUNDANCY</b>                         | Being an employee where you qualify under the provision of the Employment Rights Acts, and who, at the date of termination of employment by reason of redundancy, has been continuously employed for a period of two years or longer and is not on a short term fixed contract. | <b>WE/OUR/US</b>                                       | Union Reiseversicherung AG UK   |
| <b>Electrical items &amp; photographic equipment</b>                           | Any item requiring power, either from the mains or from a battery and any equipment used with them such as CDs, drones, games, tapes, cassettes or cartridges, cameras, video cameras, camera cases, stand, satellite navigation equipment, films, discs or cartridges.  | <b>RELEVANT INFORMATION</b>               | A piece of important information that would increase the likelihood of a claim under your policy.   | <b>WINTER SPORTS</b>                                   | Skiing, snowboarding and ice skating.   |
| <b>Drones</b>  | Un-manned aerial vehicles.   | <b>RESIDENT</b>                           | Means a person who has had their main home in the United Kingdom, the Channel Islands or BFPO and has not spent more than six months abroad in the year before buying this policy.  | <b>WORLDWIDE</b>                                       | Anywhere in the world.  |
|  |  | <b>SCHEDULED AIRLINE</b>                  | An airline that publishes a timetable and operates its service to a distinct schedule and sells tickets to the public at large, separate to accommodation and other ground arrangements.  | <b>WORLDWIDE EXCLUDING USA, CANADA &amp; CARIBBEAN</b> | Anywhere <i>excluding</i> the United States of America, Canada and the Caribbean.   |
|  |  | <b>SKI EQUIPMENT</b>                      | Skis, ski bindings, ski poles, ski boots, ski goggles, ski helmet, board boots, snowboard bindings and snowboards.  |  |   |
|  |  | <b>SKI PACK</b>                           | Ski pass, ski lift pass and ski school fees.  |  |   |



## Conditions and exclusions applying to your policies

Below are some important conditions and exclusions which apply to your pre travel and travel policy. It is recommended that you read this along with the conditions for each section of your policies as this will make sure that you are aware of any conditions which may affect your circumstances or likelihood to claim.

### APPLYING TO ALL SECTIONS OF YOUR POLICIES:

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

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>Any trip under an annual multi-trip policy that exceeds 31 days duration unless you have chosen to increase this to 62 days (to be eligible for this option you must be aged under 65) and this is shown on your insurance validation documentation. This includes not insuring you for part of a trip which is longer than 31 days, unless you have paid the appropriate additional premium.</li> </ul>   | <ul style="list-style-type: none"> <li>Any payments made or charges levied after the date of diagnosis of any change in your health or medication after the policy was bought unless this has been advised to us and any revised terms or conditions have been confirmed in writing.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Within the last 2 years, any existing medical condition or health condition that has been diagnosed, been in existence or for which you have received treatment from a hospital or specialist consultant or for which you are awaiting or receiving treatment or under investigation, unless we have agreed cover <u>in writing</u> and any additional premium has been paid.</li> </ul>   | <ul style="list-style-type: none"> <li>You travelling on, or in, a motorised vehicle for which you do not hold appropriate qualifications to operate in <u>the UK or the Channel Islands</u> (Please note there is no cover under section B7 for any claim related to the use of motorised vehicles). You can visit the following link to the UK Government site for more information on appropriate licenses: <a href="https://www.gov.uk/ride-motorcycle-moped/bike-categories-ages-and-licence-requirements">https://www.gov.uk/ride-motorcycle-moped/bike-categories-ages-and-licence-requirements</a></li> </ul>  |
| <ul style="list-style-type: none"> <li>More than the proportionate cost of your trip and any claim against the policy (all sections) where you have not insured for the full cost of your trip.</li> </ul>  | <ul style="list-style-type: none"> <li>If you are riding pillion, the rider in control of the motorbike must also hold the appropriate licence in the country that you are riding pillion in.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Loss of earnings, additional hotel costs, additional car hire, Visa's, ESTAs, additional parking fees, vaccinations, inoculations, kennel fees or any other loss unless it is specified in the policy.</li> </ul>  | <ul style="list-style-type: none"> <li>You travelling on a motorcycle or moped without wearing a crash helmet, whether legally required locally or not. You piloting or travelling in an aircraft not licensed to carry passengers.</li> </ul>   |
| <ul style="list-style-type: none"> <li>The cost of taxi fares, telephone calls, faxes or any expenses for food or drink.</li> </ul>   | <ul style="list-style-type: none"> <li>You piloting or travelling in an aircraft where you or the pilot are not licensed to carry passengers.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Any claim arising from any relevant information known by you at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to us and we have agreed <u>in writing any terms applicable</u>.</li> </ul>   | <ul style="list-style-type: none"> <li>Your suicide, self-injury, reckless behaviour or any wilful act of self-exposure to danger or infection/injury (except where it is to save human life).</li> </ul>  |
| <ul style="list-style-type: none"> <li>The operation of law, or as a result of an unlawful act or criminal proceedings against anyone included in your booking, or any deliberate or criminal act by an insured person.</li> </ul>  | <ul style="list-style-type: none"> <li>In respect of all sections other than <i>emergency medical expenses</i> - war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Participation in any sports and activities listed in activity packs 2-8 unless the appropriate additional premium has been paid and the policy endorsed (see definitions for sports and activities page 38).</li> </ul>  | <ul style="list-style-type: none"> <li>Any costs incurred before departure (except cancellation) or after you return home.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Any claim due to your carrier's refusal to allow you to travel for whatever reason.</li> </ul>   | <ul style="list-style-type: none"> <li>Your failure to obtain the required passport, visa or ESTA.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Any costs which are due to any errors or omissions on your travel documents.</li> <li>Delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country.</li> <li>Manual labour (see policy definition on page 20).</li> <li>The usage of Drones (see policy definition on page 21).</li> <li>Any claim not supported by the correct documentation as laid out in the individual section.</li> <li>You travelling against the advice or recommendations published by the Foreign and Commonwealth Office applicable at the time of your departure.</li> <li>Any claim where you have travelled against the advice of your doctor or a medical professional such as your dentist.</li> <li>If you choose not to adhere to medical advice given any claims related to this will not be paid.</li> </ul> | <ul style="list-style-type: none"> <li>You, your travelling companion, close relative or business associate being under the influence of: <ul style="list-style-type: none"> <li>drugs (except those prescribed by your registered doctor but not when prescribed for treatment of drug addiction);</li> <li>alcohol (a blood alcohol level that exceeds 0.19% – approximately four pints or four 175ml glasses of wine);</li> <li>solvents, or;</li> <li>anything relating to you, your travelling companion, close relative or business associates prior abuse of drugs, alcohol or solvents.</li> </ul> </li> <li>Any claim that is due to any failure (including financial) of your travel agent or tour operator, any transport or accommodation provider, their agent or anybody who is acting as your agent, <u>unless specified</u>.</li> <li>No cover will be in force for Policy B if you claim under Policy A.</li> </ul> |



## Your pre-travel policy - if you are unable to go on your trip (Policy A Section 1)

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| We will pay:  | If you are unable to travel because:  | Provided you:   | If you need to claim:   |
|---|---|---|---|
| <p><b>up to:</b></p> <p><b>Standard - £1,000</b></p> <p><b>Premier - £2,000</b></p> <p><b>Premier Plus - £5,000</b></p> <p><b>for your proportion of prepaid:</b></p> <ul style="list-style-type: none"> <li>transport charges;</li> <li>loss of accommodation;</li> <li>foreign car hire; and</li> <li>excursions booked before you go on your trip</li> </ul> <p>that you have paid or have agreed to pay, that you cannot recover from any other source, following your necessary cancellation after you purchased this insurance resulting in financial loss.</p> | <ul style="list-style-type: none"> <li>you or a travelling companion is ill, injured or dies before the trip starts.</li> <li>a close relative or a close business associate in your home country is ill, injured or dies before the trip starts.</li> <li>the person you are going to stay with is ill, injured or dies before the trip starts.</li> </ul> | <ul style="list-style-type: none"> <li>have paid or accept that your excess will be deducted from any settlement.</li> <li>have complied with the health declaration on page 18 and cancellation is not due, or caused by, an existing medical condition unless we have agreed cover, and additional premium has been paid.</li> <li>accept that there is no cover for cancellation due to any elective or pre-arranged treatment, this includes being given a date for treatment which coincides with your trip dates, as well as complications as a result of elective, pre-arranged or cosmetic treatment, unless declared and accepted by us in writing.</li> <li>have obtained a written statement from the treating doctor at the time of the cancellation confirming the necessity to cancel your trip.</li> <li>accept that your claim is limited to the cancellation charges applicable on the date the GP initially diagnosed or investigated the condition, or at the point a declared existing medical condition deteriorated and required medical attention, or referral. No payments/cancellation charges after this date will be reimbursed.</li> <li>are not cancelling due to the death, injury or illness of any pets or animals. • accept that we can only offer to review and extend cover for declared existing medical conditions to our own policyholders so if any of the following people cause you to cancel because of a reoccurrence or complication of a medical condition diagnosed prior to travel, you will not be covered; <ul style="list-style-type: none"> <li>a travel companion not insured by us;</li> <li>a close relative of you or your travel companion;</li> <li>a business associate of you or your travel companion; or</li> <li>the person you are intending to stay with.</li> </ul> </li> <li>are not claiming for the cost of Air Passenger Duty (or equivalent), airport charges and booking charges, or any payments or part payment made by using frequent flyer vouchers, Air Miles/ Avios vouchers or other vouchers that have no financial face value.</li> </ul> | <p>Download or request a cancellation claim form and ensure that the medical certificate in the cancellation claim form is completed by the <u>General Practitioner of the persons whose injury, illness or death has caused the cancellation</u>. As well as providing the claims handlers with required documentation as listed on the front of your claim form.</p> <p>Inform your tour operator/travel agent/flight company immediately of your necessity to cancel and request a cancellation invoice.</p> |
|   | <ul style="list-style-type: none"> <li>you are required for jury service or as a witness in a court of law.</li> </ul>  | <ul style="list-style-type: none"> <li>are not cancelling due to a criminal act committed by you or where you are the defendant in the court case.</li> </ul>   | <p>Provide us with your original summons notice.</p>  |
|   | <ul style="list-style-type: none"> <li>you or a travel companion have been made redundant.</li> </ul>   | <ul style="list-style-type: none"> <li>are not claiming due to financial circumstances or unemployment except when it is due to a compulsory redundancy notice which you received after buying this insurance, and have been in continuous employment for two years (see definition – redundancy on page 21).</li> </ul>  | <p>Obtain written confirmation to validate your circumstances.</p>  |
|   | <ul style="list-style-type: none"> <li>of the requirements of HM forces.</li> </ul>   | <ul style="list-style-type: none"> <li>have been granted leave orders (and these have not been withdrawn by your employer on disciplinary grounds).</li> </ul>  | <p>Obtain written confirmation to validate your circumstances.</p>  |
| <p><b>BE AWARE! No cover is provided under this section due to;</b></p> <ul style="list-style-type: none"> <li><b>anything mentioned in the conditions and exclusions (page 22).</b></li> <li>the fear of an epidemic, pandemic, infection or allergic reaction.</li> <li>your disinclination to travel or <u>any circumstance not listed</u> above.</li> <li>your carrier's refusal to allow you to travel for whatever reason.</li> </ul>   |   | <ul style="list-style-type: none"> <li>the cancellation of your trip by the tour operator</li> <li>a previously diagnosed condition of any close relatives, your travelling companion, the person you are intending to stay with, or a business associate.</li> <li>your failure to obtain the required ESTA, Visa, vaccinations or inoculations in time.</li> <li>the advice or recommendation of the Foreign and Commonwealth Office applicable at the time of your departure.</li> </ul>   |   |

## Your travel policy - if your travel plans are disrupted (Policy B Section 1)

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| We will pay:   | If:   | Provided:  | If you need to claim:   |
|--|---|--|---|
| <p><b>Standard - £10 per 12 hours up to a maximum of £100</b></p> <p><b>Premier &amp; Premier Plus - £20 per 12 hours up to a maximum of £200</b></p> <p><b>for trip disruption allowance.</b></p> <p><b>up to:</b></p> <p><b>Standard - £750</b></p> <p><b>Premier - £1,000</b></p> <p><b>Premier Plus - £5,000</b></p> <p><b>for the cancellation of your trip.</b></p> <p><b>up to:</b></p> <p><b>Standard - £500</b></p> <p><b>Premier - £750</b></p> <p><b>Premier Plus - £1,000</b></p> <p><b>for alternative transport to get you to your trip destination.</b></p> | <ul style="list-style-type: none"> <li>the departure of your international flight, international train or sailing is delayed on your outbound journey for more than 12 hours from its scheduled departure time from your international departure point.</li> <li>after 24 hours of delay at the airport of your <u>outbound</u> journey from the UK, Channel Islands or BFPO you abandon the trip.</li> <li>the vehicle in which you are travelling to your international departure point becomes un-driveable due to mechanical failure or being involved in an accident or your public transport is delayed, preventing you from being able to check-in on time for your outward departure from the United Kingdom, Channel Islands or BFPO.</li> </ul> | <ul style="list-style-type: none"> <li>you are at the airport/port/station and the delay is over 12 hours.</li> <li>delay is not due to the diversion of aircraft after it has departed..</li> <li>your trip is not less than 2 days duration or is a one-way trip.</li> <li>your excess has been paid or deducted from any settlement.</li> <li>you have allowed sufficient time to check-in as shown on your itinerary.</li> </ul> | <p>Download or request and complete a departure delay claim form.</p> <p>Obtain written confirmation from your airline, railway company, shipping line or their handling agents that shows the scheduled departure time, the actual departure time and reason for the delay of your flight, international train or sailing.</p> |

