Plan My Gap Year Ltd

Group Policy Travel Insurance

Gap Travel

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Introduction

This **Group Policy** travel insurance has been arranged by Howden on behalf of the **Group Policyholder** for the benefit of the **Group Policyholder** and the **Beneficiaries**. It contains details of the cover, conditions and exclusions applicable and is the basis on which all claims will be settled.

In return for having accepted the premium, **We** will provide cover to the **Group Policyholder** and **Beneficiaries** in accordance with the operative sections of this **Group Policy** as referred to in the **Statement of Insurance**.

The **Statement of Insurance** issued together with this **Group Policy** wording and any endorsements, shows which benefits the **Group Policyholder** has chosen, who is covered under this **Group Policy** and when and where cover applies. The **Group Policyholder** and the **Beneficiaries** should take the time to read this **Group Policy** carefully to ensure that it meets their needs.

This **Group Policy** wording, **Statement of Insurance** and any endorsements all form part of the **Group Policy**. This is a contract between the **Group Policyholder** and **Us**. The **Group Policy** and all communications before and during the **Policy Term** will be provided in English.

Residency
This policy is only available to the **Beneficiary** if the **Beneficiary** is registered under the health care system in their **Home Country.**

Age eligibility
Cover under this **Group Policy** is not available to any **Beneficiary** aged 66 or over at the time of departure. Some benefits and **Excess** may be subject to age limitations as stated in the **Statement of Insurance**.

The Law applicable to this Group Policy
We and the **Group Policyholder** are free to choose the laws applicable to this **Group Policy**. **We** propose to apply the laws of England and Wales and by purchasing this **Group Policy** the **Group Policyholder** has agreed to this.

Group Policy Excess
Under most sections of this **Group Policy**, claims will be subject to an **Excess**. This means that each **Beneficiary** will be responsible for paying the first part of each and every claim under each section for which an **Excess** applies.

Group Policy information or advice
The **Group Policyholder** must give a copy of this **Group Policy** wording, **Statement of Insurance** and any endorsements to each **Beneficiary** at the time they are accepted for cover under this **Group Policy**. If the **Group Policyholder** would like more information or feel that this insurance may not meet their needs, please contact your Howden representative. If you are a traveller covered under this **Group Policy** (a **Beneficiary**), and would like more information or feel that this insurance may not meet your needs, contact the **Group Policyholder** at the address shown in the **Statement of Insurance**.

The Insurer
This **Group Policy** is underwritten by Zurich Insurance Company Ltd. A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ. Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Our firm reference number is 959113.

Data Protection
Howden is committed to being transparent about how we handle your data and protect your privacy. Full details can be found within our privacy policy at www.howdenbroking.com/uk-en/privacy-data-protection-policy

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Definitions

Any word or expression to which a specific meaning has been attached will bear the same meaning throughout this **Group Policy**. For ease of reading the definitions are highlighted by the use of bold print and will start with a capital letter.

Baggage – means luggage, clothing, personal effects, **Valuables** and other articles which belong to the **Beneficiary** (or for which the **Beneficiary** is legally responsible) which are worn, used or carried by the **Beneficiary** during any **Trip** but excluding **Personal Money** and documents of any kind.

Beneficiary/Beneficiaries –means each person travelling on a **Trip** arranged by the **Group Policyholder** who is eligible to be covered under this **Group Policy** and for which details have been provided to **Us** by the **Group Policyholder**. A **Beneficiary** is not party to this contract which is solely between the **Group Policyholder** and **Us**.

Bodily Injury – means an identifiable physical injury sustained by the **Beneficiary** caused by sudden, unexpected, external and visible means. Injury as a result of the **Beneficiary's** unavoidable exposure to the elements shall be deemed to have been caused by **Bodily Injury**.

Close Business Associate – means any person whose absence from business for one or more complete days at the same time as the **Beneficiary's** absence prevents the proper continuation of that business.

Close Relative – means mother, father, sister, brother, wife, husband, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step parent, step child, step sister, step brother, foster child, legal guardian, partner, civil partner or fiancé/fiancée or aunt/uncle.

Curtailment/Curtail – means either:

a) abandoning or cutting short the **Trip** by immediate return to the **Beneficiary's Home Country,** in which case claims will be calculated from the day the **Beneficiary** returned to their **Home Country** and based on the number of complete days of the **Beneficiary's Trip** they have not used, or b) by attending a hospital abroad as an in-patient or being confined to the **Beneficiary's** accommodation abroad on the orders of their treating **Medical Practitioner** whether due to unforeseen **Bodily Injury** or illness and/or compulsory quarantine, in either case for a period in excess of 48 hours. Claims will be calculated from the day the **Beneficiary** was admitted to hospital or confined to their accommodation and based on the number of complete days for which the **Beneficiary** was hospitalised or confined to their accommodation.

Emergency Assistance Service – means the emergency assistance service provider, appointed by Zurich Insurance Company Ltd.

Europe – means Republic of Ireland, The Continent of Europe west of the Ural Mountains including all countries with a Mediterranean coastline (except Algeria, Israel, Lebanon and Libya), Iceland, The Mediterranean Islands, Madeira, Azores and the Canary Islands.

Excess – means the first amount stated in the **Statement of Insurance** of each and every claim that each **Beneficiary** will be responsible for paying under each section for which an excess applies.

Group Policy – means the documents consisting of the **Group Policy** wording, the **Statement of Insurance** and any applicable endorsements.

Group Policyholder – means the person, firm, company or organisation stated in the **Statement of Insurance** as being the **Group Policyholder**, that is resident or incorporated within the **United Kingdom** and which has entered into this **Group Policy** for the benefit of itself and the **Beneficiaries**.

Home - means the **Beneficiary's** normal place of residence in their **Home Country** or the **Beneficiary's** place of residence in the country in which they are a full time **Student.**

Home Country – means the Beneficiary's normal country of residence or the country in which the Beneficiary is a full time Student studying a recognised course of further education.

Medical Condition – means any disease or illness (including undiagnosed symptoms) or injury not otherwise excluded under this **Group Policy**.

Medical Practitioner – means a registered practising member of the medical profession who is not related to the **Beneficiary** or any person with whom they are travelling.

Period of Cover – Section 1- Cancellation cover shall be operative from the time the **Beneficiary** is accepted for cover and shall terminate when the **Beneficiary** leaves their **Home** or in respect of a business **Trip** the **Beneficiary's** place of business in their **Home Country** (whichever is the later) to commence their **Trip**. For all other sections of this **Group Policy**, the insurance commences when the **Beneficiary** leaves their **Home** or in respect of a business **Trip** the **Beneficiary's** place of business in their **Home Country** (whichever is the later), to commence their **Trip** and terminates at the time of the **Beneficiary's** return to their **Home** or place of business in their **Home Country** (whichever is the earlier) on completion of their **Trip**. Any **Trip** that had already begun at the time of the **Beneficiary** being accepted for cover will not be covered. The **Period of Cover** is automatically extended for the period of the delay (but not exceeding 30 days in total unless otherwise agreed in writing by **The Insurer**) in the event that the **Beneficiary's** return to their **Home Country** is unavoidably delayed due to an event insured by this **Group Policy.**

Personal Money – means currency, notes and coins in current use, travellers' and other cheques, postal or money orders, pre-paid coupons or vouchers, travel tickets, event and entertainment tickets, phonecards and credit/debit or charge cards all held by the **Beneficiary** for private purposes.

Policy Term - means the period shown in the **Statement of Insurance** for which the **Group Policyholder** has taken out this **Group Policy** and for which the premium has been paid. The **Policy Term** may, at **Our** discretion, be extended subject to payment of any additional premium required.

Pre-existing Medical Condition – means any past or current **Medical Condition** that has given rise to symptoms or for which any form of diagnosis, treatment, operation, new or changed prescribed medication, test or investigation has been required or received during the 12 months prior to being accepted for cover.

Public Transport – means any publicly licensed aircraft, sea vessel, train or coach on which the **Beneficiary** is booked to travel.

Statement of Insurance – means the document detailing the insurer, the policy number, the **Policy Term**, the sections which are operative, benefits for each section of cover and any special terms and conditions which may apply to the **Group Policy**.

Student - means any person studying for a degree or other recognised qualification at a college or university.

Ski Equipment – means skis (including bindings), ski boots, ski poles and snowboards.

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

Trip – means any holiday, business or pleasure trip or journey as shown in the **Statement of Insurance** made by the **Beneficiary** within the cover area shown in the **Statement of Insurance** which begins and ends in the **Beneficiary's Home Country** during the **Period of Cover** but excluding one way trips or journeys.

Unattended – means when the **Beneficiary's** vehicle or property is not in full view of and not in a position to prevent unauthorised interference with their property or vehicle.

United Kingdom/UK - means England, Scotland, Wales and Northern Ireland.

Valuables – means jewellery, watches, furs, precious and semi-precious stones and articles made of or containing gold, silver or other precious metals; mobile phones, smartphones and other telecommunications equipment; cameras and other photographic equipment, telescopes and binoculars; audio/video equipment and/ or hand held audio/ visual equipment (including radios, cassette/compact disc players, MP3 and MP4 players, camcorders, DVD, video, televisions, Go-Pro and other similar audio and video equipment and headphones); satellite navigation equipment; computer equipment (such as but not limited to: laptops, tablets, notebooks, netbooks, personal digital assistants (PDAs), MP3/4 players, e-readers, smart watches, wearable activity trackers, storage media) including their games, headphones, discs and accessories.; computer games equipment (including consoles, games and peripherals); CDs, DVDs and recordable media including USB sticks, SD cards, tapes, films, cassettes, cartridges and the like.

