

Debenhams

This policy was not designed to cover known or publicly announced events, as such except for section B2 If you need emergency medical attention, there is no cover for Coronavirus, COVID-19, Severe Acute Respiratory Syndrome (SARS-COV-2), any mutation of Coronavirus, COVID-19 or SARs-COV-2 or any pandemic or fear or threat of any of these.

Standard, Superior & Luxury Cover

Single and Annual Multi Trip Policies

Standard Single trip – RTBHS40001-70

Standard Multi trip – RTBHS40001-73

Superior Single trip – RTBHS40001-71

Superior Multi trip – RTBHS40001-74

Luxury Single trip – RTBHS40001-72

Luxury Multi trip – RTBHS40001-75

This policy is for residents of the United Kingdom,
the Channel Islands or British Forces Posted Overseas only
For policies issued from **05/03/2020** to **30/04/2020**

YOUR IMPORTANT INFORMATION

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

contact our 24 hour assistance team advice line
on:

+44 (0) 208 103 8249

IF YOU NEED A CLAIM FORM:
you can download the relevant form:
www.policyholderclaims.co.uk
or contact the claims department on:
+ 44 (0) 208 103 8250

IF YOUR GADGETS ARE LOST, STOLEN OR
ACCIDENTALLY DAMAGED

You can email:
claims@trent-services.co.uk
or call:
+44 (0) 1285 262 031

IF YOU NEED LEGAL ADVICE:
contact Penningtons Manches LLP:
+44 (0) 345 241 1875

Travel Insurance by Debenhams is underwritten by tifgroup, a
trading name of Travel Insurance Facilities Plc, and insured by
Union Reiseversicherung AG, UK (URV).

tifgroup are authorised and regulated by the Financial Conduct
Authority.

Union Reiseversicherung AG, UK (URV) are authorised by BaFin
in Germany and subject to limited regulation by the Financial
Conduct Authority,

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Our pledge to you	Page 1
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, RTBHS40001-70/71/72/73/74/75 A your pre-travel policy and RTBHS40001-70/71/72/73/74/75 B your travel policy, specially arranged by Rock Insurance Services Limited on behalf of Travel Insurance Facilities Plc, 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 11. 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.	
Severall Liability – The subscribing Insurers obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing Insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.	
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"> • Have not started the trip. • Travel must take place within 1 year of the start date of your policy. • Take all possible care to safeguard against accident, injury, loss or damage <i>as if you had no insurance cover</i>. • Is a resident of the United Kingdom, Channel Islands or British Forces Posted Overseas • Are not travelling <u>within your home country</u> for less than 3 days on any one trip. • Are not travelling specifically to receive medical treatment during your trip or in the knowledge that you are likely to need treatment. • Are not travelling for more than 365 days when aged 55 years or under, more than 93 days when aged 56 to 64 years, more than 62 when aged 65 to 74 years or more than 31 days when aged 75 to 84 years, on any one trip when purchasing a single trip policy. • Are not travelling for more than 60 days on any one trip when purchasing an annual multi-trip policy. • Is aged 84 years and under on your Single trip policy. • Is aged 74 years and under on your Annual Multi trip policy. • Is not travelling independently of the named insured adults on the policy where they are aged 17 years and under. • Are travelling with the intention to return to the United Kingdom, Channel Islands or BFPO within your trip dates unless an extension has been agreed with us and we have confirmed in writing. • Are not travelling against the advice of your doctor or a medical professional such as your dentist. 	

You must take care, when answering any questions we ask, to ensure that all information provided is accurate and complete. If we establish that you deliberately or recklessly provided us with false or misleading information we will treat this policy as if it never existed and decline all claims. However, if we establish that, unknown to you, an insured person deliberately or recklessly provided false or misleading information we shall treat this insurance, in so far as it relates to the insured person concerned, as if it had never existed and decline all claims relating to such insured person. 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

TO DISCUSS YOUR POLICY CALL ON 0343 658 0371

OR TO DECLARE YOUR PRE-EXISTING MEDICAL CONDITIONS CALL ON 01293 665 915

Make sure you have all your medical information and medication details and policy number to hand.

TO MAKE A CLAIM on the policy please visit www.policyholderclaims.co.uk or call **+44 (0) 208 103 8250**. Open 8am-8pm Monday-Friday, 9am-5pm Saturday and Sunday. You can view our frequent questions and answers www.policyholderclaims.co.uk under 'The forms you may need' section.

FOR GADGET CLAIMS contact the Gadget Claims Department on: **+44(0) 1258 262 031**. Email: claims@trent-services.co.uk

FOR LEGAL ADVICE please contact Penningtons Manches LLP on **+44 (0) 345 241 1875**. Open 8:30am – 7pm Monday – Friday.

IN CASE OF A SERIOUS EMERGENCY

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

IF YOU NEED MEDICAL ASSISTANCE WHEN YOU ARE AWAY YOU SHOULD CALL 112 OR THE LOCAL EQUIVALENT OF 999

Customers should receive emergency medical treatment or management regardless of their ability to pay or any other consideration. A failure or refusal by a treating hospital or treating doctor to provide emergency treatment, management or care is a clear breach of an established duty of care.

YOU SHOULD THEN CALL US ON +44 (0) 208 103 8249

Whilst the actual medical care you receive is in the hands of the local doctors treating you, we can obtain the medical information we need from them to establish what is wrong, as well as their treatment and discharge plans.

We can support you in the event you are admitted to a facility that may not be suitable for your clinical needs or where there are concerns over practice.

We will then advise on, and can put in place, suitable repatriation plans to get you home as soon as it is medically safe to do so. We will liaise with the treating doctor to get a fit to fly certificate when needed, and with aero-medical experts who will advise on both the timing and method of repatriation that is best suited to your individual needs and your recovery.

It is important that you are aware of the following:

Medical Treatment

- There is not cover for:
 - routine, non-emergency or elective treatment
 - or treatment that can wait until you return home.
- Our doctors are not treating you; they are not responsible or in control of the clinical care you are receiving in a medical facility.
- In some instances, you may need to be moved from one local facility to another larger/more specialised facility, for treatment.
- Having travel insurance does not ensure a 'fast track' medical service from the treating facility, much like the NHS – emergency service rooms can be busy at certain times and so it is possible you may have to wait as you would in your local NHS hospital unless you require critical care.
- Once you are discharged from hospital this does not always mean you are fit to fly home – For example, if you were in the UK and suffered the same injury/illness, then you would not consider flying out on holiday so soon after surgery/treatment/incident.

Repatriation (bringing you home)

- Coming home straight away is not always an option even if you are considered 'fit to fly' by the treating doctor.
- We have a medical team with experience in aviation medicine who will advise on both the timing and method of repatriation which is best suited to your individual needs and your recovery.
- Most airlines require specific criteria to be met in order to accept a 'medical passenger'.
- Things change – if your health, stability or vitals change – then so do the plans.
- Availability of air ambulances, stretchers and appropriate medical escorts can be limited in specific areas and at different times of the year.
- Air Ambulances are 'flying intensive care units' and are only used to transport critical patients to a hospital in the UK, if treatment is not possible where they are.

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

FOR A NON-URGENT MEDICAL SITUATION

That is something you would normally see your GP or minor injuries unit for, so you don't need to attend hospital but you do need some medication to treat a non-emergency situation. Like what? Poorly child with tonsillitis? Infected cut on your foot? We have teamed up with **Medical Solutions UK Ltd**, who offer UK Registered Doctors who give medical support and assessment over the phone and are able to prescribe globally. This means you can quickly access support with minor ailments without disrupting your trip too much. You can access this facility free of charge by calling

+44 161 468 3793.

YOU CAN ALSO CALL 112 OR THE LOCAL EQUIVILANT OF 999

Customer should receive emergency medical treatment or management regardless of their ability to pay or any other consideration, a failure or refusal by a treating hospital or treating doctor to provide emergency treatment, management or care is a clear breach of an established duty of care.

OPTIMAL CARE

In our experience the access to the best doctors, diagnostics and optimal care in many areas of the world (particularly in Europe but also across many destinations worldwide) are limited to state facilities. They don't always look as nice, but we have experience of good clinical outcomes within a regulated environment without the risk of a patients' health being compromised over commercial interest, immoral and dangerous practices such as extortion, detainment and withdrawal of treatment you are unlikely to find occurring in state facilities.

IN THE EVENT THAT YOU DO RECEIVE OUT-PATIENT TREATMENT WHEN YOU ARE TRAVELLING

In European Union Countries – if you present yourself at a public facility you should show your EHIC.

In Australia – you should enrol for Medicare, and have it accepted.

Using these agreements in public facilities will mean that medical treatment will be free, or at a reduced cost, and your standard policy excess will be waived from any claim you may make. If you are unable to use the EHIC, you will have to pay the medical facility and submit a claim when you get home, the policy excess will then be applied.

In Turkey, Cyprus, Egypt and Bulgaria – we utilise the services of ChargeCare International who can arrange for the bill to be paid directly. You simply fill in a ChargeCare form in the medical facility to confirm the nature of the treatment received and pay your policy excess to the facility. They will then send the remaining bill directly to ChargeCare for payment. More information can be found here www.chargecare.net

Everywhere else in the World – if there is not suitable public facility that will treat you free of charge, you can pay the medical facility and retain all receipts so that you can make a claim when you get home.