### **BE AWARE!** No cover is provided under this section for;

- anything mentioned in the conditions and exclusions (page 22).**
- any compensation when your tour operator has rescheduled your flight itinerary or the airline/railway company/shipping line/handling agents offer or provide alternative transport that departs within 24hrs, or where you are able to obtain a refund from any other source, where your scheduled airline is bonded or insured elsewhere or where you have paid for the flight by credit card and can claim a refund from your credit card provider, even if the payment is insufficient to meet your claim.
- your scheduled airline being in administration or, in the USA and Canada, in Chapter 11 at the time of taking out your policy.
- the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from home..

| We will pay:   | For:  | Provided you are not claiming for:   | If you need to claim:  |
|--|---|--|--|
| <p><b>for trips outside your home country: up to:</b></p> <p><b>Standard - £3,000,000</b></p> <p><b>Premier - £5,000,000</b></p> <p><b>Premier Plus - £10,000,000</b></p> <p><b>outside your home country following necessary emergency expenses that are payable within six months of the event that causes the claim that results from your death, injury or illness..</b></p> | <ul style="list-style-type: none"> <li>customary and reasonable fees or charges for necessary and emergency treatment, to be paid outside your home country for medical, surgical, hospital, nursing home or nursing services.</li> <li>additional travel, accommodation and repatriation costs to be made for, or by, you and for any one other person who is required for medical reasons to stay with you, to travel to you from your home country or to travel with you, where it is deemed medically necessary.</li> <li>the cost of returning your ashes home or the return of your body to your home.</li> </ul> | <ul style="list-style-type: none"> <li>any costs where you have not paid your excess.</li> <li>treatment due to, or a complication of, an existing medical condition unless we have agreed cover in writing and any additional premium has been paid.</li> <li>any elective or pre-arranged treatment or any routine non-emergency tests or treatment, this includes complications as a result of elective, pre- arranged or cosmetic treatment received whilst abroad.</li> <li>costs of private treatment unless our <i>24-hour Emergency Assistance Facilities service</i> has agreed and adequate public facilities are not available.</li> <li>the cost of early repatriation when medical treatment of a standard acceptable by our medical director is available locally.</li> <li>the cost associated with the diversion of an aircraft due to your death, injury or illness. • repairs to or for artificial limbs or hearing aids.</li> <li>the cost of diagnostic tests or treatment for any existing medical condition other than that which has caused the immediate emergency.</li> <li>any extra costs for single/private accommodation in a hospital or nursing home..</li> </ul> | <p><b><u>FOR MEDICAL EMERGENCIES</u></b></p> <p><b>+44 (0) 203 829 6724</b></p> <p><b>Call our <i>Emergency Assistance Facilities service</i> 24 hours a day, 7 days a week, 365 days a year, from anywhere in the world</b></p> <p>Download or request a claim form for emergency medical expenses and complete to the best of your ability.</p> <p>For non-emergency cases, visits to doctors, hospital outpatients, or pharmacies you must keep and provide us with all (original) receipts accounts and medical certificates.</p> <p>For cases where the Emergency Assistance Facilities service were informed please provide (in addition to the above) your case number or name of the person you spoke to and a photocopy or scanned image of your EHIC card.</p> |
| <p><b>up to £1,500</b></p> <p><b>public hospital benefit of £25 per 24 hours, up to a maximum of £500</b></p>  | <ul style="list-style-type: none"> <li>your death outside your home country for your burial or cremation.</li> <li>each full 24 hours that you are in a <u>public hospital as an in-patient during the period of the trip in addition to the fees and charges.</u></li> </ul>   |  |  |
| <p><b>up to a maximum cost of:</b></p> <p><b>Standard &amp; Premier - £250</b></p> <p><b>Premier Plus - £500</b></p>   | <ul style="list-style-type: none"> <li>emergency dental treatment only to treat sudden pain.</li> </ul>   | <ul style="list-style-type: none"> <li>work involving the use of precious metals in any dental treatment.</li> <li>the provision of dentures, crowns or veneers.</li> <li>any treatment or work which could wait until your return home.</li> </ul>  |  |

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

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 22) (including any treatment, tests and associated illnesses for non-declared existing medical conditions).**
- any costs where you are an inpatient or it is a repatriation claim and our 24-hour assistance service, *Emergency Assistance Facilities*, have not been notified or has not agreed the costs. we reserve the right to decline associated costs.
- services or treatment received by you, including any form of cosmetic surgery OR any treatment received by you after the date that in the opinion of our Emergency Assistance Facilities, in consultation with your treating doctor, you can return home or which can reasonably wait until you return to your home country.
- additional accommodation which exceeds the standard of that originally booked or any costs for food or drink.
- additional flights which exceed the standard of that originally booked unless medically necessary and agreed with Emergency Assistance Facilities.

## If you need to come home early (Policy B Section 3)

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| We will pay:   | For:  | Provided you are not claiming for:   | If you need to claim:   |
|--|---|--|---|
| <p><b>up to:</b></p> <p><b>Standard - £1,000</b></p> <p><b>Premier - £2,000</b></p> <p><b>Premier Plus - £5,000</b></p> <p><b>in total for your unused proportion of:</b></p> <ul style="list-style-type: none"> <li>pre-paid excursions booked before you go on your trip;</li> <li>loss of accommodation;</li> <li>foreign car hire; and</li> <li>either your pre-booked return travel costs, or the cost of your curtailment travel costs, whichever is the greater</li> </ul> <p><b>that you have paid or agreed to pay and that you cannot recover from any other source following your necessary cutting short of your trip.</b></p> <p><i>PLEASE NOTE: Your unused proportion of trip costs will be calculated in full days lost from the date of your return journey home.</i></p> | <ul style="list-style-type: none"> <li>your early return home because of the death, injury or illness of: <ul style="list-style-type: none"> <li>- you or a friend with whom you are travelling;</li> <li>- a close relative who lives in your home country;</li> <li>- a close business associate who lives in your home country; or</li> <li>- a friend who lives abroad and with whom you are staying.</li> </ul> </li> <li>or</li> <li>you, a friend or close relative who is travelling with you being required in your home country for jury service or as a witness in a court of law</li> <li>or</li> <li>you, a friend, business associate or close relative who is travelling with you being called back by the Police after your home, or the home in your home country of your friend, business associate or close relative, or usual place of business in your home country, having suffered from burglary, serious fire, storm or flood.</li> </ul> | <ul style="list-style-type: none"> <li>any payment where you have not suffered any financial loss.</li> <li>coming home due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>coming home due to an existing medical condition of a non-travelling close relative, the person you are staying with, a business associate, or a travelling companion.</li> <li>any costs where you have not paid your excess.</li> <li>the cost of Air Passenger Duty (or equivalent), airport charges and booking charges, or any payments or part payment made by using frequent flyer vouchers, Air Miles/Avios vouchers or other vouchers that have no financial face value.</li> <li>any claim due to the death, injury or illness of any pets or animals.</li> <li>the withdrawal of previously approved leave by your employer unless it is due to the death or serious illness of a close business associate.</li> <li>any unused portion of your original ticket where you have been repatriated.</li> <li>coming home early due to the fear of an epidemic, pandemic, infection or allergic reaction.</li> <li>curtailment cover where the trip is of 2 days duration or less or is a one-way trip.</li> <li>the operation of law or as a result of an unlawful action by you or criminal proceedings against you or anyone included in your booking.</li> <li>the curtailment of your trip by the tour operator.</li> <li>curtailment due to financial circumstances.</li> </ul> | <p>Download or request a curtailment claim form and ensure that the medical certificate in the cancellation claim form is completed by the <u>General Practitioner of the persons whose injury, illness or death has caused the curtailment</u>. As well as providing the claims handlers with required documentation as listed on the front of your claim form.</p> <p>Inform your tour operator/travel agent/flight company immediately of your necessity to cancel and request a cancellation invoice.</p> <p><b><u>If you need to cut short your trip:</u></b></p> <p>Due to a <u>medical necessity</u> you must ring to confirm this with our <i>24-hour Emergency Assistance Facilities service</i>.</p> <p><b>+44 (0) 203 829 6724</b></p> <p><u>curtailment claims will not otherwise be covered.</u></p> <p>You should keep any receipts or accounts given to you and send them in to the claims office.</p> |

**BE AWARE!** If you need to come home early due to your illness you **MUST** contact our emergency assistance service who will be able to assist you. If you need to come home for any other reason you should make your own arrangements. Please also note curtailment claims are calculated from the day you return home and no payment is made for loss of enjoyment however caused.

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 22).
- coming home early due to your existing medical condition where the risk attached to that medical condition has not been accepted by us in writing.
- coming home early due to death or illness of a close relative, the person you are staying with, a travelling companion, or a close business associate caused by an existing medical condition or a known complication of it.
- any claim not supported by a detailed letter/certificate from the treating doctor explaining why your early return was medically necessary.
- any resumption of your trip once it has been curtailed. There is no further cover once you have returned to your home country.
- your curtailment travel costs must be to the same standard as that of your pre-booked return travel costs booked as part of your original trip.

| We will pay:  | For:   | Provided you: | If you need to claim: |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
|---|--|---------------|-----------------------|---------|--------------|-------|------|--------|--------|---------|------|------|------|---------|------|------|------|-------|------|------|------|-----------|-----|------|------|--------------------------|------|------|------|---|------|------|------|--------------------------------|------|------|------|---------|------|------|------|---------|-----|------|------|---------------------------------------|------|------|------|---|--|
| up to a total as shown for your possessions, with a maximum amount for: | <table> <tr> <th></th><th>Standard</th><th>Premier</th><th>Premier Plus</th></tr> <tr> <td>Total</td><td>£750</td><td>£1,000</td><td>£2,000</td></tr> <tr> <td>Clothes</td><td>£100</td><td>£150</td><td>£500</td></tr> <tr> <td>Luggage</td><td>£100</td><td>£100</td><td>£250</td></tr> <tr> <td>Shoes</td><td>£100</td><td>£100</td><td>£150</td></tr> <tr> <td>Cosmetics</td><td>£50</td><td>£100</td><td>£100</td></tr> <tr> <td>Fine jewellery &amp; watches</td><td>£100</td><td>£150</td><td>£300</td></tr> <tr> <td>Electrical items &amp; photographic equipment</td><td>£100</td><td>£150</td><td>£300</td></tr> <tr> <td>Buggies, Strollers &amp; Car seats</td><td>£100</td><td>£100</td><td>£100</td></tr> <tr> <td>Laptops</td><td>£100</td><td>£150</td><td>£300</td></tr> <tr> <td>Eyewear</td><td>£50</td><td>£100</td><td>£100</td></tr> <tr> <td>Unreceipted items up to a maximum of:</td><td>£150</td><td>£150</td><td>£150</td></tr> </table> |               | Standard              | Premier | Premier Plus | Total | £750 | £1,000 | £2,000 | Clothes | £100 | £150 | £500 | Luggage | £100 | £100 | £250 | Shoes | £100 | £100 | £150 | Cosmetics | £50 | £100 | £100 | Fine jewellery & watches | £100 | £150 | £300 | Electrical items & photographic equipment | £100 | £150 | £300 | Buggies, Strollers & Car seats | £100 | £100 | £100 | Laptops | £100 | £150 | £300 | Eyewear | £50 | £100 | £100 | Unreceipted items up to a maximum of: | £150 | £150 | £150 | <ul style="list-style-type: none"> <li>have paid your excess or accept it will be deducted from any settlement.</li> <li>have complied with the carrier's conditions of carriage.</li> <li>have notified the Police, your carrier or tour operator's representative and obtained an independent written report.</li> <li>own the items you are claiming for and are able to provide proof of ownership/purchase for any items over £50 in value.</li> <li>are not claiming for items which have been damaged by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents i.e. food, liquids, gels etc.</li> <li>are not claiming for possessions which have been lost or stolen from a beach or lido (if so we will only pay a maximum of £50).</li> <li>have not left electrical items, eyewear, jewellery &amp; watches or photographic equipment unattended (including being contained in luggage during transit) except where they are locked in a safe or safety deposit box where these are available (or left out of sight in your locked holiday or trip accommodation). This includes items left behind following you disembarking your coach, train, bus, flight, ferry or any other mode of transport.</li> <li>have not left any possessions not mentioned in the preceding bullet point unattended away from your holiday or trip accommodation unless left between 6.00 am and 11.00 pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle unless entry was gained by violent and forcible means.</li> <li>have obtained written confirmation of any loss, damage or delay from your tour operator / airline provider.</li> </ul> | <p><b>For all damage claims:</b><br/>you should retain the items in case we wish to see them, you will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please then return the damaged items to:</p> <p>The Recoveries Department at Travel Insurance Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY</p> <p><b>For all loss or damage claims during transit:</b><br/>(a) retain your tickets and luggage tags,<br/>(b) report the loss or damage to the appropriate carrier and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p><b>For all losses</b><br/>you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p><b>For delay claims</b><br/>You must keep all receipts for these items and send them in to us with your claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.</p> <p>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</p> |
|   | Standard   | Premier       | Premier Plus          |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Total   | £750   | £1,000        | £2,000                |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Clothes   | £100   | £150          | £500                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Luggage   | £100   | £100          | £250                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Shoes   | £100   | £100          | £150                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Cosmetics   | £50  | £100          | £100                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Fine jewellery & watches  | £100   | £150          | £300                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Electrical items & photographic equipment                               | £100   | £150          | £300                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Buggies, Strollers & Car seats  | £100   | £100          | £100                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Laptops   | £100   | £150          | £300                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Eyewear   | £50  | £100          | £100                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Unreceipted items up to a maximum of:                                   | £150   | £150          | £150                  |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Standard - up to £50 per 24 hours up to a maximum of £100               | <p><b>either</b></p> <ul style="list-style-type: none"> <li>the cost of repairing items that are damaged whilst on your trip, up to the original purchase price of the item, less an allowance for age, wear and tear.</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip.</li> </ul>   |               |                       |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |
| Premier & Premier Plus - up to £75 per 24 hours up to a maximum of £150 | <ul style="list-style-type: none"> <li>the purchase of essential items if your luggage containing your possessions are delayed due to being misplaced, lost or stolen on your outward journey from your home country for over 24 hours from the time you arrived at your trip destination.</li> </ul>  |               |                       |         |              |       |      |        |        |         |      |      |      |         |      |      |      |       |      |      |      |           |     |      |      |                          |      |      |      |   |      |      |      |                                |      |      |      |         |      |      |      |         |     |      |      |                                       |      |      |      |   |  |