We/Us/Our – means the Insurer shown on the **Statement of Insurance**, Howden UK Brokers Limited, or another agent acting on behalf of the Insurer.

General conditions applicable to the Group Policy

Both the **Group Policyholder** and the **Beneficiaries** must comply with the following conditions to have the full protection of this **Group Policy**. If the **Group Policyholder** or the **Beneficiaries** do not comply with such conditions **We** may at **Our** option cancel this **Group Policy**, refuse to deal with any claim or reduce the amount of any claim payment.

1. Dual insurance
If at the time of any incident which results in a claim under this **Group Policy**, there is another insurance covering the same loss, damage, expense or liability **We** will not pay more than **Our** proportional share (not applicable to section 4 – Personal accident).

2. Reasonable precautions
Both the **Group Policyholder** and the **Beneficiary** must take and cause to be taken all reasonable precautions to avoid injury, illness, disease, loss, theft or damage and also take and cause to be taken all practicable steps to safeguard property from loss or damage and to recover property lost or stolen.

3. Cancellation of the Group Policy

14 Day Cooling Off Period
The **Group Policyholder** may cancel this **Group Policy** and all associated cover sections within 14 days starting from the day the **Group Policyholder** received the **Group Policy** by writing to the address shown in the **Statement of Insurance**. **We** will refund the premium less a charge for any period for which cover applied. We also reserve the right to charge a cancellation fee of £20.00. In the event any **Beneficiaries** have travelled or a claim or an incident likely to give rise to a claim has occurred during the period for which cover applied, no refund of premium will be given.

Cancellation Outside the 14 Day Cooling Off Period
This **Group Policy** may be cancelled:

a) by the **Group Policyholder** sending **Us** notice to the address shown on the **Statement of Insurance**. **We** will return a proportionate refund of the premium paid in respect of the unexpired term of this **Group Policy**. We also reserve the right to charge a cancellation fee of £20.00. In the event any **Beneficiary** has travelled or a claim or an incident likely to give rise to a claim has occurred during the current **Policy Term**, no refund of premium will be given.

b) by **Us** or **Our** authorised underwriting agents where there is a valid reason for doing so by giving the **Group Policyholder** 21 days' notice in writing to their last known address. **We** will refund any premium which may be due to the **Group Policyholder** in accordance with the terms of this condition. Valid reasons for cancellation may include but are not limited to:

- If the **Group Policyholder** advises **Us** of a change of risk under this **Group Policy** which **We** are unable to insure, or unable to insure at the same terms and conditions on which cover was originally written:
- Where the **Group Policyholder** fails to respond to requests from **Us** for further information or documentation;
- Where the **Group Policyholder** has given incorrect information and fails to provide clarification when requested;
- Where the **Group Policyholder** is in breach of any of the terms and conditions which apply to this **Group Policy**;
- Where **We** reasonably suspect fraud;

- Where there is a change in law or regulation that materially changes the risk insured; or
- The use of threatening or abusive behaviour or language, or intimidation or bullying of **Our** staff or suppliers, by the **Group Policyholder** or any person acting on their behalf.

c) by **Us** or **Our** authorised underwriting agents if **We** have been unable to collect a premium payment. In this case the **Group Policyholder** will be notified in writing requesting payment by a specific date. If payment is not received by this date the **Group Policyholder** will be written to again notifying them that payment has not been received and giving them seven days' notice for a final payment. If payment is not received by that date **We** will cancel this **Group Policy** with immediate effect and notify the **Group Policyholder** in writing that such cancellation has taken place.

In the event of cancellation of this group policy by us in accordance with this condition, the **Group Policyholder** must notify the **Beneficiaries** and/or their legal representatives of such cancellation.

4. Withdrawal of Beneficiary Participation

A **Beneficiary's** participation in the **Group Policy** may be withdrawn:

a) by a **Beneficiary** and/or their legal representatives by giving written notice of that intention to the **Group Policyholder** specified in the s**tatement of Insurance**.

b) by **Us** or **Our** authorised underwriting agents where there is a valid reason for doing so by giving the **Beneficiary** and/or their legal representatives and **Group Policyholder** 21 days' notice in writing to their last known address. **We** will refund any premium which may be due to the **Group Policyholder** in accordance with the terms of this condition. Valid reasons for cancellation may include but are not limited to:
   - If the **Beneficiary** and/or their legal representatives advises **Us** of a change of risk under this **Group Policy** which **We** are unable to insure, or unable to insure at the same terms and conditions on which cover was originally underwritten;
   - Where the **Beneficiary** and/or their legal representatives fails to respond to requests from Us for further information or documentation;
   - Where the **Beneficiary** and/or their legal representatives has given incorrect information and fails to provide clarification when requested;
   - Where the **Beneficiary** is in breach of any of the terms and conditions which apply to this Group Policy;
   - Where **We** reasonably suspect fraud;
   - Where there is a change in law or regulation that materially changes the risk insured;
   - Where the **Beneficiary** suffers a change in state of health for example they develop a long term or chronic medical condition that requires treatment for more than 12 months; or
   - The use of threatening or abusive behaviour or language, or intimidation or bullying of **Our** staff or suppliers, by the **Beneficiary** or any person acting on their behalf.

Any return of premium due to the **Group Policyholder** as a result of a **Beneficiary's** withdrawal from participation in the **Group Policy** will be calculated from the date such participation ceases or the date **We** have received written notice whichever is the later. No return of premium will be paid or allowed where such **Beneficiary** has travelled on a **Trip** covered under this **Group Policy** or been the subject of a claim during any period for which cover was provided. If a **Beneficiary** cannot travel due to a change of FCDO advice and they are not intending to make a claim under the **Group Policy**, their participation can be withdrawn and they will receive a full refund of premium. **We** also reserve the right to charge a reasonable administration fee.

5. Sanctions

We will not be held liable to provide cover or make any payments or provide any service or benefit to any **Group Policyholder**, **Beneficiary** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **Group Policyholder** or **Beneficiary** would violate any applicable trade or economic sanctions law or regulation.

Claims conditions

In the event of the **Group Policyholder** or any **Beneficiary** wanting to make a claim against the **Group Policy**, they must comply with the following conditions to have the full protection of the **Group Policy**. To make a claim, phone the telephone number detailed below.
If the **Group Policyholder** or any **Beneficiary** does not comply with the claims conditions **We** may at **Our** option cancel the **Group** Policy, refuse to deal with any claim or reduce the amount of any claim payment.

1. Claims

Depending on the type of claim **We** should be notified preferably via **Our** website www.howdengroup.com/uk-en/endsleigh-claims. Alternatively notify **Us** by email, phone or write to **Us** at the address given below:

All claims except legal expenses

CEGA Travel Claims, PO Box 127,
Cheesemans Lane, Funtington Park,
Chichester, West Sussex, PO18 8WQ
Tel: +44(0) 1202 038 946
Email: claimsservice@cegagroup.com

Legal expenses only

Blake Morgan LLP,
C/O CEGA Travel Claims, PO Box 127, Cheesemans Lane,
Funtington Park, Chichester, West Sussex, P018 8WQ
Tel: +44(0) 1202 038 946
Email: claimsservice@cegagroup.com

The notification must be made within 31 days or as soon as possible thereafter following any **Bodily Injury**, illness, disease, incident, event, redundancy or the discovery of any loss, theft or damage which may give rise to a claim under this **Group Policy**.
The **Group Policyholder** and/or the **Beneficiary** must also inform **Us** if they are aware of any writ, summons or impending prosecution. Every communication relating to a claim must be sent to **Us** without delay. The **Group Policyholder**, the **Beneficiary** and/or anyone acting on their behalf must not negotiate, admit or repudiate any claim without **Our** written consent.

The **Group Policyholder**, the **Beneficiary** and/or their legal representatives must supply at their own expense all information, evidence, details of household insurance and medical certificates as required by **Us**. **We** reserve the right to require the **Beneficiary** to undergo an independent medical examination at **Our** expense. **We** may also request and will pay for a post-mortem examination where necessary.
All claimants under this **Group Policy** must retain any property which is damaged, and, if requested, send it to **Us** at their own expense. If **We** pay a claim for the full value of the property and it is subsequently recovered or there is any salvage then it will become **Our** property. **We** may refuse to reimburse a claimant for any expenses for which they cannot provide receipts or bills or proof of ownership such as an original receipt, a valuation, original user manual or bank credit card statements.

2. Subrogation

We are entitled to take over any rights in the defence or settlement of any claim and to take proceedings in the **Group Policyholder** or the **Beneficiary's** name for **Our** benefit against any other party.