PLEASE NOTE: If the costs are likely to exceed £500 or you are admitted to hospital, you should call us on **+44 (0) 208 103 8249**

Section	Benefit	Cover available up to:	Excess:
PRE-TRAVEL POLICY (cover starts when you pay your premium or for Annual Multi-Trip policies from your chosen start date).			
A1	Cancellation-If you are unable to go on your trip	£1,000	£99
TRAVEL POLICY (cover starts when your leave home to begin your trip).			
B1	If your departure is delayed by 12 hours or more	£25 per 12hrs up to a maximum of £200	Nil
	Abandonment-If you choose to cancel after a 24 hours delay	£750	£99
	Missed departure / Return home	£500	£99
B2	If you need emergency medical attention	£10,000,000	£99
	Funeral expenses outside of the UK	£1,000	Nil
	Public hospital inconvenience benefit per 24 hours	£25 per 24hrs up to a maximum of £200	Nil
	Emergency dental treatment	£200	Nil
B3	Curtailed-If you need to come home early	£1,000	£99
B4	If your possessions are lost, stolen or damaged	£1,000	£99
	Valuables	£200	
	Single article/Pair/Set limit	£200	
	Unreceipted items	£150	
	If your possessions are delayed by 12 hours or more	£25 per 12hrs up to a maximum of £200	Nil
B5	If your cash is lost or stolen	£200	£99
	Cash limit if under 18	£200	£99
	If your passport is lost or stolen	£200	Nil
B6	Personal liability	£2,000,000	£99
B7	Accidental death and disability benefit		
	Accidental death	£10,000	Nil
	Permanent loss of limb or sight	£10,000	Nil
	Permanent total disablement	£10,000	Nil
B8	If you are mugged	£100 per 24hrs up to a maximum of £1,000	Nil
	If you are hijacked	£25 per 24hrs up to a maximum of £200	Nil
B9	If there is a natural disaster while you are away	£25 per 24hrs up to a maximum of £250	Nil
B10	If you need additional pet care due to a delay on your return	£25 per 24hrs up to a maximum of £250	Nil
B11	Withdrawal of Services	£25 per 24hrs up to a maximum of £250	Nil
B12	If you need legal advice	£10,000 in pursuing compensation for an insured event	£99

Optional extensions (Standard level of cover):

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:	Excess:
Winter Sports Extension			
B13	If your ski equipment is lost, stolen or damaged	£500	£99
	Single article limit owned by you	£200	
	Single article limit hired by you	£200	
	Unreceipted items	£150	
	If your ski equipment is delayed for 12 hours or more	£25 per 12hrs up to a maximum of £200	Nil
	Loss of ski pass	£25 per 24hrs up to a maximum of £200	Nil
	Piste closure	£25 per 24hrs up to a maximum of £250	Nil
	Avalanche / Landslide closure	£25 per 24hrs up to a maximum of £200	Nil
Golf Extension			
B14	If you golf equipment is lost, stolen or damaged	£300	£99
	Single article limit	£200	
	Unreceipted items	£150	
	If you golf equipment is delayed by 24 hours or more	£10 per 24hrs up to a maximum of £200	Nil
	If you are unable to play golf due to adverse weather conditions	£25 per 24hrs up to a maximum of £200	Nil
	If you get a hole in one	£50	Nil
Cruise Extension			
B15	Missed port departure	£500	£99
	Cabin confinement	£100 per 12hrs up to a maximum of £1,000	Nil
	Itinerary change benefit	£100 per port up to a maximum of £500	Nil
	Unused cruise excursions	£500	£99
Wedding Extension			
B16	Additional cancellation cover	£1,000	£99
	If your wedding rings are lost, stolen or damaged	£500 per ring (maximum of 2 rings)	
	Unreceipted items	£150	
	If your wedding gifts are lost or stolen	£1,000 per couple	£99
	Unreceipted items	£150	
	If your photographs are lost, stolen or damaged	£1,000 per couple	£99
	If your wedding attire is lost or damaged	£1,000 per couple	£99
	Unreceipted items	£150	£99
	If your cake and/or flowers are lost or damaged	£1,000 per couple	
	If your booked cars and/or transport is unavailable	£500 per couple	

Section G1 - Gadget Extension provided by Great Lakes Insurance SE – please refer to pages 32-38

Summary of Cover – Superior (Please note this is a brief overview of the cover provided. You **must** refer to the relevant section in the policy wording for full detail.)

Section	Benefit	Cover available up to:	Excess:
PRE-TRAVEL POLICY (cover starts when you pay your premium or for Annual Multi-Trip policies from your chosen start date).			
A1	Cancellation-If you are unable to go on your trip	£3,000	£75
TRAVEL POLICY (cover starts when your leave home to begin your trip).			
B1	If your departure is delayed by 12 hours or more	£25 per 12hrs up to a maximum of £300	Nil
	Abandonment-If you choose to cancel after a 24 hours delay	£3,000	£75
	Missed departure / Return home	£750	£75
B2	If you need emergency medical attention	£10,000,000	£75
	Funeral expenses outside of the UK	£1,500	Nil
	Public hospital inconvenience benefit per 24 hours	£25 per 24hrs up to a maximum of £400	Nil
	Emergency dental treatment	£500	Nil
B3	Curtailed-If you need to come home early	£3,000	£75
B4	If your possessions are lost, stolen or damaged	£1,500	£75
	Valuables	£300	
	Single article/Pair/Set limit	£300	
	Unreceipted items	£150	
	If your possessions are delayed by 12 hours or more	£25 per 12hrs up to a maximum of £300	Nil
B5	If your cash is lost or stolen	£300	£75
	Cash limit if under 18	£250	£75
	If your passport is lost or stolen	£300	Nil
B6	Personal liability	£2,000,000	£75
B7	Accidental death and disability benefit		
	Accidental death	£20,000	Nil
	Permanent loss of limb or sight	£20,000	Nil
	Permanent total disablement	£20,000	Nil
B8	If you are mugged	£100 per 24hrs up to a maximum of £1,000	Nil
	If you are hijacked	£25 per 24hrs up to a maximum of £200	Nil
B9	If there is a natural disaster while you are away	£25 per 24hrs up to a maximum of £250	Nil
B10	If you need additional pet care due to a delay on your return	£25 per 24hrs up to a maximum of £250	Nil
B11	Withdrawal of Services	£25 per 24hrs up to a maximum of £250	Nil
B12	If you need legal advice	£15,000 in pursuing compensation for an insured event	£75

Optional extensions (Superior level of cover):

 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:	Excess:
Winter Sports Extension			
B13	If your ski equipment is lost, stolen or damaged	£750	£75
	Single article limit owned by you	£300	
	Single article limit hired by you	£300	
	Unreceipted items	£150	
	If your ski equipment is delayed for 12 hours or more	£25 per 12hrs up to a maximum of £300	Nil
	Loss of ski pass	£25 per 24hrs up to a maximum of £300	Nil
	Piste closure	£30 per 24hrs up to a maximum of £300	Nil
	Avalanche / Landslide closure	£25 per 24hrs up to a maximum of £300	Nil
Golf Extension			
B14	If you golf equipment is lost, stolen or damaged	£300	£75
	Single article limit	£200	
	Unreceipted items	£150	
	If you golf equipment is delayed by 24 hours or more	£10 per 24hrs up to a maximum of £200	Nil
	If you are unable to play golf due to adverse weather conditions	£25 per 24hrs up to a maximum of £200	Nil
	If you get a hole in one	£50	Nil
Cruise Extension			
B15	Missed port departure	£1,000	£75
	Cabin confinement	£100 per 12hrs up to a maximum of £1,000	Nil
	Itinerary change benefit	£100 per port up to a maximum of £500	Nil
	Unused cruise excursions	£500	£75
Wedding Extension			
B16	Additional cancellation cover	£2,000	£75
	If your wedding rings are lost, stolen or damaged	£1,000 per ring (maximum of 2 rings)	
	Unreceipted items	£150	
	If your wedding gifts are lost or stolen	£2,000 per couple	£75
	Unreceipted items	£150	
	If your photographs are lost, stolen or damaged	£2,000 per couple	£75
	If your wedding attire is lost or damaged	£2,000 per couple	£75
	Unreceipted items	£150	
	If your cake and/or flowers are lost or damaged	£2,000 per couple	£75
	If your booked cars and/or transport is unavailable	£750 per couple	£75

Section G1 - Gadget Extension provided by Great Lakes Insurance SE – please refer to pages 32-38

