

TRAVEL INSURANCE

Policy Wording



DEBENHAMS
PERSONAL FINANCE

YOUR TRAVEL INSURANCE POLICY

Reference Number: Debenhams MSM/15Q47, 15Q48

DEBENHAMS
PERSONAL FINANCE

INTRODUCTION TO YOUR POLICY

This policy has been arranged by ROCK Insurance Group which is a trading style of Rock Insurance Services Limited on behalf of Debenhams PLC who collects and holds premium as agents of the Insurers. ROCK Insurance Group is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA registration number is 300317. **You** can check the regulatory status of ROCK Insurance Group by visiting <http://www.fca.org.uk/register> or by calling 0800 111 6768.

Benefits under this policy are provided by SOLID Försäkringar, Box 22068, 250 22 Helsingborg, Sweden. Corp ID No 516401-8482. This policy is effected in England and is subject to the Laws of England and Wales. SOLID Insurance is a Swedish based insurance company regulated by the Swedish Financial Services Authority (Reference Number: 401229).

Debenhams is a trademark of Debenhams Retail PLC, a company registered in England and Wales (registration company number 00083395). Debenhams Retail PLC is an Appointed Representative of Rock Insurance Services Limited.

You will not receive advice or a recommendation in connection with the purchase of this insurance. You will need to make your own choice about the policy.

You may cancel this policy within 14 days from either the date of purchase or receipt of **your certificate** of insurance, whichever is later, provided that **you** have not already travelled or made a claim. If **you** do decide to cancel the policy then **your** premium will be refunded in full, provided that **you** have not travelled, no claims have been made and no incidents have occurred that may give rise to a claim.

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

When buying, renewing or altering **your** insurance at any time, **you** must take reasonable care to answer questions fully and accurately, and to ensure that any information **you** provide is not misleading. If **you** do not do so, **your** Insurer may cancel **your** policy from inception. An example of this could be the medical history of a **close relative** or other person that may cause **you** to cancel or cut short **your trip**. If **you** are unsure whether or not information is relevant, please do not hesitate to call **us**.

ELIGIBILITY CRITERIA

You will only be eligible to take out this insurance if:

- **You** reside in the **UK** and have done so for at least 6 months of the last 12;
- **You** are in the **UK** at the time **you** purchase the policy;
- **You** are under the age of 56 when **you** purchase a **single trip policy** or an **annual multi-trip policy**;

IMPORTANT CONTACT NUMBERS

IN AN EMERGENCY TELEPHONE THE 24 HOUR ASSISTANCE SERVICE STATING YOUR NAME AND POLICY NUMBER

| | |
|-------------------------------------|---|
| MEDICAL EMERGENCY & REPATRIATION | 00 44 (0) 343 658 0373 or 00 44 (0) 2920 474 226 |
| Travel Helpline | 0343 658 0371 |
| Travel Claims | 0343 658 0374 |
| Legal Advice & Legal Expense Claims | 0343 658 0348 |

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SECTION A - YOUR TRAVEL INSURANCE POLICY

This policy document provides **you** with the terms, conditions and exclusions of the insurance cover, together with information that will help **you** in the event of an emergency. The policy contains different levels of cover, some of which do not apply unless you have paid the appropriate additional premium. Conditions and exclusions will apply to individual sections of **your** policy while general exclusions, conditions and notes will apply to the whole of **your** policy.

Please read this document and your certificate very carefully to ensure you understand the extent of the cover and assistance services, exactly what is and is not covered, the conditions of cover, and that this meets your requirements.

Cooling Off Period: Unless **your trip** will be completed within 14 days of buying this insurance, **you** have the right to cancel **your** policy of insurance within 14 days of the date of issue or receipt of the terms and conditions, whichever is later. **We** will refund to you any premium **you** have paid and will recover from **you** any payments **we** have made.

Please keep this document in a safe place and take it with you when you travel in case you need assistance or need to make a claim. If you have any questions or are in any doubt about the cover provided please call our travel helpline as quoted on your certificate of insurance.

Please quote the correct reference number below relating to the insurance policy you have purchased:

For single trip policies, please quote 15Q47

For annual multi-trip policies, please quote 15Q48

YOUR TRAVEL POLICY

We will provide the services and benefits described in this policy:

- during the **period of insurance**
- within the **geographical limits**
- subject to the **limits of cover**, and all other terms, conditions and exclusions contained in this policy
- to persons who habitually reside in the **UK** (i.e. have their main **home** in the **UK** and have not spent more than 6 months abroad in the year prior to purchasing the policy)
- following payment of the appropriate premium for the level of cover selected.

In order for this policy to be valid, **you** must purchase this policy before the start of **your** intended trip and before **you** leave **your** home country.

IMPORTANT NOTES

- **Medical Emergency:** In the event of a medical emergency **you** must contact **us** as soon as possible. **You MUST** contact **us** before incurring expenses in excess of £500. If **you** are physically prevented from contacting **us** immediately, **you** or someone on **your** behalf must contact **us** within 48 hours.
- **Emergency Medical Expenses:** This policy is NOT a Private Medical Insurance policy, and does not provide cover for procedures that can be carried out in **your** country of residence after repatriation or for any medical expenses incurred in private facilities if a medically suitable State facility is available.
- **Health:** This policy contains restrictions regarding **pre-existing medical conditions**, which will not be covered.
- **Cancellation & Curtailment cover:** It is important to note that the policy contains conditions and exclusions in relation to non-insured travelling companions, **close relatives** or persons with whom **you** intend to stay whilst on **your trip**. Please refer to the 'Important Limitations - Cancellation & Curtailment Cover' section for full details.
- **Age Limits:** All **insured persons** must be 55 years or under for **single trip policies** and **annual multi-trip policies** at the commencement of the **period of insurance**.
- **Residency Limits:** **You** must be a **UK resident** to be eligible for this insurance and have lived in the **UK** for at least 6 months during the last year.
- **Trip Limits:** Please refer to the definition of the word '**trip**' in the Definitions for **trip** limits. IF **YOU TRAVEL FOR MORE THAN THE NUMBER OF DAYS FOR WHICH YOU HAVE PAID FOR COVER, YOU WILL NOT BE COVERED AFTER THE LAST DAY FOR WHICH YOU HAVE PAID**. The policy must be purchased before departure from **your home country**. **Trips** must commence and end in **your home country** and a return ticket must have been booked prior to departure. If **you** have purchased a **one way trip** a return ticket is not required but the cover is limited, please see the Definitions.
- **Pregnancy & Childbirth:** Cover under this policy is provided for unforeseen events. In particular, cover is provided under Section 1 for unforeseen bodily injury or illness. Pregnancy and childbirth are not considered to be either an illness or injury. Cover is **ONLY** provided under Sections 1, 3, 4 and 5 of this policy for claims arising from **complications of pregnancy and childbirth**. Please make sure **you** read the definition of **complications of pregnancy and childbirth** given under the Definitions.
- **Third Party Liability:** If **you** use any form of mechanically propelled vehicle, (e.g. car, motor cycle, moped or scooter), sail or powered boat, or an aircraft, no liability cover will apply under this policy and **you** must ensure that **you** have cover for third party injury or property damage in place.
- **Policy Limits:** Most Sections of **your** policy have limits on the amount the Insurer will pay under that Section. Some Sections also include other specific limits, for example: For any one item or for **valuables** in total. **You** are advised to check **your** policy.
- **Policy Excesses:** Under most Sections of the policy, claims will be subject to an Excess. This means that **you** will be responsible for paying the first part of the claim per insured person each and every incident, each and every section of cover. A definition of **policy excess** is in the Definitions.
- **Reasonable Care:** **You** need to take all reasonable care to protect **yourself** and **your** property, as **you** would if **you** were not insured.

GEOGRAPHICAL LIMITS

| | |
|---|--|
| Area 1 | UK: England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man. |
| Area 2 | Europe 1: The continent of Europe (restricted), including all countries west of the Ural Mountains, islands in the Mediterranean, Madeira, the Azores and Iceland but not including Spain, the Canary Islands, Turkey, Cyprus, Malta, Switzerland, Egypt, Israel, Morocco and Tunisia. |
| Area 3 | Europe 2: The continent of Europe, including all countries west of the Ural Mountains, islands in the Mediterranean, Madeira, the Azores and Iceland but not including Egypt, Israel, Morocco and Tunisia. |
| Area 4 | Worldwide, excluding USA, Canada and the Caribbean |
| Area 5 | Worldwide, including USA, Canada and the Caribbean |
| Please note: No cover is provided to countries where the Foreign and Commonwealth Office have advised against all travel, or all but essential travel. | |

DEFINITIONS

Wherever the following words and phrases appear in bold throughout this policy they will have the following meanings:

Accidental Bodily Injury: A sudden, violent, external, unexpected specific event, which occurs at an identifiable time and place, which solely and independently of any other cause results, within 12 months, in the death, **loss of limb**, **loss of sight** or the **permanent total disablement** of an **insured person**.

Carrier: A scheduled or chartered aircraft (excluding all non-pressurised single engine piston aircraft), land (excluding any hired motor vehicle) or water conveyance licensed to carry passengers for hire.

Certificate: The validation page issued with this policy which sets out the names of the **insured persons**, the **geographical limits**, the **period of insurance** and any other special terms and conditions.

Child/Children: An **insured person** or persons aged under 18 years of age on the commencement date of the **period of insurance**.

Close Relative: Spouse, civil partner or common law partner, parent, parent-in-law, step-parent, legal guardian, **children** (including legally adopted and step-**children**, and daughter/son-in-law), sibling (including step-siblings and sister/brother-in-law), grandparent, grandchild, or fiancé(e) of an **insured person**.

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

Curtailment: Abandoning or cutting short **your trip** by direct return to **your home**, earlier than the scheduled return.

Dependent Children: **Your** biological, step, adopted or foster **children**. Please note for **annual multi-trip policies** **dependent children** can travel independently of the main **insured persons**, provided they are accompanied at all times by a **responsible adult**.

Family: The main **insured person**, his/her spouse, Civil Partner or Common Law Partner, and their **dependent children** under 18 years of age (in fulltime education and residing with them). For **annual multi-trip policies**, each insured adult can travel independently. All members of the **family** must live at the same address.

Geographical Limits: The countries of the Area for which **you** have paid the appropriate premium as specified on the **certificate** of insurance, except those countries or parts of countries where the Foreign & Commonwealth Office (FCO) has advised against travel. Cover applies door-to-door, so the appropriate benefits (unless stated otherwise) apply within **your** country of departure once **you** commence **your trip**, and during **your** return journey to **your home**. **You** will be covered when travelling by recognised **public transport** between countries, but not if **you** are being paid to crew a private motor or sailing vessel or are travelling by private plane.

Golf Equipment: Golf clubs, golf bags, non-motorised trolleys and golf shoes.

Home: Your principal place of residence in the **UK**.

Home Country: The **UK** (Great Britain, Northern Ireland and the Isle of Man excluding the Channel Islands).

Insured Person: Each person named on the **certificate** for whom the appropriate premium has been paid, and at the commencement of the **period of insurance** being not more than 55 years of age for **single trip policies** and for **annual multi-trip policies**.

Limits of Cover: Unless stated to the contrary, **our** maximum liability in any one **period of insurance** is limited to the amount stated in each section, per each insured person.

Loss of Limb: Loss by physical severance, or the total and irrecoverable permanent loss of use or function of, an arm at or above the wrist joint, or a leg at or above the ankle joint.

Loss of Sight: Total and irrecoverable **loss of sight** in one or both eyes. This is considered to have occurred if the degree of sight remaining after correction is 3/60 or less on the Snellen scale. (This means being able to see at 3 feet or less what **you** should see at 60 feet.)

Manual Work: Work involving manual labour. Cover excludes interaction with wild animals of any kind.

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

Medical Health Declaration: Medical information that needs to be declared to **us** before each **period of insurance** by any **insured person** who has suffered from a **pre-existing medical condition**.

Medical Practitioner: A legally licensed member of the medical profession, recognised by the law of the country where treatment is provided who is not related to **you** or any travelling companion.

Money: Sterling, foreign currency and travellers cheques.