3. Fraud

The **Group Policyholder** and the **Beneficiaries** must not act in a fraudulent manner. If the **Group Policyholder**, a **Beneficiary** or anyone acting for them

a) Make a claim under the **Group Policy** knowing the claim to be false or fraudulently exaggerated in any respect or
b) Make a statement in support of a claim knowing the statement to be false in any respect or
c) Submit a document in support of a claim knowing the document to be forged or false in any respect or
d) Make a claim in respect of any loss or damage caused by the **Group Policyholder** or a **Beneficiary's** wilful act or with their connivance

Then

a) **We** shall not pay the claim
b) **We** shall reserve the right not to pay any other claim which has been or will be made under the **Group Policy**
c) **We** may at **Our** option declare the **Group Policy** void
d) **We** shall be entitled to recover from the **Group Policyholder** and/or the **Beneficiary** the amount of any claim already paid under the **Group Policy**
e) **We** shall not make any return of premium
f) **We** may inform the Police of the circumstances.

4. Paying Claims

1. Death

a) If a **Beneficiary** is 18 years old or over, **We** will pay the claim to the **Beneficiary's** estate and the receipt given to **Us** by the **Beneficiary's** personal representatives shall be a full discharge of all liability by **Us** in respect of the claim.
b) If a **Beneficiary** is aged under 18 years **We** will pay any claim for death to the **Beneficiary's** parent or legal guardian. The **Beneficiary's** parent or legal guardian's receipt shall be a full discharge of all liability by **Us** in respect of the claim.

2. All other claims

a) If a **Beneficiary** is 18 years or over, **We** will pay the claim to the **Beneficiary** and the **Beneficiary's** receipt shall be a full discharge of all liability by **Us** in respect of the claim.
b) If a **Beneficiary** is aged under 18 **We** will pay the appropriate benefit amount to the **Beneficiary's** parent or legal guardian for the **Beneficiary's** benefit. The **Beneficiary's** parent or legal guardian's receipt shall be a full discharge of all liability by **Us** in respect of the claim.

Important conditions relating to health

This **Group Policy** contains health restrictions that apply to the cover provided under the following sections:

Section 1 – Cancellation or curtailment charges
Section 2 – Emergency medical and other expenses
Section 3 – Hospital benefit
Section 4 – Personal accident
Section 12 – Air Rage

A) At the time of being accepted for cover:

It is a condition of this **Group Policy** that the **Beneficiary** will not be covered for any claims arising directly or indirectly from:

- any **Pre-existing Medical Condition** the **Beneficiary** has or has had.
- any **Medical Condition** (pre-existing or otherwise) for which the **Beneficiary, their Close Relative** or a **Close Business Associate**:
  - is on a waiting list for or has knowledge of the need for surgery, hospital consultation (other than for regular check-ups), hospital treatment or investigation.
  - has been seen by a specialist (other than for regular check-ups), had an operation or other hospital treatment or investigation within the last 6 months.
  - has received a terminal prognosis.
  - has not had a diagnosis.

B) At any time:

It is a condition of this **Group Policy** that the **Beneficiary** will not be covered for any claims arising directly or indirectly from:

- any **Medical Condition** (pre-existing or otherwise) for which the **Beneficiary**:
  - has been advised by a **Medical Practitioner** not to travel (or would have been had they sought his/her advice).
  - is travelling with the intention of obtaining medical treatment (including surgery or investigation) or advice.
  - is not taking the recommended treatment or prescribed medication as directed by a **Medical Practitioner**.
  - is travelling against any health requirements stipulated by the carrier, their handling agents or other **Public Transport** provider.

Beneficiaries must comply with these conditions to have full protection of the **Group Policy**. If a **Beneficiary** does not comply with these conditions, **We** reserve the right to refuse any claim made or reduce the amount of a claim payment. Under these circumstances, **We** may not be able to continue providing cover for the **Beneficiary** under this policy and reserve the right to withdraw their participation in the **Group Policy**.

The **Group Policyholder** and **Beneficiaries** should also refer to the general exclusions on page 11

General exclusions applicable to all sections of the Group Policy

We will not pay for claims arising directly or indirectly from or in connection with:

1. a) War, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil unrest or similar event.
   b) **Terrorism**, but this exclusion shall not apply to losses under section 2 – Emergency medical and other expenses, section 3 – Hospital benefit and section 4 – Personal accident unless such losses are caused by nuclear, chemical or biological attack, or the disturbances were already taking place at the beginning of any **Trip**.
2. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste, from combustion of nuclear fuel, the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.
3. Loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
4. The **Beneficiary's** pursuit of winter sports unless sections 16, 17, 18, 19 and 20 are shown as operative in the **Statement of Insurance**, in which case cover will apply to:
   a) the winter sports shown in the list on page 13 and
   b) any other winter sports shown as covered in the **Statement of Insurance**.
5. The **Beneficiary's** participation in or practice of any professional entertaining or professional sports.
6. The **Beneficiary's** participation in or practice of any other sport or activity, manual work or racing unless:
   a. shown as covered without charge in the list on page 13 or
   b. shown as covered in the **Statement of Insurance**.
7. The **Beneficiary's** wilfully, self-inflicted injury or illness, suicide or attempted suicide, sexually transmitted diseases, solvent abuse, the use of drugs (other than drugs taken in accordance with treatment prescribed and directed by a **Medical Practitioner**, but not for the treatment of drug addiction), self-exposure to needless peril (except in an attempt to save human life).
8. The **Beneficiary's** drinking too much alcohol which is evidenced by:
   a. a **Medical Practitioner** stating that the **Beneficiary's** alcohol consumption has caused or actively contributed to their injury or illness.
   b. the results of a blood test which shows that the **Beneficiary's** blood alcohol level exceeds 0.19% which is approximately four pints of beer or four 175ml glasses of wine.
   c. the witness report of a 3rd party which has advised that the **Beneficiary** has notably impaired their faculties and/or judgement.
   d. the B**eneficiary's** own admission and/or by the description of events they have described on the claim form.
9. Alcohol abuse or alcohol dependency which is evidenced by:
   a. the **Beneficiary's** medical records or the opinion of the **Beneficiary's Medical Practitioner**
   b. the opinion of an independent **Medical Practitioner**
10. The **Beneficiary's** own unlawful action or any criminal proceedings against them.

11. Unless specifically covered under this insurance, any other loss, damage or additional expense following on from the event for which the Beneficiary is claiming unless we provide cover under this insurance. Examples of such loss, damage or additional expenses would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of earnings following **Bodily Injury** or disease.
12. Operational duties of a member of the Armed Forces (other than claims arising from authorised leave being cancelled due to operational reasons, as provided for under sub section 4. of section 1 – Cancellation or curtailment charges)
13. The **Beneficiary's** use of a motorised vehicle on a **Trip** covered under this **Group Policy** unless a full driving licence is held permitting the use of such vehicles in the country concerned.
14. The **Beneficiary's** travel to a country or area where the Foreign, Commonwealth and Development Office (FCDO) or equivalent government or national authority, or the World Health Organisation have advised against all travel or all but essential travel.
15. Any circumstances the **Group Policyholder** or **Beneficiary** is aware of that could reasonably be expected to give rise to a claim on this **Group Policy**.
16. A medical epidemic or pandemic. Note that this exclusion shall not apply to losses under section 2 – Emergency medical and other expenses.

Sports and activities covered

The following lists detail the sports and activities that this **Group Policy** will cover. If a **Beneficiary** is participating in any other sports or activities not mentioned, please telephone the **Group Policyholder** shown in the **Statement of Insurance** a**s** they may be able to offer cover for an additional premium. Details of those sports and activities for which additional cover has been purchased will be added to the **Statement of Insurance**.

Please note that cover under section 7 – Personal liability is excluded where a **Beneficiary** is participating in any sport or activity marked with *.

Covered as standard

administrative or clerical occupations
aerobics
archery
badminton
banana boating baseball
basketball
bmx biking (wearing a helmet and no stunting)
body boarding (boogie boarding)
bowls
bungee jumping (1jump only within professional organiser's guidelines and wearing appropriate safety equipment)
*camel riding
canoeing (up to grade 2 rivers)
*catamaran sailing (if qualified)
*clay pigeon shooting
climbing (on indoor climbing wall only)
cricket croquet curling
cycling / mountain biking (wearing a helmet – casual or off-road only and not endurance, downhill or racing)
deep sea fishing
*dinghy sailing
*driving any motorised vehicle for which **You** are licensed to drive in **Your Home Country** (other than in motor rallies or competitions)
elephant riding
fell walking/running fencing
fishing
flying as a fare paying passenger in a fully licensed passenger carrying aircraft
football (amateur only and not main purpose of **Trip**)
glacier walking
*go karting (within organisers guidelines)
golf hiking
horse riding (wearing a helmet and excluding competitions, jumping and hunting)
hot air ballooning (organised pleasure rides only)
hydro zorbing
*jet boating
*jet skiing
jogging
kayaking (up to grade 2 rivers)
netball octopush
open water swimming (professionally escorted tours only)
orienteering overlanding
*paint balling (wearing eye protection)
pony trekking
*quad biking (wearing a helmet)
racket ball
rambling
*rifle range shooting
ringos
roller skating and blading (wearing pads & helmets)
rounders
rowing
running (non-competitive and not marathon)
safari trekking in a vehicle (must be organised tour)
safari trekking on foot (must be organised tour)
*sailing (if qualified or accompanied by a qualified person)
sandboarding
sand dune surfing/skiing
*sand yachting
scuba diving to max depth 18 metres below sea level (if qualified scuba diver and not diving alone, or accompanied by qualified instructor)
* shooting/small bore target shooting (within organisers guidelines)
skateboarding (wearing pads & helmets)
snorkelling softball
squash
students working as counsellors or university exchanges for practical course work (non manual)
surfing swimming
swimming with dolphins Sydney harbour bridge walk
table tennis
ten pin bowling
tennis
trampolining
trekking up to 2,500 metres altitude tug of war
volleyball
wake boarding
walking
*war games (wearing eye protection)
water polo
water skiing
whale watching
wind surfing
*yachting (if qualified)
Zorbing