Section	Benefit	Cover available up to:	Excess:
PRE-TRAVEL POLICY (cover starts when you pay your premium or for Annual Multi-Trip policies from your chosen start date).			
A1	Cancellation-If you are unable to go on your trip	£5,000	Nil
TRAVEL POLICY (cover starts when your leave home to begin your trip).			
B1	If your departure is delayed by 12 hours or more	£25 per 12hrs up to a maximum of £500	Nil
	Abandonment-If you choose to cancel after a 24 hours delay	£5,000	Nil
	Missed departure / Return home	£1,500	Nil
B2	If you need emergency medical attention	£10,000,000	Nil
	Funeral expenses outside of the UK	£2,000	Nil
	Public hospital inconvenience benefit per 24 hours	£25 per 24hrs up to a maximum of £600	Nil
	Emergency dental treatment	£1,000	Nil
B3	Curtailement-If you need to come home early	£5,000	Nil
B4	If your possessions are lost, stolen or damaged	£2,500	Nil
	Valuables	£500	
	Single article/Pair/Set limit	£500	
	Unreceipted items	£150	
	If your possessions are delayed by 12 hours or more	£25 per 12hrs up to a maximum of £500	Nil
B5	If your cash is lost or stolen	£500	Nil
	Cash limit if under 18	£300	Nil
	If your passport is lost or stolen	£500	Nil
B6	Personal liability	£2,000,000	Nil
B7	Accidental death and disability benefit		
	Accidental death	£30,000	Nil
	Permanent loss of limb or sight	£30,000	Nil
	Permanent total disablement	£30,000	Nil
B8	If you are mugged	£100 per 24hrs up to a maximum of £1,000	Nil
	If you are hijacked	£25 per 24hrs up to a maximum of £200	Nil
B9	If there is a natural disaster while you are away	£25 per 24hrs up to a maximum of £250	Nil
B10	If you need additional pet care due to a delay on your return	£25 per 24hrs up to a maximum of £250	Nil
B11	Withdrawal of Services	£25 per 24hrs up to a maximum of £250	Nil
B12	If you need legal advice	£25,000 in pursuing compensation for an insured event	Nil

Optional extensions (Luxury level of cover):

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:	Excess:
Winter Sports Extension			
B13	If your ski equipment is lost, stolen or damaged	£1,000	Nil
	Single article limit owned by you	£500	
	Single article limit hired by you	£500	
	Unreceipted items	£150	
	If your ski equipment is delayed for 12 hours or more	£25 per 12hrs up to a maximum of £500	Nil
	Loss of ski pass	£25 per 24hrs up to a maximum of £500	Nil
	Piste closure	£40 per 24hrs up to a maximum of £400	Nil
	Avalanche / Landslide closure	£25 per 24hrs up to a maximum of £500	Nil
Golf Extension			
B14	If you golf equipment is lost, stolen or damaged	£500	Nil
	Single article limit	£200	
	Unreceipted items	£150	
	If you golf equipment is delayed by 24 hours or more	£10 per 24hrs up to a maximum of £200	Nil
	If you are unable to play golf due to adverse weather conditions	£25 per 24hrs up to a maximum of £200	Nil
	If you get a hole in one	£50	Nil
Cruise Extension			
B15	Missed port departure	£1,000	Nil
	Cabin confinement	£100 per 12hrs up to a maximum of £1,000	Nil
	Itinerary change benefit	£100 per port up to a maximum of £500	Nil
	Unused cruise excursions	£500	Nil
Wedding Extension			
B16	Additional cancellation cover	£5,000	Nil
	If your wedding rings are lost, stolen or damaged	£5,000 per ring (maximum of 2 rings)	
	Unreceipted items	£150	
	If your wedding gifts are lost or stolen	£5,000 per couple	Nil
	Unreceipted items	£150	Nil
	If your photographs are lost, stolen or damaged	£5,000 per couple	
	If your wedding attire is lost or damaged	£5,000 per couple	Nil
	Unreceipted items	£150	Nil
	If your cake and/or flowers are lost or damaged	£5,000 per couple	
	If your booked cars and/or transport is unavailable	£5,000 per couple	

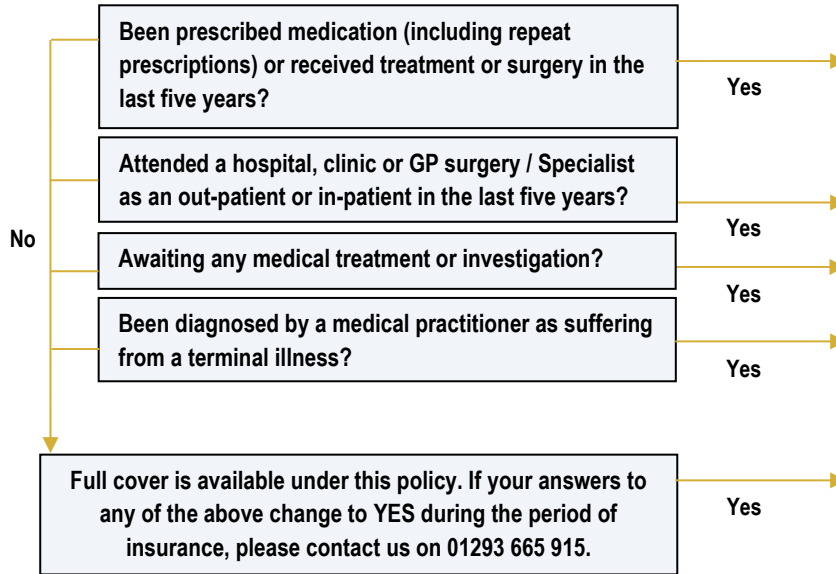
Section G1 - Gadget Extension provided by Great Lakes Insurance SE – please refer to pages 32-38

DISCLOSURE OF YOUR MEDICAL CONDITIONS

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.

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:

Have you or anyone insured under this policy:



If you have answered yes to the questions on the left you must disclose all your medical condition(s) to us, you cannot choose what you declare and what you don't. We need to understand your health as a whole to be able to assess the risk you present when travelling, and if any of the questions on the left apply to you and you do not declare them, any claim you make whether it is related or not, may only be paid in part or denied altogether.

Please contact Debenhams on: 01293 665 915

Should we require any additional premium, and you accept our offer, this should be paid within 14 days of our offer.

We do not recommend travelling unless you have a policy which covers any existing medical conditions you may have, so if you decide not to pay the additional premium, we will not be able to provide any cover for your trip, and we will cancel your policy and refund any premium you have paid.

Full confirmation of our terms and conditions will be sent out to your address after your call.

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)?

Yes →

BE AWARE!

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.

CHANGE IN HEALTH

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If there is a **CHANGE IN YOUR HEALTH BEFORE YOU TRAVEL**, such as new or increased medication, any referral for tests or specialist appointment, or a new diagnosis/course of treatment, you must tell us otherwise any claim you make whether it is related or not, may only be paid in part or denied altogether.

If we feel that anything you tell us might increase the chances of a claim, we may ask you to pay an additional premium, or change the policy terms. We do not recommend travelling unless you have a policy which covers any existing medical conditions you may have, so if we are unable to provide cover, or if you do not wish to pay the additional premium, we will not be able to provide any cover for your trip in which case we will either allow you to make a claim for cancellation or, for single trip policies we will refund the total premium (including any additional premium charged for an existing medical condition) you have paid, and for multi trip policies will refund 1/12th of the total premium (including any additional premium charged for an existing medical condition) you have paid, for each full calendar month remaining on the policy.

To declare any subsequent change please call us on: **01293 665 915** as soon as possible.

BE AWARE! We do not provide any cover for:

- claims caused by an existing medical condition of a non-travelling close relative living in the UK, 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 12.
- 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. Cancellation cover will cease when you start your trip, or 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 60 days. There is absolutely no cover for any portion of a trip which is longer than 60 days in duration.

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.

YOUR POLICY WORDINGS	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. <u>Please take the time to read and understand it</u> 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.
YOUR PREMIUM	Rock Insurance Services Limited collects and holds premiums as an agent of the insurer. We do not charge a fee for arranging your policy. However ROCK will charge an administration fee of £5.00 if you require an amendment to your policy at a later date.
CANCELLING YOUR POLICIES	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 Debenhams 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; the following cancellation terms will be applied dependant on what type of policy you have purchased. Single Trip policies – In the event you have not travelled and are not claiming on the policy, a refund of 50% of the policy premium 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. Annual Multi Trip policies – Provided you have not made a claim on the policy (irrespective of whether your claim was successful or not) and you confirm in writing that there is no claim pending, should you choose to cancel and understand that all benefits of the policy will be cancelled, we will refund 5% of the total premium paid, for each full calendar month remaining on the policy from the date of cancellation. If you are intending to, or have claimed (irrespective of whether your claim was successful or not) we will not consider refunding any proportion of your premium. 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.
BE CAUTIOUS	This policy is designed to cover many 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>
PREGNANCY	Our policies include emergency medical expenses cover for pregnancy and childbirth from week 0 to week 28 inclusive whilst you are away. From the start of week 29 to week 40 of the pregnancy, there is no cover for claims relating to normal pregnancy and normal childbirth or cancellation, however, medical expenses and cancellation cover will be provided if any of the following complications arise: Toxaemia, Gestational hypertension, Ectopic pregnancy, Post-partum haemorrhage, Pre-eclampsia, Molar pregnancy or hydatidiform mole, Retained placenta membrane, Placental abruption, Hyperemesis gravidarum, Placenta praevia, Stillbirth, Miscarriage, Emergency Caesarean, A termination needed for medical reasons, Premature birth more than 12 weeks (or 16 weeks if you know you are having more than one baby) before the expected delivery date. Please note we will not cover denial of boarding by your carrier so you should check that you will be able to travel with the carrier/airline in advance. It is essential, if at the time of booking your trip you are aware that you are pregnant, that you ensure that you are able to have the required vaccinations for that trip; no cover will be provided for cancellation in the event that, after booking you discover travel is advised against, or you are unable to receive the appropriate and required vaccinations for that country.
MEDICAL COVER	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 Debenhams for it to be eligible for cover under your policy. 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.
EHIC	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. We strongly recommend that you carry it with you when travelling abroad. Remember to check your EHIC is still valid before you travel. Applying on www.ehic.org.uk 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). If you are travelling outside the EEA then there are some countries that have reciprocal agreements with the UK and these can be found on www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx . Please note residents of the Isle of Man or Channel Islands are not eligible for an EHIC.
MEDICARE	If you are travelling to Australia you must register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle you to reduced medical charges from doctors, reduced prescription charges and access to Medicare hospitals.
YOUR EXCESS	Your policy may need to include an excess for existing medical conditions (including anything directly or indirectly related to that condition) confirmed in writing by us. The increased excess will apply to all persons insured on the policy whose claim has been caused by the declared medical condition.