**BE AWARE!** Your travel insurance policy is not intended to cover items of high value, such as video camcorders, expensive watches etc. as these should be fully insured under your house contents insurance on an All Risks extension for 365 days of the year. There is a maximum amount you can claim and a maximum amount in total for each category, and these are shown under the possessions section. The possessions section only covers items that belong to you, is *not* 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at [www.tifgroup.co.uk/services/claims/wear-tear-depreciation/](http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/)  
No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 22) or any items that do not fall within the categories of cover listed.
- car keys, gadgets (as defined on page 20), duty free items such as tobacco products, alcohol and perfumes.
- the use of, or damage to, drones.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.



## If your cash or passport is lost or stolen on your trip (Policy B Section 5)

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| We will pay:  | For:   | Provided:   | If you need to claim:  |
|---|--|---|--|
| <p>each insured person up to:</p> <p><b>Standard &amp; Premier - £150</b><br/><b>Premier Plus - £200</b></p> <p><b>Standard &amp; Premier - £50</b><br/><b>Premier Plus - £100</b></p> <p><b>Standard &amp; Premier - £100</b><br/><b>Premier Plus - £150</b></p> | <ul style="list-style-type: none"> <li>the loss or theft of your cash during your trip.</li> <li>cover to contribute towards the cost of an emergency travel document.</li> <li>cover for necessary costs collecting your emergency travel document on your trip.</li> </ul> | <ul style="list-style-type: none"> <li>your excess has been paid or deducted from any settlement.</li> <li>your cash or passport is: <ul style="list-style-type: none"> <li>on your person;</li> <li>held in a safe or safety deposit box where one is available; or</li> <li>left out-of-sight in your locked trip accommodation.</li> </ul> </li> <li>you are not claiming for any costs incurred before departure or after you return home or any costs which are due to any errors or omissions on your travel documents or money exchange.</li> <li>you are not claiming for any missed travel or accommodation arrangements as a result of your passport being lost or stolen.</li> </ul> | <p>For all losses you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p>For loss of cash we will also require:</p> <ol style="list-style-type: none"> <li>exchange confirmations from your home country for foreign currency.</li> <li>where sterling is involved, documentary evidence of possession.</li> </ol> <p>For a lost or stolen passport, you will also need to get a letter from the consulate, airline or travel provider where you obtained a replacement and keep all the receipts for your travel and accommodation expenses.</p> |

### BE AWARE! No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 22).
- any financial loss suffered as a result of your debit/credit card or passport being lost or stolen.
- the cost of a new passport upon your return to the United Kingdom, Channel Islands or BFPO.
- cash or passport that is not on your person.
- cash or passport that is not in a safe/safety deposit box or left out-of-sight in your locked trip accommodation.
- loss or theft of cash due to depreciation in value, currency changes or shortage caused by any error or omission.

## If you are mugged or hijacked (Policy B Section 6)

| We will pay:   | For:   | Provided:   | If you need to claim:  |
|--|--|---|--|
| <p>up to £100 per 24 hours</p> <p>up to a total of £1,000</p>  | <p>each full 24 hour period you are:</p> <ul style="list-style-type: none"> <li>confined as a result of a hijack.</li> </ul> | <ul style="list-style-type: none"> <li>you have obtained confirmation from the airline, carrier or their handling agents confirming period of confinement.</li> </ul>   | <p>Download a claim for either medical expenses / and possessions (if applicable) and completed to the best of your ability.</p> |
| <p>up to: Standard &amp; Premier - £30 per 24 hours up to a total of £300</p> <p>Premier Plus - £50 per 24 hours up to a total of £500</p> | <ul style="list-style-type: none"> <li>hospitalised following a mugging attack.</li> </ul>                                   | <ul style="list-style-type: none"> <li>you are necessarily hospitalised in a public hospital and have submitted a claim for emergency medical expenses and provided us with a written Police report.</li> </ul> | <p>Claims will need to be supported by a written report from the appropriate authorities.</p>                                    |

### BE AWARE! No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 22).
- any claim where you are unable to provide us with proof of the incident, i.e. Police / authorities / medical report.
- any claim where you are attacked or confined as a result of your illegal activity or reckless behaviour.

| We will pay:   | For:   | Provided you are not claiming for:  | If you need to claim:  |
|--|--|---|--|
| <p>up to:</p> <p><b>Standard - £1,000,000</b></p> <p><b>Premier &amp; Premier Plus - £2,000,000</b></p> <p>plus costs agreed between us in writing:</p>  | <ul style="list-style-type: none"> <li>any amount incurred due to an event occurring during the period of this insurance that you are legally liable to pay that relates to an incident caused directly or indirectly by you and that results in: <ul style="list-style-type: none"> <li>injury, illness or disease of any person.</li> <li>loss of, or damage to, property that does not belong to you or any member of your family and is neither in your charge or control nor under the charge or control of any member of your family.</li> <li>loss of, or damage to, trip accommodation which does not belong to you or any member of your family.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>your excess has been paid or deducted from any settlement.</li> <li>liability for loss of, or damage to, property or injury, illness or disease is not caused or suffered by: <ul style="list-style-type: none"> <li>your own employment, profession or business or anyone who is under a contract of service with you, acting as a carer, whether paid or not, or any member of your family or travelling companion or is caused by the work you or any member of your family or travelling companion employ them to do.</li> <li>your ownership, care, custody or control of any animal.</li> </ul> </li> <li>compensation or any other costs are not caused by accidents involving your ownership, possession or control of any: <ul style="list-style-type: none"> <li>land or building or their use either by or on your behalf other than your temporary trip accommodation, mechanically propelled vehicles and any trailers attached to them, aircraft, motorised skis, motorised waterborne craft or sailing vessel, firearms or incendiary devices.</li> </ul> </li> </ul> | <p><b><u>Never admit responsibility to anyone</u></b> and do not agree to pay for any damage, repair costs or compensation.</p> <p>Keep notes of any circumstances that may become a claim so these can be supplied to us along with names and contact details of any witnesses as well as any supporting evidence we may require.</p> |
| <p><b>BE AWARE!</b> No cover is provided under this section for:</p> <ul style="list-style-type: none"> <li><i>anything mentioned in the conditions and exclusions (page 22).</i></li> <li>injury, illness or disease suffered by you or any member of your family, or any event caused by any deliberate or reckless act or omission by you or a member of your family.</li> <li>claims where an indemnity is provided under any other insurance or where it falls on you by agreement and would not have done if such agreement did not exist i.e. rental disclaimer.</li> </ul> |  |   |  |

## Accidental death and disability benefit (Policy B Section 8)

| We will pay:   | For:     | Provided you are not claiming for: | If you need to claim:  |  |         |         |         |         |         |         |         |   |         |         |         |  |  |  |   |
|--|----------|------------------------------------|--|--|---------|---------|---------|---------|---------|---------|---------|---|---------|---------|---------|--|--|--|---|
| <p>a single payment as shown:</p> <table> <tr> <th>Standard</th><th>Premier</th><th>Premier Plus</th><th></th></tr> <tr> <td>£10,000</td><td>£10,000</td><td>£25,000</td><td>→ death</td></tr> <tr> <td>£10,000</td><td>£25,000</td><td>£25,000</td><td>→ total and permanent loss of sight in one or both eyes, or total loss by physical severance or total and permanent loss of use of one or both hands or feet.</td></tr> <tr> <td>£10,000</td><td>£25,000</td><td>£25,000</td><td>→ permanent and total disablement from engaging in paid employments or paid occupations of <u>any and every</u> kind all occurring within 12 months of the event happening*.</td></tr> </table>   | Standard | Premier                            | Premier Plus   |  | £10,000 | £10,000 | £25,000 | → death | £10,000 | £25,000 | £25,000 | → total and permanent loss of sight in one or both eyes, or total loss by physical severance or total and permanent loss of use of one or both hands or feet. | £10,000 | £25,000 | £25,000 | → permanent and total disablement from engaging in paid employments or paid occupations of <u>any and every</u> kind all occurring within 12 months of the event happening*. | <p><b>your accidental bodily injury whilst on your trip, that independently of any other cause, results in your:</b></p> | <ul style="list-style-type: none"> <li>you have not deliberately exposed yourself to danger and that the incident is due to an accident and not illness or infection.</li> <li>you are not under 18 or over 75 and claiming permanent disablement.</li> <li>you are not claiming for more than one of the benefits that is a result of the same injury.</li> </ul> | <p>Download or request a claim form for Personal Accident immediately and complete to the best of your ability.</p> <p>In the event of death we will require sight of an original copy of the death certificate, for other claims please write describing the circumstances of the accident and its consequences, and you will be advised what further documentation is required.</p> |
| Standard   | Premier  | Premier Plus                       |  |  |         |         |         |         |         |         |         |   |         |         |         |  |  |  |   |
| £10,000  | £10,000  | £25,000                            | → death  |  |         |         |         |         |         |         |         |   |         |         |         |  |  |  |   |
| £10,000  | £25,000  | £25,000                            | → total and permanent loss of sight in one or both eyes, or total loss by physical severance or total and permanent loss of use of one or both hands or feet.                |  |         |         |         |         |         |         |         |   |         |         |         |  |  |  |   |
| £10,000  | £25,000  | £25,000                            | → permanent and total disablement from engaging in paid employments or paid occupations of <u>any and every</u> kind all occurring within 12 months of the event happening*. |  |         |         |         |         |         |         |         |   |         |         |         |  |  |  |   |
| <p><b>BE AWARE!</b> ! This is a one off lump sum benefit for the death or very serious incapacity, as specified, of an insured person when this is solely caused by an accident occurring during the period of insurance. It is quite separate from costs covered under the medical section.</p> <p>(* Where you are not in paid employments or occupations, this shall be defined as 'all your usual activities, pastimes and pursuits of any and every kind').</p> <p><b>No cover is provided under this section for:</b></p> <ul style="list-style-type: none"> <li><i>anything mentioned in the conditions and exclusions (page 22).</i></li> <li>any payment for permanent disablement when your age is under eighteen (18).</li> </ul> |          |                                    |  |  |         |         |         |         |         |         |         |   |         |         |         |  |  |  |   |