Covered if the appropriate winter sports premium has been paid

dry slope skiing
ice skating
kick sledging
ski – blading
skiing – mono
skiing / snowboarding on piste
skiing / snowboarding - off piste with a guide
* sledging pulled by horse, dog or reindeer as a passenger
snow shoe walking

Emergency and medical service

In the event of a serious illness or accident which may lead to in-patient hospital treatment or before any arrangements are made for repatriation or in the event of **Curtailment** necessitating the **Beneficiary's** early return **Home** the **Beneficiary** (or someone on their behalf) must contact the Emergency Assistance Service. The service is available to the **Beneficiary** and operates 24 hours a day, 365 days a year for advice, assistance, making arrangements for hospital admission, repatriation and authorisation of medical expenses. If this is not possible because the condition requires immediate emergency treatment the **Beneficiary** (or someone on their behalf) must contact the **Emergency Assistance Service** as soon as possible. Private medical treatment is not covered unless authorised specifically by the **Emergency Assistance Service** or if stated.

Medical assistance abroad
The **Emergency Assistance Service** has the medical expertise, contacts and facilities to help should the **Beneficiary** be injured in an accident or fall ill. The **Emergency Assistance Service** will also arrange transport **Home** when this is considered to be medically necessary or when the **Beneficiary** has notice of serious illness or death of a **Close Relative** at **Home**.

Payment for medical treatment abroad
If the **Beneficiary** is admitted to a hospital/clinic while abroad, the **Emergency Assistance Service** will arrange for medical expenses covered by the **Group Policy** to be paid direct to the hospital/clinic. To take advantage of this benefit someone must contact the **Emergency Assistance Service** for the **Beneficiary** as soon as possible.
For simple out-patient treatment, the **Beneficiary** should pay the hospital/clinic and submit a claim for reimbursement under this **Group Policy**. The **Beneficiary** should beware of requests to sign for excessive treatment or charges. If in doubt regarding any such requests, please call the **Emergency Assistance Service** for guidance.

Reciprocal health agreements
EU, EEA or Switzerland
If the **Beneficiary** is travelling to countries within the European Union (EU), the European Economic Area (EEA) or Switzerland they are strongly advised to check if they are entitled to benefit from the reciprocal health care arrangements which exist between countries within the EU/EEA or Switzerland.
In the event of liability being accepted for a medical expense which has been reduced by the use of either a reciprocal health care arrangement or private health insurance, **We** will not apply the deduction of **Excess** under section 2 - Emergency medical and other expenses.
Australia

If the **Beneficiary** requires medical treatment in Australia they must enrol with a local MEDICARE office. The **Beneficiary** does not need to enrol on arrival but they must do this after the first occasion they receive treatment. In-patient and out-patient treatment at a public hospital is then available free of charge. Details of how to enrol and the free treatment available can be found by visiting the MEDICARE website on http://www.humanservices.gov.au. Alternatively please call the **Emergency Assistance Service** for guidance.
If the **Beneficiary** is admitted to hospital contact must be made with the **Emergency Assistance Service** as soon as possible and their authority obtained in respect of any treatment NOT available under MEDICARE.

Contact the Emergency Assistance Service on telephone number: +44 (0)1243 621058

Group Policy cover

There are two levels of cover for sections 1, 2, 4, 5, 6, 7, 9, 14, 17, 19 and 20 which are:

Essential cover
Comprehensive cover

The benefits under Comprehensive cover are generally higher than Essential cover. The level of benefit is shown for each level of cover within each section. The cover under sections 15, 16 and 18 is the same under Essential cover and Comprehensive cover.
The cover under sections 3, 8 and 10 to 13 apply to Comprehensive cover only.
The level of cover which the **Beneficiary** has chosen is shown in their **Statement of Insurance**.
The General conditions on page 6 and General exclusions on page 11 apply to the whole of the **Group Policy** and all levels of cover. Each section states the level of benefits payable and any limits, conditions and exclusions applying specifically to that section. The level of benefits for which the **Beneficiary** is eligible will depend upon the level of cover they have chosen. Please consult the relevant sections of this policy for details of the maximum sums payable and limitations applying to the **Beneficiary's** chosen level of cover.

Section 1 - Cancellation or curtailment charges

What is covered

We will reimburse the **Beneficiary** up to the amount stated in the **Statement of Insurance** for any irrecoverable unused travel and accommodation costs and other pre-paid charges which the **Beneficiary** has paid or is contracted to pay together with any reasonable additional travel expenses incurred if

a) cancellation of the **Trip** is necessary and unavoidable or

a) the **Trip** is **Curtailed** before completion

as a result of any of the following events occurring during the **Period of Cover**:

1. The death, **Bodily Injury** or illness of:
   a) the **Beneficiary**
   b) any person with whom the **Beneficiary** is travelling or has arranged to travel with
   c) any person with whom the **Beneficiary** has arranged to reside temporarily
   d) the **Beneficiary's Close Relative**
   e) the **Beneficiary's Close Business Associate**.
2. Compulsory quarantine on the order of a treating **Medical Practitioner**, jury service attendance or being called as a witness at a Court of Law of the **Beneficiary** or any person with whom they are travelling or have arranged to travel with.
3. Redundancy (which qualifies for payment under current redundancy payment legislation of the **Beneficiary's Home Country** and at the time of booking the **Trip** there was no reason to believe anyone would be made redundant) of the **Beneficiary** or any person with whom they are travelling or have arranged to travel with.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. The cost of Airport Departure Duty.
3. Any claims arising directly or indirectly from:
   a) Redundancy caused by or resulting from misconduct leading to dismissal or from resignation or voluntary redundancy or where a warning or notification of redundancy was given prior to the date this insurance is purchased by the **Beneficiary** or the time of booking any **Trip**.
   b) Circumstances known to the **Group Policyholder** or the **Beneficiary** prior to the date any such **Beneficiary** is accepted for cover or the time of booking any **Trip** (whichever is the earlier) which could reasonably have been expected to give rise to cancellation or **Curtailment** of the **Trip**.
   c) Normal pregnancy, without accompanying **Bodily Injury**, illness, disease or complication. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal childbirth would not constitute an unforeseen event
4. Travel tickets paid for using any airline mileage reward scheme, for example Air Miles.
5. Anything mentioned in the general exclusions on page 11.

The **Group Policyholder** and the **Beneficiaries** should also refer to the important conditions relating to health on page 10.

What is covered

4. The **Beneficiary** or any person with whom they are travelling or have arranged to travel with if such person is a member of the Armed Forces, Police, Fire, Nursing or Ambulance Services or employees of a Government Department and has their authorised annual leave cancelled for operational reasons, provided that such cancellations or Curtailment could not reasonably have been expected at the time when the **Beneficiary** purchased this insurance or at the time of booking any Trip.

5. The Police requesting the **Beneficiary** to remain at or return to their **Home** due to serious damage to their **Home** caused by fire, aircraft, explosion, storm, flood, subsidence, malicious persons or theft.

What is not covered

The **Beneficiary** may only claim under section 1 – Cancellation or curtailment or section 11 – Catastrophes and natural disasters for the same event.

Special conditions relating to claims

1. The **Beneficiary** must obtain (at their own expense) a medical certificate from a **Medical Practitioner** in attendance and prior approval of the **Emergency Assistance Service** to confirm the necessity to return **Home** prior to **Curtailment** of the **Trip** due to death, **Bodily Injury** or illness.
2. If the **Beneficiary** fails to notify the travel agent, tour operator or provider of transport/accommodation immediately it is found necessary to cancel the **Trip Our** liability shall be restricted to the cancellation charges that would have applied had failure not occurred.
3. If the **Beneficiary** cancels the **Trip** due to
   a) Stress, anxiety, depression or any other mental or nervous disorder that they are suffering from they must provide a medical certificate from a consultant specialising in the relevant field
   b) Any other illness or a **Bodily Injury** they must provide a medical certificate from a **Medical Practitioner** stating that this necessarily and reasonably prevented them from travelling.

Section 2 – Emergency medical and other expenses

What is covered

We will pay up to the amount stated in the **Statement of Insurance** for the following expenses which are necessarily incurred within 12 months of the incident as a result of the **Beneficiary** suffering unforeseen **Bodily Injury** or illness and/or being compulsorily quarantined on the orders of a treating **Medical Practitioner** whilst on a **Trip** during the **Period of Cover**

1. Emergency medical, surgical, hospital, ambulance and nursing fees and charges incurred outside the **Beneficiary's Home Country**.
2. Emergency dental treatment for the immediate relief of pain (to natural teeth only) up to the amount stated in the **Statement of Insurance** incurred outside the **Beneficiary's Home Country**.
3. In the event of the **Beneficiary's** death outside their **Home Country** the reasonable additional cost of funeral expenses abroad plus the reasonable cost of conveying their ashes to their **Home**, or the additional costs of returning their body to their **Home**. This includes, with the prior authorisation of the **Emergency Assistance Service**, reasonable transport and accommodation expenses for **Close Relatives** to travel to the **Beneficiary** plus the reasonable cost of their return **Home**.
4. Reasonable additional transport (economy class) or accommodation expenses incurred, up to the standard of the **Beneficiary's** original booking, if it is medically necessary for the **Beneficiary** to stay beyond their scheduled return date.