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

AUSTRALIA AND NEW ZEALAND	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 How Island), and New Zealand, including the Cook Islands, Niue and Tokelau.	CRUISE	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.	FLIGHT	A service using the same airline or airline flight number.
BACK COUNTRY	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.	CURTAILMENT	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.	FORCE MAJEURE EVENT	War, invasion, acts of foreign enemy, hostilities or warlike operation (whether war be declared or not), civil war, mutiny, military rising, insurrection, rebellion, revolution, military or usurped power, climatic conditions and acts of nature.
BEACH SWIMMING	Within 50 metres of the shore, in areas marked with safety buoys and under the supervision of a lifeguard.	DOMESTIC FLIGHT	A flight where the departure and arrival take place within the United Kingdom or the Channel Islands.	HOME	One of your normal places of residence in the United Kingdom, the Channel Islands or BFPO.
BFPO	British Forces Posted Overseas	DRONE	Un-manned aerial vehicles	HOME COUNTRY	Either the United Kingdom or the Channel Islands.
BUSINESS ASSOCIATES	A business partner, director or employee of yours who has a close working relationship with you.	EMERGENCY TREATMENT	Any ill-health or injury which occurs during your trip and requires immediate treatment before you return home	INSURED PERSON/YOU/YOUR	Any person named on the insurance validation documentation.
BUSINESS EQUIPMENT	Any business owned property that is fundamental to the business. Examples of equipment include devices such as Tablets, tools and laptops.	ESSENTIAL ITEMS	Underwear, socks, toiletries and a change of clothing.	INSHORE	Within 12 Nautical miles off the shore
BUSINESS SAMPLES	Business goods and samples taken on an insured journey by an insured person and that are owned by you or your employer.	EUROPE	Albania, Algeria, Andorra, Armenia, Austria, Azerbaijan, Azores, Balearic Islands, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Canary Islands, Corfu, Corsica, Crete, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Eire (Republic of Ireland), Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Greek Islands, Hungary, Iceland, Isle of Man, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Morocco, Netherlands, Northern Ireland, Norway, Poland, Portugal, Romania, Russia, San Marino, Sardinia, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Channel Islands, Tunisia, Turkey, Ukraine, United Kingdom, Vatican City.	INTERNATIONAL DEPARTURE POINT	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.
CASH	Sterling or foreign currency in note or coin form.	EXCESS	The amount you must pay towards any claim as shown in the policy summary, your schedule or any endorsements. The excess applies to each insured person and each event that leads to a claim.	MANUAL LABOUR	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.
CHANGE IN HEALTH	Any deterioration or change in your health between the date the policy was bought and the date of travel, this includes new medication, a new medical condition, change in regular medication, deterioration of a previously stable condition, referral to a specialist, investigation of an undiagnosed condition or awaiting treatment/consultation.	EXISTING MEDICAL CONDITION	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.	MEDICAL CONDITIONS	Any disease, illness or injury, including any psychological conditions.
CHANNEL ISLANDS	Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.	FAMILY	Two adults and their dependents who are under the age of 18, living at the same address and in full time education. In this scenario a dependent is considered as children, grandchildren, step-children, adopted children or foster children.	NATURAL DISASTER	A natural event such as avalanche, blizzard, earthquake, flood, forest fire, hurricane, lightning, tornado, tsunami or volcanic eruption.
CLOSE RELATIVE	Spouse or partner who you are living together with, parents, grandparents, legal guardians, foster child, parents-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, step-parents, step-child, step-brother, step-sister, aunt, uncle, brother, sister, child, grandchild, niece, nephew, or fiancé(e).				
CONNECTING FLIGHT	A connecting flight which departs your first scheduled stopover 12 hours after arrival from your international departure point.				

<p>OFF PISTE</p>	<p>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.</p>	<p>PUBLIC TRANSPORT</p>	<p>Buses, coaches, domestic flights or trains that run to a published scheduled timetable.</p>	<p>TRAVEL DOCUMENTS</p>	<p>Current passports, ESTAs, valid visas, travel tickets, European Health Insurance Cards (EHIC) and valid reciprocal health form S2.</p>
<p>OFFSHORE</p>	<p>Over 12 Nautical miles off the shore.</p>	<p>REDUNDANCY</p>	<p>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.</p>	<p>TRAVELLING COMPANION</p>	<p>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.</p>
<p>ON PISTE</p>	<p>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.</p>	<p>RELEVANT INFORMATION</p>	<p>A piece of important information that would increase the likelihood of a claim under your policy.</p>	<p>TRIP</p>	<p>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 or Channel Islands, following your repatriation.</p>
<p>PAIR OR SET</p>	<p>Two or more items of possessions that are complementary or purchased as one item or used or worn together.</p>	<p>SCHEDULED AIRLINE</p>	<p>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.</p>	<p>UNATTENDED</p>	<p>Left away from <u>your</u> person where you are unable to clearly see and are unable to get hold of your possessions.</p>
<p>POSSESSIONS</p> <p style="text-align: center;">↓</p>	<p>Each of your suitcases and containers of a similar nature and their contents and articles you are wearing or carrying:</p>	<p>SKI EQUIPMENT</p>	<p>Skis, ski bindings, ski poles, ski boots, ski goggles, ski helmet, board boots, snowboard bindings and snowboards.</p>	<p>UNITED KINGDOM</p>	<p>United Kingdom - England, Wales, Scotland, Northern Ireland and the Isle of Man.</p>
<p>Valuables</p>	<p>Any item requiring power, either from the mains or from a battery and any electrical items and photographic equipment and accessories used with them such as CD's, drones, e-readers, cameras, video cameras, camera cases, stands/tripods, satellite navigation systems, electronic shavers, fine jewellery and watches (only meaning a traditional watch such as an analog; automatic or digital, and not an item such as a smart watch. This is defined as a Gadget as shown on page 36). This does not include anything defined as a Gadget on page 36.</p>	<p>SKI PACK</p>	<p>Ski pass, ski lift pass and ski school fees.</p>	<p>WE/OUR/US</p>	<p>Union Reiseversicherung AG, UK.</p>
		<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p>Any recreational activity that requires skill and involves increased risk of injury.</p> <p><i>If you are taking part in <u>any sport/activity</u> please refer to page 29 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 call us on:</i></p> <p style="text-align: center;">0343 658 0371</p>	<p>WINTER SPORTS</p>	<p>Skiing, snowboarding and ice skating.</p>
				<p>WORLDWIDE</p>	<p>Anywhere in the world.</p>
				<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>Anywhere <i>excluding</i> the United States of America, Canada and the Caribbean.</p>

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 within the section schedule, for any of the following circumstances:

- Any trip under an annual multi-trip policy that exceeds 60 days duration. This includes not insuring you for part of a trip which is longer than 60 days.
- 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 in writing and any additional premium has been paid.
- 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.
- Loss of earnings, additional hotel costs, additional car hire, Visas, ESTAs, additional parking fees, vaccinations, inoculations, kennel fees or any other loss unless it is specified in the policy.
- The cost of taxi fares, telephone calls, faxes or any expenses for food or drink.
- 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 in writing any terms applicable.
- 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.
- Any costs incurred before departure (except cancellation and scheduled airline failure) or after you return home.
- Any claim due to your carrier's refusal to allow you to travel for whatever reason.
- Any costs which are due to any errors or omissions on your travel documents.
- Delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country.
- Any claim which is covered under any other insurance policy held at the time of the incident.
- If you choose not to adhere to medical advice given, any claims related to this will not be paid.
- Manual labour (see policy definition on page 12).
- Any claim not supported by the correct documentation as laid out in the individual section.
- You are travelling to an area that is classified as 'Advice against all travel' or 'Advice against all but essential travel' by the Foreign and Commonwealth Office (FCO) at the time of your departure.
- There is no cover under this policy for cancellation, abandonment or curtailment claims if the Foreign and Commonwealth Office (FCO) advises you not to travel, for example where the FCO advise against all but essential travel to an area affected by Coronavirus, COVID-19, Severe Acute Respiratory Syndrome (SARS-COV-2) or any mutation of Coronavirus, COVID-19 or SARs-COV-2.
- You piloting or travelling in an aircraft not licensed to carry passengers.
- You travelling on, or in, a motorised vehicle for which you do not hold appropriate qualifications to operate in the UK or the Channel Islands (Please note there is no cover under section B6 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: <https://www.gov.uk/driving-licence-categories>
- If you are riding pillion, the rider must also hold the appropriate qualifications to ride in the UK.
- You travelling on a motorised vehicle without wearing a crash helmet, whether legally required locally or not.
- Cruises, unless you have purchased the relevant cruise extension and this has been confirmed by us in writing (see policy definition on page 12).
- 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.
- 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).
- In respect of all sections other than *emergency medical expenses* - 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.
- 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 13).
- Your failure to obtain the required passport, visa or ESTA.
- You, your travelling companion, close relative or business associate being under the influence of:-
 - drugs (except those prescribed by your registered doctor but not when prescribed for treatment of drug addiction);
 - alcohol (a blood alcohol level that exceeds 0.19% – approximately four pints or four 175ml glasses of wine);
 - solvents;
 - or anything relating to you, your travelling companion, close relative or business associates prior abuse of drugs, alcohol or solvents.
- 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.
- There is no cover under this policy for any claims as a result of Coronavirus, COVID-19, Severe Acute Respiratory Syndrome (SARS-COV-2), any mutation of Coronavirus, COVID-19 or SARs-COV-2 or any pandemic or fear or threat of any the above. Except for Section B2 If you need emergency medical attention. This will only apply if you did not travel against the published advice of the FCO, any local government, local authority or WHO.