## If you need legal advice (Policy B Section 9)

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| We will pay:  | For:   | Provided:   | If you need to claim:  |
|---|--|---|--|
| <p><b>up to:</b></p> <p><b>Standard - £15,000</b></p> <p><b>Premier &amp; Premier Plus - £25,000</b></p> <p><b>and</b></p> <p><b>for 30 minutes legal advice on the telephone</b></p> | <ul style="list-style-type: none"> <li>legal costs and expenses incurred in pursuing claims for compensation and damages due to your death or personal injury whilst on the trip.</li> <li>enquiries relating to your insured trip.</li> </ul> | <ul style="list-style-type: none"> <li>your excess has been paid or deducted from any settlement.</li> <li>you accept that if you are awarded compensation and receive payment then all sums paid out by us shall be paid out of that compensation.</li> <li>legal proceedings in the USA or Canada follow the contingency fee system operating in North America.</li> <li>you are not pursuing a claim against a carrier, travel agent, tour operator, tour organiser, the insurers or their agents or the claims office.</li> <li>the estimated recovery is more than £500.</li> <li>we believe that you are likely to obtain a reasonable settlement.</li> <li>the costs cannot be considered under an arbitration scheme or a complaints procedure.</li> <li>you are not claiming against another insured-person who is a member of your family, business associate, a friend or travelling companion, whether insured by us or another provider.</li> <li>the claim is not due to damage to any mechanically propelled vehicle.</li> </ul> | <p>If you have an accident abroad and require legal advice you should contact:</p> <p><b>Slater &amp; Gordon LLP, 58 Moseley Street, Manchester, M2 3HZ</b></p> <p>They will arrange for up to thirty minutes of <u>free</u> advice to be given to you by a lawyer. To obtain this service you should:</p> <p><b>telephone 0161 228 3851 or fax 0161 909 4444</b></p> <p><b>Monday to Friday 9am-5pm</b></p> |

**BE AWARE!** Legal expenses claims are only considered on the condition that you use Slater & Gordon LLP as your legal representative and they will always have complete control over the legal proceedings and the selection, appointment and control of lawyers. Where a claim occurs you will supply any reports or information and proof to us and the claims office as may be required. Any legal expenses incurred without our prior authorisation or that of the claims office will not be paid. We will settle all claims under the law of the country that you live in within the United Kingdom or the Channel Islands unless we agree otherwise with you. No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 22).**
- legal proceedings in more than one country for the same event.
- any claims for legal proceedings through the contingency fee system in the USA or Canada.

## If a natural disaster occurs (Policy B Section 10) – Premier Plus cover only

| We will pay:                          | For:   | Provided:   | If you need to claim:  |
|---------------------------------------|--|---|--|
| <p><b>up to a maximum of £500</b></p> | <ul style="list-style-type: none"> <li>reasonable additional costs of travel and accommodation within a 20 mile radius, to the same standard as those on your booking, to enable you to continue your trip close to that originally booked if the pre-booked accommodation has been damaged by fire, flood, earthquake, storm, lightning, explosion, hurricane or the area is quarantined due to a major outbreak of an infectious disease.</li> </ul> | <ul style="list-style-type: none"> <li>you are able to provide evidence of the necessity to make alternative travel arrangements.</li> </ul> <p><b>your trip is not:</b></p> <ul style="list-style-type: none"> <li>within the United Kingdom or Channel Islands. • formed as part of a tour operator's package holiday.</li> </ul> | <p>You will need to provide written evidence from your tour operator to confirm the need to find alternative accommodation, stating the reason why this was necessary. You will need to submit this to our claims office along with your original booking confirmation and receipts for all expenses made.</p> |

**BE AWARE!** No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 22).**
- any amounts recoverable from any other source.
- alternative transport home, missed flights/connections, food, drink, telephone calls or any other loss specified in this policy.
- any claim where the fire, flood, earthquake, storm, lightning, explosion, hurricane or infectious disease had already happened before you left home.
- any claim under the Standard or Premier cover.

## Pet care (Policy B Section 11)

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| We will pay:  | For:  | Provided:  | If you need to claim:  |
|---|---|--|--|
| <p><b>Standard &amp; Premier - £25 per 24 hours up to a maximum of £150</b></p> <p><b>Premier Plus – £25 per 24 hours up to a maximum of £300</b></p>   | <ul style="list-style-type: none"> <li>every complete period of 24 hours that you are delayed following the delayed arrival in the UK, Channel Islands or BFPO of your pre- booked flight, train, coach or sea trip on the return journey which results in you incurring additional kennel or cattery fees.</li> <li>every complete period of 24 hours that you are unable to return home due to your illness.</li> </ul> | <ul style="list-style-type: none"> <li>your pets stay exceeds the pre-booked period of accommodation.</li> <li>your claim does not form part of the original pre-booked duration for your pet.</li> <li>you reached your international departure point on your return journey home in time to board the pre-booked transport.</li> <li>you are able to provide written confirmation from the transport provider showing the original booked arrival time, the actual arrival time and the reason for the delay.</li> <li>you have a valid claim under section B2.</li> </ul> | <p>You must provide written confirmation from the carrier stating the period and reason for delay. You must also provide a written statement from the appropriate kennel or cattery confirming any extra charges that you have to pay.</p> |
| <p><b>BE AWARE!</b> No cover is provided under this section for:</p> <ul style="list-style-type: none"> <li><i>anything mentioned in the conditions and exclusions (page 22).</i></li> <li>any claim where the delay is less than 24 hours in total.</li> </ul> |   |  |  |

## Withdrawal of services (Policy B Section 12)

| We will pay:   | For:   | Provided:   | If you need to claim:  |
|--|--|---|--|
| <p><b>up to:</b></p> <p><b>Standard &amp; Premier - £20 per 24 hours up to a maximum of £200</b></p> <p><b>Premier Plus – £25 per 24 hours up to a maximum of £300</b></p>   | <ul style="list-style-type: none"> <li>cover if your pre-booked hotel completely withdraws the following services due to strike or industrial action that started after your arrival: <ol style="list-style-type: none"> <li>water or electrical facilities;</li> <li>swimming pool facilities;</li> <li>kitchen services to the extent that no food is available;</li> <li>chambermaid facilities.</li> </ol> </li> </ul> | <ul style="list-style-type: none"> <li>you have a written report from the hotel management confirming the cause of the disruption, the time it started and the time it ended.</li> <li>services are NOT restored within 24 hours.</li> <li>services were available prior to the strike or industrial action.</li> <li>services stopped AFTER your arrival.</li> </ul> | <p>Download a claim form and obtain written confirmation from hotel management stating the services withdrawn, the reason for withdrawal, the time the services stopped and the time they recommenced.</p> |
| <p><b>BE AWARE!</b> No cover is provided under this section for:</p> <ul style="list-style-type: none"> <li><i>anything mentioned in the conditions and exclusions (page 22).</i></li> <li>failure to obtain independent confirmation of the circumstances.</li> </ul> |  |   |  |

## Golf extension (Policy B Section 13) on payment of additional premium

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| We will pay:   | For:   | Provided:   | If you need to claim:  |
|--|--|---|--|
| up to £1,500<br>(up to £250 each individual item)        | <p><i>either</i></p> <ul style="list-style-type: none"> <li>the cost of repair of items that are partially damaged whilst on your trip, up to the market value of the item, allowing for age, wear and tear.</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>the market value of the item, allowing for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip.</li> </ul> | <ul style="list-style-type: none"> <li>you have paid your excess or accept it will be deducted from any settlement.</li> <li>you have complied with the carrier's conditions of carriage.</li> <li>you have notified the Police, your carrier or tour operator's representative and obtained an independent written report with written confirmation of any loss or damage.</li> <li>you are not claiming for damage caused by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents.</li> <li>your golf equipment is not specifically insured elsewhere.</li> <li>you are able to provide either the damaged items on request or to prove the existence and ownership/purchase of any item lost or stolen.</li> <li>you have kept all receipts for this hire and sent them in to us with your claim.</li> <li>the course is closed by a club official and you have confirmation in writing.</li> </ul> | <p>Please telephone our claims department and they will send you the appropriate claim form and advise you what documentation to send in.</p> <p>For all sections you will need to obtain independent written confirmation of the circumstances and keep all receipts for items purchased/hired.</p> <p><b>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</b></p> |
| up to £20 per 24 hours up to a maximum of £200 in total. | <ul style="list-style-type: none"> <li>the cost of hire of golf equipment if your golf equipment is lost, stolen, or delayed on your outward journey for over 24 hours from the time you arrived at your trip destination.</li> </ul>  |   |  |
| up to £75 per 24 hours up to a maximum of £300 in total  | <ul style="list-style-type: none"> <li>the loss of green fees should the pre-booked course become unplayable due to adverse weather conditions.</li> </ul>   |   |  |

**BE AWARE!** The replacement of items only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at [www.tifgroup.co.uk/services/claims/wear-tear-depreciation/](http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/)

No cover is provided under this golf extension for:

- **anything mentioned in the conditions and exclusions (page 22).**
- any intentional damage to golf equipment due to carelessness/reckless actions. • your golf equipment being left unattended away from your personal holiday or trip accommodation between 6:00am and 11:00pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle unless access was gained by violent and forcible means.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.



| We will pay:   | For:   | Provided:   | If you need to claim:   |
|--|--|---|---|
| <p><b>up to £1,000</b><br/><b>(£500 Single article limit)</b></p> <p><b>Unreceipted items:</b><br/><b>£50 per item up to a maximum of £150</b></p> | <p><b>either</b></p> <ul style="list-style-type: none"> <li>the cost of repairing business equipment that is damaged whilst on your trip, up to the original purchase price of the item, less an allowance for age, wear and tear.</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip.</li> </ul> | <ul style="list-style-type: none"> <li>you have paid your excess or accept it will be deducted from any settlement.</li> <li>you have complied with the carrier's conditions of carriage.</li> <li>you have notified the Police, your carrier or tour operator's representative and obtained an independent written report with written confirmation of any loss, damage or delay.</li> <li>your bag/contents were not stolen from a beach or lido (if so we will pay up to a maximum of £50).</li> <li>you or your employer/business associate own the items you are claiming for and are able to provide proof of ownership/purchase for any items over £50 in value.</li> <li>you are not claiming for items which have been damaged by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents i.e. food, liquids, gels etc.</li> <li><b>you are not claiming for:</b> <ul style="list-style-type: none"> <li>mobile telephones, SIM cards, mobile telephone prepayment cards, lost or stolen mobile telephone call charges or mobile telephone accessories;</li> <li>cash stolen from anywhere other than, your person, a safe, or safety deposit box;</li> <li>any business equipment left unattended (including in luggage during transit) except where they are locked in a safe or safety deposit box where these are available (or left out of sight in your locked holiday or trip accommodation);</li> <li>business equipment left unattended away from your holiday or trip accommodation unless left between 6.00 am and 11.00 pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle where entry was gained by violent and forcible means;</li> <li>loss or theft of business money due to depreciation in value, currency changes or shortage caused by any error or omission; or</li> <li>business money that is not on your person or in a safe/deposit box.</li> </ul> </li> </ul> | <p><b>For all damage claims:</b><br/>you should retain the items in case we wish to see them, you will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable.</p> <p>For all loss or damage claims during transit:</p> <ol style="list-style-type: none"> <li>retain your tickets and luggage tags,</li> <li>report the loss or damage to the airline, railway company, shipping line, coach company or their handling agents, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</li> </ol> <p><b>For all losses:</b><br/>you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p>You must keep all receipts for these items and send them in to us with your claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.</p> <p>for loss of money we will also require:</p> <ul style="list-style-type: none"> <li>confirmation from your UK currency exchange of the issue of foreign currency or travellers' cheques;</li> <li>exchange confirmations for currency changed from travellers' cheques; or</li> <li>where sterling is involved, documentary evidence of possession.</li> </ul> <p><b>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</b></p> |
| <p><b>£50 per 24 hours up to £500</b></p>  | <ul style="list-style-type: none"> <li>the cost of hire of business equipment if your business equipment is lost, stolen, or delayed on your outward journey for over 24 hours from the time you arrived at your trip destination.</li> </ul>  |   |   |
| <p><b>up to £500</b></p>   | <ul style="list-style-type: none"> <li>the transportation costs of replacing business samples if they are delayed due to being misplaced, lost or stolen on your outward journey from your home country for over 24 hours from the time you arrive at your trip destination.</li> </ul>  |   |   |
| <p><b>up to £1,000</b></p>   | <ul style="list-style-type: none"> <li>the loss or theft of your business cash during your trip.</li> </ul>  |   |   |
| <p><b>up to £200</b></p>   | <ul style="list-style-type: none"> <li>either a replacement employee or for you to return within one month of the event to complete the planned duties you were unable to complete due to your: <ul style="list-style-type: none"> <li>hospitalisation prior to your trip;</li> <li>repatriation during your trip; or</li> <li>necessary curtailment of your trip.</li> </ul> </li> </ul>  | <ul style="list-style-type: none"> <li>the travel and accommodation costs and expenses are of the same standard/cost to the original booking.</li> <li>the necessity of a replacement employee complies with the terms in section A1, B2 &amp; B3 of your pre travel and travel policy. NB: <i>All requirements regarding existing medical conditions apply to all sections of your policy.</i></li> </ul>  |   |

**BE AWARE!** The replacement of items only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at [www.tifgroup.co.uk/services/claims/wear-tear-depreciation/](http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/).