One Way Trip: Purchasing a ticket for a single direction of travel with no intention of returning to the **home country** within the **period of insurance**.

Pair or Set: A number of items of **personal luggage** considered as being similar or complementary to one another or used together.

Period of Insurance: The period shown on the **certificate**. Subject to:

Single Trip policies: Cancellation cover starts when **you** purchase this insurance or when **you** book **your** trip, whichever is the later. Cover for all other Sections applies for the duration of **your** trip, as stated on the **certificate**, and for which **you** have paid the appropriate premium up to a maximum of 365 days.

Annual Multi-Trip policies: Cover applies as for single trip policies however, the **period of insurance** is for 12 months during which **you** are covered for each trip **you** book and undertake within that period. Please refer to the definition of trip for conditions on trip limits.

- Note: Dependent children can travel independently of the main insured persons, provided they are accompanied at all times by a **responsible adult**.

One Way Trips: The **period of insurance** will cease upon whichever occurs first of the following:

- when **you** first leave immigration control in the country of **your** final ticketed and declared destination
- the expiry of the period of cover subject to a maximum of 7 consecutive days beyond arrival date of **your** final ticketed and declared destination.

Note: If **you** travel for more than the number of days for which **you** have paid for cover, **you** will not be covered after the last day for which **you** have paid.

There is no cover under the section 5 Cancellation & Curtailment of this policy outside the **period of insurance**. However, if during the **period of insurance** **you** book a **trip** with a start date after the expiry of **your annual multi-trip policy** then Cancellation cover will continue for that **trip** provided **you** renew this policy on or before its expiry date and there is no gap in cover. Legal advice continues to apply for up to 7 days after **you** return **home**.

Permanent Total Disablement: **Permanent total disablement** which, having lasted for a period of at least 12 consecutive months from the date of occurrence will, in the opinion of an independent specialist, entirely prevent **you** from engaging in, or giving any attention to, any and every business or occupation for the remainder of **your** life.

Personal Luggage: Items usually carried or worn by travellers for their individual use during a **trip**.

- Note 1: Items hired to **you**, and all items loaned or entrusted to **you** are excluded (other than **ski equipment** and **golf equipment** where **you** have paid the appropriate additional premium.)
- Note 2: This travel insurance is not intended to cover expensive items for which **you** should take out full Personal Possessions insurance under **your home** contents policy.

Policy Excess: The first amount payable per insured person, each and every incident, each and every section of cover, where the **policy excess** applies. The **policy excess** is reduced to nil when **you** have paid the premium for Excess Waiver except where stated.

- Note 1: In the event of an injury occurring as a result of voluntary **manual work**, the **policy excess** under the section Medical Emergency & Repatriation will be increased to £250 and the application of the Excess Waiver will not delete this increased excess.

Pre-existing Medical Condition:

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

Public Transport: A train, bus, coach, ferry service or scheduled airline flight operating to a published timetable to join the booked travel itinerary.

Redundancy, Redundant: **You** becoming unemployed under the Protection of Employment Act. **You** must have been given a Notice of Redundancy and qualify for payment under the current **redundancy** payments legislation.

The following are not included in the definition:

- Any employment which has not been continuous and with the same employer;
- Any employment which is not on a permanent basis;
- Any employment which is on a short term fixed contract;
- Any instance where **you** had reason to believe that **you** would be made **redundant** at the time of booking **your trip**.

Resident: **You** are within **your home country** and have been for at least six months prior to the time of arranging this insurance.

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

Secure Luggage Area: Any of the following:

- The locked dashboard, boot or locked luggage compartment of a hatchback vehicle fitted with a lid closing off the luggage area, or of an estate car with a fitted and engaged tray or roller blind cover behind the rear seats;
- The fixed storage units of a motorised or towed caravan;
- A locked luggage box, locked to a roof rack which is itself locked to the vehicle roof.

Ski Equipment: Skis, ski-bindings, ski boots, ski poles, snowboard, snowboard bindings and snowboard boots, owned or hired by **you**.

Special Sports and Activities: The activities listed under the **special sports & activities** cover section of this policy.

Strike or Industrial Action: Any form of **industrial action**, which is carried on with the intention of preventing, restricting or otherwise interfering with the production of goods or the provision of services.

Travel Documents: Travel tickets, passports and visas.

Trip: A journey starting and ending in the **UK**, within the countries of the **geographical limits**, during the **period of insurance**:

Single Trip policies: the maximum number of days for which **you** have paid the appropriate premium up to a maximum of 365 days;

Annual Multi-Trip policies: a maximum of 31 consecutive days which take place entirely during the **period of insurance** (or continue into the next **period of insurance** if **your** contract is renewed with **us**, and is in force at the time of any incident resulting in a claim).

UK: Great Britain, Northern Ireland and the Isle of Man (excluding the Channel Islands).

Unattended: When **you** cannot see and are not close enough to **your** property or vehicle to prevent unauthorised interference or theft of **your** property or vehicle.

Valuables: Cameras, photographic and video equipment, and associated equipment of any kind; computer hardware and software; games consoles, accessories and games; personal organisers; mobile telephones; smart phones; televisions; portable audio equipment and all associated discs and accessories; spectacles; prescription sunglasses; telescopes; binoculars; jewellery; watches; furs; leather articles; perfumes; precious stones and articles made of or containing gold, silver or other precious metals.

We, Our or Us: SOLID Försäkringar., Box 22068, 250 22 Helsingborg, Sweden. Corp ID No 516401-8482. This policy is effected in England and is subject to the Laws of England and Wales. SOLID is a Swedish based insurance company regulated by Finansinspektionen, the Financial Supervisory Authority Sweden (Institute Number: 22090) and passported into the Financial Conduct Authority (Financial Services Firm Reference Number: 401229).

Winter Sports: The activities listed under the optional **winter sports** cover section of this policy.

You/Your: Each person named on the **certificate** for whom the appropriate premium has been paid, and at the commencement of the **period of insurance** is not more than 55 years of age for **single trip policies** and for **annual multi-trip policies**.

IMPORTANT - MEDICAL HEALTH DECLARATION

This travel insurance operates on the basis that all **insured persons** are not travelling against medical advice nor with the intention of obtaining medical treatment abroad. The insurance will NOT cover **you** if **you** have any undiagnosed symptoms that may require treatment in the future (i.e. symptoms for which **you** are awaiting investigations/consultations, or awaiting results of investigations, or where the underlying cause of the symptoms has not been established).

No claim arising directly or indirectly from any pre-existing medical condition affecting any person travelling under this insurance will be covered.

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

- any past or current medical condition that has given rise to symptoms or for which any form of treatment or prescribed medication, medical consultation, investigation or follow up/ check-up has been required or received during the 2 years prior to the commencement of cover under this policy and/or prior to any trip; and
- any cardiovascular or circulatory condition (e.g. heart condition, hypertension, blood clots, raised cholesterol, stroke, aneurysm) that has occurred at any time prior to the commencement of cover under this policy and/or prior to any trip.

CANCELLATION AND CURTAILMENT COVER

It is important to note that the policy contains conditions and exclusions relating to non-insured travelling companions, **close relatives** or persons with whom **you** intend to stay whilst on **your trip** in the event of any need to cancel or curtail a **trip**.

Please refer to Important Limitations - Cancellation & Curtailment Cover.

EMERGENCY MEDICAL CONTACT PROCEDURE

IN AN EMERGENCY CONTACT THE 24 HOUR EMERGENCY ASSISTANCE TEAM ON 00 44 (0) 343 658 0373 OR 00 44 (0) 2920 474226.

Have **your** policy number to hand and a phone number where **we** can contact **you**.

To comply with the terms and conditions of the insurance **you** must obtain **our** prior authorisation before incurring any expenses over £500, if **you** are physically prevented from contacting **us** immediately, **you** or someone on **your** behalf must contact **us** within 48 hours.

RECIPROCAL HEALTH AGREEMENTS

If **you** are travelling to the European Union, **you** must take a European Health Insurance Card (EHIC). This can be obtained by completing a form from the Post Office or on-line at <https://www.ehic.org.uk/Internet/startApplication.do>

Please note: For claims under the section Medical Emergency & Repatriation or the section Emergency Dental Treatment, no policy excess will apply when you receive inpatient treatment at a state hospital within the EU, EEA or Switzerland if you have used the European Health Insurance Card to effectively reduce the cost of your treatment or medicines.

When **you** are travelling to Australia, **you** must register for treatment under the national Medicare scheme. Medicare provides:

- free treatment as an in-patient or out-patient at a public hospital;
- subsidised medicines under the Pharmaceutical Benefits Scheme; and
- benefits for medical treatment provided by doctors through private surgeries and Government Health Centres (not hospitals).

You must enrol at Medicare offices in Australia if **you** will be receiving treatment. If **you** receive treatment before **you** enrol, Medicare benefits can be backdated. To be eligible **you** must be a **resident** of the United Kingdom and will need to show **your** British passport with an appropriate visa. If **you** do not enrol at Medicare offices **we** may reject **your** claim or limit the amount **we** pay. If **you** need treatment which cannot be carried out under Medicare **you** MUST contact **our** 24 hours Emergency Service before seeking private treatment. If **you** do not do so, **we** may reject **your** claim or limit the amount **we** pay.

If **you** hold an Irish passport **you** are entitled to free treatment as an in-patient or out-patient at a public hospital. **You** will need to show **your** passport at the hospital. For more information **you** should contact:

Health Insurance Commission, PO Box 1001, Tuggeranong, ACT 2901, Australia or visit their website at: www.hic.gov.au

IMPORTANT LIMITATIONS - CANCELLATION & CURTAILMENT COVER

This policy will NOT cover any claims under Section 5 (Cancellation or Curtailment) arising directly or indirectly from any **pre-existing medical condition** known to **you** prior to the commencement of the **period of insurance** affecting any **close relative** or travelling companion who is not insured under this policy, or person with whom **you** intend to stay whilst on **your trip** if:

- a terminal diagnosis had been received prior to the commencement of the **period of insurance**; or
- if they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic at the commencement of the **period of insurance**;

or if during the 90 days immediately prior to the commencement of the **period of insurance** they had:

- required surgery, inpatient treatment or hospital consultations; or
- required any form of treatment or prescribed medication.

You should also refer to the General Exclusions.

UPGRADES

This policy contains different levels of cover, some of which do not apply unless **you** have paid the appropriate additional premium. Any extra benefit **you** have purchased is shown on **your certificate**. Please read the wording and ensure the cover meets **your** needs.

The following upgrades can be purchased prior to the start of **your trip** unless otherwise stated.

- **Excess Waiver**

Excess is reduced to nil except where stated. (This benefit must be purchased at the same time as buying **your** policy)

Note 1: In the event of an injury occurring as a result of voluntary **manual work**, the **policy excess** under Section 1 (Medical Emergency & Repatriation) will be increased to £250 and application of Excess Waiver will not delete this increased excess.

- **Optional Cruise Cover**

Your policy can be extended to cover cruise holidays upon payment of the appropriate additional premium.

- **Optional Winter Sports Cover**

Covers **winter sports** (Please refer to the Optional Winter Sports Cover Section in this policy for full details).

- **Optional Golf Cover**

Covers **golf equipment** and Non-refundable golfing fees. (Please refer to the Optional Golf Cover Section in this policy for full details)

- **Optional Special Sports & Activities Cover**

Some **special sports and activities** are automatically covered within the policy. **Your** policy can be extended, subject to certain limitations, to cover additional **special sports & activities**. (Please refer to the optional **special sports & activities** cover section in this policy for full details.)

COVER SECTIONS

SECTION 1 - MEDICAL EMERGENCY & REPATRIATION

What is covered:

We will pay **you** up to the amount shown in the Summary of Cover for each **insured person** for the following necessarily incurred expenses incurred as a result of suffering sudden and unexpected bodily injury or illness, or death during a **trip** outside their **home country**:

- Reasonable medical expenses including **medical practitioner's** fees, hospital expenses, in-patient and out-patient medical treatment and charges for medical transportation to the nearest suitable hospital abroad, when deemed necessary by a recognised **medical practitioner**.
- Up to the amount shown in the Summary of Cover for burial or cremation of a deceased **insured person** abroad; or transportation costs up to the amount shown in the Summary of Cover for returning **home** an **insured person's** body or ashes.
- Additional travelling costs to repatriate **you** home when recommended by **our** medical officer. **We** will pay for the cost of a medical escort if considered necessary.

For travel to the United States of America we will only pay for reasonable and necessary emergency medical treatment, surgical, hospital,

ambulance and nursing fees and charges. This means costs that are incurred for approved, eligible medical services or supplies up to 150% of the published medical rates for the same or similar treatment as payable by US Medicare

We reserve the right to limit payment to what our medical officer deems to be reasonable.

If our medical officer advises a date when it is feasible and practical to repatriate you, but you choose instead to remain abroad, our liability to pay any further costs under this section after that date will be limited to what we would have paid if your repatriation had taken place.

What is not covered:

- a) costs in excess of £500 which have not been authorised by **us** in advance (see Important Notes);
- b) any claims arising directly or indirectly as a result of any **pre-existing medical conditions**;
- c) any pre-planned, pre-known or expected medical treatment or diagnostic procedure;
- d) treatment which, in the opinion of **our** medical officer, can reasonably be delayed until **your** return to the country of departure;
- e) any treatment which is not a surgical or medical procedure with the sole purpose of curing or relieving acute unforeseen illness or injury;
- f) any claims for costs related to pregnancy or childbirth unless the claim is certified by a **medical practitioner** as necessary due to **complications of pregnancy and childbirth**;
- g) treatment or services provided by a private clinic or hospital, health spa, convalescent home or any rehabilitation centre unless confirmed as medically necessary by **our** medical officer;
- h) treatment for cosmetic purposes unless **our** medical officer agrees that such treatment is necessary as the result of an accident covered under this policy;
- i) expenses incurred as a result of a tropical disease when **you** have not had the recommended inoculations and/or taken the recommended medication;
- j) any costs incurred in **your home country** other than in connection with transportation of **you** to **home** from abroad;
- k) any costs incurred in Australia which would have been covered by Medicare had **you** enrolled, and **you** failed to enrol in Medicare;
- l) any costs where the transportation **home** has not been arranged by **us**;
- m) any costs in respect of unused pre-paid travel costs when **we** have paid to repatriate **you**;
- n) air-sea rescue and transfer costs;
- o) the **policy excess** except where:
 - **you** have paid the Excess Waiver premium; or
 - **you** have received inpatient treatment at a state hospital within the European Union, European Economic Area or Switzerland and **you** have used a European Health Insurance Card to effectively reduce the cost of **your** treatment or medicines;
- p) any costs incurred when engaging in **special sports & activities** included in Categories A and B unless **you** have paid the appropriate **special sports & activities** premium;
- q) any costs incurred by **you** when **you** are engaging in **winter sports** unless **you** have paid the **winter sports** premium;
- r) anything mentioned in the General Exclusions.

SECTION 2- EMERGENCY DENTAL TREATMENT

What is covered:

We will pay **you** up to the amount shown in the Summary of Cover for the costs of providing necessary temporary treatment for the immediate relief of pain or discomfort, and/or emergency repairs to dentures and orthodontic appliances carried out solely to alleviate distress in eating.

What is not covered:

- a) the costs of any subsequent permanent or routine treatment;
- b) any pre-planned, pre-known or expected dental treatment or diagnostic procedure;
- c) treatment which, in the opinion of **our** medical officer, can reasonably be delayed until **your** return to the country of departure;
- d) any dental treatment or diagnostic procedure which is not solely for the immediate relief of pain or discomfort, or to alleviate distress in eating;
- e) normal wear and tear;
- f) any self-inflicted damage, including damage caused by tooth-brushing or any other oral hygiene activity;
- g) any damage to dentures, other than whilst being worn by **you**;
- h) dental treatment involving the provision of dentures or the use of precious metals;
- i) any costs incurred in the **home country**;
- j) the **policy excess** except where:
 - **you** have paid the Excess Waiver premium; or
 - **you** have received inpatient treatment at a state hospital within the European Union, European Economic Area or Switzerland and **you** have used a European Health Insurance Card to effectively reduce the cost of **your** treatment or medicines;
- k) any costs incurred when engaging in **special sports & activities** included in Categories A and B unless **you** have paid the appropriate **special sports & activities** premium;
- l) any costs incurred by **you** when **you** are engaging in **winter sports** unless **you** have paid the **winter sports** premium;
- m) anything mentioned in the General Exclusions.

SECTION 3 - ADDITIONAL ACCOMMODATION & TRAVELLING COSTS

What is covered:

On condition that **you** contact **us** first and **we** make all the travel arrangements, in the event of a valid claim for repatriation under the section Medical Emergency & Repatriation, **we** will pay **you** up to the amount shown in the Summary of Cover for the following:

- If **our** medical officer confirms that it is medically necessary for **you** to be accompanied on the **trip home**, and the return journey cannot take place on the original scheduled date, **we** will pay for the additional travelling costs and accommodation costs incurred by one person staying with **you** and accompanying **you** on the **trip home**.
- Additional travelling and accommodation costs arranged by **us** for one person, if medically necessary, to fly out to **you** and accompany **you home**.
- Additional travelling costs incurred in returning **home your children** under 18 years of age and insured under this policy if **you** are incapacitated and there is no other **responsible adult** to supervise them. A competent person will be provided to accompany the **children home**.

What is not covered:

- a) any air travel costs in excess of a return economy/tourist class ticket;
- b) accommodation costs other than the cost of the room;
- c) any claims for costs related to pregnancy or childbirth unless the claim is certified by a **medical practitioner** as necessary due to **complications of pregnancy and childbirth**;
- d) any claims arising directly or indirectly as a result of any **pre-existing medical conditions**;
- e) anything mentioned in the General Exclusions.

What is covered:

In the event of a valid claim under the sections Medical Emergency & Repatriation and Emergency Dental Treatment, when **you** are admitted to a recognised hospital abroad as an in-patient for more than 24 continuous hours, **we** will pay **you** up to the amount shown in the Summary of Cover.

What is not covered:

- a) any claim arising in connection with a **trip** solely within the **home country**;
- b) any claims for costs related to pregnancy or childbirth unless the claim is certified by a **medical practitioner** as necessary due to **complications of pregnancy and childbirth**;
- c) any claims arising directly or indirectly as a result of any **pre-existing medical conditions**;
- d) anything mentioned in the General Exclusions.

SECTION 5 - CANCELLATION & CURTAILMENT

What is covered:

We will pay **you** up to the amount shown in the Summary of Cover for travel and accommodation costs which **you** have paid (or have contracted to pay), that **you** cannot use because **you** are unable to travel or complete the **trip**.

Cancellation cover applies if **you** have booked a **trip** to take place within the **period of insurance**, but **you** are forced to cancel **your** travel plans because of one of the following, which is beyond **your** control, and of which **you** were unaware at the time **you** booked the **trip**. Please see also the section Travel Delay cover.

Curtailement cover applies if **you** are forced to cut short a **trip** **you** have commenced, and return to the **home country**, because of one of the following which is beyond **your** control, and of which **you** were unaware at the time **you** booked the **trip**:

- Unforeseen illness, injury or death of **you**, a **close relative** or any person **you** have arranged to travel or stay with during the **trip**.
- **You** abandoning **your** trip following the cancellation of or a delay of **more than 24 hours** in the departure of **your** prebooked outward international departure, as a result of **strike or industrial action** (of which **you** were unaware at the time **you** booked the **trip**), adverse weather conditions, or mechanical breakdown or accident.
- **You** being called up for Jury Service or being subpoenaed as a witness in a Court of Law (other than in a professional or advisory capacity).
- **You** being made **redundant** and **you** qualify for **redundancy** payment under current legislation.
- Accidental damage, burglary, flooding or fire affecting **your home**, occurring during the **trip** or within 48 hours before **you** depart, when the loss relating to **your home** is in excess of £1,500 and **your** presence is required by the police in connection with such events.
- **Your** compulsory quarantine.
- Cancellation or **curtailment** of any one or more parts of the travel arrangements for the booked **trip** arising from the insolvency of any pre-booked provider.

Special conditions relating to claims

You must obtain a medical **certificate** from the treating **medical practitioner** confirming it was necessary to return **home** prior to the scheduled return date of the **trip** in the event of unforeseen illness or injury. **You** must also have **our** prior approval.

In the event of **curtailment**, **you** must contact **us** first and allow **us** to make all the necessary travel arrangements.

If, at the time of requesting **our** assistance in the event of a **curtailment** claim, satisfactory medical evidence is not supplied in order to substantiate that the claim is due to an unforeseen illness, injury or death of **you**, a close relative, travelling companion or person with whom **you** have arranged to stay whilst on **your trip**, **we** will make all necessary arrangements at **your** cost and arrange appropriate reimbursement as soon as the claim has been validated.

You must notify the **carrier** or travel agent immediately if **you** know the **trip** is to be cancelled or curtailed, to minimise **your** loss as far as possible. If **you** fail to notify the **carrier** or travel agent immediately and it is found necessary to cancel the **trip**, **our** liability shall be restricted to the cancellation charges that would have applied had failure to notify the **carrier** or travel agent not occurred.

If **you** cancel the **trip** due to unforeseen illness or injury **you** must provide a medical **certificate** from the treating General Practitioner (GP) stating that this prevented **you** from travelling.

If **your** outward international flight, sea-crossing, coach or train journey is cancelled by the **carrier**, **you** must produce to **us** written documentation provided by the **carrier**, specifying the reason for the cancellation.

If **you** cancel, curtail or interrupt **your trip** because **your** presence is required by the police in connection with accidental damage, burglary, flooding or fire affecting **your home** during **your trip**, **you** must produce to **us** written documentation from the police confirming that the loss or damage occurred during the **trip** - otherwise no claim will be paid. **Curtailement** claims will be calculated from the date of return to **your home country**.

What is not covered:

- a) disinclination to travel or continue travelling, unless **your** change of travel plans is caused by one of the circumstances listed under **What is covered**;
- b) any claim arising directly or indirectly from a known **pre-existing medical condition** affecting **you**;
- c) any claim arising directly or indirectly from a **pre-existing medical condition**, known to **you** prior to the commencement of the **period of insurance**, affecting any **close relative**, travelling companion who is not insured under this policy or person with whom **you** intend to stay whilst on **your trip** if:
 - a terminal diagnosis has been received prior to the commencement of the **period of insurance**;
 - they were on a waiting-list, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic at the commencement of the **period of insurance**;
 or if during the 90 days immediately prior to the commencement of the **period of insurance** they had:
 - required surgery, inpatient treatment or hospital consultations; or
 - required any form of treatment or prescribed medication;
- d) cancellation caused by pregnancy or childbirth unless the cancellation is certified by a **medical practitioner** as necessary due to **complications of pregnancy and childbirth**;
- e) claims arising from actual or planned **strike or industrial action** which was common knowledge at the time **you** booked the **trip**;
- f) any costs in respect of any unused pre-paid travel costs when **we** have paid to repatriate **you**;
- g) withdrawal from service of the aircraft, sea vessel, coach or train on which **you** are booked to travel, by order or recommendation of the regulatory authority in any country. **You** should direct any claim in this case to the transport operator involved;
- h) change of plans due to **your** financial circumstances except if **you** are made **redundant** and qualify for **redundancy** payment under current EU legislation;
- i) any claim arising as a result of attendance of an **insured person**, or any other person on whom the holiday plans depend, in a Court of Law. This exclusion will not apply if **you** are called for Jury Service or are subpoenaed as a witness (other than in any professional or advisory capacity);
- j) any costs relating to airport taxes, airport charges, service charges, facility charges, user fees, security charges or air passenger duty. **You** should obtain a refund from **your carrier** for such charges;
- k) any cancellation or **curtailment** caused by work commitment or amendment of **your** holiday entitlement by **your** employer;

- l) any claim resulting from **your** inability to travel due to an **insured person's** failure to hold, obtain or produce a valid passport or any required visa in time for the booked **trip**;
- m) withdrawal from service of the aircraft on which **you** are booked to travel as a result of ash or other debris arising from a volcano. **You** should direct any claim in this event to the transport operator involved;
- n) prohibitive regulations by the Government of any country, or delay or amendment of the booked **trip** due to Government action;
- o) any costs relating to the cancellation of pre-paid airport parking, airport lounges, attraction tickets, car hire, concert or theatre tickets, excursions, **special sports & activities** in the event of a cancellation or **curtailment** claim. Such costs are not related to travel or accommodation.
- p) the **policy excess** except where **you** have paid the Excess Waiver premium. If **you** are claiming only for loss of deposit then the excess is reduced to £20 per **insured person** per claim;
- q) the cost of this policy;
- r) any timeshare cancellation costs;
- s) anything mentioned in the General Exclusions.

SECTION 6 - TRAVEL DELAY

What is covered:

If the departure of any international flight, sea crossing or coach or train journey forming part of a booked **trip** and specified on **your** ticket, is delayed as a direct result of **strike, industrial action**, adverse weather conditions, failure of air traffic control systems, or mechanical breakdown of aircraft, sea vessel, coach or train:

- For more than 24 hours beyond the intended departure time: **we** will pay **you** up to the amount shown in the Summary of Cover for the first 24 hours **your** departure is delayed and a further £25 per each **insured person** for each subsequent full 24 hours delay, up to the amount shown in the Summary of Cover; or
- If the delay is for more than 24 hours beyond the intended departure time on the first outbound flight, sea crossing, coach or train, **you** can choose instead to abandon **your trip** and submit a cancellation claim under section 5 Cancellation & Curtailment.

Special conditions relating to claims

If **you** suffer delays **you** must obtain written confirmation from the **carrier** stating the period and reason for delay.

What is not covered:

- a) claims arising from actual or planned **strike or industrial action** which was common knowledge at the time **you** made travel arrangements for the **trip**;
- b) withdrawal from service of the aircraft, sea vessel, coach or train on which **you** are booked to travel, by order or recommendation of the regulatory authority in any country. **You** should direct any claim to the transport operator involved;
- c) claims where **you** have not obtained written confirmation from the **carrier** stating the period and reason for delay;
- d) withdrawal from service of the aircraft on which **you** are booked to travel as a result of ash or other debris arising from a volcano. **You** should direct any claim in this event to the transport operator involved;
- e) anything mentioned in the General Exclusions.

SECTION 7 - MISSED DEPARTURE ON THE OUTWARD JOURNEY

What is covered:

We will pay **you** for reasonable additional travel and accommodation expenses necessarily incurred to reach the booked destination by the most direct alternative route, up to the amount shown in the Summary of Cover if **you** arrive at the international departure point too late to commence the outward international journey abroad of **your** booked **trip**, as a result of:

- Breakdown of or accident involving the vehicle in which **you** are travelling; or
- Cancellation of scheduled **public transport** due to adverse weather conditions, **strike or industrial action** or mechanical breakdown or accident.

We will provide assistance by liaising with the **carrier** and/or tour operator to advise of **your** late arrival and, as necessary, **we** will make arrangements for overnight hotel accommodation and alternative international travel.

Special conditions relating to claims

You must take every reasonable step to commence and complete the journey to the international departure point and check in on time. **You** must inform the assistance service as soon as possible in the event of a missed departure. **You** must obtain written confirmation from the **carrier** stating the period and reason for delay.

What is not covered:

- a) claims arising from actual or planned **strike or industrial action** which was common knowledge at the time **you** booked the **trip**;
- b) withdrawal from service of the aircraft, sea vessel, coach or train on which **you** are booked to travel, by order or recommendation of the regulatory authority in any country. **You** should direct any claim to the transport operator involved;
- c) additional costs where the scheduled **public transport** operator has offered reasonable alternative travel arrangements;
- d) claims for additional mechanical wear and tear or depreciation of **your** vehicle or for mileage charges other than additional fuel and oil;
- e) claims under this section in addition to claims under the section for Travel Delay;
- f) withdrawal from service of the aircraft on which **you** are booked to travel as a result of ash or other debris arising from a volcano. **You** should direct any claim in this event to the transport operator involved;
- g) claims due to **you** allowing insufficient time to complete **your** journey to the departure point;
- h) the **policy excess** except where **you** have paid the Excess Waiver premium;
- i) anything mentioned in the General Exclusions.

SECTION 8 - PERSONAL LUGGAGE

What is covered:

If, in the course of a **trip**, **your personal luggage** is damaged, stolen, or lost (and not recovered), **we** will pay **you** up to the amount shown in the Summary of Cover.

Within this amount the following sub-limits apply:

- The maximum **we** will pay **you** for any one article, or for any one **pair or set** of articles, is up to the amount shown in the Summary of Cover. If **you** cannot provide an original receipt, valuation report or other satisfactory proof of ownership (for example, a photograph of **you** wearing the article) and value to support the claim, payment for any one article, or for any one **pair or set** of articles, will be limited to a maximum of £50. Evidence of replacement value is not sufficient.
- The maximum **we** will pay **you** under this policy for all **valuables** owned by each **insured person** is limited to the amount shown in the Summary of Cover.
- The maximum **we** will pay **you** for sunglasses or prescription glasses of any kind is limited to £150 per each **insured person**.
- The maximum **we** will pay for mobile telephones and smart phones is limited to £100 per **insured person**.

- The maximum **we** will pay **you** for **personal luggage** or **valuables** lost, damaged or stolen from a beach or pool-side is limited to £100 per each **insured person**.
- The maximum **we** will pay **you** for any cigarettes or alcohol lost, damaged or stolen is limited to £50 in total under this policy.

Special conditions relating to claims

We have the option to either pay **you** for the loss, or replace, reinstate or repair the items concerned.

Claims are paid based on the value of the goods at the time that they are lost and not on a 'new for old basis' or replacement cost basis; thus a deduction is made for wear, tear, and depreciation, bearing in mind the age of the items. **You** must take reasonable care of **your personal luggage**, and must not leave it unsecured or **unattended** at any time in a place to which the public have access.

If claiming for **your** goods that were stolen or lost **you** should produce proof of purchase of the original goods (receipts, credit card or bank statements), as failure to do so may affect the assessment of the claim.

Within 24 hours of discovery of the incident, **you** must report loss of **personal luggage** to the local police or to the **carrier**, as appropriate, (damage to **personal luggage** in transit must be reported to the **carrier** before **you** leave the baggage hall and a Property Irregularity Report (PIR) must be obtained), or to **your** hotel or accommodation management, or to the tour operator representative. **You** must produce to **us** written documentation from one of the parties listed above confirming that the loss or theft occurred during the **trip** - otherwise no claim will be paid.

What is not covered:

- any item loaned, hired or entrusted to **you**;
- any loss, theft of, or damage to **personal luggage** left in an **unattended** motor vehicle if:
 - the items concerned have not been locked out of sight in a **secure luggage area**;
 - no forcible and violent means have been used by an unauthorised person to affect entry into the vehicle; and
 - no evidence of such entry is available;
- theft of **valuables** from an **unattended** motor vehicle;
- loss, theft of, or damage to, **valuables** from checked-in luggage left in the custody of a **carrier** and/or **valuables** packed in luggage left in the baggage hold or storage area of a **carrier**;
- electrical or mechanical breakdown or derangement of the article insured;
- wear and tear, damage caused by moth or vermin, denting or scratching, or any process of dyeing or cleaning;
- confiscation or detention by Customs or other lawful officials and authorities;
- anything not listed in the definitions of **personal luggage** or **valuables**;
- damage to fragile or brittle articles unless by fire or resulting from an accident to a sea going vessel, aircraft or vehicle;
- liability in respect of a **pair or set** of articles where **we** shall be liable only for the value of that part of the **pair or set** which is lost or damaged;
- sports gear whilst in use;
- equipment used in connection with any **winter sports**, golf or **special sports & activities** categories A and B unless **you** have paid the appropriate additional premium to extend **your** policy;
- loss or theft of or damage to **money**;
- losses from a roof or boot luggage rack (other than losses of camping equipment, which remains covered under this section);
- the **policy excess** except where **you** have paid the Excess Waiver premium;
- anything mentioned in the General Exclusions.

SECTION 9 - LUGGAGE DELAY ON YOUR OUTWARD JOURNEY

What is covered:

If **your** luggage is certified by the **carrier** to have been delayed on the outward journey of a **trip**, **we** will pay up to the amount shown in the Summary of Cover for the purchase of essential items. Any payment under this section will be deducted from any subsequent claim made under the **personal luggage** section.

Special conditions relating to claims

You must provide receipts and a report from the **carrier** confirming the length of the delay - otherwise no payment will be made.

What is not covered:

- any claim arising in connection with a **trip** solely within the **home country**;
- anything mentioned in the General Exclusions.

SECTION 10 - MONEY, PASSPORT & TRAVEL DOCUMENTS

What is covered:

- If during a **trip**, the **money** **you** are carrying on **your** person or that **you** have left in a safety deposit box is lost, stolen, or damaged, then subject to the following conditions and exclusions, **we** will pay **you** up to the amount shown in the Summary of Cover.

The maximum **we** will pay for bank notes, currency notes and coins belonging to an **insured person** aged under 18 years is £50.

- If **your** passport or **travel documents** are lost or stolen outside **your home country** during a **trip**, **we** will pay **you** up to the amount shown in the Summary of Cover in respect of reasonable additional travel and accommodation expenses **you** incur abroad to obtain a replacement passport.

We do not cover the replacement cost of the passport itself or other **travel documents**.

Special conditions relating to claims

Within 24 hours of discovery of the of the incident **you** must report loss of **money** or passport or **travel documents** to the local police or to the **carrier**, as appropriate, or to **your** hotel or accommodation management, or to the tour operator representative.

You must produce to **us** written documentation from one of the parties listed above confirming that the loss or theft occurred during the **trip** - otherwise no claim will be paid.

You must produce to **us** evidence of the withdrawal of bank notes, currency notes or coins - otherwise no payment will be made.

What is not covered:

- shortages or loss due to error, omission, depreciation in value, or confiscation or detention by Customs or other lawful officials and authorities;
- anything that can be replaced by the issuer;
- the replacement cost of the passport or other **travel documents**;
- the **policy excess** for passport except where **you** have paid the Excess Waiver premium;
- anything mentioned in the General Exclusions.

SECTION 11 – PERSONAL LIABILITY

What is covered:

If in the course of a **trip** you become legally liable for **accidental bodily injury** to, or the death of, any person and/or accidental loss of or damage to their property, if no other insurance is in force covering the loss, the material damage or **your** liability, **we** will cover **you** (or in the event of **your** death, **your** legal personal representatives) against:

- All sums which **you** shall become legally liable to pay as compensation; and
- All law costs awarded to any claimant or incurred in the defence of any claim that is contested by **us** or with **our** consent.

We will pay **you** up to the amount shown in the Summary of Cover under this policy. This limit applies to any and all claimants in any one **period of insurance** affected by any and all occurrences with any one original cause.

What is not covered:

- a) injury to, or the death of, any member of **your family** or household, or any person in **your** employment;
- b) property belonging to, or held in trust by **you** or **your family**, household or anyone in **your** employment;
- c) loss of or damage to property which is the legal responsibility of **you** or **your family** or employee. (This exclusion will not apply to temporary accommodation which **you** occupy and for which **you** assume contractual responsibility during **your trip**);
- d) liability which **you** incur as a result of an agreement that **you** made which would not apply in the absence of that agreement
- e) claims for injury, loss or damage arising directly or indirectly from:
 - ownership or use of: airborne craft; horse-drawn, motorised, mechanically-propelled or towed vehicles; vessels, sail or powered boats (other than row boats, punts or canoes); animals (other than domestic dogs or cats); firearms;
 - the pursuit or exercise of any trade, profession or gainful occupation, or the supply of goods and services by **you**;
 - the ownership or occupation of any land or building;
 - wilful or malicious acts;
- f) liability or material damage for which cover is provided under any other insurance;
- g) accidental injury or loss not caused through **your** negligence;
- h) any injury, illness, death, loss, expense or other liability attributable to the transmission of any communicable disease or virus, or to HIV and/or any HIV related illness including AIDS and/or any mutant derivatives or variations thereof however caused;
- i) an **insured person** engaging in any **special sports & activities** or **winter sports** where this policy specifically states that Personal Liability cover is excluded (regardless of whether the **special sports & activities** or **winter sports** premium has been paid);
- j) any claim arising in connection with a **trip** solely within the **home country**;
- k) the **policy excess** except where **you** have paid the Excess Waiver premium;
- l) anything mentioned in the General Exclusions.

SECTION 12 – PERSONAL ACCIDENT

What is covered:

If **you** suffer **accidental bodily injury** during the **trip**, which within 12 months is the sole and direct cause of **your** death or disablement, **we** will pay **you** or **your** legal personal representatives up to the amount shown in the Summary of Cover.

What is not covered:

- a) injury not caused solely by outward, violent and visible means;
- b) **your** disablement caused by mental or psychological trauma not involving **your** bodily injury;
- c) disease or any physical defect, infirmity or illness which existed prior to the commencement of the **trip**;
- d) any payment per **insured person** in excess of the amount shown in the Summary of Cover;
- e) any claim arising from **insured persons** over 55 years of age when **you** have purchased a **single trip policy** or an **annual multi-trip policy**;
- f) an **insured person** engaging in any **special sports & activities** or **winter sports** where this policy specifically states that Personal Accident cover is excluded (regardless of whether the **special sports & activities** or **winter sports** premium has been paid);
- g) anything mentioned in the General Exclusions.

SECTION 13 – LEGAL PROTECTION

The following definitions apply only to this section:

Representative

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

Legal Costs and Expenses

We will pay up to the amount shown in the schedule of benefits, for legal costs to pursue compensation against someone else who causes **you** bodily injury, illness or death.

Conditions applying to this section

In addition to the General Conditions set out in this policy **you** must:

1. Be aware that **we** have full control over any legal representatives and any proceedings.
2. Follow **our** or **our** agents' advice in handling any claim, if **you** fail to do so cover under this section of the policy will cease; and
3. Where possible, get back all of **our** costs. **You** must pay **us** any costs **you** do get back.

Exclusions

- a) The excess shown in the Summary of Cover except where **you** have paid the Excess Waiver premium.
- b) Any claim **we** or **our** legal representatives believe is not likely to be successful or if **we** think the costs of taking action will be more than any award.
- c) The costs of making any claim against **us**, **our** agents or representatives, or against any tour operator, accommodation provider, **carrier** or any person who **you** have travelled or arranged to travel with.
- d) Any costs or expenses which are based on the amount of any award. The costs of following up a claim for an injury or damage caused by or in connection with **your** trade, profession or business, under contract or resulting from **you** having, using or living on any land or in any buildings.
- e) Any claims that result from **you** having or using mechanically-propelled vehicles, watercraft, aircraft, animals, guns or weapons.
- f) Any claims that results from **you** acting in a criminal or malicious way.
- g) Any claims reported more than 180 days after the incident took place.
- h) Anything mentioned in the general exclusions.

OPTIONAL UPGRADES

The following sections are only applicable if **you** have paid the appropriate additional premium.

OPTIONAL WINTER SPORTS COVER

This policy specifically excludes participating in or practising for certain **winter sports** and activities.

When are you covered for Winter Sports?

You are covered under this section if **you** have paid the appropriate additional premium to include it and are under the age of 56. If **you** are an **annual multi-trip policy** holder, **you** are entitled to 17 consecutive days **winter sports** cover if **you** have paid the appropriate additional premium.

This policy will cover **you** when **you** are engaging in the following **winter sports** on a non-competitive and non-professional basis during **your trip** when **you** have paid the additional **winter sports** premium:

| | |
|---|----------------------------------|
| Cat skiing (with guides) | Snow blading (no jumping tricks) |
| Cross country skiing | Snow bobbing |
| Glacier skiing | Snow scooting |
| Ice hockey | Snow shoe walking |
| Langlauf (cross country skiing) | Snow shoeing |
| Monoskiing (not for time trials/speed skiing or racing) | Snow tubing |
| Skiing on piste | Snow blading |
| Skiing or snowboarding off piste (within local ski patrol guidelines) | Snow boarding on piste |
| Sledging/tobogganing | |

Your policy can be extended to cover the following **winter sports** when **you** have paid the additional **winter sports** premium, **but no cover will apply in respect of any Personal Accident or Personal Liability claims:**

| | |
|-------------------|-------------------|
| Kite snowboarding | Snow carting |
| Snow go karting | Snowmobiling |
| Skidoo | Snowmobile safari |

You will not be covered for any claims arising directly or indirectly when engaging in or practising for the following **winter sports:**

| | |
|---|--|
| Arial skiing | Ski bob racing |
| Air boarding | Ski jumping |
| Biathlon | Ski mountaineering |
| Bobsleigh | Ski race training |
| Freestyle skiing | Ski racing |
| Heli skiing or heli boarding | Ski randonee |
| Ice climbing | Ski stunting |
| Ice diving | Ski touring |
| Ice fishing by snowmobile (snowmobile driven by guides) | Sky yawing |
| Ice fishing by snowmobile (snowmobile not driven by guides) | Skiing off piste (outside local ski patrol guidelines/outside recognised and authorised areas) |
| Ice holing | Snow biking |
| Ice marathon | Snow cat driving |
| Ice speedway | Snow kiting |
| Nordic skiing | Snow parascending |
| Paraskiing | Snowboarding off piste (outside local ski patrol guidelines/outside recognised and authorised areas) |
| Ski acrobatics/aerials | Tandem skiing |

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

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

What is covered?

Benefits under the sections of cover already described are extended to cover **winter sports**. Please note that all terms, conditions and exclusions (except where these are amended under this upgrade) continue to apply for all sections in respect of **winter sports**. **You** must read these extensions in conjunction with sections 1-13 and refer back to them when appropriate for full cover details.

SECTION 14 - CANCELLATION OR CURTAILMENT

What is covered in addition to section 5:

- Financial loss **you** suffer in connection with deposits **you** cannot recover, or for payments **you** have made (or have contracted to pay) for unused ski pass or ski school fees.
- If **you** are certified by a **medical practitioner** at the ski resort as being unable to ski as a direct result of injury or sudden and unforeseen illness occurring during the **trip**, **we** will pay **you** a proportionate refund in respect of charges for unused ski pass or ski school fees.

What is not covered:

- anything mentioned in the General Exclusions.
- any claim where **you** have not paid the appropriate additional premium for **winter sports** cover

SECTION 15 - SKIS, SKI EQUIPMENT & SKI PASS

What is covered in addition to section 8:

We will pay **you** up to the amount shown in the Summary of Cover if skis and **ski equipment** belonging to or hired by **you** is/are damaged, stolen, destroyed or lost (and not recovered) in the course of a **trip**.

We will pay **you** up to the amount shown in the Summary of Cover if **your** ski pass that **you** are carrying on **your** person or have left in a safety box is lost, stolen, or damaged in the course of a **trip**.

Skis and **ski equipment** are covered against damage or loss whilst in use, if being used correctly.

Skis are covered when locked to a roof rack, which is itself locked to the roof of a vehicle.

Special conditions relating to claims

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

What is not covered:

- the **policy excess** if skis or **ski equipment** belonging to or hired to **you** is/are damaged, stolen, or lost (and not recovered) except where **you** have paid the Excess Waiver premium;
- anything mentioned in the General Exclusions.
- any claim where you have not paid the appropriate additional premium for **winter sports** cover

SECTION 16 - PISTE CLOSURE

What is covered:

If during a **trip** **you** are prevented from skiing at the pre-booked resort for **more than 24 consecutive hours**, because insufficient snow causes a total closure of the lift system (other than baby drags and lifts used for transport within the resort by non-skiers)

We will pay **you** up to the amount shown in the Summary of Cover per each **insured person**:

- For all reasonable travel costs and lift pass charges **you** have to pay to travel to and from a similar area to ski; or
- As a cash benefit payable if no suitable alternative skiing is available.

What is not covered:

- claims arising from closure of the resort lift system due to avalanches or dangerous high winds;
- trips** in the Northern Hemisphere outside the period commencing 1st December and ending 31st March;
- trips** in the Southern Hemisphere outside the period commencing 1st May and ending 30th September;
- any claim where **you** have not paid the appropriate additional premium for **winter sports** cover
- anything mentioned in the General Exclusions.

SECTION 17 - AVALANCHE OR LANDSLIDE

What is covered:

If, following avalanches or landslides, access to and from the ski resort is blocked or scheduled **public transport** services are cancelled or curtailed **we** will pay up to the amount shown in the Summary of Cover for reasonable extra accommodation and travel expenses. Evidence of limited access will be required.

What is not covered:

- anything mentioned in the General Exclusions.
- any claim where **you** have not paid the appropriate additional premium for **winter sports**.

SECTION 18 - SKI HIRE

What is covered:

If **your** luggage is delayed on the outward journey of a **trip** for more than 12 hours, then **we** will pay **you** up to the amount shown in the Summary of Cover for hire of replacement skis and **ski equipment**. **You** must provide **us** with receipts and written confirmation from the **carrier** confirming the delay.

What is not covered:

- anything mentioned in the General Exclusions.
- any claim where **you** have not paid the appropriate additional premium.

OPTIONAL GOLF COVER

If **you** have paid the appropriate additional premium for Optional Golf Cover then **you** will be covered for up to a maximum of 31 days on **single trip policies** and up to a maximum of 21 days on **annual multi-trip policies**.

SECTION 19 - GOLF EQUIPMENT

What is covered:

We will pay **you** up to the amount shown in the Summary of Cover for accidental loss, theft of or damage to **golf equipment** which **you** own.

Special conditions relating to claims

We have the option to either pay **you** for the loss, or replace or repair the items concerned.

Claims are paid based on the value of the goods at the time that they are lost and not on a 'new for old basis' or replacement cost basis; thus a deduction is made for wear, tear, and depreciation, bearing in mind the age of the items.

You must take reasonable care of **your golf equipment**, and must not leave it unsecured or **unattended** at any time in a place to which the public have access.

If claiming for **your** goods that were stolen or lost **you** should produce proof of purchase of the original (receipts, credit card or bank statements), as failure to do so may affect the assessment of the claim.

Within 24 hours of discovery of the of the incident, **you** must report loss of **personal luggage** to the local police or to the **carrier**, as appropriate, (damage to **golf equipment** in transit must be reported to the **carrier** before **you** leave the baggage hall and a Property Irregularity Report (PIR) must be obtained), or to **your** hotel or accommodation management, or to the tour operator representative. **You** must produce to **us** written documentation from one of the parties listed above confirming that the loss or theft occurred during the **trip** - otherwise no claim will be paid.

What is not covered:

- a) the **policy excess** except where **you** have paid the Excess Waiver premium;
- b) more than £200 per single club or single item of **golf equipment**;
- c) wear and tear, damage caused by moth or vermin, denting or scratching, or any process of dyeing or cleaning.
- d) **golf equipment** which is over three years old;
- d) any claim for loss or theft of **golf equipment** if **you** have not notified the police within 24 hours of its discovery and obtained a written report which includes the crime reference number;
- e) loss, theft of, or damage to **golf equipment** from checked-in luggage left in the custody of a **carrier** and/or packed in luggage left in the baggage hold or storage area of a **carrier**;
- f) claims arising from delay, detention, seizure or confiscation by Customs or other officials;
- g) claims for loss, theft or damage to anything being shipped as freight or under a Bill of Lading;
- h) damage to, loss or theft of **golf equipment**, which is being carried on a vehicle roof rack;
- i) damage to, loss or theft of **golf equipment**, if it has been left:
 - **unattended** in a place to which the public have access; or
 - left in an **unattended** motor vehicle; or
 - in the custody of a person who does not have an official responsibility for the safekeeping of the property;
- j) any claim for damage to **golf equipment** whilst in use;
- k) any claim where **you** have not paid the appropriate additional premium for **golf equipment**
- l) anything mentioned in the General Exclusions.

SECTION 20 - GOLF EQUIPMENT HIRE

What is covered:

If **your own golf equipment** is lost, stolen, damaged, or delayed in transit by more than 24 hours **we** will pay **you** up to the amount shown in the Summary of Cover for the cost of hiring the necessary **golf equipment** for each 24 hour period **you** are without **your own golf equipment**, up to the amount shown in the Summary of Cover.

What is not covered:

- a) any claim for loss or theft of **golf equipment** if **you** have not notified the police within 24 hours of its discovery and obtained a written report which includes the crime reference number;
- b) any claim, if the loss or theft occurs during a journey or whilst in the custody of an airline or other **carrier** or their handling agent of the incident and **you** have not obtained an official report or a Property Irregularity Report (PIR);
- c) claims arising from delay, detention, seizure or confiscation by Customs or other officials;
- d) claims for loss, theft or damage to anything being shipped as freight or under a Bill of Lading;
- e) damage to, loss or theft of **golf equipment**, which is being carried on a vehicle roof rack;
- f) damage to, loss or theft of **golf equipment**, if it has been left:
 - **unattended** in a place to which the public have access; or
 - left in an **unattended** motor vehicle; or
 - in the custody of a person who does not have an official responsibility for the safekeeping of the property;
- g) any claim where **you** have not paid the appropriate additional premium for **golf equipment**.
- h) anything mentioned in the General Exclusions.

SECTION 21 - NON REFUNDABLE GOLFING FEES

What is covered:

We will pay **you** up to the amount shown in the Summary of Cover for the proportionate value of any non-refundable, pre-paid green fees, **golf equipment** hire or tuition fees necessarily unused due to the following:

- Adverse weather conditions preventing **you** from participating in a pre-booked event;
- Unforeseen illness, injury or death of an insured person; or
- Loss or theft of documentation which prevents the participation in the pre-paid golfing activity.

What is not covered:

In addition to the General Exclusions of the policy, the Insurer shall not be responsible for:

- a) claims arising for theft for which a police report was not obtained within 24 hours;
- b) claims arising for loss or damage for which a report from an appropriate authority was not obtained within 24 hours (In the case of an airline, a Property Irregularity Report (PIR) will be required);
- c) claims arising from delay, detention, seizure or confiscation by Customs or other officials;
- d) claims arising for loss, theft or damage to documentation shipped as freight or under a Bill of Lading;
- e) claims arising for documentation left **unattended** in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the documentation;
- f) claims arising for loss, theft or damage of documentation from an **unattended** motor vehicle, unless taken from a locked boot or lockable roof rack between 8am and 8pm and there is evidence of violent and forcible entry which is confirmed by a written police report;
- g) claims arising from a **medical condition** which is not substantiated by a written report from the treating doctor confirming **your** inability to play golf;
- h) claims arising from weather conditions resulting from the failure to protect items;
- i) documentation more specifically insured elsewhere;
- j) any claim where **you** have not paid the appropriate additional premium for **golf equipment**;
- k) anything mentioned in the General Exclusions.

SECTION 22 - HOLE IN ONE

What is covered:

We will pay **you** up to the amount shown in the Summary of Cover in the event of **your** scoring a hole-in-one during **your trip**.

What is not covered:

- a) if **you** are not a member of a recognised golf club affiliated to a National Golfing Union and hold an official National Golfing Union Handicap.
- b) if **you** do not have **your** scorecard signed by **your** playing partner(s) who must be members of a National Golfing Union.
- c) if the golf course at which the hole-in-one is scored is not affiliated to the Golfing Union of the country in which it is located.
- d) if **your** scorecard is not countersigned by the secretary/manager of the club at which the hole-in-one has been scored.
- e) if temporary greens and/or tee boxes are in use.
- f) any claim where **you** have not paid the appropriate additional premium for **golf equipment**;
- g) for anything mentioned in the General Exclusions.

What is covered:

Benefits under the sections of cover already described under Sections 1 - 22 are extended to cover **special sports & activities** as follows.

Please note that all terms, conditions and exclusions (except where these are amended under this upgrade) continue to apply for all sections. **You** must read these extensions in conjunction with all sections to which they relate and refer back to them when appropriate for full cover details.

This policy specifically excludes participating in or practising for certain sports and activities. Please see the following tables to confirm which sports and activities are covered on a non-competitive and non-professional basis during **your trip**:

- Activities shown as **Included** do not require additional premium to be paid.

When purchasing **your** policy **you** will be provided with the option of selecting cover for either Category A or Category B Sports and Activities.

- Purchase of Category A will only cover **you** and all **insured persons** for activities listed under Category A.
- Purchase of Category B will cover **you** and all **insured persons** for activities listed under Categories A and B, **but will not include cover for Personal Liability or Personal Accident.**

| Activity | Category | Conditions |
|--------------------------------------|---------------------|---|
| Abseiling | Included | Must be within organiser's guidelines |
| Aerobics | Included | |
| American Football | A | |
| Archery | Included | |
| Athletics | Included | |
| Badminton | Included | |
| Ballroom dancing | Included | |
| Ball hockey | A | |
| Bamboo rafting | Included | |
| Banana boating | Included | |
| Bar work | Included | |
| Baseball | Included | |
| Billiards | Included | |
| Bird watching | Included | |
| Black water rafting/canoeing/tubing | Included | Up to grade 3 only |
| Black water rafting/canoeing/tubing | B | Up to grade 4 only |
| Blade skating | Included | |
| Blowcarting (land sailing in a kart) | Included | No Personal Liability or Accident cover |
| Board sailing (wind surfing) | Included | |
| Body boarding | Included | |
| Bowling | Included | |
| Bowls | Included | |
| Breathing Observation Bubble (BOB) | Included | |
| Bridge swinging | Included | |
| Bungee jumping | Included | Must be within organiser's guidelines |
| Camel riding | B | |
| Camping | Included | |
| Canoeing | Included | Up to grade 2 rivers only |
| Caravaning | A | |
| Catamaran sailing | Included | If qualified. No Personal Liability or Accident cover |
| Clay pigeon shooting | Included | No Personal Liability or Accident cover |
| Climbing | Included | On a climbing wall only |
| Cricket | Included | |
| Croquet | Included | |
| Curling | Included | |
| Cycling | Included | Occasional, not main purpose of trip |
| Dancing | Included | |
| Darts | Included | No Personal Liability or Accident cover |
| Deep sea fishing | Included | |
| Devil karting | Included | Unpowered. No Personal Liability or Accident cover |
| Dinghy sailing | Included | No Personal Liability or Accident cover |
| Dirt boarding | Included | No tricks or jumps. No Personal Liability or Accident cover |
| Donkey ride | Included | |
| Dune bashing | Included | No Personal Liability or Accident cover |
| Endurance tests | A | |
| Elephant riding | B | |
| Elephant trekking | B | Non-UK booked trip |
| Elephant trekking | B | UK booked trip |
| Fell walking | Included | |
| Fencing | B | |
| Fishing | Included | |
| Fives | A | |
| Flag football | A | |
| Flying as a passenger | Cover not available | Except as a fare paying passenger in a licensed passenger carrying aircraft |
| Football - beach kick around | Included | |
| Football/soccer | Included | Non-competitive |
| Free swimming | Included | Freestyle only |
| Fresh water/sea fishing | Included | |

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|-------------------------------|---------------------|--|
| Frisbee | Included | No Personal Liability or Accident cover |
| Gaelic football | B | No Personal Liability or Accident cover |
| Glacier walking | Included | |
| Glass bottom boats | Included | |
| Gliding | Included | No cover for crewing or piloting |
| Go karting | Included | |
| Golf | Included | |
| Gymnastics | Included | |
| Handball | Included | |
| Helicopter ride | Cover not available | Except as a fare paying passenger in a licensed passenger carrying aircraft |
| Hiking/trekking/walking | Included | Below 2,500 metres |
| Hiking/trekking/walking | A | Between 2,501 and 4,000 metres |
| Historical research | Included | |
| HobbieCat sailing | Included | No Personal Liability or Accident cover |
| Hockey | A | |
| Hot air ballooning | Included | Organised pleasure rides only |
| Hurling | B | |
| Husky dog sleigh ride | Included | |
| Husky safari | Included | |
| Hydrospeeding | B | |
| Hydro zorbing | Included | |
| Ice skating | Included | |
| Indoor climbing | Included | On climbing wall |
| Indoor skating | Included | |
| Inline skating | Included | |
| Jet boating | Included | No racing. No Personal Liability or Accident cover |
| Jet skiing | Included | No racing. No Personal Liability or Accident cover |
| Jogging | Included | |
| Karting | Included | No Personal Liability or Accident cover |
| Kayaking | Included | Up to grade 3 only |
| Kayaking | B | Up to grade 4 only |
| Keepfit | Included | |
| Kick sledding | Included | |
| Kite boarding on water | Included | No Personal Liability or Accident cover |
| Kite surfing | Included | No Personal Liability or Accident cover |
| Kiting | Included | On ground, not used to propel forward |
| Korfball | Included | |
| Lacrosse | A | |
| Land skiing | Included | Not on snow. No Personal Liability or Accident cover |
| Lasso throwing | Included | Not rodeo |
| Low ropes | Included | Less than 1m from ground. No Personal Liability or Accident cover. |
| Model flying | Included | Not pilot or passenger carrying aircraft. No Personal Liability or Accident cover. |
| Model sports | Included | Model radio controlled cars, aircraft, boats etc. |
| Motorcycling | Included | Up to 125cc |
| Mountaineering | A | Below 2,500 metres |
| Mountain biking | Included | General cross-country, off road cycling |
| Mountain boarding | Included | No jumping/racing/tricks. No Personal Liability or Accident cover. |
| Mud buggying | Included | No Personal Liability or Accident cover. |
| Netball | Included | |
| Octopush | Included | |
| Organised safari without guns | Included | |
| Orienteering | Included | |
| Outdoor endurance events | A | |
| Overland trips | Included | |
| Paintballing | Included | Wearing eye protection. No Personal Liability or Accident cover. |
| Parascending over land | A | |
| Parascending over water | Included | |
| Passenger sledge | Included | Horse and carriage |
| Pedalo | Included | |
| Petanque | Included | |
| Pilates | Included | |
| Pigeon racing | Included | No Personal Liability or Accident cover |
| Pistol shooting | Included | Within organiser's guidelines. No Personal Liability or Accident cover |
| Pony trekking | Included | |
| Polo | B | |
| Quoits | Included | |
| Rackets | Included | |
| Racquet ball | Included | |
| Rambling | Included | |

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| Rap jumping/running | Included | Within organiser's guidelines |
| Reenacting | Included | |
| Reindeer safari | Included | |
| Reindeer sleigh ride | Included | |
| Restaurant work | Included | No Personal Liability or Accident cover |
| Rifle range shooting | Included | No Personal Liability or Accident cover |
| Ringos | Included | |
| River bugging | Included | |
| River tubing | Included | Up to grade 2 only - not through caves |
| Roller blading | Included | |
| Roller skating/blading | Included | Wearing pads/helmets |
| Rounders | Included | |
| Rowing | Included | Except racing |
| Rugby | A | League/Union/Sevens/Touch - non-competitive only |
| Running | Included | Non-competitive |
| Safari | Included | Organised by bona fide tour operator with no guns |
| Safari | A | Organised by bona fide tour operator with guns |
| Safari trekking in a vehicle | Included | Must be organised tour |
| Safari trekking on foot | Included | Must be organised tour |
| Sailboarding | Included | |
| Sailing/yachting in-shore | B | Crewing, no racing |
| Sailing/yachting off-shore | B | Recreational, no racing |
| Sailing/yachting in-shore | Included | Recreational, no racing. No Personal Liability or Accident cover |
| Sandboarding | Included | No Personal Liability or Accident cover |
| Scuba diving up to 10 metres with dive buddy | Included | Within organiser's guidelines |
| Scuba diving 10 to 18 metres with dive buddy | Included | Within organiser's guidelines: PADI Open Water Qualified |
| Scuba diving 18 to 30 metres with dive buddy | Included | Within organiser's guidelines: PADI Advanced Open Water Qualified |
| Scuba diving 10 to 20 metres with dive buddy | Included | Within organiser's guidelines: BSAC Ocean Diver Qualified |
| Scuba diving 20 to 30 metres with dive buddy | Included | Within organiser's guidelines: BSAC Sports Diver Qualified |
| Sea fishing | Included | |
| Sea kayaking | Included | |
| Segway | Included | |
| Shinty | B | |
| Shooting | Included | Within organiser's guidelines. No Personal Liability or Accident cover |
| Skateboarding | Included | Wearing pads & helmet, no tricks or jumping |
| Sledging | Included | Pulled by horse or reindeer as a passenger |
| Sleigh rides | Included | Horse pulled only |
| Small bore target shooting | Included | Within organiser's guidelines |
| Snooker | Included | |
| Snorkelling | Included | |
| Softball | Included | |
| Speed skating | A | |
| Street hockey | A | Wearing pads and helmet |
| Sphereing | Included | |
| Squash | Included | |
| Stoolball | Included | |
| Stoopball | Included | |
| Summer tobogganing | A | |
| Surfcasting | Included | |
| Surfing | Included | |
| Swimming | Included | |
| Swimming with dolphins | Included | |
| Table tennis | Included | |
| Target rifle shooting | Included | Within organiser's guidelines. No Personal Liability or Accident cover |
| Telemarking | Including | No Personal Liability or Accident cover |
| Ten pin bowling | Included | |
| Tennis | Included | |
| Trampolining | A | |
| Tubing | Included | |
| Tug of war | Included | |
| Volleyball | Included | |
| Wadi bashing | Included | No Personal Liability or Accident cover |
| Wakeboarding | Included | |
| Walking | Included | |
| Walking up Sydney Harbour Bridge | B | |
| War games | Included | Wearing eye protection. No Personal Liability or Accident cover |
| Water polo | Included | |
| Water skiing | Included | |
| White water rafting/canoeing | Included | Up to grade 3, within organiser's guidelines |
| White water rafting/canoeing | B | Grade 4 only, within organiser's guidelines |
| Wicker basket tobogganing | Included | No Personal Liability or Accident cover |

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| Wind tunnel flying | Included | No Personal Liability or Accident cover |
| Yoga | Included | |
| Zorbing | Included | |

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

GENERAL CONDITIONS

- No cover will come into force, or continue in force, under sections 1,2,3,4 and 5, unless each **insured person**, who by reason of the Important Health Requirements must make a **medical health declaration** in respect of the period for which insurance is required, has declared ALL **pre-existing medical conditions** to **us** and they have been formally accepted by **us** in writing.
- Any medical information supplied in a **medical health declaration** will be treated in the strictest confidence, will be used solely for **our** own internal purposes for the assessment of the risk, and will not be disclosed to any outside person or authority without the specific approval of the person whose details are shown in the **medical health declaration**. **We** shall not refuse cover unless, in **our** opinion, the risk associated with the particular person travelling is substantially greater than that represented by the average healthy traveller. The cost of any medical evidence produced in connection with a **medical health declaration** shall be borne by **you**.
- You** must exercise reasonable care for the supervision and safety of both **you** and **your** property. **You** must take all reasonable steps to avoid or minimise any claim. **You** must act as if **you** are not insured.
- You** must avoid needless self-exposure to peril unless **you** are attempting to save human life.
- We** will make every effort to apply the full range of services in all circumstances dictated by the terms and conditions. Remote geographical locations or unforeseeable adverse local conditions may preclude the normal standard of service being provided.
- You** must comply in full with the terms and conditions of this policy before a claim will be paid. Please read this policy carefully, and if **you** are unsure as to what is covered or excluded, contact the Travel Helpline as quoted on **your certificate** of insurance.
- In the event of an emergency or any occurrence that may give rise to a claim for more than £500 under this insurance, **you** must contact **us** as soon as possible. **You** must make no admission of liability, offer, promise or payment without **our** prior consent. **Please Telephone us first**.
- We** are entitled to take over **your** rights in the defence or settlement of a claim, or to take proceedings in **your** name for **our** own benefit against another party and **we** shall have full discretion in such matters. This is to enable **us** to recover any costs **we** have incurred from any third party who may have liability for the costs.
- We** may, at any time, pay to **you our** full liability under this policy after which no further liability shall attach to **us** in any respect or as a consequence of such action.
- Where it is possible for **us** to recover sums that **we** have paid out under the terms of the policy, **you** will co-operate fully with **us** in any recovery attempt **we** make and **we** will pay all costs associated with the recovery of **our** outlay. **You** agree not to take any action that may prejudice **our** recovery rights and will advise **us** if **you** instigate proceedings to recover compensation arising from any incident which has led to a successful claim against this policy. The sums **we** have paid out under the terms of the policy will be reimbursed from any recovery made.
- You** must take all practicable steps to recover any article lost or stolen and to identify and ensure the prosecution of the guilty person(s). **We** may at any time and at **our** expense take such action as **we** deem fit to recover the property lost or stated to be lost.
- In the event of a valid claim **you** shall allow **us** the use of any relevant **travel documents you** are not able to use because of the claim.
- If a claim arises from or is related to an assault or deliberate injury to an Insured by a third party, a police report must be provided before the claim can be validated and any payment made.
- You** must notify **us** in writing of any event which may lead to a claim, within 28 days of **your** return home. As often as **we** require, **you** shall submit to a medical examination at **our** expense. In the event of the death of an **insured person we** shall be entitled to have a post mortem examination carried out at **our** expense. **You** must supply **us** with a written statement substantiating **your** claim, together with (at **your** own expense) all certificates, information, evidence and receipts that **we** reasonably require.
- If any fraudulent claim is made or if any fraudulent means or devices are used to obtain any benefit under the insurance, this policy shall become void and the premium paid shall be forfeited. Any benefits so claimed and received must be repaid to **us**.
- We** may give 7 days notice of cancellation of this policy by recorded delivery to **you** at **your** last known address. In this case **we** shall refund to **you** the unexpired pro-rata portion of the premium **you** have paid, subject to there having been no known claims or losses.
- If any dispute arises as to the policy interpretation, or as to any rights or obligations under this policy, **we** offer **you** the option of resolving this by using the arbitration procedure **we** have arranged. Please see the details shown under Customer Satisfaction. Using this service will not affect **your** legal rights. If **you** are unsure of **your** legal rights, **you** should contact the Citizens' Advice Bureau.
- You** will be required to repay to **us**, within one month of **our** request to **you**, any costs or expenses **we** have paid on **your** behalf which are not covered under the terms and conditions of this policy.
- This policy is subject to the Laws of England and Wales unless **we** agree otherwise. The courts of England and Wales alone shall have jurisdiction in any disputes.
- You** must pay the appropriate premium for the full number of days comprising **your** planned trip. If **you** travel for more than the number of days for which **you** have paid for cover, **you** will not be covered after the last day for which **you** have paid.
- When engaging in any sport or holiday activity (not excluded under General Exclusion 14) **you** must accept and follow the supervision and tuition of experts qualified in the pursuit or activity in question, and **you** must use all appropriate precautions, equipment and protection.
- Categories A and B of the **special sports & activities**, and **winters sports**, are covered only if **you** have paid the appropriate additional premium required, before departure from **your home country**.
- Although **we** are prepared to cover **you** when undertaking certain sports and activities, the availability of the insurance cover does not, in itself, imply that **we** consider such sports and activities as safe. At all times **you** must satisfy **yourself** that **you** are capable of safely undertaking the planned sport or activity and **you** must take care to avoid injury, accident or loss to **yourself** and to others.

GENERAL EXCLUSIONS

No section of this policy shall apply in respect of:

- Any person who has reached the age of 56 years for **single trip policies** or for **annual multi-trip policies** prior to the commencement of the **period of insurance**.
- Loss, damage or expense which at the time of happening is insured by, or would, but for the existence of this policy, be insured by any other existing certificates, policies, or motoring organisation's services. If **you** have any other policy in force, which may cover the event for which **you** are claiming, **you** must tell **us**. This exclusion shall not apply to Personal Accident cover under Section 12.
- Costs which would have been payable if the event being the subject of a claim had not occurred (for example, the cost of meals which **you** would have paid for in any case).
- We** will not pay for any losses which are not directly covered by the terms and conditions of this policy. Examples of losses **we** will not pay for include loss of earnings due to being unable to return to work following injury or illness happening while on a **trip** and replacing locks if **you** lose **your** keys.
- We** will not pay for costs of telephone calls or faxes, meals, taxi fares (with the sole exception of the taxi costs incurred for the initial journey to a hospital abroad due to an **insured person's** illness or injury), interpreters' fees, inconvenience, distress, loss of earnings, loss of enjoyment of holiday, time-share maintenance fees, holiday property bonds or points.
- We** will not pay for any additional travel or accommodation costs (unless pre-authorised by **us** as part of a valid claim under sections Medical Emergency & Repatriation, Additional Accommodation & Travelling Costs, Cancellation & Curtailment or Money & Passport).
- Any deliberately careless or deliberately negligent act or omission by **you**.

8. Any claim arising or resulting from **your** own illegal or criminal act.
9. Needless self-exposure to peril except in an endeavour to save human life.
10. Any claim arising directly or indirectly from **your** drug addiction or solvent abuse, excessive alcohol intake, being under the influence of alcohol (including but not exclusively having a blood alcohol reading of more than 150mg per 100ml) or **you** being under the influence of drug(s).
11. Any claim arising or resulting directly or indirectly from **your** suicide, attempted suicide, or intentional self-injury.
12. Any claim caused by or arising from jumping from a balcony.
13. **You** engaging in **manual work** in conjunction with any profession, business or trade during the **trip**.
14. **You** engaging in any **special sports & activities** in Categories A and B or winter sports unless the appropriate special sports & activities or winter sports extension premium required has been paid.
15. Participation in any organised competition involving any **special sports & activities** or **winter sports**.
16. Any claims under the optional Golf cover section unless the appropriate extension premium required has been paid.
17. Any claims under the optional **winter sports** cover section unless the appropriate extension premium required has been paid.
18. **You** fighting except in self-defence.
19. Notwithstanding any provision to the contrary within this insurance, or any endorsement thereto, it is agreed that this insurance excludes any loss or expense of whatsoever nature directly or indirectly caused by, resulting from, or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss: War, hostilities or warlike operations (whether war be declared or not); invasion; act of an enemy foreign to the nationality of the **insured person** or the country in, or over, which the act occurs; civil war; riot; rebellion; insurrection; revolution; overthrow of the legally constituted government; civil commotion assuming the proportions of, or amounting to, an uprising; military or usurped power; explosions of war weapons; release of weapons of mass destruction that do not involve an explosive sequence; murder or assault subsequently proved beyond reasonable doubt to have been the act of agents of a state foreign to the nationality of the **insured person** whether war be declared with that state or not; terrorist activity. For the purpose of this exclusion terrorist activity means an act, or acts, of any person, or group(s) of persons, committed for political, religious, ideological or similar purposes with the intention to influence any government and/or to put the public, or any section of the public, in fear. Terrorist activity can include, but not be limited to, the use of force or violence and/or the threat thereof. Furthermore, the perpetrators of terrorist activity can either be acting alone, or on behalf of, or in connection with any organisation(s) or government(s). Also excluded herein is any loss or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, or suppressing any, or all, of the above incidents. In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect. This exclusion does not apply to claims under section 1 (Medical Emergency & Repatriation) and section 12 (Personal Accident).
20. **You** travelling to a country, or parts of countries, or specific area or event to which the Foreign and Commonwealth Office has advised persons not to travel.
21. Loss or destruction or damage or any expense whatsoever resulting from: ionising radiation or contamination by radioactivity from any nuclear waste from the combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
22. Delay, loss, damage or injury, directly or indirectly caused by the actual or potential inability of any computer, data processing equipment or media, microchip, integrated circuit or similar device, or any computer software or stored programme to correctly recognise any date as its true calendar date or to continue to function correctly in respect of or beyond that date - except under section 1 (Medical Emergency & Repatriation) and section 12 (Personal Accident).
23. Delay, loss, damage, injury or consequential loss, directly or indirectly caused by the actual or potential inability of any computer, data processing equipment or media, microchip, integrated circuit or similar device, or any computer software or stored programme to correctly operate as a result of a computer virus - except under section 1 (Medical Emergency & Repatriation), and section 12 (Personal Accident). Computer viruses
24. include any program or software, which prevents any operating system, computer program or software working properly or at all.
25. Loss of any kind arising from the provision of, or any delay in providing, the services to which this policy relates, unless negligence on **our** part can be demonstrated.
26. Any loss or damage directly or indirectly caused by the provision of, or any delay in providing, the medical (or medical related) services to which the cover under this policy relates, whether provided by **us** or by anybody else (whether or not recommended by **us** and/or acting on **our** behalf) unless negligence on **our** part can be demonstrated.

MAKING A CLAIM ON YOUR RETURN HOME

First, check **your certificate** and the appropriate Section of **your** policy to make sure that what **you** are claiming for is covered.

Claims forms can be obtained from www.grclaims.com/debenhams. Alternatively telephone **our** Claims Helpline on **00 44 (0) 0343 658 0374** or email travelclaims@global-response.co.uk, giving **your** name and **certificate** number, and brief details of **your** claim.

Please quote the correct reference number below relating to the Insurance Policy you have purchased:

For Single Trip policies, please quote 15Q47

For Annual Multi-trip policies, please quote 15Q48

All claims must be notified within 28 days of **your** return on a policy claim form, accompanied by original invoices, receipts, reports, etc. Please refer to the relevant section of **your** policy for specific conditions and details of the supporting evidence that **we** require. Please remember that it is always advisable to retain copies of all documents when submitting **your** claim form. **We** recommend **you** use registered post.

In order to handle claims quickly, **we** may use appointed claims handling agents. When claims settlements are made by the BACS (Bank Automatic Clearing System) or other electronic banking system method, **you** will be responsible for supplying **us** with the correct bank account details and **your** full authority for **us** to remit monies directly to that account.

Provided that payment is remitted to the bank account designated by **you**, **we** shall have no further liability or responsibility in respect of such payment, and it shall be **your** sole responsibility to make collection of any misdirected payment in the event of incorrect details having been provided to **us**.

CUSTOMER SATISFACTION

Our Promise of Service

We aim to provide a first class service at all times. However, if **you** have a complaint **you** should follow the below process:

For Complaints about how **your** policy was sold **you** should contact:

ROCK Insurance Group
135 High Street
Crawley
West Sussex
RH10 1DQ
admin@rockinsurance.com
0800 091 3768

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

The Complaints Department
Global Response Ltd
Regus House
Falcon Drive
Cardiff
United Kingdom
CF10 4RU
customerservices@global-response.co.uk
00 44 (0) 2920 468793

If **we** cannot give **you** a final decision by four weeks from the day **we** receive **your** complaint **we** will explain why and tell **you** when **we** hope to reach a decision.

Our decision is final and based on the evidence presented. If **you** feel that there is any new evidence or information that may change **our** decision, **you** have the right to make an appeal. If **you** are not satisfied with the results of **our** investigation, **you** have the right to refer **your** complaint to an independent authority for consideration.

That authority is the Financial Ombudsman Service (FOS) at:
South Quay Plaza
Exchange Tower
London E14 9SR
Telephone: 0800 023 4 567.

Please note that if **you** wish to refer this matter to the FOS **you** must do so within 6 months of **our** final decision. **You** must have completed the complaints procedure before the FOS will consider **your** case.

We are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the scheme if **we** are unable to meet **our** obligations. This depends on the type of business, and circumstances of the claim. Insurance arranging is covered for 90% of the claim, without any upper limit. Further information can be obtained from the Financial Services Compensation Scheme by visiting their website at www.fscs.org.uk.

CANCELLATION PROVISIONS

Right to return the insurance document

Unless **your** trip will be completed within 14 days of buying this insurance or if a claim has been made, **you** have the right to cancel any policy of insurance within 14 days of the date of issue or receipt of the terms and conditions, whichever is later. **We** will refund to **you** any premium **you** have paid and will recover from **you** any payments **we** have made.

Cancellation by the Insured Person

If **you** subsequently give notice in writing or by telephone to **us** to cancel this policy such cancellation shall take effect on the date the notice is received or on the date specified in the notice, whichever is the later. If the notice of cancellation is received within the 14 day Cooling - Off Period the premium will be refunded in full less any sum that **we** have paid in respect of any claims made. If the notice of cancellation is received outside the 14 day Cooling - Off Period and **you** have not made a claim or sought assistance under the policy then **you** will be entitled to a pro rata refund of premium in accordance with the remaining term of the policy less an administration fee.

Cancellation by Us

We may give 7 days notice of cancellation of this policy by recorded delivery letter to **you** at **your** last known address.

Premium position upon cancellation by us or in respect of an annual multi-trip policy following the death of the insured person (except when the subject of a claim occurring in the course of a trip)

If premium has been paid for any period beyond the date of cancellation of this insurance, the relevant pro-rata portion of this premium will be refunded to **you** or **your** estate.

If however an incident has arisen during the **period of insurance** which has or will give rise to a claim, then no refund will be made.

Effective time of cancellation

This policy shall cease at 00.01 hours Greenwich Mean Time on the day following the last day of the **period of insurance** for which premium has been paid.

DATA PROTECTION ACT 1998 NOTICE

We will collect certain information about **you** in the course of considering **your** application and conducting **our** relationship with **you**. This information will be processed for the purposes of underwriting **your** insurance cover, managing any insurance issued, administering claims and fraud prevention. **We** may pass **your** information to a qualified Medical Practitioner, other insurers, reinsurers, other parties who provide services under this policy and loss adjusters for these purposes. This may involve the transfer of **your** information to countries which do not have data protection laws. **We** will also pass the data on to Debenhams who will use it in line with their data protection policy, available on Debenhams.com.

You may have the right of access to, and correction of, information that is held about **you**. Please contact **our** Compliance Officer to exercise either of these rights, at the following address:

Compliance Officer
Debenhams Travel Insurance
135 High Street
Crawley
West Sussex
RH10 1DQ
debenhamstravelinsurance@rockinsurance.com

Some of the information may be classified as sensitive - that is information about physical and mental health and employment records. Data protection laws impose specific conditions in relation to sensitive information including, in some circumstances, the need to obtain **your** explicit consent before the information may be processed. By finalising **your** insurance application, **you** consent to the processing and transfer of information described in this notice. Without this consent **we** would not be able to consider **your** application.

IMPORTANT CONTACT NUMBERS

IN AN EMERGENCY TELEPHONE THE 24 HOUR ASSISTANCE SERVICE STATING YOUR NAME AND POLICY NUMBER

| | |
|--|---|
| MEDICAL EMERGENCY & REPATRIATION | 00 44 (0) 343 658 0373 or 00 44 (0) 2920 474 226 |
| Travel Helpline | 0343 658 0371 |
| Travel Claims | 0343 658 0374 |
| Legal Advice & Legal Expense Claims | 0343 658 0348 |

SECTION A -TRAVEL INSURANCE SUMMARY OF COVER

| COVER (PER SECTION PER PERSON UNLESS OTHERWISE STATED) | BRONZE COVER LIMITS UP TO | EXCESS | SILVER COVER LIMITS UP TO | EXCESS | GOLD COVER LIMITS UP TO | EXCESS |
|---|--|----------------------------|--|----------------------------|--|----------------------------|
| 1. Medical Emergency & Repatriation | £10,000,000 | £180 | £10,000,000 | £170 | £10,000,000 | £150 |
| 2. Emergency Dental Treatment | £200 | £180 | £250 | £170 | £300 | £150 |
| 3. Additional Accommodation and Travelling Costs | £2,000 | Nil | £2,000 | Nil | £2,000 | Nil |
| 4. Hospital Daily Benefit | £25 per complete 24 hours of inpatient treatment; maximum £200 | Nil | £25 per complete 24 hours of inpatient treatment; maximum £250 | Nil | £25 per complete 24 hours of inpatient treatment; maximum £300 | Nil |
| 5. Cancellation or Curtailment | £1,000 | £180 (£20 loss of deposit) | £1,500 | £170 (£20 loss of deposit) | £3,000 | £150 (Loss of Deposit £20) |
| 6. Travel Delay | | | | | | |
| - Delay | £25 for first 24 hour period £25 for each additional 24 hour period up to £200 | Nil | £25 for first 24 hour period £25 for each additional 24 hour period up to £250 | Nil | £25 for first 24 hour period £25 for each additional 24 hour period up to £300 | Nil |
| - Holiday Abandonment | £1,000 | £180 (£20 loss of deposit) | £1,500 | £170 (£20 loss of deposit) | £3,000 | £150 (£20 loss of Deposit) |
| 7. Missed Departure On Your Outward Journey | £200 | £180 | £500 | £170 | £750 | £150 |
| 8. Personal Luggage | £2,000 | £180 | £2,000 | £170 | £2,000 | £150 |
| - Single Item Limit | £200 | £180 | £250 | £170 | £300 | £150 |
| - Valuables Limit in total (limited to £75 if Insured Person is under 18) | £200 | £180 | £250 | £170 | £300 | £150 |
| 9. Luggage Delay On Your Outward Journey | £25 per day up to £200 | Nil | £25 per day up to £250 | Nil | £25 per day up to £300 | Nil |
| 10. Personal Money | £500 | £180 | £500 | £170 | £500 | £150 |
| - Cash Limit | £200 | £180 | £200 | £170 | £200 | £150 |
| - Cash Limit (aged under 18) | £50 | £180 | £50 | £170 | £50 | £150 |
| - Passport & Travel documents (limited to £100 if Insured Person is under 18) | £200 | Nil | £250 | Nil | £300 | Nil |
| 11. Personal Liability | £2,000,000 | £180 | £2,000,000 | £170 | £2,000,000 | £150 |
| 12. Personal Accident | | | | | | |
| - Permanent Total Disablement | £10,000 | Nil | £15,000 | Nil | £20,000 | Nil |
| - Loss of one or more limbs, or total and irrecoverable Loss of Sight in one or both eyes | £10,000 | Nil | £15,000 | Nil | £20,000 | Nil |
| - Death benefit (aged 18 - 55) | £10,000 | Nil | £15,000 | Nil | £20,000 | Nil |
| - Death benefit (aged under 18) | £1,000 | Nil | £1,000 | Nil | £1,000 | Nil |
| 13. Legal Protection | £10,000 | £180 | £15,000 | £170 | £15,000 | £150 |
| Optional Winter Sports Cover | | | | | | |
| 14. Cancellation | £1,000 | £180 (£20 loss of deposit) | £1,500 | £170 (£20 loss of deposit) | £3,000 | £150 (Loss of Deposit £20) |
| 15. Ski Equipment | £500 | £180 | £500 | £170 | £500 | £150 |
| - Single Item Limit - Owned | £200 | £180 | £250 | £170 | £300 | £150 |
| - Single Item Limit - Hired | £200 | £180 | £250 | £170 | £300 | £150 |
| - Ski Pass | £50 per day to £200 | Nil | £50 per day up to £250 | Nil | £50 per day up to £300 | Nil |
| 16. Piste Closure | £25 per day to £250 | Nil | £25 per day up to £250 | Nil | £25 per day up to £250 | Nil |
| 17. Avalanche Closure | £25 per day to £200 | Nil | £25 per day up to £250 | Nil | £25 per day up to £300 | Nil |
| 18. Ski Hire | £25 per day to £200 | Nil | £25 per day up to £250 | Nil | £25 per day up to £300 | Nil |
| Optional Golf Cover | | | | | | |
| 19. Golf Equipment | £300 | £180 | £400 | £170 | £500 | £150 |
| - Single Item Limit | £200 | £180 | £250 | £170 | £300 | £150 |
| 20. Golf Equipment Hire | £10 per day up to £200 | Nil | £10 per day up to £200 | Nil | £10 per day up to £200 | Nil |
| 21. Non Refundable Golf Fees | £25 per day up to £200 | Nil | £25 per day up to £200 | Nil | £25 per day up to £200 | Nil |
| 22. Hole in one | £50 | Nil | £50 | Nil | £50 | Nil |