We will pay:	If you are unable to travel because:	Provided you:	If you need to claim:
<p>up to amount shown on your schedule of cover for your proportion of prepaid:</p> <ul style="list-style-type: none"> transport charges; loss of accommodation; foreign car hire; and pre-paid excursions booked before you go on your trip <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"> you or a travelling companion is ill, injured or dies before the trip starts. a close relative or a close business associate in your home country is ill, injured or dies before the trip starts. the person you are going to stay with is ill, injured or dies before the trip starts. 	<ul style="list-style-type: none"> have complied with the health declaration on page 10 and cancellation is not due, or caused by, an existing medical condition unless we have agreed cover, and additional premium has been paid. 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. have obtained a written statement from the treating doctor at the time of the cancellation confirming the necessity to cancel your trip. 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 condition deteriorated and required medical attention, or referral. No payments/cancellation charges after this date will be reimbursed. 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 <u>our own policyholders</u> 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"> a travel companion not insured by us; a close relative of you or your travel companion; a business associate of you or your travel companion; or the person you are intending to stay with. 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. 	<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 person 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"> you are required for jury service or as a witness in a court of law. 	<ul style="list-style-type: none"> are not cancelling due to a criminal act committed by you or where you are the defendant in the court case. 	<p>Provide us with your original summons notice.</p>
	<ul style="list-style-type: none"> you or a travel companion have been made redundant. 	<ul style="list-style-type: none"> 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 13). 	<p>Obtain written confirmation to validate your circumstances.</p>
	<ul style="list-style-type: none"> of the requirements of HM forces. 	<ul style="list-style-type: none"> have been granted leave orders (and these have not been withdrawn by your employer on disciplinary grounds). 	<p>Obtain written confirmation to validate your circumstances.</p>

BE AWARE! No cover is provided under this section due to;

- anything mentioned in the conditions and exclusions (page 12).
- the fear of an epidemic, pandemic, infection or allergic reaction.
- your disinclination to travel or any circumstance not listed above.
- your carrier's refusal to allow you to travel for whatever reason.
- the cancellation of your trip by the tour operator.
- a previously diagnosed condition of any close relatives, your travelling companion, the person you are intending to stay with, or a business associate.
- your failure to obtain the required Passport, ESTA, Visa, vaccinations or inoculations in time.
- the advice or recommendation of the Foreign and Commonwealth Office against "all travel" or "all but essential travel" applicable at the time of your departure.
- There is no cover under this policy for cancellation, abandonment or curtailment claims if the Foreign and Commonwealth Office (FCO) advises you not to travel, for example where the FCO advise against all but essential travel to an area affected by Coronavirus, COVID-19, Severe Acute Respiratory Syndrome (SARS-COV-2) or any mutation of Coronavirus, COVID-19 or SARs-COV-2.

We will pay:	If:	Provided:	If you need to claim:
up to amount shown on your schedule of cover for the proportionate value of the <u>unused part</u> of your scheduled airline ticket.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> you are at the airport/port/station and the delay is over 12 hours. delay is not due to the diversion of aircraft after it has departed 	Download or request and complete a departure delay claim form.
up to amount shown on your schedule of cover	<ul style="list-style-type: none"> after 24 hours of delay at the airport, rail terminal or port for your <u>outbound</u> journey from the UK, Channel Islands or BFPO you abandon the trip. 	<ul style="list-style-type: none"> your trip is not a one-way trip. 	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.
up to amount shown on your schedule of cover for alternative transport to get you to your trip destination.	<ul style="list-style-type: none"> 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, or your return home. 	<ul style="list-style-type: none"> you have allowed sufficient time to check-in as shown on your itinerary. 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. 	

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

- anything mentioned in the conditions and exclusions (page 14).**
- 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 12hrs, 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.
- 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.
- There is no cover under this policy for cancellation, abandonment or curtailment claims if the Foreign and Commonwealth Office (FCO) advises you not to travel, for example where the FCO advise against all but essential travel to an area affected by Coronavirus, COVID-19, Severe Acute Respiratory Syndrome (SARS-COV-2) or any mutation of Coronavirus, COVID-19 or SARs-COV-2.

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
<p><u>for trips outside & inside your home country:</u> up to amount shown on your schedule of cover <u>outside</u> your home country OR up to £2,000 <u>inside</u> 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:</p>	<ul style="list-style-type: none"> fees or charges for necessary and emergency treatment, to be paid outside your home country for medical, surgical, hospital, nursing home or nursing services. additional travel, accommodation and repatriation costs to be made for or by you and for any one other person <u>who is required for medical reasons</u> to stay with you, to travel to you from your home country or to travel with you, where it is deemed medically necessary. the cost of returning your ashes home or the return of your body to your home. 	<ul style="list-style-type: none"> any costs where you have not paid your excess. 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. 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. costs of private treatment <u>unless our 24 hour Assistance Team has agreed</u> and adequate public facilities are not available. replenishment of any medication you were using at the start of the trip, or follow up treatment for any condition you had at the start of your trip. the cost of early repatriation when medical treatment of a standard acceptable by our Assistance Team is available locally. 	<p><u>FOR MEDICAL EMERGENCIES</u></p> <p>+44 (0) 208 103 8249</p> <p>Call our 24 hour Assistance Team, 7 days a week, 365 days a year, from anywhere in the world</p> <p>Download or request a claim form for emergency medical expenses and complete to the best of your ability.</p>
<p>up to amount shown on your schedule of cover</p> <p>up to amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> your death outside your home country for your burial or cremation. each full 24 hours that you are in a <u>public hospital abroad</u> as an in-patient during the period of the trip in addition to the fees and charges. 	<ul style="list-style-type: none"> 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. the cost of diagnostic tests or treatment for any existing condition other than that which has caused the immediate emergency. any extra costs for single/private accommodation in a hospital or nursing home. 	<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 Assistance Team 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>up to amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> emergency dental treatment only to treat sudden pain. 	<ul style="list-style-type: none"> work involving the use of precious metals in any dental treatment. the provision of dentures, crowns or veneers. any treatment or work which could wait until your return home. 	

BE AWARE! This is a travel insurance policy and not private medical insurance. This means there is no cover for any medical expenses incurred in private medical facilities if we have confirmed that medically capable public facilities are available. Whilst the actual medical care you receive is in the hands of the local doctors treating you, we can obtain the medical information we need from them to establish what is wrong, as well as their treatment and discharge plans. We can support you in the event you are admitted to a facility that may not be suitable for your clinical needs or where there are concerns over practice. We will then advise on, and can put in place, suitable repatriation plans to get you home as soon as it is medically safe to do so. We will liaise with the treating doctor to get a fit to fly certificate when needed, and with aero-medical experts who will advise on both the timing and method of repatriation that is best suited to your individual needs of your recovery.

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 14) (including any treatment, tests and associated illnesses related to any pre-existing medical condition not disclosed to us).
- any costs and expenses for inpatient treatment or repatriation transportation or additional accommodation or travel or burial or cremation costs unless they have been authorised by our 24 hour Assistance Team.
- 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 Assistance Team, in consultation with your treating doctor, you can return home or which can 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 our Assistance Team.