**No cover is provided under this section for:**

- anything mentioned in the conditions and exclusions (page 22)** (including any treatment, tests or associated illnesses for non-declared existing medical conditions).
- any claim not supported by a detailed letter/certificate from the treating doctor explaining why your early return was medically necessary.
- any claim for loss of business equipment where you or your employer hold insurance elsewhere.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

## Winter sports extension (Policy B Section 15) on payment of additional premium

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Upon payment of an additional premium your policy will cover winter sports - (on piste skiing and snowboarding, for leisure purposes only and not participating in any timed, competitive or off piste/specialist ski/snow board activities) for the entire duration of your Single Trip or for 17 days in one policy year on your Annual Multi Trip. We recommend when participating in winter sports that the appropriate clothing, including crash helmets, should be worn, and activities undertaken match the level of experience the insured person has in that sport (e.g. if you are an amateur skier do not undertake a black run).

| We will pay:   | For:  | Provided:  | If you need to claim:   |
|--|---|--|---|
| <p>up to £500 for owned ski equipment.</p> <p>up to £250 for hired ski equipment.</p> <p>single article limit: £250</p> <p>Unreceipted items: up to £150</p> | <ul style="list-style-type: none"> <li>the cost of repairing items that are damaged whilst on your trip, up to the original purchase price of the item, less an allowance for age, wear and tear.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed on your trip.</li> </ul> | <ul style="list-style-type: none"> <li>you have paid your excess or accept it will be deducted from any settlement.</li> <li>you have complied with the carrier's conditions of carriage.</li> <li>on delay, loss or theft claims you have notified the Police, your carrier or tour operator's representative and obtained an independent written report.</li> <li>the ski equipment was not left unattended unless left between 6.00 am and 11.00 pm local time in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means.</li> </ul> | <p><b>For all loss or damage claims during transit:</b></p> <p>you need to retain your tickets and luggage tags, report the loss or damage to the transport provider, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p><b>For all damage claims</b> keep the items in case we wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable.</p> <p><b>For all other losses</b> you should report to the Police within 24 hours of discovery, and obtain a written report and reference number from them.</p> <p><b>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</b></p> |
| <p>up to £20 per 12 hours delay, up to a maximum of £200</p> <p>up to £75 per 24 hours up to a maximum of £300</p>   | <ul style="list-style-type: none"> <li>the cost of hiring replacement ski equipment if your ski equipment is delayed due to being misplaced, lost or stolen on your outward journey for over 12 hours from the time you arrived at your trip destination.</li> <li>the loss of use of your ski pack following your injury or illness during your trip.</li> </ul>   | <ul style="list-style-type: none"> <li>you are able to provide the damaged items on request or to prove the existence or prove ownership/purchase or responsibility of any items.</li> <li>you have a valid claim for medical expenses.</li> <li>you have supporting medical evidence confirming your inability to ski.</li> </ul>   |   |
| <p>up to £20 per 24 hours up to a maximum of £200</p>  | <ul style="list-style-type: none"> <li>each full 24hrs you are unable to ski due to the <u>lack of snow</u> which results in the total closure of skiing facilities in the resort.</li> </ul>   | <ul style="list-style-type: none"> <li>you are skiing north of the earth's equator between 1st January and 30th April, or south of the earth's equator between 1st June and 31st October and at a destination of higher than 1600 metres above sea level.</li> <li>you have obtained a letter from your tour operator/transport provider stating the reason for closure, the date, time of the closure and the date and time it re-opened.</li> </ul>  |   |
| <p>up to £25 per 24 hours up to a maximum of £250</p>  | <ul style="list-style-type: none"> <li>the cost of additional transport and/or accommodation if, because of the prevention of access due to an avalanche, you are unable to reach or leave your pre-booked resort.</li> </ul>   | <ul style="list-style-type: none"> <li>you are not claiming for more than £25 per full 24 hour period.</li> </ul>  |   |

**BE AWARE!** The possessions section only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at [www.tifgroup.co.uk/services/claims/wear-tear-depreciation/](http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/)

No cover is provided under this winter sports extension for:

- anything mentioned in the conditions and exclusions (page 22).
- any claim if your tour operator has compensated, offered or provided travel, alternative transport and/or accommodation to an alternative resort.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

- **anything mentioned in the conditions and exclusions (page 22).**
- any intentional or accidental damage to wedding attire or accessories due to carelessness/reckless actions.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us..

## Cruise extension (Policy B Section 17) on payment of additional premium

**Note:** Although you are covered for Cruise holidays as standard, you will only be covered under this extension of cover if you have paid the appropriate additional premium.

| We will pay:   | For:   | Provided:  | If you need to claim:  |
|--|--|--|--|
| <b>Missed port departure up to a maximum of £2,000</b>                   | <ul style="list-style-type: none"> <li>reasonable additional travel expenses incurred to reach the next overseas port destination due to the vehicle in which you are travelling to your overseas departure point becomes un-driveable due to mechanical failure or being involved in an accident or your public transport is delayed, preventing you from being able to check-in on time for your outward departure.</li> </ul> | <ul style="list-style-type: none"> <li>you have allowed sufficient time to get to your destination as shown on your itinerary and are claiming for the circumstances listed and not for your failure to arrive in time due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> <li>the claim is not due to the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from home.</li> <li>you have independent written confirmation of the circumstances.</li> </ul> | <p>You must obtain a written report from the Cruise Operator, Carrier or their handling agents confirming the skipped port and the reason for it.</p> <p>You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p>Obtain written confirmation from your mechanic or the public transport provider that shows the reason for your delay.</p> <p>You will need to obtain independent confirmation of the circumstances.</p> <p>You can provide a written report confirming the length of confinement with your cabin during your trip.</p> |
| <b>Skipped port benefit £100 per port up to a maximum of £300</b>        | <ul style="list-style-type: none"> <li>up to £100 per port that your cruise operator is unable to dock at designated itinerated ports due to adverse weather conditions or timetable restrictions.</li> </ul>  | <ul style="list-style-type: none"> <li>you have not been offered alternative transport, or compensation from your tour operator or cruise provider.</li> <li>you are not claiming for a missed port caused by strike or industrial action.</li> </ul>  |  |
| <b>Cabin confinement up to £25 per 24 hours, up to a maximum of £500</b> | <ul style="list-style-type: none"> <li>each full 24hrs that you are confined to your cabin or in a state hospital as an in-patient during the period of the trip in addition to the fees and charges paid.</li> </ul>  | <ul style="list-style-type: none"> <li>you are not claiming because your ship cannot put people ashore due to a scheduled tender operation failure.</li> <li>you have obtained a written report from the cruise operator, carrier or their handling agents confirming the skipped port and the reason for it.</li> </ul>   |  |
| <b>Unused excursions up to £500</b>                                      | <ul style="list-style-type: none"> <li>pre-booked excursions you were unable to use as a direct result of being confined to your own cabin due to an accident or illness during your trip.</li> </ul>  | <ul style="list-style-type: none"> <li>you have not had any monetary amount (including on board credit) of compensation offered by the ship or tour operator.</li> <li>there is a valid claim under section B2 of this policy.</li> </ul>  |  |

### **BE AWARE!** No cover is provided under this cruise extension for:

- anything mentioned in the conditions and exclusions (page 22).
- any amounts recoverable from any other source.
- alternative transport home, missed flights/connections, food, drink, telephone calls or any other loss.
- any claim where the fire, flood, earthquake, storm, lightening, explosion, hurricane or infectious disease had already happened before you left home.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

| We will pay:  | For:   | Provided:  | If you need to claim:   |
|---|--|--|---|
| <p><b>£20 for the first 12 hours then £10 per 12 hours, up to a maximum of £100</b></p> <p><b>up to a maximum of £1,000</b></p> | <ul style="list-style-type: none"> <li>the departure of your international flight, international train or sailing is delayed for more than 12 hours from its scheduled departure time from your international departure point or your return journey to the UK.</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>any irrecoverable unused accommodation and travel costs (and other pre-paid charges) which you have paid or are contracted to pay because you were not able to travel and use your booked accommodation.</li> </ul>   | <ul style="list-style-type: none"> <li>you eventually continue your trip.</li> <li>the scheduled transport on which you were booked to travel from the UK was cancelled or delayed for more than 12 hours from original time of departure.</li> <li>you were involuntarily denied boarding (because there were too many passengers for the seats available) and no other suitable flight could be provided within 12 hours of original time of departure, and you choose to cancel your trip because the public transport operator did not offer reasonable alternative transport to your overseas destination.</li> <li>the public transport you were booked to travel was either cancelled, delayed for more than 12 hours, diverted or re-directed after take-off.</li> <li>you were involuntarily denied boarding (because there were too many passengers for the seats available) and no other suitable flight could be provided within 12 hours, and you choose to make other travel arrangements for your trip because the alternative transport offered by the scheduled public transport operator was not reasonable. The amount payable will be calculated after deduction of the amount of the refund on your ticket(s) together with any compensation from the public transport operator.</li> </ul> | <p><b>If you need to cut short your trip:</b></p> <p>Due to a medical necessity you must ring to confirm this with our <i>24 hour Emergency Assistance Facilities helpline</i>:</p> <p><b>+44 (0) 203 829 6724</b></p> <p>curtailment claims will not otherwise be covered.</p> <p>If you need to come home early for any other reason please call this number:</p> <p><b>+44 (0) 203 829 6713</b></p> <p>to ensure your circumstances are covered under your policy.</p> <p>Download or request a claim form for cancellation or curtailment and complete to the best of your ability enclosing all required documentation as listed on the front of the claim form.</p> <p>You should keep any receipts or accounts given to you and send them in to the claims office.</p> |
| <p><b>up to a maximum of £500</b></p>   | <ul style="list-style-type: none"> <li>reasonable additional accommodation and travel expenses necessarily incurred in reaching your overseas destination or returning to the UK, Channel Islands or BFPO if you fail to arrive at the departure point in time to board any onward connecting public transport on which you are booked to travel, following completion of the initial international journey, including connections within the UK on the return journey to your home.</li> <li>reasonable additional accommodation and transport costs if you need to move to another accommodation or to repatriate you home;</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>any irrecoverable unused accommodation costs which you have paid or are contracted to pay because you were not able to travel due to a natural disaster.</li> </ul> | <ul style="list-style-type: none"> <li>your missed departure was due to: <ul style="list-style-type: none"> <li>the failure of other scheduled public transport;</li> <li>strike, industrial action or adverse weather conditions not known before your departure;</li> <li>you being involuntarily denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 12 hours.</li> </ul> </li> <li>you need to move to other accommodation on arrival or at any other time during the trip because you cannot use your booked accommodation.</li> <li>you have written confirmation from our Emergency Assistance Facilities service to repatriate you to the UK if it becomes necessary to curtail the trip as a result of: <ul style="list-style-type: none"> <li>fire; flood; earthquake; explosion; tsunami; landslide; avalanche; volcanic eruption; volcanic ash cloud; hurricane; storm; or an outbreak of food poisoning or an infectious disease affecting your accommodation or resort not known at the time of your departure from the UK, Channel Islands or BFPO.</li> </ul> </li> </ul>  |   |

**BE AWARE! No cover is provided under this travel disruption extension for:**

- anything mentioned in the conditions and exclusions (page 22).**
- additional accommodation which exceeds the standard of that originally booked or any costs for food or drink.
- any compensation when your tour operator has rescheduled your flight itinerary or the airline/railway company/shipping line/handling agents offer or provide alternative transport that departs within 12 hours, or where you are able to obtain a refund from any other source, where your scheduled airline is bonded or insured elsewhere or where you have paid for the flight by credit card and can claim a refund from your credit card provider, even if the payment is insufficient to meet your claim.
- coming home early due to an existing medical condition of you or a travelling companion included on your booking, where the risk attached to that medical condition has not been accepted by us in writing.
- coming home early due to death or illness of a close relative, the person you are intending to stay with, a travelling companion, or a close business associate caused by an existing medical condition or a known complication of it.
- any claim not supported by a detailed letter/certificate from the treating doctor explaining why your early return was medically necessary.
- you can only claim under this section if you have not submitted the same claim under another section of the policy.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.



## ADDITIONAL SPORTS AND HAZARDOUS ACTIVITIES:

Unlike other policies we cover many sports and activities as standard; **no additional premium is required for activities listed in Activity Pack 1. We have categorised the activities that are not covered as standard into seven further bands. If you do not see your chosen activity, do not worry, we may cover it, but you must contact us so we can discuss the activity and what, if any, additional premium is necessary.** (*All of the activities are covered on a non-professional and non-competitive basis, unless otherwise stated*). Any claims which arise whilst undertaking any of these activities for any purpose other than leisure (examples of non-leisure purposes include professional / semi-professional / paid / sponsored racing, timed events – unless otherwise specified, professional, display events, photo shoots, etc...) will not be covered under this policy. Safety guidelines provided from a professional event company or organiser must be followed. Failure to do so will invalidate a claim. If you are unsure please do not hesitate to contact Barrhead Travel and we can discuss your individual requirements. We consider 'professional or competitive' to be activities/sports where you are either paid for participating in, receive any element of sponsorship, fees or prize money in excess of £200. *Please note those activities marked in italics and underlined do not have Personal Liability cover or Accidental Death and Disability cover.*

**Activity Pack 1 - Covered as standard** Aerobics, Amateur Athletic Field Events, Amateur Athletic Track Events, Angling/Fishing (freshwater), Animal Sanctuary (non big game), *Archery*, Badminton, Bamboo Rafting, Banana Boating, Bar Work, Baseball, Basketball, Billiards, Bird Watching, Board & Card Games, Body Boarding, Boules, Bowling, Bowls, *Bridge Swinging*, *Bungee Jumping*, Camel/Elephant Riding/Trekking (UK booked), Camping, *Canoeing/Kayaking (White Water Grades 1-3)*, Caravanning, *Catamaran Sailing (In-shore)*, *Clay Pigeon Shooting*, Cricket, Croquet, Cross Country Running, Curling, Cycle Touring/Leisure Biking (up to 1,000m), Dancing, Darts, Disc Golf, Diving (Indoor up to 5m), Dragon Boat Racing, Fencing, Fives, Flag Football, *Flying as passenger (private/small aircraft/helicopter)*, Football/Soccer – Practice and Training, Frisbee (recreational), Golf, Handball – Practice and Training, Highland games, Horse Riding (No Jumping), *Hot Air Ballooning*, Indoor Skating (not ice), *Jet Boating*, *Jet Skiing*, Kiting, Korfbal, Laser Tag, Low Ropes, Marathons, Mini-Golf, Model Flying, Model sports, Mountain Biking (up to 1,000m), Netball, Orienteering, Petanque, Peteca, Pigeon Racing, Pony Trekking, Pool, Quoits, Rackets, Racquetball, *Rafting (White Water Grades 1-3)*, Re-Enactment, *Rifle Range*, Ringos, River Punting, Roller Blading/Skating (not ice)/Skate Boarding/Scooters (non motorised), Rounders, *Rowing (inshore - recreational)*, Safari (UK organised), Safari Trekking (UK organised), Sailing/Yachting (recreational - inshore), *Scuba Diving (not solo, up to maximum 30m)*, Segway (supervised, non-competitive), Snorkelling (inside marked areas and / or with lifeguard present), Softball, Squash, Stoolball, Swimming (inside marked areas and / or with lifeguard present), Swimming off a boat (with a qualified supervisor in attendance – i.e. a lifeguard), Swimming with Dolphins (inside marked areas and / or with lifeguard present), Sydney Harbour Bridge Climbing (Professional organised and supervised), Table Tennis, Ten Pin Bowling, Tennis, Theme Parks, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) all up to 1,000m, *Tubing*, Tug of War, Unicycle riding, Volleyball, Water Parks, Whale Watching (professionally organised), Yachting (Inshore – crewing), Yoga

**Activity Pack 2 - Additional Premium required (in addition to the activities listed under Pack 1).** Abseiling (Indoor/Outdoor climbing wall up to 25m), Adventure Racing (up to 6 hours), *Airsoft*, American Football - Training (Organised and with Safety Equipment), Angling/Fishing (Sea), Assault Courses (No High Ropes), Camel/Elephant Riding/Trekking (non-UK booked), Climbing (Indoor/Outdoor climbing wall up to 25m), Diving (Indoor up to 10m), Dry Slope Skiing, Falconry, Fell Running (up to 2,000m), *Fly boarding*, Football/Soccer - Organised Amateur Match, Frisbee (Ultimate Frisbee), Gaelic Football (Training), Gorilla Trekking (Booked pre-trip – requires appropriate trekking altitude pack), Gymnastics, Handball (Organised Amateur Match), Hockey (Field – Organised Amateur Match), Ice Skating, Iron Man, Judo (Organised Training), Karate (Organised Training), Kendo (Organised Training), Lacrosse, Martial Arts (Organised Training), Mountain Biking (up to 2,000m), *Paint Balling*, *Parasailing*, *Parascending (Over water)*, Rap Running/Jumping (Indoor/Outdoor climbing wall up to 25m), Rugby (Training), Safari (non UK booked), Safari Trekking (non UK booked), Sand Yachting, *Sea Canoeing/Kayaking (inshore)*, *Shark Diving/Swimming (Cage)*, Shinty, Street Hockey, Surf life-saving (organised competition), *Surfing*, Tough Mudder, Trampolining, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) all up to 2,000m, Triathlon, War Games/Paint Balling, Water Polo, *Water Skiing (No Jumping)*, Weight Lifting, *Windsurfing/Boardsailing/Sailboarding*, Wrestling (Organised Training), Zip Lining / Zip Trekking (booked pre-trip – requires appropriate trekking altitude pack).

**Activity Pack 3 - Additional Premium required (in addition to the activities listed under Pack 1 & 2) – Included upon payment of winter sports premium.** Adventure Racing (up to 12 hours), American Football Amateur Match - (Organised & with Safety Equipment), Animal Sanctuary (Big Game), Biathlon, Big Foot Skiing, Blade Skating, Breathing Observation Bubble (BOB), *Canoeing/Kayaking (White Water Grade 4)*, Canyoning, *Cat Skiing*, Equestrian, *Flying (Crew/Pilot)*, *Flying Helicopter (Pilot)*, Gaelic Football (Amateur Match), Glacier Walking, *Gliding (non-competitive)*, *Go Karting*, Gorge Walking (with ropes), Gorilla Trekking (booked during trip – requires appropriate trekking altitude pack), Harness Racing, Hockey (Ice) With Full Body Protection, Horse Jumping (no Polo, no Hunting), Horse Riding (Eventing), Husky Dog Sledding, Hydro Zorbing, Ice Fishing, Kick Sledding, Land Skiing, Langlauf, Modern Pentathlon, Mono-Skiing, Mountain Boarding, Octopush, *Off Road Motorcycling (up to 250cc)*, Off-piste skiing/snowboarding (with guide), Passenger Sledge, *Power Boating (inshore)*, Power lifting, *Quad Bikes (Providing you wear a helmet)*, *Rafting (White Water Grade 4)*, *River Tubing*, Rodeo, Roller Derby (Safety equipment must be worn), Roller Hockey, Rugby (Amateur Match), Sand Boarding, *Sand Dune Surfing/Skiing*, Ski Boarding, Ski Bobbing, Ski Dooing, Skiing, Skiing – Nordic/Cross Country, Sledding/Tobogganing, Sleigh riding (Reindeer, Horses or Dogs), Snorkelling – outside marked areas and / or without lifeguard present, Snow Biking, *Snow Mobile/Ski Dooos*, Snow Parascending, Snow Scooting, Snow Shoe Walking, Snow Tubing, *Snowcat Driving*, *Speed Sailing (in shore)*, Speed Skating, Speed Trials/Time Trials (Organised, not public roads), Summer Tobogganing, Swimming (outside marked areas and / or without lifeguard present), Swimming off of a boat (Unsupervised and / or no lifeguard), Swimming with Dolphins – outside marked areas and / or without lifeguard present, Telemarking, Tree Top Canopy Walking, *Under 17 Driving (not public roads)*, Zip Lining / Zip Trekking (booked during trip – requires appropriate trekking altitude pack), Zorb Football.

**Activity Pack 4 - Additional Premium required (in addition to the activities listed under Pack 1-3)** ..Blowcarting/Land Yachting/Kite Buggy, Boxing Training (Head Guard must be worn), *Devil Karting*, Dirt Boarding, Fell Running (up to 3,000m), Gorge Walking (no ropes), High Diving – indoor / outdoor swimming pool only, Jousting, Kite-Boarding/Surfing, *Motorised Buggying*, Mountain Biking (up to 3,000m), *Paragliding*, *Paramotoring*, *Parascending (over land)*, *Roller Skating (24 hour relay)*, Ski Biking, Ski Blading /Snow Blading, Skiing – Snowcat, *Snow Karting*, *Snow Surfing*, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 3,000m) Wake Boarding, *Water Skiing (Jumping)*.

**Activity Pack 5 - Additional Premium required (in addition to the activities listed under Pack 1-4)** Abseiling (outdoor above 25m), Caving/Pot Holing, Climbing (Rock & Ice – Harnessed up to 4,000m), Fell Running (up to 4,000m), Heli-skiing, Hurling, Hydrospeeding, Ice Go Carting, Ice Windsurfing, Mountain Biking (up to 4,000m), Polo, Polo cross, Rap Running/Jumping (Outdoor above 25m), *River Bugging*, Skeleton, Ski Mountaineering (up to 4,000m), Ski Randonee, Ski Run / Walking (up to 4,000m), Ski Touring (up to 4,000m), Ski Joering, Skiing – Freestyle, Skiing – Glacier, Snow Kiting, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering - in group (up to 4,000m), Via Ferratta, *Wind Tunnel Flying/Indoor Sky Diving*, Zorbing/Sphering.

**Activity Pack 6 - Additional Premium required (in addition to the activities listed under Pack 1-5)** Adventure Racing (up to 24 hours), Assault Courses including High Ropes and Harnessed, *Black Water Rafting*, Bull Riding, *Canoeing/Kayaking (White Water Grade 5)*, Cave Diving, Cave Tubing, Cycling Racing, Cyclo Cross, Freestyle Skateboarding, *Gliding (competition)*, Hang Gliding, *Micro Lighting*, *Motocross*, *Motor Racing/Rallies/Competitions (amateur)*, Off-Piste Skiing/Snowboarding (Without a Guide), *Parapenting/Paraponting*, *Power Boating (off shore)*, *Power Gliding*, Power Kiting, *Rafting (White Water Grade 5)*, *Scuba Diving (not solo - to 40m)*, *Ski Flying*, Slack-Lining, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering - in group (Inca - Trail), Wicker Basket Tobogganing.

**Activity Pack 7 - Additional Premium required (in addition to the activities listed under Pack 1-6)** Adventure Racing (up to 36 hours), BMX Freestyle & Racing, Climbing (Rock & Ice – Harnessed up to 5,000m), Downhill Mountain Biking, Fell Running (up to 5,000m), Kloofing, Mountain Biking (up to 5,000m), Scuba Diving (Solo) – up to 40m, Ski Mountaineering (up to 5,000m), Ski Run / Walking (up to 5,000m), Ski Touring (up to 5,000m), Solo Climbing/Mountaineering (up to 5,000m), *Tandem Skydive (maximum of 2 jumps per trip)*, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 5,000m).

**Activity Pack 8 - Additional Premium required (in addition to the activities listed under Pack 1-7)** Adventure Racing (up to 48 hours), *Airboarding*, Alligator Wrestling, Bobsleigh, Bouldering, Boxing – Amateur Fight (Head Guard must be worn), Bull Running, Climbing (Rock & Ice – Harnessed up to 6,000m), Coasteering, *Drag Racing*, Fell Running (up to 6,000m), Free Diving, Ice Diving, Ice Holing, Ice Marathon, *Ice Speedway*, Judo (competition), Karate (competition), Kendo (competition), Luge/ Bobsleigh, Martial Arts (competition), Mixed Gas Diving, Mountain Biking (up to 6,000m), *Parachuting*, *Rowing (Off-shore Recreational)*, *Sailing/Yachting (Off-shore recreational)*, Ski Acrobatics, Ski Jumping, Ski Mountaineering (up to 6,000m), Ski Racing, Ski Run / Walking (up to 6,000m), Ski Stunting, Ski Touring (up to 6,000m), Skiing – Para, *Solo Sky Diving (maximum of 1 jump per trip)*, *Sky Jumping*, *Sky Surfing*, Tree Top Canopy Walking (set up), Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 6,000m), Wrestling (Amateur competition), *Yachting (racing/crewing) - outside territorial waters (offshore)*.



**We have appointed Travel Claims Facilities to look after your claim. If you require a claim form please download it on the internet at: [www.policyholderclaims.co.uk](http://www.policyholderclaims.co.uk)**  
**Alternatively please advise the section of the insurance on which you want to claim and master policy number and policy reference to:**  
**Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY Telephone: 0203 829 6713**

## You need to:

- produce your insurance validation documentation confirming you are insured before a claim is admitted
- give us full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
- provide all necessary information and assistance we may require at your own expense (including, where necessary, medical certification and details of your National Health number, or equivalent, and Private Health Insurance).
- pass on to us immediately every writ, summons, legal process or other communication in connection with the claim.
- provide full details of any House Contents and All Risks insurance policies you may have.
- ensure that all claims are notified within 3 months of the incident occurring.
- not abandon any property to us or the claims office.
- not admit liability for any event or offering to make any payment without our prior written consent.

## We can:

- make your policy void where a false declaration is made or any claim is found to be fraudulent.
- take over and deal with, in your name, the defence/settlement of any claim made under the policy.
- subrogate against the responsible party and take proceedings in your name, but at our expense, to recover for our benefit the amount of any payment made under the policy.
- obtain information from your medical records (with your permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without your prior approval.
- only make claims payments by electronic BACS transfer, unless otherwise agreed by us.
- we will pay a maximum of £80 for medical records / completion of a medical certificate.
- cancel all benefits provided by this policy without refund of premium when a payment has been made for cancellation or curtailment of the trip.
- not make any payment for any event that is covered by another insurance policy.
- only pay a proportionate amount of the claim where there is other insurance in force covering the same risk and to require details of such other insurance.
- settle all claims under the law of the country that you live in within the United Kingdom or the Channel Islands unless we agree otherwise with you.
- submit any disputes arising out of this contract to the exclusive jurisdiction of the courts of the country that you live in within the United Kingdom or the Channel Islands.

## DATA PROTECTION ACT - PERSONAL INFORMATION

### How Travel Insurance Facilities collects data:

You should understand that any information you have given to Travel Insurance Facilities PLC will be used in their function as a Data Controller for the administration of the insurance contract. This information will be processed in compliance with the provisions of the UK Data Protection Act and the General Data Protection Regulation that came into force on 25th May 2018 for the purpose of providing travel insurance and handling claims, complaints and medical assistance, if any. This involves providing such information to other parties, including the selling agent and any of their providers who are contracted to provide any service related to the insurance offering, claims handlers and Union Reiseversicherung AG (URV, the insurer of tifgroup). For example this would occur in circumstances, such as a medical emergency. This may require transferring information about you to countries outside the European Economic Area (EEA). You have a right to access, rectification and erasure of information that Travel Insurance Facilities PLC holds about you.

If you would like to exercise either of these rights you should contact in writing: **The Data Protection Officer, Travel Insurance Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY.**

Travel Insurance Facilities are registered with the Information Commissioner's Office and undertake to comply with the Data Protection Act 1998 ("DPA") and EC Directive 95/46/EC (up to and including 24 May 2018) and the General Data Protection Regulation ("GDPR") and (EU) 2016/679)) (on and from 25 May 2018), and, in the event that the UK leaves the European Union, all legislation enacted in the UK in respect of the protection of your personal data. For our full privacy policy terms, please see: <http://www.tifgroup.co.uk/privacy/>

## Your right to complain

**If your complaint is regarding the selling of your policies you should contact:** ROCK Insurance Group, 135 High Street, Crawley, West Sussex RH10 1DQ, email [admin@rockinsurance.com](mailto:admin@rockinsurance.com) or call 0300 091 3768

**Or if you would like to complain about the outcome of your claim, or assistance provided, please forward details of your complaint in the first instance as follows:**

- Customer Insights Manager, URV, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY, call on 0203 829 6604 or email [complaints@tifgroup.co.uk](mailto:complaints@tifgroup.co.uk) who will review the claims office decision.

**If you are still not satisfied with the outcome you may:**

- Ask the Financial Ombudsman Service (FOS) to review your case. Their address is Exchange Tower, Harbour Exchange Square, London, E14 9SR. Their telephone advice line is 0800 023 4567 if calling from a landline or 0300 123 9123 if calling from a mobile, or visit [www.fos.org.uk](http://www.fos.org.uk)
- You are also able to use the EC On-line Dispute Resolution (ODR) platform at <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.show&lng=EN> who will notify FOS on your behalf.

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## OPTIONAL GADGET COVER UPGRADE

### INSURANCE POLICY – TERMS AND CONDITIONS

**You** can only purchase this upgrade if **you** are resident in the United Kingdom. If **you** have purchased a Single Trip policy, Gadget cover is included if **you** have paid the appropriate additional premium for the **period of insurance** up to a maximum of 90 days.

If **you** have purchased an Annual Multi-trip policy, **you** are covered when taking part in a **holiday** for up to 31 days during the **period of insurance** when **you** have paid the appropriate additional premium. Please note that the Excess Waiver upgrade ONLY relates to the travel policy. This cannot be applied to the Gadget insurance upgrade.

This Gadget Insurance is arranged by Rock Insurance Services Limited with UK General Insurance Ltd on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

UK General Insurance Limited is authorised and regulated by the Financial Conduct Authority.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

The administrator is Rock Insurance Services Limited. They will help **you** with any questions **you** may have and help **you** with any changes **you** need to make to **your** insurance. Please also contact them if any details in **your** certificate of insurance are incorrect and they will arrange for a corrected insurance certificate to be issued to **you**. **You** can contact them at: Griffin House, 135 High Street, Crawley, West Sussex, RH10 1DQ, 0800 091 2832, [admin@gadgetbuddy.com](mailto:admin@gadgetbuddy.com).

### CERTIFICATION OF COVER

**Your** policy combined with **your** certificate of insurance certifies that insurance has been effected between **you** and **us**. In return for payment of the premium **we** agree to insure **you** in accordance with the terms and conditions contained in and endorsed on these documents.

### INTRODUCTION

**You** purchased this optional Gadget cover at the same time **you** purchased **your** Travel Insurance Policy. Optional Gadget cover provides cover for **your electronic equipment** against **theft, accidental damage and breakdown** when **you** are on a **holiday** that is covered by **your** Travel Insurance Policy.

When **you** purchased **your** Gadget Insurance **you** selected the level of cover suitable for **you**. **Your** level of cover will be confirmed in **your** insurance certificate. Please ensure **you** keep **your** insurance certificate together with this policy in a safe place.

### WHERE AND WHEN COVER APPLIES

#### Period of this Policy

The period of this Policy will be the same as the period of **your** Travel Insurance Policy and is shown in **your** insurance certificate.

#### Operative time and geographical area

The protection under **your** Gadget Insurance starts and ends at the same time and applies in the same geographical areas as **your** Travel Insurance Policy and only when **you** are on a **holiday**.

### DEFINITIONS

The following words shall have the meanings given below wherever they appear in bold:

**Accessories:** Chargers, carrying cases, headphones and hands-free mounting kits, USB cables but excluding a SIM Card that were supplied with **your electronic equipment**.

**Accidental Damage:** The unintentional and unforeseen failure, breakage or destruction of **your electronic equipment**, with visible evidence of an external force being applied and which results in the **electronic equipment** being unusable.

**Breakdown:** The failure of any electrical or mechanical component in **your electronic equipment** due to a sudden and unforeseen fault, which causes **your electronic equipment** to stop working in the way the manufacturer intended and which requires repair or replacement before the **electronic equipment** can be used again.

**Commencement Date:** The date **your** cover begins with **us**, as detailed in **your** insurance certificate.

**Computer Virus:** Means a set of corrupting, harmful or otherwise unauthorised instructions or code including a set of maliciously introduced unauthorised instructions or code, programmatic or otherwise, that propagate themselves through a computer system or network of whatsoever nature. Computer virus includes but is not limited to 'Trojan Horses', 'worms' and 'time or logic bombs'.

**Cosmetic Damage:** Any damage which is non-structural, including but not limited to scratches, dents and marks, which does not affect the usage of the **electronic equipment**.

**Electronic Data:** Means facts, concepts and information converted to a form useable for communications, interpretation or processing by electronic and electromechanical data processing or electronically controlled equipment and includes programmes, software and other coded instructions for the processing and manipulation of data or the direction and manipulation of such equipment.

**Electronic Equipment:** The item or items purchased and owned by **you**, as new and in full working order, from a UK VAT registered company and for which **you** hold **proof of purchase**, and that is insured by **us** as detailed in **your** insurance certificate.

**End date:** The date that all cover under **your** policy will cease being the date on **your** insurance certificate. or the date **you** return home.

**Excess:** The amount **you** will be required to pay towards each claim **you** make under this policy.

**Holiday:** A journey which commences when **you** leave **your home** for an overseas destination and ends when **you** return home. This must not exceed the maximum duration for an individual trip as shown on **your** insurance certificate.

**Home:** **Your** usual place of residence in the **UK**, Channel Islands or Isle of Man.

**Immediate Family:** **Your** husband, wife, civil partner, partner, children or parents, who permanently live in **your home**.

**Period of Insurance:** The period of time between the **commencement date** and the **end date** which is shown on **your** insurance certificate and that the policy will be in force for. Cover under this policy only applies when **you** are on **your holiday**.

**Proof of Purchase:** An original receipt and any other documentation required to prove **your electronic equipment** was purchased from a **UK** VAT registered company and that it is owned by **you** - including the date of purchase, make, model, serial and IMEI number of **your electronic equipment**, where applicable.

**Replacement Item(s):** An identical item of **electronic equipment** of the same age and condition. or if not available, one of comparable specification or the equivalent value taking into account the age and condition of the original item of **electronic equipment**. **Replacement items** will only be delivered to a **UK** address of **your** choice **you** will need to arrange onward shipment to **your** destination choice.

**Terrorism:** Any act including but not limited to the use, or threat, of violence or force by any person or organisation involving, causing or threatening harm or putting the public or any section of the public in fear if it is likely that the purpose is of a political, religious, ideological (of an intellectual or rational nature) or similar nature.

**Theft:** The unauthorised dishonest appropriation or attempted appropriation of the insured **electronic equipment**, by another person with the intention of permanently depriving **you** of it.

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

**Unattended:** Not visible to **you** and not within **your** arms' length reach. **We** will not pay any claims for property left **unattended** in publicly accessible places. **you** must act as though **you** are not insured.

**Unauthorised Calls, Texts or Data Use:** Any calls, texts or data use made from **your electronic equipment** after the time that it was stolen, to the time that it was blacklisted by **your** airtime provider.

**We, Us, Our, Insurer:** UK General Insurance Ltd on behalf of Great Lakes Insurance SE.

**You, Your:** The insured person, who owns the specified **electronic equipment** as stated on **your** insurance certificate.

#### What is covered:

In return for **your** premium payment **we** will insure **your electronic equipment** for the **period of insurance** as stated on **your** insurance certificate, subject to the terms and conditions in this document and any variations and amendments which have been confirmed in writing by **us**. Please read **your** policy carefully to ensure **you** understand the cover **we** are providing **you** and that **you** comply with **our** terms and conditions.



## BASIS OF COVER

### A. Accidental Damage

**We** will pay up to the amount shown in the Summary of Cover table for the costs of repairing **your electronic equipment** as a result of **accidental damage**. If **we** are unable to economically repair **your electronic equipment** then, at **our** discretion, a Replacement Item will be provided by **us**.

In addition to claims excluded under the “What is Not Covered” section, **we** will not pay for **accidental damage** caused by:

1. deliberate damage or neglect of the **electronic equipment**;
2. failure on **your** part to follow the manufacturer’s instructions;
3. inspection, maintenance, routine servicing or cleaning.

### B. Theft

**We** will pay up to the amount shown in the Summary of Cover table to replace **your electronic equipment** with a Replacement Item if it is stolen. Where only part or parts of **your electronic equipment** have been stolen, **we** will only replace for that part or parts.

In addition to claims excluded under the “What is Not Covered” section, **we** will not pay for **theft**:

1. where the **theft** has occurred from any motor vehicle where **you** or someone acting on **your** behalf is not in the vehicle, unless the **electronic equipment** has been concealed in a locked boot, locked glove compartment or other locked internal compartment and all the vehicle’s windows and doors were closed and locked and all security systems had been activated;
2. from any premises, building, land or vehicle unless force, resulting in damage to the building, premises or vehicle was used to gain entry or exit;
3. where the **electronic equipment** has been removed from **your** control or the control of a member of **your immediate family** unless it was not left **unattended**;
4. where the **electronic equipment** has been left **unattended** when it is away from **your home**;
5. where all precautions have not been taken.
6. If **you** do not report the **theft of your electronic equipment** to the Police within 48 hours of discovering it and do not obtain a written policy report.

### C. Breakdown

If a **breakdown of your electronic equipment** occurs outside of the manufacturer’s guarantee or warranty period **we** will pay up to the amount shown in the Summary of Cover table for the repair costs. If **we** are unable to economically repair **your electronic equipment** then, at **our** discretion, a Replacement Item will be provided by **us**.

**We** will not pay for any **breakdown** claims excluded under the “What is Not Covered” section.

### D. Liquid Damage

**We** will pay up to the amount shown in the Summary of Cover table to repair or provide a Replacement Item for **your electronic equipment** if it is damaged as a result of accidentally coming into contact with any liquid.

**We** will not pay for any liquid damage claims excluded under the “What is Not Covered” section.

### E. Unauthorised Calls, Texts or Data Use

Where **your** item of **electronic equipment** is a device where **you** are charged for Unauthorised Calls, Texts or Data Use and it is lost or stolen, **we** will refund the cost of any calls, texts or data used after the time it was lost or stolen to the time it was blacklisted by **your** airtime provider. This is subject to **you** providing an itemised bill. The maximum **we** will pay for any one occurrence is £100.

In addition to claims excluded under the “What is Not Covered” section, **we** will not pay for:

1. any Unauthorised Calls, Texts or Data Use where the **theft** has not been reported to **your** airtime provider within 12 hours of the **theft** occurring.

## REPLACEMENT CONDITION

Where **we** are able to provide a replacement, this is not on a ‘new for old’ basis. Cover is limited to one replacement per **period of insurance** per item, up to the amount specified in **your** insurance certificate. If **your electronic equipment** cannot be replaced with an identical item of **electronic equipment** of the same age and condition, **we** will replace it with one of comparable specification or the equivalent value taking into account the age and condition of the original item of **electronic equipment** subject to the following depreciation scale:

- 10% over two years old and less than three years old
- 20% over three years old and less than four years old

- 30% over four years old and less than five years old
- 40% over five years old and less than six years old.

### What is not covered:

1. Repairs or any other costs for:
  - a) cleaning, inspection, routine servicing or maintenance;
  - b) Loss or damage arising from a manufacturer’s defect or recall of the **electronic equipment**;
  - c) replacement of or adjustment to fittings, control knobs or buttons, batteries or aerials;
  - d) any repairs carried out without prior authorisation from **us**;
  - e) wear and tear to the **electronic equipment** and/or gradual deterioration of performance;
- f) **Cosmetic damage**.
2. Any claim if the serial number, IMEI (international mobile equipment identity) or simgate has been tampered with in any way.
3. Any claim made, or any event causing the need for a claim to be made, which occurred prior to the **commencement date** of the **period of insurance**.
4. Any claim for a mobile phone or iPhone which has not been used for its core purpose since the inception of **your** policy, or since it was added to **your** policy, as verified by **your** airtime provider.
5. Any claim arising whilst **you** are not on **holiday**.
6. Any repair or replacement if a SIM card registered to **you** was not in the insured mobile phone or **electronic equipment** at the time of the **accidental damage, theft, breakdown, or liquid damage**.
7. Any expense incurred arising from not being able to use the **electronic equipment**, or any costs other than the repair or replacement costs of the **electronic equipment**.
8. **Accidental damage, theft, breakdown** or liquid damage to **accessories** of any kind.
9. Any **breakdown** arising from the failure of any electrical or computer equipment, software, micro-controller, microchip, Accessories or associated equipment to correctly recognise and process any calendar date or time.
10. Reconnection costs or subscription fees of any kind.
11. Costs arising from the replacement of any personalised ring tones, graphics, downloaded material or software.
12. Items purchased from an on-line auction site unless from a **UK VAT** registered company.
13. Any costs for loss or damage to information or data or software contained in or stored on the **electronic equipment** whether arising as a result of a claim paid by this insurance or otherwise.
14. Any other costs that arise directly or indirectly from the event which led to **your** claim unless specifically stated in this policy.
15. Liability of whatsoever nature arising from ownership or use of the **electronic equipment**, including any illness or injury resulting from it.
16. Value Added Tax (VAT) where **you** are registered with HM Revenue & Customs for VAT.
17. Claims arising from **terrorism**, war, invasion, acts of foreign enemies, hostilities whether war is declared or not, civil war, rebellion, revolution, insurrection, military or usurped power, confiscation, nationalism or requisition or destruction or damage to property by or under the order of any government or public or legal authority.
18. Claims arising from damage or destruction caused by, contributed to or arising from (i) ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or (ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or component thereof.
19. Claims arising from damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
20. Claims for any **electronic equipment** used in connection with **your** profession or trade.
21. Any **electronic equipment** more specifically insured elsewhere.
22. Any claim if **you** are travelling to a country where the Foreign and Commonwealth Office (FCO) have advised against all but essential travel. **You** can check the FCO travel advice at [www.fco.gov.uk](http://www.fco.gov.uk).
23. This policy does not insure loss, damage, destruction, distortion, erasure, corruption or alteration of **electronic data** from any cause whatsoever (including but not limited to **computer virus**) or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting therefrom, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
24. However, in the event that a peril listed below results from any of the matters described in paragraph (23) above, this policy, subject to all its terms, conditions and exclusions, will cover physical damage occurring during the policy period to property insured by this policy directly caused by such listed peril. Listed Perils - Fire, Explosion.

## POLICY CONDITIONS AND LIMITATIONS

1. Cover is limited to one claim per insured peril (Sections A, B, C, D and E) during any single **period of insurance**. Cover is limited to one replacement per **period of insurance** per item, up to the amount specified in the Summary of Cover table.
2. 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.
3. This insurance only covers **electronic equipment** purchased in the **UK**, the Isle of Man and the Channel Islands. Cover includes the use of the **electronic equipment** for the period and destination shown on **your** insurance certificate. Any repairs or replacements must be carried out in the **UK** by repairers or retailers approved by **us**.
4. The **electronic equipment** must be less than 6 years old (except for laptops which must be less than 15 months old) at the **commencement date** of the insurance, with valid **proof of purchase**. All items must have been purchased as new from a VAT registered company and must be in full working order at the **commencement date** of this policy.
5. **You** are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to: take care to supply accurate and complete answers to all the questions **we** or Rock Insurance Services may ask as part of **your** application for cover under the policy; to make sure that all information supplied as part of **your** application for cover is true and correct and; to tell **us** of any changes to the answers **you** have given as soon as possible. Failure to provide answers in line with the requirement of the act may mean that **your** policy is invalid and that it does not operate in the event of a claim.
6. **You** must provide **us** with any receipts, **proof of purchase** or documents to support **your** claim as requested. All **proof of purchase** must include the make and model of the **electronic equipment** and must be in **your** name. If **we** do not receive the documents **we** have requested from **you** or if any documents submitted by **you** are not acceptable to **us**, it may delay **your** claim or **we** may decline to pay **your** claim.
7. **You** must take all precautions to prevent any damage to **your electronic equipment**.
8. If **electronic equipment** is damaged whilst in the custody of a carrier (i.e. airline, railway, shipping company, bus company, etc), **you** must notify such carrier immediately and obtain a copy of their report.
9. **We** will process **your** claim under the terms and conditions of this insurance based on the first reason notified to **us** for the claim. Please note that it may be necessary for **us** to contact **your** Airtime Provider in order to validate **your** claim.
10. This cover is limited to one replacement per insured item per **period of insurance**.
11. Cover for **your electronic equipment** applies to **you** as the person who purchased the policy and **your immediate family**.
12. The benefits of this policy cannot be transferred to someone else or to any other **electronic equipment** without **our** written permission.

## HOW TO CLAIM

**You** must:

1. Notify Trent - Services (Administration) Ltd as soon as possible after any incident likely to result in a claim under this insurance  
Trent - Services (Administration) Ltd,  
Trent House,  
Love Lane,  
Cirencester,  
Gloucestershire  
GL7 1XD  
Telephone: 01285 626020  
Email: [claims@trent-services.co.uk](mailto:claims@trent-services.co.uk)  
Fax: 01285 626031
2. Report the **theft** of **your** mobile phone within 12 hours of discovery of the occurrence of the **theft**, to **your** airtime provider and instruct them to blacklist **your** handset;
3. Report the **theft** of **your electronic equipment** to the police within 24 hours of discovery and obtain a crime reference number in relation to the **theft** of the item.
4. If **we** replace **your electronic equipment** the ownership of the damaged or lost item is transferred to **us** once **you** have received the Replacement Item **we** have supplied. If the **electronic equipment** **you** have claimed for is returned or found **you** must notify **us** and send it to **us** if **we** ask **you** to do so.

Before **your** claim can be approved, **you** must pay the **excess**. The **excess** for a laptop, iPhone, smart phone or tablet is £50; for all other items, please refer to the **excess** in the Summary of Cover table.

If the above terms are not adhered to, then **your** claim may not be paid or paid in full.

UK General Insurance Ltd is an agent of Great Lakes.

## CANCELLATION

This insurance is designed to cover most circumstances but **you** should be aware that not all eventualities are insured. Please read this document carefully. If **you** find the insurance does not meet **your** requirements, please return this policy and proof of premium to the selling agent within 14 days of receipt but before the **holiday** departure date. Provided no claim has been made, **your** premium will be refunded in full.

Thereafter **you** may cancel the insurance cover at any time by informing Rock Insurance Services Limited however no refund of premium will be payable.

**We** shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to **you** at **your** last known address. Valid reasons may include but are not limited to:

1. Fraud
2. Non-payment of premium
3. Threatening and abusive behaviour
4. Non-compliance with policy terms and conditions
5. **You** have not taken reasonable care to provide complete and accurate answers to the questions **we** ask

Where **our** investigations provide evidence of fraud or a serious non-disclosure, **we** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **you** provided **us** with incomplete or inaccurate information, which may result in **your** policy being cancelled from the date **you** originally took it out.

If **we** cancel the policy and/or any additional covers **you** will receive a refund of any premiums **you** have paid for the cancelled cover, less a proportionate deduction for the time **we** have provided cover, unless the reason for cancellation is fraud and/or **we** are entitled to keep the premium under the Consumer Insurances (Disclosure and Representations) Act 2012.

## MAKING YOURSELF HEARD

**We** realise that things can go wrong and there may be occasions when **you** feel that **we** have not provided the service **you** expected. When this happens **we** want to hear about it so **we** can try to put things right. If **you** have cause for complaint it is important **you** know **we** are committed to providing **you** with an exceptional level of service and customer care.

**Complaints regarding the sale of the policy:**

Please contact Rock Insurance Services Limited:

Griffin House,  
135 High Street,  
Crawley  
West Sussex  
RH10 1DQ

Telephone: 0800 091 2832  
Email: [Admin@gadgetbuddy.com](mailto:Admin@gadgetbuddy.com)

If **your** complaint about the sale of **your** policy cannot be resolved by the end of the third working day, Rock Insurance Service will pass it to:

Customer Relations Department,  
UK General Insurance Limited,  
Cast House,  
Old Mill Business Park,  
Gibraltar Island Road,  
Leeds  
LS10 1RJ

Telephone: 0345 218 2685  
Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)



Complaints regarding claims:

Trent - Services (Administration) Ltd,  
Trent House,  
Love Lane,  
Cirencester,  
Gloucestershire  
GL7 1XD

Telephone: 01285 626020  
Email: [claims@trent-services.co.uk](mailto:claims@trent-services.co.uk)  
Fax: 01285 626031

In all correspondence please state that **your** insurance is provided by UK General Insurance Limited and quote scheme reference 06534A.

If **your** complaint about **your** claim cannot be resolved by the end of the third working day, Trent - Services (Administration) Ltd will pass it to:

Customer Relations Department,  
UK General Insurance Limited,  
Cast House,  
Old Mill Business Park,  
Gibraltar Island Road,  
Leeds  
LS10 1RJ

Telephone: 0345 218 2685  
Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

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

The Financial Ombudsman Service,  
Exchange Tower,  
London  
E14 9SR

Telephone: 0300 123 9 123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The above complaints procedure is in addition to **your** statutory rights as a consumer. For further information about **your** statutory rights contact **your** local authority Trading Standards Service or Citizens Advice Bureau.

COMPENSATION SCHEME

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. **You** can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)

IMPORTANT NOTICE TO CUSTOMERS

If **you** or anyone acting on **your** behalf makes a false or fraudulent claim or supports a claim by way of false or fraudulent document(s), device or statement, then this policy shall be void and **you** will forfeit all rights under the policy. In these circumstances, **we** reserve the right to retain the premium **you** have paid and to recover any sums **we** have paid by way of benefit under the policy. **We** may also pass **your** details to the police. The terms and conditions of this insurance policy do not affect **your** statutory rights relating to faulty or mis-described goods. For further information about **your** statutory rights, please contact **your** local authority Trading Standards Department or the Citizens Advice Bureau.

DATA PROTECTION

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

OPTIONAL GADGET COVER SUMMARY OF BENEFITS

| Level of Cover | Number of Gadgets Covered       | Total Replacement/Repair Value for all Gadgets | Excess    |
|----------------|---------------------------------|--|-----------|
| 1. Level 1     | 3 gadgets                       | £1,000   | Up to £50 |
|                | Single Article Limit            | £1,000   |           |
|                | Single Article Limit for Laptop | £1,000   |           |
| 2. Level 2     | 5 gadgets                       | £2,000   | Up to £50 |
|                | Single Article Limit            | £1,000   |           |
|                | Single Article Limit for Laptop | £2,000   |           |
| 3. Level 3     | 7 gadgets                       | £3,000   | Up to £50 |
|                | Single Article Limit            | £1,000   |           |
|                | Single Article Limit for Laptop | £2,000   |           |