This includes, with the prior authorisation of the **Emergency Assistance Service**, reasonable additional transport and/or accommodation expenses for one friend or **Close Relative** to remain with the **Beneficiary** or travel to them from their **Home Country** or escort them**,** and additional travel expenses to return the **Beneficiary** to their **Home** if they are unable to use the return ticket.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Any claims arising directly or indirectly in respect of:
   a) Costs of telephone calls, other than calls to the **Emergency Assistance Service** notifying them of the problem for which the **Beneficiary** is able to provide a receipt or other evidence to show the cost of the call and the number telephoned.
   b) The cost of treatment or surgery, including exploratory tests, which are not directly related to the **Bodily Injury** or illness which necessitated the **Beneficiary's** admittance into hospital.
   c) Any expenses incurred after 12 months from the date of the incident which gave rise to a claim including any expenses incurred in respect of any related **Medical Conditions** that may have subsequently arisen.
   d) Any expenses which are not usual, reasonable or customary to treat the **Beneficiary's Bodily Injury** or illness.
   e) Any form of treatment or surgery which in the opinion of the **Medical Practitioner** in attendance and the **Emergency Assistance Service** can be delayed reasonably until the **Beneficiary's r**eturn to their **Home Country**.
   f) Expenses incurred in obtaining or replacing medication or obtaining treatment or ongoing regular therapy, which at the time of departure is known to be required or to be continued outside the **Beneficiary's Home Country**.
   g) Additional costs arising from single or private room accommodation.
   h) Treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by the Emergency Assistance Service.
   i) Any expenses incurred after the **Beneficiary** has returned to their **Home Country**.
   j) Expenses incurred as a result of a tropical disease where the **Beneficiary** has not had the recommended inoculations and/or taken the recommended medication.
   k) The **Beneficiary's** decision not to be repatriated after the date when in the opinion of the **Emergency Assistance Service** it is safe to do so.

What is covered

5. With the prior authorisation of the Emergency Assistance Service, the additional costs incurred in the use of air transport or other suitable means, including qualified attendants, to repatriate the **Beneficiary** to their **Home** if it is medically necessary. Repatriation expenses will be in respect only of the identical class of travel utilised on the outward journey unless the **Emergency Assistance Service** agree otherwise.

For Comprehensive cover only

6. **We** will pay up to the amount stated in the **Statement of Insurance** towards the costs incurred by official bodies involved in searching for the **Beneficiary** or rescuing or recovering them if they are reported missing or have suffered **Bodily Injury**.

What is not covered

I. Normal pregnancy, without any accompanying **Bodily Injury**, illness, disease or complication. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal childbirth would not constitute an unforeseen event.

3. Any claim for search and rescue not supported by a written statement from the appropriate authority involved in the search and/or rescue.
4. Anything mentioned in the general exclusions on page 11.

The **Group Policyholder** and the **Beneficiaries** should also refer to the important conditions relating to health on page 10.

Special conditions relating to claims

1. The **Beneficiary** (or someone on **their** behalf) must give notice as soon as possible to the **Emergency Assistance Service** of any **Bodily Injury** or illness which necessitates the **Beneficiary's** admittance to hospital as an in-patient or before any arrangements are made for the **Beneficiary's** repatriation.
2. In the event of the **Beneficiary's Bodily Injury** or illness **We** reserve the right to relocate them from one hospital to another and arrange for their repatriation to their **Home Country** at any time during the **Trip**. **We** will do this if in the opinion of the **Medical Practitioner** in attendance or the **Emergency Assistance Service** the **Beneficiary** can be moved safely and/or travel safely to the their **Home Country** to continue treatment.

Section 3 – Hospital Benefit

This section is applicable to Comprehensive cover only

What is covered

We will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** for every complete 24 hours they have to stay in hospital as an in-patient outside their **Home Country** as a result of **Bodily Injury** or illness they sustain whilst on a **Trip** during the **Period of Cover**.

We will pay the amount stated in the **Statement of Insurance** in addition to any amount payable under section 2 – Emergency medical and other expenses.

What is not covered

1. Any claims arising directly or indirectly from:
   a) Any additional period of hospitalisation relating to treatment or surgery, including exploratory tests, which are not directly related to the **Bodily Injury** or illness which necessitated the **Beneficiary's** admittance into hospital.
   b) Hospitalisation relating to any form of treatment or surgery which in the opinion of the **Medical Practitioner** in attendance and the **Emergency Assistance Service** can be delayed reasonably until the **Beneficiary's** return to their **Home Country**.
   c) Any additional period of hospitalisation relating to treatment or services provided by a convalescent or nursing home or any rehabilitation centre.
   d) Hospitalisation as a result of a tropical disease where the **Beneficiary** has not had the recommended inoculations and/or taken the recommended medication.
   e) Any additional period of hospitalisation following the **Beneficiary's** decision not to be repatriated after the date when in the opinion of the **Emergency Assistance Service** it is safe to do so.
2. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. The **Beneficiary** (or someone on their behalf) must give notice as soon as possible to the **Emergency Assistance Service** or **Us** of any **Bodily Injury** or illness which necessitates their admittance to hospital as an in-patient.

Section 4 – Personal accident

Special Definitions relating to this section (which are shown in bold italics)
Loss of limb – means loss by permanent severance of an entire hand or foot or the total and permanent loss of use of an entire hand or foot.
Loss of sight – means total and irrecoverable loss of sight which shall be considered. as having occurred:
a) in both eyes if the **Beneficiary's** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist and
b) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale

What is covered
We will pay one of the benefits shown stated in the **Statement of Insurance** if the **Beneficiary** sustains **Bodily Injury** whilst on a **Trip** during the **Period of Cover** which shall solely and independently of any other cause, result within two years in the **Beneficiary's** death, ***Loss of limb***, ***Loss of sight*** or permanent total disablement.

What is not covered
1. Anything mentioned in the general exclusions on page 11.

The **Group Policyholder** and the **Beneficiaries** should also refer to the Important conditions relating to health on page 10.

You may claim only under section 4 – Personal accident or 12 – Air Rage for the same event, not both.

Special conditions relating to claims
1. **Our Medical Practitioner** may examine the **Beneficiary** as often as they deem necessary in the event of a claim.

Provisions

1. Benefit is not payable to the **Beneficiary**:
   a) Under more than one of items i, ii, or iii as stated in the **Statement of Insurance.**
   b) Under item iii as stated in the **Statement of Insurance** until one year after the date they sustain **Bodily Injury.**
   c) Under item iii as stated in the **Statement of Insurance** if they are able or may be able to carry out any relevant employment or relevant occupation.

Section 5 – Baggage

What is covered

1. **We** will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** for the accidental loss of, theft of or damage to the **Beneficiary's Baggage,** including **Valuables** whilst on a **Trip** during the **Period of Cover**.
   The amount payable will be the value at today's prices less a deduction for wear tear and depreciation, (or **We** may at **Our** option replace, reinstate or repair the lost or damaged **Baggage**).
   The maximum **We** will pay for the following items is stated in the **Statement of Insurance**:
   a) for any one article, pair or set of articles
   b) the total for all **Valuables**

For Comprehensive cover only

2. **We** will also pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** for the emergency replacement of clothing, medication and toiletries if the **Baggage** is temporarily lost in transit whilst on a **Trip** during the **Policy Term** during the outward journey and not returned to the **Beneficiary** within 12 hours, provided written confirmation is obtained and sent to **Us** from the carrier, confirming the number of hours the **Baggage** was delayed.

If the loss is permanent the amount paid will be deducted from the final amount to be paid under this section.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Loss, theft of or damage to **Valuables** left **Unattended** at any time (including in a vehicle or in the custody of carriers) unless deposited in a hotel safe, safety deposit box or left in the **Beneficiary's** locked accommodation.
3. Loss, theft of or damage to **Baggage** contained in an **Unattended** vehicle:
   a) overnight between 9 p.m. and 9 a.m. (local time) or
   b) at any time between 9 a.m. and 9 p.m. (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view.
4. Loss or damage due to delay, confiscation or detention by customs or any other authority.
5. Any loss, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, documents of any kind, bonds, securities, perishable goods, bicycles, **Ski Equipment** and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).
6. Loss or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or accident to the aircraft, sea vessel, train or vehicle in which they are being carried.
7. Loss or damage due to breakage of sports equipment or damage to sports clothing whilst in use.

What is covered

What is not covered

8. Loss, theft of or damage to business goods, samples, tools of trade, motor accessories and other items used in connection with the **Beneficiary's** business, trade, profession or occupation.
9. Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
10. The cost of replacing downloaded content or the cost of retaking images or reinstating data stored on any item insured under this section.
11. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. The **Beneficiary** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **Baggage**.

2. If **Baggage** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel the **Beneficiary** must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Baggage** is lost, stolen or damaged whilst in the care of an airline the **Beneficiary** must:
   a) obtain a Property Irregularity Report from the airline.
   b) give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
   c) retain all travel tickets and tags for submission if a claim is to be made under this **Group Policy**.
3. Receipts for items lost, stolen or damaged must be retained as these will help the **Beneficiary** to substantiate their claim.

Section 6 – Personal money, passport and documents

What is covered

1. **We** will pay the **Beneficiary** up to the amounts stated in the **Statement of Insurance** for the accidental loss of, theft of or damage to **Personal Money** and documents (including passports, visas and driving licence) whilst on a **Trip** during the **Period of Cover**. In respect of foreign currency cover is also operative during the 72 hours immediately preceding the **Beneficiary's** departure on the outward journey.

   The maximum **We** will pay for the following items is stated in the **Statement of Insurance**:

   a) For bank notes currency notes and coins
   b) For all other **Personal Money** and documents
2. We will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** for reasonable additional travel and accommodation expenses incurred necessarily abroad to obtain a replacement of the **Beneficiary's** lost or stolen passport or Visa whilst on a **Trip** during the **Period of Cover**.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Loss, theft of or damage to **Personal Money** or the **Beneficiary's** passport or visa left **Unattended** at any time (including in a vehicle or in the custody of carriers) unless deposited in a hotel safe, safety deposit box or left in the **Beneficiary's** locked accommodation.
3. Loss, theft of or damage to travellers' cheques if the **Beneficiary** has not complied with the issuers conditions or where the issuer provides a replacement service.
4. Loss or damage due to delay, confiscation or detention by customs or other authority.
5. Loss or damage due to depreciation in value, variations in exchange rates or shortages due to error or omission.
6. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. The **Beneficiary** must report to the local Police within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of all **Personal Money**, passport or documents.
2. If **Personal Money**, passport or documents are lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel the **Beneficiary** must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Personal Money**, passport or documents are lost, stolen or damaged whilst in the care of an airline the **Beneficiary** must:
   a) obtain a Property Irregularity Report from the airline.
   b) give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
   c) retain all travel tickets and tags for submission if a claim is to be made under this **Group Policy**.
3. Receipts for items lost, stolen or damaged must be retained as these will help the **Beneficiary** to substantiate their claim.

Section 7 – Personal Liability

What is covered

We will pay up to the amount stated in the **Statement of Insurance** (inclusive of legal costs and expenses) against any amount the **Beneficiary** becomes legally liable to pay as compensation for any claim or series of claims arising from any one event or source of original cause in respect of accidental:

1. **Bodily Injury**, death, illness or disease to any person who is not in the **Beneficiary's** employment or who is not a **Close Relative** or member of their household
2. Loss of or damage to property that does not belong to and is neither in the charge of or under the control of the **Beneficiary**, a **Close Relative**, anyone in their employment or any member of their household other than any temporary holiday accommodation occupied (but not owned) by the **Beneficiary** occurring whilst on a **Trip** during the **Period of Cover**.

What is not covered

1. Compensation or legal costs arising directly or indirectly from:
   a) Liability which has been assumed by the **Beneficiary** under agreement unless the liability would have attached in the absence of such agreement.
   b) Pursuit of any business, trade, profession or occupation or the supply of goods or services.
   c) Ownership possession or use of firearms, vehicles aircraft or watercraft (other than surfboards, canoes, kayaks or manually propelled rowboats or punts).
   d) The transmission of any communicable disease or virus.
   e) Ownership or occupation of land or buildings (other than occupation only of any temporary holiday accommodation where **We** will not pay the **Excess**).
   f) Participation in any sport or activity marked with an * as detailed under the Sports and activities covered section of this **Group Policy**.
2. Payment of any fines or exemplary damages (punishing, or aimed at punishing, the person responsible rather than awarding compensation) the **Beneficiary** has to pay.
3. The **Beneficiary** transmitting any infectious illness, virus or disease.
4. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. The **Beneficiary** must give **Us** written notice as soon as possible of any incident, which may give rise to a claim.
2. The **Beneficiary** must send **Us** every court claim form, summons, letter of claim or other document as soon as they receive it.
3. The **Beneficiary** must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without **Our** written consent.
4. **We** will be entitled if **We** so desire to take over and conduct in the **Beneficiary's** name the defence of any claims for indemnity or damages or otherwise against any third party. **We** shall have full discretion in the conduct of any negotiation or proceedings or in the settlement of any claim and the **Beneficiary** shall give **Us** all necessary information and assistance which **We** may require.
5. In the event of the **Beneficiary's** death, their legal representative(s) will have the protection of this cover provided that such representative(s) comply(ies) with the terms and conditions outlined in this **Group Policy**.

Section 8 – Delayed departure

This section is applicable to Comprehensive cover only.

What is covered

If departure of the **Public Transport** on which the **Beneficiary** has booked to travel on a **Trip** during the **Period of Cover** is delayed at the final departure point from or to their **Home Country** for at least 12 hours from the scheduled time of departure due to:

a) strike or
b) industrial action or
c) adverse weather conditions or
d) mechanical breakdown of or a technical fault occurring in the **Public Transport** on which the **Beneficiary** is booked to travel

We will pay the **Beneficiary**

1. Up to the amount stated in the **Statement of Insurance** or
2. Up to the amount stated in the **Statement of Insurance** for any irrecoverable unused travel and accommodation costs and other pre-paid charges which the **Beneficiary** has paid or are contracted to pay if after a minimum 12 hours has elapsed, they choose to cancel their **Trip**.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Claims arising directly or indirectly from:
   a) Strike or industrial action or air traffic control delay existing or publicly declared by the date the **Beneficiary** purchased this insurance or at the time of booking any **Trip**.
   b) Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a Port Authority or any similar body in any country.
   c) Any delays to any subsequent outbound or return connecting **Public Transport** following the **Beneficiary's** departure from the final departure point from or to their **Home Country**.
3. Anything mentioned in the general exclusions on page 11.

The **Beneficiary** may claim only under subsection 1. or 2. above for the same event, not both.

The **Beneficiary** may claim only under section 8 – Delayed departure or section 9 – Missed departure for the same event, not both.

Special conditions relating to claims

1. The **Beneficiary** must check in according to the itinerary supplied to them.
2. The **Beneficiary** must obtain confirmation from the carriers (or their handling agents) in writing of the number of hours of delay and the reason for the delay.
3. The **Beneficiary** must comply with the terms of contract of the travel agent, tour operator or provider of transport.

Section 9 – Missed Departure

What is covered

We will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching their overseas destination or returning to their **Home Country** if they fail to arrive at the international departure point in time to board the **Public Transport** on which they are booked to travel on the initial international journey of the **Trip** during the **Period of Cover** as a result of:

1. the failure of other **Public Transport** or
2. an accident to or breakdown of the vehicle in which the **Beneficiary** is travelling or
3. an accident or breakdown occurring ahead of the **Beneficiary** on a motorway or dual carriage way which causes an unexpected delay to the vehicle in which they are travelling or
4. strike, industrial action or adverse weather conditions.

The **Beneficiary** may claim only under section 9 – Missed departure or section 8 – Delayed departure for the same event, not both.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Claims arising directly or indirectly from:
   a) Strike or industrial action existing or declared publicly by the date the **Beneficiary** is accepted for cover.
   b) An accident to or breakdown of the vehicle in which the **Beneficiary** is travelling for which a professional repairers report is not provided.
   c) Breakdown of any vehicle in which the **Beneficiary** is travelling if the vehicle is owned by the **Beneficiary** and has not been serviced properly and maintained in accordance with manufacturer's instructions.
   d) Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a Port Authority or any similar body in any country.
   e) The **Beneficiary's** failure to arrive at the departure point in time to board any connecting **Public Transport** after their departure on the initial international outbound and return legs of the **Trip**.
3. Additional expenses where the scheduled **Public Transport** operator has offered reasonable alternative travel arrangements.
4. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. In the event of a claim arising from any delay occurring on a motorway or dual carriage way the **Beneficiary** must obtain written confirmation from the Police or emergency breakdown services of the location, reason for and duration of the delay.
2. The **Beneficiary** must allow sufficient time for the **Public Transport** or other transport to arrive on schedule and to deliver them to the departure point.

Section 10 – Hijack and hostage

This section is applicable to Comprehensive cover only.

Special Definitions relating to this section (which are shown in bold italics)
Hijack – means the unlawful seizure or wrongful exercise of control of an aircraft or conveyance that the **Beneficiary** is travelling in as a passenger on a **Trip** during the **Period of Cover**

What is covered

1. **We** will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** for the duration of the ***Hijack***.

   We will also extend the geographical limits of the **Beneficiary's** cover as necessary without extra charge.
2. **We** will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** if they are taken hostage or disappear whilst on their **Trip** for reasonable travelling expenses (economy class) and accommodation costs (room only) for one **Close Relative** or close friend to travel out to the last place the **Beneficiary** was seen.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Any costs under section 2 of What is covered where the **Beneficiary** has been missing or taken hostage for less than 1 month.
3. If the **Beneficiary** or their family or business connections have engaged in any political or other activity that could be expected to increase the risk of ***Hijack*** or hostage.
4. Anything mentioned in the general exclusions on page 11.

You may claim only under section 1. or 2. above for the same event, not both.

Special conditions relating to claims

1. If the transport on which the **Beneficiary** is travelling is Hijacked they must provide a written statement from an appropriate authority to confirm the duration of the Hijacking

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Section 11 – Catastrophes and natural disasters

This section is applicable to Comprehensive cover only.

What is covered

We will pay the **Beneficiary** up the amount stated in the **Statement of Insurance** should they be forced to move from their pre- paid accommodation whilst on a **Trip** during the **Period of Cover** as a result of fire, explosion, storm, flood, earthquake, medical epidemic, or the local or national government directive for the following:

a) the cost of alternative accommodation of a similar standard to that the **Beneficiary** has booked if they have been advised by their tour operator, hotelier or the local authority to leave their booked accommodation

b) necessary additional travelling expenses incurred so the **Beneficiary** can continue their **Trip**.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Any expense following the **Beneficiary's** disinclination to travel or to continue with their **Trip** when official directives from the local authorities state that it is safe to do so.
3. Any event that was publicised prior to the **Beneficiary's** departure from their **Home Country**.
4. Any costs incurred by the **Beneficiary** which are recoverable from their tour operator, hotel, airline, company providing the accommodation, or other provider of services for which the **Beneficiary** receives or is expected to receive compensation or reimbursement.
5. Any costs which the **Beneficiary** would have expected to pay during their **Trip**.
6. Anything mentioned in the general exclusions on page 11.

The **Beneficiary** may only claim under section under section 11 – Catastrophes and natural disasters or section 1 – Cancellation or curtailment for the same event.

Special conditions relating to claims

1. In the event of a claim the **Beneficiary** must get either:
   a) written confirmation and proof from the hotel management of the loss of use of the pre-booked accommodation or
   b) a report from the local or national authority stating that it was not acceptable for the **Beneficiary** to remain in their pre booked accommodation.

Section 12 – Air rage

This section is applicable to Comprehensive cover only.

Special Definitions relating to this section (which are shown in bold italics)

Air Rage – means the act of an individual committing a crime whilst on board an aircraft which results in the perpetrator being handed to and detained by local Police or equivalent authorities on the landing of the aircraft.

Loss of limb – means loss by permanent severance of an entire hand or foot or the total and permanent loss of use of an entire hand or foot.

Loss of sight – means total and irrecoverable loss of sight which shall be considered as having occurred:

a) in both eyes if the **Beneficiary's** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist and

b) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale.

What is covered

1. If whilst the **Beneficiary** is on a **Trip** during the **Period of Cover** the **Beneficiary's** aircraft is delayed due to an act of ***Air Rage*** by an individual or group of individuals **We** will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance.**
2. **We** will pay the **Beneficiary** one of the benefits i. ii or iii shown in the **Statement of Insurance** if they sustain **Bodily Injury** which shall solely and independently of any other cause, result within two years in their death, ***Loss of limb***, ***Loss of sight*** or permanent total disablement as a direct result of an act of ***Air Rage*** by an individual or group of individuals travelling on the **Beneficiary's** aircraft whilst the **Beneficiary** is on a **Trip** during the **Period of Cover**

What is not covered

1. Any claim where the **Beneficiary**, a **Close Relative**, a member of their family or travelling companions knowingly, deliberately or recklessly provoked the perpetrator of the ***Air Rage***.
2. Any claim where either the **Beneficiary** or a **Close Relative**, a member of their family or travelling companion is responsible for the act of ***Air Rage***.
3. Anything mentioned in the general exclusions on page 11.

You should also refer to the important conditions relating to health on page 10.

The **Beneficiary** may claim only under section 12 – Air Rage or section 4 – Personal accident for the same event, not both.

Provisions

1. Benefit is not payable to the **Beneficiary**:
   a) Under more than one of items i., ii. or iii as stated in the **Statement of Insurance**.
   b) Under item iii. as stated in the **Statement of Insurance** until one year after the date the **Beneficiary** sustains **Bodily Injury.**

c) Under item iii. as stated in the **Statement of Insurance** if the **Beneficiary** is able or may be able to carry out any relevant employment or relevant occupation.

Special conditions relating to claims

1. **Our Medical Practitioner** may examine the **Beneficiary** as often as they deem necessary in the event of a claim.
2. The **Beneficiary** must obtain a written Police report or report from the appropriate airline authority of the incident of ***Air Rage***.

Section 13 – Incarceration

This section is applicable to Comprehensive cover only.

What is covered

We will pay up to the amount stated in the **Statement of Insurance** for reasonable travelling (economy class) and accommodation expenses (room only) for one **Close Relative** to travel out to the **Beneficiary** if they are arrested and lawfully imprisoned whilst on their **Trip** during the **Period of Cover**. The **Beneficiary** must have been imprisoned for more than 2 weeks with no prospect of release for at least another two weeks.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Any expenses incurred by the **Beneficiary** in relation to their imprisonment.
3. Costs incurred by the **Beneficiary's Close Relative** within the first two weeks of their imprisonment.
4. Any costs incurred if there are reasonable prospects of the **Beneficiary's** release within two weeks of the date their **Close Relative** intends to leave their **Home Country**.
5. Anything mentioned in the general exclusions on page 11.

Section 14 – Overseas legal expenses and assistance

What is covered
We will pay up to the amount stated in the Statement of Insurance for legal costs to pursue a civil action for compensation if someone else causes the Beneficiary Bodily Injury, illness or death whilst on a Trip during the Period of Cover.

Where there are two or more **Beneficiaries** covered by this **Group Policy**, then the maximum aggregate amount payable by **Us** for all such claims shall not exceed the amount stated in the **Statement of Insurance**.

What is not covered
We shall not be liable for:-

1. Any claim where in **Our** opinion or the opinion of the suitably qualified person appointed by **Us** there is insufficient prospect of success in obtaining reasonable compensation.
2. Legal costs and expenses incurred in pursuit of any claim against a travel agent, tour operator, carrier, **Us**, the **Emergency Assistance Service** or their agents, someone the **Beneficiary** was travelling with, a person related to the **Beneficiary**, or another **Beneficiary**.
3. Legal costs and expenses incurred prior to **Our** written acceptance of the case.
4. Any claim where the legal costs and expenses are likely to be greater than the anticipated amount of compensation.
5. Any claim where legal costs and expenses are based directly or indirectly on the amount of compensation awarded (for example a Contingency Fee Agreement).
6. Legal costs and expenses incurred in any claim which is capable of being pursued under a Conditional Fee Agreement.
7. Legal costs and expenses incurred if an action is brought in more than one country.
8. Any claim where in **Our** opinion the estimated amount of compensation payment is less than £1,000 for each **Beneficiary**.
9. Travel, accommodation and incidental costs incurred to pursue a civil action for compensation.
10. Costs of any appeal.
11. Claims occurring within the **Beneficiary's Home Country**.
12. Claims by the **Beneficiary** other than in their private capacity.
13. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. Unless the **Beneficiary** has made a nomination in accordance with Special condition 2 below, **We** or **Our** suitably qualified person will decide the point at which the **Beneficiary's** legal case cannot usefully be pursued further.
2. If the **Beneficiary** does not want **Our** suitably qualified person to assess whether or not their claim can be pursued, they are free to nominate a suitably qualified person to conduct this assessment by sending **Us** the name and address of such suitably qualified person. The **Beneficiary** must confirm either:
   - that the person they nominate will not charge more than the suitably qualified person **We** would have appointed; or
   - that they are willing to pay the difference between the cost of using their suitably qualified person and the cost of using **Our** choice of suitably qualified person.
3. On acceptance of a claim, if appropriate, **We** will appoint a suitably qualified person to act on the **Beneficiary's** behalf unless they have nominated their own suitably qualified person in accordance with Special condition 4 below.
4. i) If there is a conflict of interest; or
   ii) If it is necessary to start court proceedings and proceedings are being issued within the **United Kingdom**, or
   iii) The **Beneficiary** is unhappy with **Our** suitably qualified person

   the **Beneficiary** is free to nominate a suitably qualified person by sending **Us** the name and address of such suitably qualified person. The **Beneficiary** must confirm either:
   - that the person they nominate will not charge more than the suitably qualified person **We** would have appointed; or
   - that they are willing to pay the difference between the cost of using their suitably qualified person and the cost of using Our choice of suitably qualified person
5. If **We** do not agree to the **Beneficiary's** choice of suitably qualified person under Special condition 2 or 4 above, the **Beneficiary** may choose another suitably qualified person.
6. If there is still a disagreement with regard to the suitably qualified person **We** will ask the president of a relevant national law society to choose a suitably qualified person to represent the **Beneficiary**. **We** and the **Beneficiary** must accept such choice.
7. Where the **Beneficiary** has not notified **Us** of a nominated suitably qualified person in accordance with Special condition 2 and/or Special Condition 4 **We** will be free to choose a suitably qualified person.
8. Where **We** appoint a suitably qualified person to represent the **Beneficiary** such appointment will be in accordance with **Our** standard terms of appointment.
9. **We** will have direct access to the suitably qualified person who will, upon request, provide **Us** with any information or opinion on the **Beneficiary's** claim;
10. The **Beneficiary** must co-operate fully with **Us** and the suitably qualified person and must keep **Us** up to date with the progress of the claim;
11. At **Our** request the **Beneficiary** must give the suitably qualified person any instructions that **We** require;
12. The **Beneficiary** must notify **Us** immediately if anyone offers to settle a claim or makes a payment into court;

13. If the **Beneficiary** does not accept the recommendation of the suitably qualified person to accept a reasonable offer or payment into court to settle a claim, **we** may refuse to pay further costs and expenses;
14. No agreement to settle on the basis of both parties paying their own costs is to be made without **Our** prior approval.
15. If the **Beneficiary**
    i) settles a claim or withdraw a claim without **Our** prior agreement;
    ii) does not give suitable instructions to the suitably qualified person ;
    iii) dismisses a suitably qualified person without **Our** prior consent, our consent not to be withheld without good reason;

    the cover **We** provide will end immediately and **We** will be entitled to re-claim any costs and expenses **We** have incurred from the **Beneficiary**.
16. The **Beneficiary** must take every available step to recover costs and expenses that **We** have to pay and must pay **Us** any costs and expenses that are recovered.
17. **We** may, at **Our** own expense, take proceedings in the **Beneficiary's** name to recover compensation from any third party in respect of any indemnity paid under this **Group Policy** including **Our** legal costs and other related expenses. The **Beneficiary** must give such assistance as **We** shall reasonably require and any amount recovered shall belong to **Us**.

Claims evidence

We will require (at the **Beneficiary's** own expense) the following evidence where relevant:

- Relevant documentation and evidence to support the **Beneficiary's** claim, including photographic evidence.
- Any other relevant information relating to the **Beneficiary's** claim under this section that we may ask for.

Section 15 – Extended kennel and/or cattery fees

What is covered

We will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** for kennel/cattery fees if their dog(s)/cat(s) are in a kennel/cattery during their **Trip** and their return to their **Home** has been delayed due to their **Bodily Injury** or illness.

What is not covered

1. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. Claims under this section will only be payable if the **Beneficiary's** delay is due to **Bodily Injury** or illness which is covered under section 2 — Emergency medical and other expenses.
2. The **Beneficiary** must get a written statement from the appropriate kennel or cattery confirming any extra charges that they have to pay.
3. Any amount payable under this only applies to domestic cat(s) and/or dog(s) that the **Beneficiary** owns.

Sections 16, 17, 18, 19 and 20 – Winter Sports

(Only operative if indicated in the statement of insurance)

COVER IN RESPECT OF SECTIONS 16, 17, 18, 19 AND 20 ONLY OPERATES IF THE APPROPRIATE WINTER SPORTS EXTENSION HAS BEEN CHOSEN AND THE APPROPRIATE ADDITIONAL PREMUIUM HAS BEEN PAID.

Section 16 – Ski Equipment

What is covered

We will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** for the accidental loss of, theft of or damage to the **Beneficiary's** own **Ski Equipment** or hired **Ski Equipment** occurring whilst on a **Trip** during the **Period of Cover**. The amount payable will be the value at today's prices less a deduction for wear tear and depreciation, (loss of value – calculated from the table below) or **We** may at **Our** option replace, reinstate or repair the lost or damaged **Ski Equipment**. The maximum **We** will pay for any one article, pair or set of articles is stated in the Statement of Insurance.

Age of ski equipment	Amount payable
Less than 1 year old	90% of value
Over 1 year old	70% of value
Over 2 years old	50% of value
Over 3 years old	30% of value
Over 4 years old	20% of value
Over 5 years old	No payment

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Loss, theft of or damage to **Ski Equipment** contained in or stolen from an **Unattended** vehicle:
   a) overnight between 9 p.m. and 9 a.m. (local time) or
   b) at any time between 9 a.m. and 9 p.m. (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view.
3. Loss or damage due to delay, confiscation or detention by customs or other authority.
4. Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
5. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. The **Beneficiary** must report to the local Police within 24 hours of discovery and obtain a written report of the loss, theft or attempted theft of all **Ski Equipment**.
2. If **Ski Equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or the **Beneficiary's** accommodation provider they must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Ski Equipment** is lost, stolen or damaged whilst in the care of an airline the **Beneficiary** must:
   a) obtain a Property Irregularity Report from the airline.
   b) give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
   c) retain all travel tickets and tags for submission if a claim is to be made under this **Group Policy**.
3. Receipts for items lost, stolen or damaged must be retained as these will help the **Beneficiary** to substantiate their claim.

Section 17 – Hire of ski equipment

What is covered
We will pay the **Beneficiary** up to the amount stated in the Statement of Insurance per day, up to a maximum of for the reasonable cost of hiring replacement **Ski Equipment** as a result of the accidental loss of, theft of, damage to or temporary loss in transit for more than 24 hours of their own **Ski Equipment** occurring whilst on a **Trip** during the **Period of Cover**.

What is not covered
1. Loss, theft of or damage to **Ski Equipment** contained in or stolen from an **Unattended** vehicle:
   a) overnight between 9 p.m. and 9 a.m. (local time) or
   b) at any time between 9 a.m. and 9 p.m. (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view.
2. Loss or damage due to delay, confiscation or detention by customs or any other authority.
3. Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
4. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. The **Beneficiary** must report to the local Police within 24 hours of discovery and obtain a written report of the loss, theft or attempted theft of their own **Ski Equipment**.
2. If **Ski Equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or the **Beneficiary's** accommodation provider they must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Ski Equipment** is lost, stolen or damaged whilst in the care of an airline the **Beneficiary** must:
   a) obtain a Property Irregularity Report from the airline.
   b) give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy). c) retain all travel tickets and tags for submission if a claim is to be made under this **Group Policy**.
3. Receipts for items lost, stolen or damaged must be retained as these will help the **Beneficiary** substantiate their claim.

Section 18 – Ski Pack

What is covered

We will pay the Beneficiary up to the amount stated in the Statement of Insurance:

a) for the insured portion of their ski pack (ski school fees, lift passes and hired **Ski Equipment**) following their **Bodily Injury** or illness whilst on a **Trip** during the **Period of Cover**
b) for the unused portion of their lift pass if lost whilst on a **Trip** during the **Period of Cover**.

What is not covered

1. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. The **Beneficiary** must provide written confirmation from a **Medical Practitioner** that such **Bodily Injury** or illness prevented them from usin**g** their ski pack.
2. Claims under this Section will only be payable if the **Beneficiary's Bodily Injury** or illness is covered under section 2 — Emergency medical and other expenses.

Section 19 - Piste closure

What is covered

We will pay the **Beneficiary** up to the amount shown the **Statement of Insurance** for the cost of transport organised by the tour operator to an alternative site if whilst on a **Trip** during the **Period of Cover** lack of snow conditions or avalanche results in the closure of skiing facilities (excluding cross-country skiing) in the **Beneficiary's** resort and it is not possible to ski. The cover only applies:

a) To the resort which the **Beneficiary** has pre-booked for a period exceeding 12 hours and for so long as such conditions prevail at the resort, but not exceeding the pre-booked period of the **Beneficiary's Trip** and

b) To **Trips** taken outside the **Beneficiary's Home Country** during the published ski season for their resort.
If no alternative sites are available **We** will pay the **Beneficiary** compensation up to the amount stated in the **Statement of Insurance**.

What is not covered

1. Anything mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. The **Beneficiary** must obtain written confirmation from the tour operator (or their representative) of the number of days skiing facilities were closed in their resort and the reason for the closure.

Section 20 – Avalanche cover

What is covered

We will pay the **Beneficiary** up to the amount stated in the **Statement of Insurance** for reasonable extra travel and accommodation expenses if whilst on a **Trip** during the **Period of Cover** their arrival or departure from their pre-booked ski resort is delayed by more than 12 hours due to an avalanche.

What is not covered

1. The **Excess** amount as stated in the **Statement of Insurance**.
2. Any cost incurred where the ski resort is less than 1,000 metres above sea level.
3. Any mentioned in the general exclusions on page 11.

Special conditions relating to claims

1. The **Beneficiary** must obtain written confirmation from the tour operator or local authority (or their representative) confirming the location, date, time and duration of the avalanche.

How to make a complaint

We aim to provide a high level of service and pay claims fairly and promptly under the terms of this **Group Policy**.
If the **Group Policyholder** and/or a **Beneficiary** are unhappy with any aspect of **Our** service, please contact, in the first instance the person who originally dealt with the enquiry. Alternatively the **Group Policyholder** or a **Beneficiary** can contact **Us** by:

By Post: The Compliance Officer
Howden UK Brokers Limited
Unit 2 Des Roches Square
Witney
OX28 4LE
By Phone: 01732 389915
By Email: Compliance@howdeninsurance.co.uk

If **We** have given the **Group Policyholder** or a **Beneficiary Our** final response and they remain dissatisfied they have the right to ask the Financial Ombudsman to review their case. The Ombudsman can be contacted at the following address:–

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
United Kingdom
Telephone 0800 023 4567 or
+44 20 7964 0500 from outside the UK
Fax: 020 7964 1001

Please note the **Group Policyholder** or a **Beneficiary** have six months from the date of **Our** final response in which to refer their complaint to the Ombudsman. Contacting the Ombudsman will not affect their right to take legal action against **Us**.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). The **Group Policyholder** and/or a **Beneficiary** may be entitled to compensation from the scheme if **We** cannot meet our obligations. Further information about compensation scheme arrangements can be obtained from the FSCS at www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.