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
<p>up to amount shown on your schedule of cover for your unused proportion of:</p> <ul style="list-style-type: none"> • pre-paid excursions booked before you go on your trip • loss of accommodation; • foreign car hire; and • either your pre-booked return travel costs, or the cost of your curtailment travel costs whichever is the greater <p>that you have paid or agreed to pay and that you cannot recover from any other source following your <u>necessary</u> cutting short of your trip.</p> <p>PLEASE NOTE Your unused proportion of trip costs will be calculated in full days lost from the date of your return journey home.</p>	<ul style="list-style-type: none"> • your early return home because of the death, injury or illness of: <ul style="list-style-type: none"> - you or a friend with whom you are travelling; - a close relative who lives in your home country; - a close business associate who lives in your home country; or - a friend who lives abroad and with whom you are staying with. <p>or</p> <ul style="list-style-type: none"> • 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; <p>or</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • any payment where you have not suffered any financial loss. • coming home due to your existing medical condition, unless declared and accepted by us in writing. • 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. • 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. • any claim due to the death, injury or illness of any pets or animals. • the withdrawal of previously approved leave by your employer unless it is due to the death or serious illness of a close business associate. • any unused portion of your original ticket where you have been repatriated. • coming home early due to the fear of an epidemic, pandemic, infection or allergic reaction. • curtailment cover where the trip is of 2 days duration or less or is a one-way trip. • an unlawful action by you or criminal proceedings against you or anyone included in your booking. • the curtailment of your trip by the tour operator. • curtailment due to financial circumstances of you, a non-travelling close relative, the person you are staying with, a business associate or a travelling companion. 	<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 person 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><u>If you need to cut short your trip:</u></p> <p>Due to a <u>medical necessity</u> you must ring to confirm this with our <i>24 hour Assistance Team</i>.</p> <p style="text-align: center;">+44 (0) 208 103 8249</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 Assistance Team 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 14).
- 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, 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.
- any curtailment travel arrangements which exceed the standard of the original pre-booked return travel arrangements as part of your original trip.
- There is no cover under this policy for cancellation, abandonment or curtailment claims if the Foreign and Commonwealth Office (FCO) advises you not to travel, for example where the FCO advise against all but essential travel to an area affected by Coronavirus, COVID-19, Severe Acute Respiratory Syndrome (SARS-COV-2) or any mutation of Coronavirus, COVID-19 or SARs-COV-2.

We will pay:	For:	Provided you:	If you need to claim:																
<p>up to amount shown on your schedule of cover for <u>your possessions</u>, with a maximum amount for:</p> <p>Valuables → £200</p> <p>Single Article/Pair/Set Limit → £200</p> <p>Unreceipted items up to a maximum of: → £150</p>	<table border="0"> <thead> <tr> <th></th> <th>Standard</th> <th>Superior</th> <th>Luxury</th> </tr> </thead> <tbody> <tr> <td>Valuables</td> <td>£200</td> <td>£300</td> <td>£500</td> </tr> <tr> <td>Single Article/Pair/Set Limit</td> <td>£200</td> <td>£300</td> <td>£500</td> </tr> <tr> <td>Unreceipted items up to a maximum of:</td> <td>£150</td> <td>£150</td> <td>£150</td> </tr> </tbody> </table>		Standard	Superior	Luxury	Valuables	£200	£300	£500	Single Article/Pair/Set Limit	£200	£300	£500	Unreceipted items up to a maximum of:	£150	£150	£150	<ul style="list-style-type: none"> have complied with the carrier's conditions of carriage. have notified the Police, your carrier or tour operator's representative and obtained an independent written report. own the items you are claiming for and are able to provide proof of ownership/purchase for any items over £50 in value. 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. 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). have not left electrical items, eyewear, jewellery & watches or photographic equipment <i>unattended (including being contained in luggage during transit)</i> 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. have not left your possessions 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. have obtained written confirmation of any loss, damage or delay from your tour operator / airline provider. 	<p>For all damage claims: you should retain the items in case we wish to see them, you will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please then return the damaged items to:</p> <p>The Recoveries Department at Policy Holder Claims 2nd Floor, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY</p> <p>For all loss or damage claims during transit: (a) retain your tickets and luggage tags, (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>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 delay claims 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	Superior	Luxury																
Valuables	£200	£300	£500																
Single Article/Pair/Set Limit	£200	£300	£500																
Unreceipted items up to a maximum of:	£150	£150	£150																
<p>up to amount shown on your schedule of cover</p>	<p><i>either</i></p> <ul style="list-style-type: none"> 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. <p><i>or</i></p> <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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 12 hours from the time you arrived at your trip destination. 																		

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.policyholderclaims.co.uk under 'The forms you may need' section.

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 14) or any items that do not fall within the categories of cover listed above.
- mobile telephones, SIM cards, mobile telephone prepayment cards, lost/stolen mobile telephone call charges or mobile telephone accessories, car keys, Gadgets, perishable goods, 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.

We will pay:	For:	Provided:	If you need to claim:
<p>each insured person:</p> <p>up to amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> the loss or theft of your cash during your trip. 	<ul style="list-style-type: none"> your cash or passport is: <ul style="list-style-type: none"> on your person. held in a safe or safety deposit box where one is available. left <u>out-of-sight</u> in your <i>locked</i> trip accommodation. 	<p>For all losses you should report to the Police as soon as practicable, 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>up to amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> cover to contribute towards the cost of an emergency travel document. cover for necessary costs collecting your emergency travel document on your trip. 	<ul style="list-style-type: none"> 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. you are not claiming for any missed travel or accommodation arrangements as a result of your passport being lost or stolen. 	<p>For loss of cash we will also require:</p> <p>(a) currency exchange rate confirmations from your home country for foreign currency.</p> <p>(b) where sterling is involved, documentary evidence of possession (e.g. cash withdrawal receipt or bank statement showing withdrawal).</p> <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 14).
- 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.
- you are not otherwise insured for this incident.

We will pay:	For:	Provided:	If you need to claim:
<p>up to amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> • legal liability for damages (and claimant's costs and expenses) and defence costs 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"> - accidental bodily injury of any person. - 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. - loss of, or damage to, trip accommodation which does not belong to you or any member of your family. 	<ul style="list-style-type: none"> • liability for loss of, or damage to, property or accidental bodily injury is not caused or suffered by: <ul style="list-style-type: none"> - 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. - your ownership, care, custody or control of any animal. • compensation or any other costs are not caused by accidents involving your ownership, possession or control of any: <ul style="list-style-type: none"> - 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, incendiary devices or drones. 	<p>Never admit responsibility to anyone 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>Forwards to the Claims Handler IMMEDIATELY upon receipt every letter, claim, writ, summons or process.</p> <p>Notify the Claims Handler in writing when you have knowledge of any impending prosecution, inquest, fatal accident or official inquiry in connection with any such accident.</p>

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

- anything mentioned in the conditions and exclusions (page 14).
- accidental bodily 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.
- 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.

Accidental death and disability benefit (Policy B Section 7)

We will pay:	For:	Provided:	If you need to claim:
<p>a single payment as shown on your schedule of cover</p>	<p>your accidental bodily injury whilst on your trip, that independently of any other cause, results in your:</p> <p>death.</p> <p>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.</p> <p>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>	<ul style="list-style-type: none"> • you have not deliberately exposed yourself to danger and that the incident is due to an accident and not illness or infection. • you are not under 18 or over 65 and claiming permanent disablement. • you are not claiming for more than one of the benefits that is a result of the same injury. 	<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>

BE AWARE! 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

(* Where you are not in paid employment or occupation, this shall be defined as 'all your usual activities, pastimes and pursuits of any and every kind'.)

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 14)
- any payment for permanent disablement when your age is under eighteen (18) or over sixty five (65) at the time of the incident

If there is a natural disaster while you are away (Policy B Section 8)

We will pay:	For:	Provided:	If you need to claim:
up to amount shown on your schedule of cover	<ul style="list-style-type: none"> reasonable additional costs of travel and accommodation with 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 or hurricane. 	<ul style="list-style-type: none"> you are able to provide evidence of the necessity to make alternative travel arrangements. <p>your trip is not:</p> <ul style="list-style-type: none"> within the United Kingdom or Channel Islands. formed as part of a tour operator's package holiday. 	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.

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

- anything mentioned in the conditions and exclusions (page 14).
- 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 or hurricane had already happened before you left home.

If you are mugged or hijacked (Policy B Section 9)

We will pay:	For:	Provided:	If you need to claim:
<p>up to amount shown on your schedule of cover</p> <p>up to amount shown on your schedule of cover</p>	<p>each full 24 hour period you are:</p> <ul style="list-style-type: none"> hospitalised following a mugging attack. confined as a result of a hijack. 	<ul style="list-style-type: none"> you have obtained confirmation from the airline, carrier or their handling agents confirming period of confinement. 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. 	<p>Download a claim for either medical expenses / and possessions (if applicable) and complete to the best of your ability.</p> <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 14).
- 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.

If you need additional pet care due to a delay on your return (Policy B Section 10)

We will pay:	For:	Provided:	If you need to claim:
up to amount shown on your schedule of cover	<ul style="list-style-type: none"> 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. every complete period of 24 hours that you are unable to return home due to your illness. 	<ul style="list-style-type: none"> your pets stay exceeds the pre-booked period of accommodation. your claim does not form part of the original pre-booked duration for your pet. you reached your international departure point on your return journey home in time to board the pre-booked transport. 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. you have a valid claim under section B2. 	You will need to provide written evidence from official sources to confirm the need to find alternative accommodation, stating the reason why this was necessary. You will need to submit this to the claims office along with your original booking confirmation and receipts for all expenses made.

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

- anything mentioned in the conditions and exclusions (page 14).
- any claim where the delay is less than 24 hours in total.

Withdrawal of Services (Policy B Section 11)

We will pay:	For:	Provided:	If you need to claim:
up to amount shown on your schedule of cover	<ul style="list-style-type: none"> 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"> water or electrical facilities; swimming pool facilities; kitchen services to the extent that no food is available; chambermaid facilities 	<ul style="list-style-type: none"> you have a written report from the hotel management confirming the cause of the disruption, the time it started and the time it ended. services are NOT restored within 24 hours. services were available prior to the strike or industrial action. services stopped AFTER your arrival. 	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.

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

- anything mentioned in the conditions and exclusions (page 14).
- failure to obtain independent confirmation of circumstances.

We will pay:	For:	Provided:	If you need to claim:
<p>up to amount shown on your schedule of cover</p> <p>and for 30 minutes legal advice on the telephone</p>	<ul style="list-style-type: none"> • legal costs and expenses incurred in pursuing claims for compensation and damages due to your death or personal injury whilst on the trip. • enquiries relating to your insured trip. 	<ul style="list-style-type: none"> • your excess has been paid or deducted from any settlement. • you accept that your legal expenses indemnity is paid as a loan for all persons insured to take legal action for compensation as a result of your death, illness or injury during your journey. You must pay this loan back to us out of any compensation you receive. • legal proceedings in the USA or Canada follow the contingency fee system operating in North America. • you are not pursuing a claim against a carrier, travel agent, tour operator, tour organiser, the insurers or their agents or the claims office. • we believe that you are likely to obtain a reasonable settlement. • the costs cannot be considered under an arbitration scheme or a complaints procedure. • you are not claiming against another insured-person who is a member of your family, a friend or travelling companion, whether insured by us or another provider. • the claim is not due to damage to any mechanically propelled vehicle. • the claim is not pursued in more than one country. • the claim is reported to us and/or our appointed representative within 3 months after the incident which led to the claim. • you take all reasonable steps to keep any costs as low as possible. • costs do not relate to fines or damages awarded to punish the person responsible rather than to compensate for any losses. 	<p><i>If you have an accident abroad and require legal advice you should contact:</i></p> <p><i>Penningtons Manches LLP</i> <i>31 Chertsey Street, Guildford, Surrey,</i> <i>GU1 4HD</i></p> <p><i>They will arrange for up to thirty minutes of free advice to be given to you by a lawyer.</i> <i>To obtain this service you should telephone:</i> <i>0345 241 1875</i></p> <p><i>Opening Hours Mon – Fri 8:30am -7pm</i></p>

Choosing an appointed representative.

Penningtons Manches LLP is our appointed representative due to its expertise in travel law. They are regularly audited by us, and maintain the highest levels of customer service. They also have delegated authority to act which means your claim is likely to proceed much quicker. Because of the relationship between us and Penningtons Manches LLP we are able to address any concerns which may arise in a way which is simply not possible with another firm.

- *If we accept your claim we will appoint Penningtons Manches LLP to pursue the claim on your behalf;*
- *We may, at our discretion, agree to instruct an alternative firm, either at the point of issuing proceedings, or if there is a conflict of interest;*
- *We will only agree to the instruction of an alternative firm, at the point of issuing proceedings, or if there is a conflict of interest, if that firm also agrees to act in line with our terms of appointment;*
- *If you and we cannot agree on an appointed advisor, the matter will be referred to an Alternative Resolution Facility.*
- *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 for anything mentioned in the conditions and exclusions (page 14).*

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 21 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 a beginner skier do not undertake a black run).

We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on your schedule of cover</p> <p>single article limit as shown on your schedule of cover</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p> <p>up to the amount shown on your schedule of cover</p> <p>up to the amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> at our option to repair or replace any ski 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. 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 24 hours from the time you arrived at your trip destination. the loss of use of your ski pass following your injury or illness during your trip. 	<ul style="list-style-type: none"> you have complied with the carrier's conditions of carriage. 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 or ski equipment damaged whilst in use. on delay, loss or theft claims you have notified the police, your carrier or tour operator's representative and obtained an independent written report. 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. you are able to provide the damaged items on request or to prove the existence or prove ownership/purchase or responsibility of any items. you have a valid claim for medical expenses. you have supporting medical evidence confirming your inability to ski 	<p>For all loss or damage claims during transit: you need to retain your tickets and luggage tags, report the loss or damage to the transport provider, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p>For all damage claims keep the items in case we wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please then return the damaged items to: The Recoveries Department at Policy Holder Claims 2nd Floor, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY</p>
<p>up to the amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> each <i>full 24 hour period</i> 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. 	<ul style="list-style-type: none"> you are skiing during the peak season for the ski resort you are skiing/snowboarding in. you have obtained a letter from the local ski school or ski resort management stating the reason for closure, the date, time of the closure and the date and time it re-opened. 	<p>For all other losses you should report to the Police within 24 hours of discovery, and obtain a written report and reference number from them.</p>
<p>up to the amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> you are not claiming for more than £25 per full 24 hour period. 	<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>

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.policyholderclaims.co.uk under 'The forms you may need' section.

No cover is provided under this winter sports extension for:

- anything mentioned in the conditions and exclusions (page 14).
- any claim if your tour operator has compensated, offered or provided travel, alternative transport and/or accommodation to an alternative resort
- you are not otherwise insured for this incident.
- any claim where you are over 64 years of age.
- 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>up to the amount shown on your schedule of cover</p> <p>Single article limit - £200</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p> <p>up to £10 per 24 hours up to a maximum of £200 in total.</p>	<ul style="list-style-type: none"> at our option to repair or replace any golf equipment that is damaged whilst on your trip, up to the original purchase price of the item, less and allowance for age, wear and tear. 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. 	<ul style="list-style-type: none"> you have complied with the carrier's conditions of carriage you have notified your carrier or tour operator's representative and obtained an independent written report with written confirmation of any loss. 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, or golf equipment damaged whilst in use. your golf equipment is not specifically insured elsewhere. 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. you have kept all receipts for this hire and sent them in to us with your claim. 	<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>Please then return the damaged items to:</p>
<p>up to £25 per 24 hours up to a maximum of £200 in total</p>	<ul style="list-style-type: none"> the loss of green fees should the pre-booked course become unplayable due to adverse weather conditions. 	<ul style="list-style-type: none"> the course is closed by a club official and you have confirmation in writing. 	<p>The Recoveries Department at Policy Holder Claims 2nd Floor, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY</p>
<p>up to £50</p>	<ul style="list-style-type: none"> costs incurred following you achieving a hole in one 	<ul style="list-style-type: none"> you have confirmation in writing from the club secretary and your playing partner. you have kept all receipts for these items and send them in to us with your claim. 	<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>

BE AWARE! The golf extension 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.policyholderclaims.co.uk under 'The forms you may need' section.

No cover is provided under this golf extension for:

- anything mentioned in the conditions and exclusions (page 14).
- any intentional damage to golf equipment.
- your golf equipment being taken from any unattended vehicle between the hours of 8:00pm and 8:00am local time or at any other time unless the vehicle has been secured from unauthorised entry and the golf equipment has been hidden from view and there is evidence that entry to the vehicle 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 want to make a claim:
<p>up to the amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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. 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. you have independent written confirmation of the circumstances. you have not been offered alternative transport, or compensation from your tour operator or cruise provider. you are not claiming for a missed port caused by strike or industrial action. you are not claiming because your ship cannot put people ashore due to a scheduled tender operation failure. you have obtained a written report from the cruise operator, carrier or their handling agents confirming the skipped port and the reason for it. you have not had any monetary amount (including on board credit) of compensation offered by the ship or tour operator. there is a valid claim under section B2 of this policy. 	<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>For all losses: you should report to the Police as soon as possible, within 24 hours of discovery, and obtain a written report and reference number from them.</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> <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>
<p>Up to £100 per 24hrs up to a maximum of £1,000 for cabin confinement</p>	<ul style="list-style-type: none"> 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. 		
<p>Up to £100 per port up to a maximum of £500 for cruise itinerary changes</p>	<ul style="list-style-type: none"> 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. 		
<p>Up to £500 for unused cruise excursions</p>	<ul style="list-style-type: none"> if you are unable to use your pre-booked cruise excursions due to being confined to your cabin or hospital on the ship due to illness or injury during the trip. 		

BE AWARE!

No cover is provided under this cruise extension for:

- anything mentioned in the conditions and exclusions (page 14)
- 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.

We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on your schedule of cover</p>	<ul style="list-style-type: none"> the 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, being summoned for jury service, subpoenaed as a witness at a court of law, or the requirements of H.M. Forces. (This cover only applies for cancellation of a wedding). 	<ul style="list-style-type: none"> cancellation is caused by your, your travelling companions, the person you are intending to stay with, a business associate or your close relatives' death, injury or illness, redundancy or HM forces requirements. 	<p>Please telephone our claims department:</p>
<p>up to the amount shown on your schedule of cover (maximum of 2 rings)</p>	<ul style="list-style-type: none"> the loss or theft of wedding rings whilst on your trip. 	<ul style="list-style-type: none"> the cancellation is not due to your existing medical condition, unless declared and accepted by us in writing. 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. 	<p>+44 (0) 208 103 8250</p> <p>where they can send you the appropriate claim form and advise you what documentation to send in.</p>
<p>up to the amount shown on your schedule of cover (per couple)</p>	<ul style="list-style-type: none"> the loss or theft of wedding gifts given to the couple in resort. 	<ul style="list-style-type: none"> cancellation is not because of the failure of your travel agent, tour operator or due to the advice of the Foreign and Commonwealth Office against "All Travel" or "All but Essential Travel". 	<p>For all sections you will need to obtain independent written confirmation of the circumstances and keep all receipt for items purchased/hired.</p>
<p>up to the amount shown on your schedule of cover (per couple)</p>	<ul style="list-style-type: none"> wedding photographs or video recordings to: <i>either</i> pay for the cost of reprinting lost or damaged photographs and/or video recordings specifically taken for the wedding up to 14 days after the wedding or up to the expiry of the policy, whichever is the first. <i>or</i> additional costs to book a replacement photographer of a similar standard to the original to take photographs and/or video recordings specifically for the wedding on your original trip, following the death, injury, illness or due to unforeseen unavoidable transport problems which prevented the original photographer from fulfilling their contract. 	<ul style="list-style-type: none"> you have obtained a written report from the appropriate authorities confirming the loss or damage. damage was not during transit and not shipped as freight/under a bill of lading you have a police report confirming the loss and kept all receipts for any incurred costs you are able to provide proof of ownership/purchase for items over £50 the wedding rings, photographs or recordings were not left unattended other than in a safe, in your locked trip accommodation 	<p>Please then return the damaged items to:</p> <p>The Recoveries Department at Policy Holder Claims 2nd Floor, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY</p>
<p>up to the amount shown on your schedule of cover (per couple)</p>	<ul style="list-style-type: none"> the loss of wedding attire and to cover:- <i>either</i> the cost of repair of the wedding dress, suit, shoes and the like which were bought specifically for the wedding if the items are damaged during the period of insurance, <i>or</i> replace with a similar wedding dress, suit, shoes and the like, make up, hairstyling and flowers up to the same value of items lost if the items are lost during the period of insurance. 	<ul style="list-style-type: none"> your wedding rings were not lost/stolen from suitcases, trunks, bags (including checked in luggage/bags stored in overhead compartment. the attire and gifts were not left unattended other than locked securely in your booked accommodation. you can provide us with written confirmation for the car/transport company confirming that they were unable to make their booking. 	<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>
<p>up to the amount shown on your schedule of cover (per couple)</p>	<ul style="list-style-type: none"> loss or damage to cakes or flowers directly relating to the wedding. 	<ul style="list-style-type: none"> you are not claiming for damage caused by: <ul style="list-style-type: none"> scratching, wear, tear, depreciation or deterioration any process of cleaning, repairing or restoring atmospheric or climatic conditions moth or vermin electrical or mechanical breakdown. 	
<p>up to the amount shown on your schedule of cover (per couple)</p>	<ul style="list-style-type: none"> the costs or re-booking reasonable cars and/or transport for your wedding day. 		

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.policyholderclaims.co.uk under 'The forms you may need' section.

No cover is provided under this wedding extension for:

- anything mentioned in the conditions and exclusions (page 14).
- any intentional damage to wedding attire or accessories.
- 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 us on 0343 658 0371 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 - Organised Amateur Match, 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, Korfball, 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, Trampoline, 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 Doos*, 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 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 pools only, Jousting, Kite-Boarding/Surfing, *Motorised Buggyng*, 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 Buggyng*, 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 Skydive (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)*.

For Sections A1, B1-B11 & B13-B16	Section B12 – Legal Expenses Claims	For Section G1 – Gadget Claims
<p>Please visit www.policyholderclaims.co.uk to download a claim form. You can also email claims@policyholderclaims.co.uk or call 0208 103 8250 Open 8am - 8pm Weekdays, 9am - 5pm Saturday and Sunday</p>	<p>If you have an accident abroad and require legal advice you should contact: Penningtons Manches LLP Open 8:30am – 7pm Weekdays To obtain this service you should telephone +44 (0) 345 241 1875</p>	<p>Please Contact: Trent - Services (Administration) Ltd, Trent House, Love Lane, Cirencester, Gloucestershire GL7 1XD Telephone: 01285 626020 Email: claims@trent-services.co.uk Fax: 01285 626031</p>

You need to:	
<ul style="list-style-type: none"> 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). 	<ul style="list-style-type: none"> 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:	
<ul style="list-style-type: none"> make your policy void where a false declaration is made or any claim is found to be fraudulent, as detailed on page 11. 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. 	<ul style="list-style-type: none"> cancel all benefits provided by this policy without refund of premium when a payment has been made for cancellation or curtailment of the trip under a single trip policy. 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, the Channel Islands or BFPO.

DATA PROTECTION ACT – PERSONAL INFORMATION

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

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

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

Travel insurance Facilities are registered with the Information Commissioner’s Office and undertake to comply with the 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/>

If your complaint is regarding the selling of your policies please contact: The Compliance Manager, ROCK Insurance Group, Griffin House, 135 High Street, Crawley, West Sussex, RH10 1DQ or email admin@rockinsurance.com

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 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, 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.financial-ombudsman.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.

URV, Branch Office of Union Reiseversicherung AG for the United Kingdom and the Republic of Ireland Registered in England & Wales. Company No. FC024381 Branch No. BR006943A public body corporate with limited liability Registered Office: Maximilian Strasse 53, D-80530 Munich, Germany. Registered with Amtsgericht Munich, Germany. Registered Number: HRB 137918 Union Reiseversicherung AG are authorised in Germany by BaFin and subject to limited regulation in the United Kingdom by the Financial Conduct Authority and in the Republic of Ireland by the Insurance Regulator.

Union Reiseversicherung AG are members of the Financial Services Compensation Scheme.

Administered in the United Kingdom and Ireland by Travel Insurance Facilities plc. Registered Office: 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY Registered in England. Registered Number: 3220410.

Travel Insurance Facilities plc are authorised and regulated by the Financial Conduct Authority. Travel Administration Facilities, Travel Claims Facilities and tifgroup-assistance are trading names of Travel Insurance Facilities plc.



Level of Cover	Number of Gadgets Covered	Total Replacement/Repair Value for all Gadgets	Excess
Level One	3 Gadgets	£1,000	£50
	Single Article Limit	£1,000	£50
	Unauthorised calls, texts and data use	£100	£50
	Single Article Limit for Laptop	£1,000	£50
Level Two	5 Gadgets	£2,000	£50
	Single Article Limit	£1,000	£50
	Unauthorised calls, texts and data use	£100	£50
	Single Article Limit for Laptop	£2,000	£50
Level Three	7 Gadgets	£3,000	£50
	Single Article Limit	£1,000	£50
	Unauthorised calls, texts and data use	£100	£50
	Single Article Limit for Laptop	£2,000	£50

Section G1 – Limits stated are on a per claim basis and are not cumulative across the period of insurance, unless otherwise stated.

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 Annual Multi-trip policy, you are covered when taking part in Trips for up to 31 days during the Period of insurance when you have paid the appropriate additional premium.

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.

Data Protection

We are UK General Insurance Ltd, referred to as “We/Us/Our” in this notice. Our data controller registration number issued by the Information Commissioner’s Officer is Z7739575.

This privacy notice is relevant to anyone who uses Our services, including policyholders, prospective policyholders, and any other individuals insured under a policy. We refer to these individuals as “You/Your” in this notice.

We are dedicated to being transparent about what We do with the information that We collect about You. We process Your personal data in accordance with the relevant data protection legislation.

Why do We process your data?

The provision of Your personal data is necessary for Us to administer Your insurance policy and meet Our contractual requirements under the policy. You do not have to provide Us with Your personal data, but We may not be able to proceed appropriately or handle any claims if You decide not to do so.

What information do We collect about you?

Where You have purchased an insurance policy through one of Our agents, You will be aware of the information that You gave to them when taking out the insurance. The agent will pass Your information to Us so that We can administer Your insurance policy.

For specific types of insurance policies, for example when offering You a travel insurance policy, We may process some special categories of Your personal data, such as information about Your health.

We have a legitimate interest to collect this data as We are required to use this information as part of Your insurance quotation or insurance policy with Us. We may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

UK General's full privacy notice

This notice explains the most important aspects of how We use Your data. You can get more information about this by viewing Our full privacy notice online at <http://ukgeneral.com/privacy-notice> or request a copy by emailing Us at dataprotection@ukgeneral.co.uk. Alternatively, you can write to Us at: Data Protection, UK General Insurance Ltd, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ.

GREAT LAKES INSURANCE SE INFORMATION NOTICE

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. A copy of this is available at <https://www.munichre.com/en/service/privacy-statement/index.html>

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.

Gadget: Your handheld consumer electronic device(s) such as mobile phones, tablets, I-pads, Kindles, satnavs, cameras, lenses, camcorders, smart watches, hand held games consoles, headphones, wireless speakers, MP3 players and I-pods.

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 police 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.

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

- 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 Make A Claim Under Your Gadget Policy

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
Fax: 01285 626031

Making Yourself Heard On Your Gadget Policy

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

Trent - Services (Administration) Ltd ,
Trent House,
Love Lane,
Cirencester,
Gloucestershire
GL7 1XD
Email: claims@trent-services.co.uk
Phone: 01285 626020

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.

If you are still not satisfied you can contact the Financial Ombudsman Service:

Financial Ombudsman Service
Exchange Tower,
Harbour Exchange Square,
London,
E14 9SR
Phone: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk