

2018 Insurance Policy Wording

Important declaration

An insurance policy can only provide cover in respect of an event/occurrence which is sudden, unforeseen and beyond **You** reasonable control. Any facts known to **You**, which could possibly result in **You** having to make a claim, must be disclosed to **Us** otherwise **You** may not be covered. In addition, anyone named under the policy must have read and understood the following relating to **Pre-Existing Medical Conditions**:

If You are travelling to the UK, Channel Islands, Isle of Man or Republic of Ireland, You are automatically covered for Your Medical Conditions unless:

1. **You** or a **Close Relative** has received a terminal diagnosis
2. **You** or a **Close Relative** has a **Medical Condition** but as yet no formal diagnosis
3. **You** or a **Close Relative** is on a waiting list or has the knowledge of the need for surgery

YES

Only in any of these three circumstances do You need to contact Healthcheck on 01702 427179

If you are travelling to Europe or Worldwide:

Do **You** or a **Close Relative** have a **Pre-Existing Medical Condition** that is not included in the list below?

YES

If You have answered yes to any of these questions, You must contact Healthcheck on 01702 427179.

NO

Have **You** or a **Close Relative** received a terminal prognosis for any **Medical Condition**?

YES

This should be done at the time of taking out this insurance or booking your journey. Healthcheck will confirm whether or not cover is available for the condition. An additional premium may be payable.

NO

Are **You** or a **Close Relative** aware of a **Medical Condition** but have not received a formal diagnosis?

YES

Failure to contact Healthcheck may invalidate any claim.

NO

Are **You** or a **Close Relative** on a waiting list or have the knowledge of the need for surgery in a hospital?

YES

An incomplete or inaccurate declaration will invalidate any claim under Section A – Cancellation or Curtailment, Section B – Medical Expenses and Section C – Personal Accident.

NO

Are **You** aware of any circumstances that could reasonably be expected to give rise to a claim on this policy?

YES

NO

If You have answered no to all the questions above You do not need to contact Healthcheck.

PRE-EXISTING MEDICAL CONDITIONS Cover is excluded for any defined Pre-Existing Medical Condition. If in doubt please call Our Healthcheck in confidence on:

01702 427179

Conditions that do not need to be declared for travel to Europe or Worldwide:

Asthma (under control), Attention Deficit Hyperactivity Disorder, Blindness, Blood Pressure (regulated and under control), Cholesterol (under control), Colitis (no hospital admissions in last 12 months), Common Cold/Influenza, Cuts & Abrasions (non-self inflicted), Deafness, Diabetes diet controlled, Diabetes tablet controlled, Diabetes insulin controlled (only if under control and no other health conditions / no hospital visits or hypo black outs in the last 12 months), Diarrhea and/or vomiting (resolved), Eczema, Fungal Nail Infection, Gastric Reflux, Glaucoma, Gout, Haemorrhoids, (Piles), Hay fever, Hip replacement (provided not within the last 6 months), Any conditions arising from any Medical Operations that occurred more than 12 months prior to the date of booking the trip that have had No complications since the surgery was undertaken, Migraine (confirmed diagnosis, no ongoing investigations), Nasal Polyp(s) (benign) Neuralgia, Neuritis, Nut Allergy, Reflux Oesophagitis, Rhinitis (Allergic), Sinusitis.

Please note

One of the many benefits of travel insurance is the easy access it affords to professional assistance if **You** suddenly fall ill abroad. However, travel insurance is not a substitute for private medical insurance. It is important to note that cover is only provided for necessary emergency treatment in the event of an accident or unexpected illness that has been approved by **Our** Assistance Company.

Important declaration

In deciding to accept this insurance and in setting the terms and premium, **We** have relied on the information **You** have given **Us**. **You** must take reasonable care to provide complete and accurate answers to the questions **We** ask when **You** take out or make changes to **Your** policy. If the information provided by **You** is not complete and accurate:

1. **We** may cancel **Your** policy and refuse to pay any claim, or
2. **We** may not pay the claim in full, or
3. **We** may revise the premium and/or change any excess, or
4. The extent of cover may be affected.

You will be advised whether the **Pre-Existing Medical Condition** may be covered, an optional additional premium may be quoted and whether any amendments will be made to the policy terms and conditions. If terms can be provided for the condition and **You** elect to take up the offer of the additional cover, **You** will be given a medical screening reference number and a letter will be sent to **You** upon receipt of payment. Any additional premiums must be paid directly to the medical screening company and not the company **You** are arranging your travel insurance with.

Should **You** not wish to take advantage of the optional terms quoted by the medical helpline, cover for the **Medical Condition** in question will be excluded.

There is no cancellation or curtailment cover for a **Pre-Existing Medical Condition** of persons not necessarily travelling but upon whom travel depends, such as a **Close Relative**, unless disclosed to

Healthcheck and additional cover agreed.

Please also see general exclusions for additional details of other excluded **Medical Conditions**.

Change of Health

If there is a change to **Your** health which arises between the date of purchasing the policy and the planned date of departure, please contact Healthcheck for further advice in order to establish if the change in **Your** health will affect **Your** cover under this insurance.

Definitions of a Pre-Existing Medical Condition:

Means

- a) Any respiratory condition (relating to the lungs or breathing), heart condition, stroke, Crohn's disease, epilepsy, allergy, or cancer for which **You** (or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative**) have ever received treatment (including surgery, tests or investigations by **Your** doctor or a consultant/specialist, or prescribed drugs/medication).
- b) Any **Medical Condition** for which **You** (or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative**) have received surgery, in-patient treatment or investigations in a hospital or clinic within the last twelve months, or prescribed drugs/medication.

Single trip policy

Dear traveller

Thank you for purchasing **Your** travel insurance from **Us**. Please take the time to read **Your** policy documents carefully to ensure that **You** understand what is, and what is not covered. If **You** should have any queries, or if **You** require additional cover, please contact our customer services team who will be happy to help **You**.

The insurers

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

Travel & General Insurance Services and UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. This can be checked on the Financial Services Register at <https://register.fca.org.uk/> or by calling them on 0800 111 6768 or 0300 500 8082.

Call monitoring and recording

Telephone calls may be monitored or recorded in order to improve customer service and to prevent and detect fraud.

Complaints procedure

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the Complaints Procedure below:

Complaints regarding Sale Of The Policy:

Please contact your agent who arranged the Insurance on your behalf.

If your complaint about the sale of your policy cannot be resolved by the end of the third working day, your agent will pass it to: Customer Relations Department, UK General Insurance Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ Tel: 0345 218 2685 Email: customerrelations@ukgeneral.co.uk

Complaints regarding Claims:

Claims Settlement Agencies 308-314 London Road Hadleigh Essex SS7 2DD. If your complaint is regarding a claim, please contact: Claims Settlement Agencies, 308-314 London Road Hadleigh, Essex SS7 2DD. Tel: 01702 427172. Email: info@csal.co.uk

In all correspondence please state that your insurance is provided by UK General Insurance Limited and quote scheme reference 05907D. If your complaint about your claim cannot be resolved by the end of the third working day, Claims Settlement Agencies will pass it to: Customer Relations Department, UK General Insurance Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ Tel: 0345 218 2685 Email: customerrelations@ukgeneral.co.uk

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff. You may contact the Financial Ombudsman Service at: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Tel: 0800 023 4567 or 0300 123 9123 Email: complaint.info@financial-ombudsman.org.uk

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

FSCS Compensation Scheme

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

Policy summary

This Policy Summary does not contain full details and conditions of **Your** insurance – these are located in the Policy Document. Where a heading is underlined in this Policy Summary, full details can be found in the Policy Document under the same heading.

This insurance is underwritten by UK General Insurance Ltd on behalf of Great Lakes Insurance SE.

Type of Insurance and Cover

Single Trip: **You** are covered for a single trip to a specific region of the world.

Conditions

It is essential that **You** refer to the General Conditions (please see 'Conditions' in the Policy Document).

Special conditions apply to Section E – Personal Effects.

Failure to comply with these conditions may jeopardise **Your** claim or cover. – Please refer to the Policy Document for full details.

Significant features and benefits

Emergency and Medical Services

Medical assistance; air ambulance & repatriation; medical escorts; road ambulance and return home and long haul repatriation in the event of death, injury or illness necessitating; hospitalisation; repatriation; alteration to travel plans or curtailment of travel.

Immediate contact must be made with the Assistance Company. If **You** are travelling to Australia and **You** require medical treatment **You** must enrol with a local Medicare office.

Section A – Cancellation or Curtailment:

In the event of necessary cancellation before, or curtailment during the insured trip due to: death; accidental bodily injury; illness; compulsory quarantine on the orders of a treating Medical Practitioner; redundancy; cancellation of leave for British Forces, Police or Government security staff; jury service or witness attendance in court of **You**; the death or serious injury or illness of a Close Relative of **You** or the person with whom **You** intend to reside; **Adverse Weather** conditions making it impossible to travel to the international departure point; any event in which the emergency services request **Your** presence following major damage to or burglary from **Your** home or place of work.

We will pay:

Up to the amount stated in the Schedule of Cover in respect of Irrecoverable Payments and Charges (as defined) for cancellation prior to departure; or up to the amount stated in the Schedule of Cover in respect of either the proportion of unused, non-refundable tour costs, or the original value of unused, non-refundable air tickets.

Section B – Medical Expenses:

Medical repatriation and associated expenses incurred overseas up to the amount shown in the Schedule of cover.

Overseas emergency dental treatment to relieve pain and suffering up to £250.

The cost of transporting **Your** remains to their former place of residence up to £7,500 or funeral expenses abroad up to £1,000.

Inpatient Benefit of £10 per day if **You** are confined to hospital overseas, to a maximum £600 per person.

Inpatient Benefit of £10 per day if **You** are confined to hospital in the United Kingdom, to a maximum £100 per person.

Section C – Personal Accident:

Up to the amounts shown in the Schedule of cover for loss of sight, or loss of limb(s), permanent total disablement. A separate limit applies in the event of death subject to age. Please refer to the Policy Document for important definitions and full details of the cover and sub limits.

Section D – Travel Delay:

In the event of delayed departure for at least 3 hours from the specified departure time, or arrival at destination at least 12 hours later than specified due to: strike; industrial action; disruption; **Adverse Weather** or breakdown. **We** will pay £20 for the first 3 hours delay and £10 for each subsequent 3 hours of delay up to a maximum of £60 for UK trips or £20 for the first 12 hours delay and £10 for each subsequent 12 hours of delay up to a maximum of £60 for non-UK trips.

Please refer to the Policy Document for important definitions.

If the failure of scheduled public transport services in the United Kingdom due to strike; industrial action; disruption; **Adverse Weather**, accident or breakdown of the vehicle you are travelling in causes **You** to arrive too late at the international point of departure in the United Kingdom, **We** will pay up to the amount shown in the Schedule of cover per person in respect of additional travel and accommodation only expenses to enable **You** to reach **Your** destination.

Section E – Personal Effects, Money and Travel Documents:

Your validation certificate or booking invoice (as applicable).

Accidental loss, theft or damage to accompanied personal luggage, clothing or effects up to the amount shown in the Schedule of cover in total (further sub-limits per article, pair or set of articles, disc collections limited apply, as well as a limit in respect of all Valuables (please see the Policy Document for the definition of Valuables).

Personal Money is covered up to the amount shown in the Schedule of cover.

Passports and Visas are insured up to the amount shown in the Schedule of cover against the cost of emergency replacement.

Temporary loss of baggage for more than 12 hours is covered up to the amount shown in the Schedule of cover per person deductible from the final claim if the loss is permanent.

Air tickets are covered to the original purchase price proportionately for each leg of the journey, including reasonable expenses incurred as a result of loss, up to the amount shown in the Schedule of cover.

Section F – Personal Liability

Personal liability for any compensation if you become legally liable to pay up to the amount shown in the Schedule of cover.

Section G – Legal Expenses:

Up to the amount shown in the Schedule of cover in respect of legal costs and expenses in pursuit of compensation and/or damages against a third party arising from the death or bodily injury to **You**.

Significant or unusual exclusions or limitations

The standard excess and any increased amount **You** have agreed to pay will be shown in **Your** Policy Schedule.

General Exclusions:

Any consequence of any act of war invasion, act of foreign enemy, hostilities (whether declared or not), civil war, civil commotion, rebellion, revolution, insurrection, military force, any act of Terrorism where **You** are actively engaged and/or where **You** have travelled or **You** remain contrary to Foreign & Commonwealth Office travel advice.

There are a number of activities, practices and certain winter sports that are excluded, please see 'General Exclusions' in the Policy Document. Some activities described can be included if an additional premium has been paid. **Your** validation certificate or booking invoice will show if **You** have chosen this option.

Willful self inflicted injury, solvent abuse, the use of drugs and the effects of alcohol and sexually transmitted diseases.

Unlawful actions.

Any form of stress or anxiety, depression or any other mental or nervous disorder that was diagnosed before the Period of Insurance commenced, or before **Your** trip was booked (whichever is later). Mental disorders diagnosed at any other time are also excluded unless investigated and diagnosed by a Hospital Consultant specialising in the relevant field.

Your choosing not to take prescribed medication.

You will not be covered under Section A – Cancellation or Curtailment, Section B – Medical Expenses, or Section C – Personal Accident – in respect of any defined **Pre-Existing Medical Condition** (please refer to General Exclusions in the Policy Document) unless you have contacted the healthcheck and we have agreed to provide cover and you have paid the additional premium required.

Exclusions under Section A – Cancellation or Curtailment:

Any claim arising from a **Pre-Existing Medical Condition**.

Exclusions under Section B – Medical Expenses:

Medical Expenses excludes any claim relating to any **Pre-Existing Medical Condition**; any expenses not verified by a medical report; or the cost of medical or surgical treatment later than 52 weeks from the date of accident or illness, or elective cosmetic surgery.

Exclusions under Section D – Travel Delay:

Any strike, industrial action, publicised at the time of effecting the insurance. The withdrawal of any aircraft, train or sea vessel on the recommendation of a Port Authority, the Civil Aviation Authority or similar body.

Exclusions under Section E – Personal Effects:

Unattended Valuables (including those in a vehicle) are uninsured unless in a locked safe, locked hotel room, locked apartment or locked holiday residence.

Please see Policy Document for definition of 'Unattended'.

Business or professional goods, equipment or samples and any property hired to the you are excluded.

Exclusions under Section F – Personal Liability:

Personal Liability excludes claims in the pursuit of any trade, business or profession; the ownership, possession or use of any aircraft, yachts, or mechanically propelled vehicles including watercraft and the ownership or use of any land or building other than use of rented temporary accommodation; the ownership or use of any firearm or weapon. Animals belonging to **You** or in **Your** care or custody

Exclusions under Section G – Legal Expenses:

Any costs incurred before obtaining the written consent of **Us**.

Claims against travel agents or tour operators.

We shall have complete control of any legal proceedings and can exclude a claim if **We** feel there is insufficient prospect of success.

Duration of Contract

Please refer to your validation certificate or booking invoice (as applicable).

Emergency and Medical Services

Medical assistance; air ambulance & repatriation; medical escorts; road ambulance and return home and long haul repatriation in the event of death, injury or illness necessitating: hospitalisation; repatriation; alteration to travel plans or curtailment of travel. Immediate contact must be made with the Assistance Company who are available on +44 (0)113 3180 197. If **You** are travelling to Australia and **You** require medical treatment **You** must enrol with a local Medicare office.

What to do if you need to make a claim

To make a claim contact Claims Settlement Agencies Limited (CSA), within 45 days of the date the occurrence giving rise to the claim occurred on Telephone: 01702 427172. Email info@csal.co.uk or www.csal.co.uk

Demands and Needs

This travel insurance policy will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded **Pre-Existing Medical Conditions**, are travelling to countries included within the policy terms and wish to insure themselves against the unforeseen circumstances/events detailed in this Policy Document. Subject to the terms and conditions and maximum sums insured.

Important

This policy will have been sold to **You** on a non-advised basis and it is therefore for **You** to read this Policy Document (paying particular attention to the Terms, Conditions and Exclusions) and ensure that **Your** chosen policy meets all of **Your** requirements. If upon reading this Policy Document **You** find that it does not meet all of **Your** requirements, please refer to the relevant cooling off section.

Schedule of cover

Sums Insured	Per Person Up to	Excess
Section A Cancellation or Curtailment	£1,500	£50 *
Section B Medical Expenses	£5,000,000	£50
Inpatient Benefit	£600 (£100 UK trips)	Nil
Section C Personal Accident – disability	£10,000	Nil
Death	£10,000	Nil
Section D Delayed Departure or Arrival, or Cancellation due to Delayed Departure Missed Departure	£60 £1,500 £400 (£100 UK trips)	Nil £50 £50
Section E Personal Effects (Single item limit £200) (Valuables limited to £200 in total)	£1,000	£50
Money	£250	£50
Passport or Visas	£100	£50
Temporary Loss of Baggage	£100	Nil
Section F Personal Liability	£1,000,000	£250
Section G Legal Expenses	£5,000	Nil

* loss of deposit excess is £12.50 for UK trips and £20 for non-UK trips

General information

Important information

Please keep this travel insurance policy in a safe place and carry it with You when you go on Your journey. We also suggest that You leave a copy with a relative or neighbour in case of an emergency.

Cover applies to each person named on the booking invoice or validation certificate. The cover and limits will apply to each person who has paid the appropriate premium.

Cooling off Period / Cancellation of Policy

If **You** decide that for any reason, this Policy does not meet **Your** insurance needs then please return it to **Your** travel agent within 14 days from the day of purchase or the day on which **You** receive **Your** policy documentation, whichever is the later. On the condition that no travel has taken place and no claims have been made or are pending, we will then refund **Your** premium in full.

Thereafter **You** may cancel the insurance cover at any time by informing **Your** travel agent however no refund of premium will be payable.

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

- Fraud
- Non-payment of premium
- Threatening and abusive behaviour
- Non-compliance with policy terms and conditions

Consumer Insurance Act

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to:

- supply accurate and complete answers to all the questions we or the administrator may ask as part of **Your** application for cover under the policy
- make sure that all information supplied as part of **Your** application for cover is true and correct
- tell us of any changes to the answers **You** have given as soon as possible.

Failure to provide answers in-line with the requirement of the Act may mean that **Your** policy is invalid and that it does not operate in the event of a claim.

Period of Insurance / Start and End Dates

Single Trip

The Period of Insurance as shown on **Your** booking invoice or validation certificate. Cover under Section A – Cancellation starts from the date stated on **Your** Booking Invoice or Validation Certificate (as applicable) and ends when **You** leave **Your** residence or place of business to commence travel. The cover under all other sections starts on the commencement date shown on the booking invoice or validation certificate and ends on **Your** return home or expiry of the Period of Insurance, whichever is first.

Geographical Limits

Area 1: UNITED KINGDOM

Whilst insurance is available for holidays in the United Kingdom, Section B Medical Expenses (apart from repatriation costs) shall be inoperative.

Area 2: EUROPE

Europe (Defined as: Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark (including Faeroe Islands), Egypt, Estonia, Finland, France, (including Corsica), Georgia, Germany, Gibraltar, Greece, (including Greek Islands), Hungary, Iceland, Ireland, Italy, (including Aeolian Islands, Sardinia, Sicily), Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway (including Jan Mayen, Svalbard Island), Poland, Portugal, (including Azores, Madeira Islands), Romania,

Russia (West of the Ural Mountains), San Marino, Serbia (including Kosovo), Slovakia, Slovenia, Spain (including Balearic Islands, Canary Islands), Sweden, Switzerland, Turkey, United Kingdom, Ukraine, and Vatican City.

Automatic Trip Extension

If **You** are prevented from completing **Your** travel before the expiration of this Insurance as stated under the Period of Insurance on the validation certificate or booking invoice for reasons which are beyond **Your** control, including ill health or failure of public transport, this Insurance will remain in force until completion but not exceeding a further 31 days on a day by day basis, without additional premium.

In the event of **You** being hijacked, cover shall continue whilst **You** are subject to the control of the person(s) or their associates making the hijack during the Period of Insurance for a period not exceeding twelve months from the date of the hijack.

Please ensure **You** arrange cover for the entire duration of **Your** travel.

Limits of Cover

Certain limits apply to each section of the policy. These limits are shown in the policy and in **Your** Schedule of cover

Reciprocal Health Agreements: EHIC

If you are travelling to **European Union** countries **You** should obtain a European Health Insurance Card (EHIC). You can apply either online through <http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC> or by telephoning 0300 330 1350. This will entitle **You** to benefit from the reciprocal health agreements, which exist between certain European countries. In the event of a claim being accepted for medical expenses which has been reduced by the use of an EHIC, or Private Health Insurance, the deduction of the excess under the medical section will not apply.

Governing Law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which **Your** main residence is situated.

Fraudulent Claims

You must not act in a fraudulent manner. If **You** or anyone acting for **You**:

- fails to reveal or hides a fact likely to influence whether **We** accept **Your** proposal, **Your** renewal, or any adjustment to **Your** policy;
- fails to reveal or hides a fact likely to influence the cover **We** provide;
- makes a statement to us or anyone acting on **Our** behalf, knowing the statement to be false;
- sends **Us** or anyone acting on **Our** behalf a document, knowing the document to be forged or false;
- makes a claim under the policy, knowing the claim to be false or fraudulent in any way;
- makes a claim for any loss or damage **You** caused deliberately or with **Your** knowledge; or
- If **Your** claim is in any way dishonest or exaggerated;

We will not pay any benefit under this policy or return any premium to **You** and **We** may cancel **Your** policy immediately and backdate the cancellation to the date of the fraudulent claim. **We** may also take legal action against **You** and inform the appropriate authorities.

Documentation

All certificates, information and evidence required by **Us** shall be furnished at the expense of **You** or **Your** legal personal representative and shall be in such form and of such nature as **We** may prescribe. **You** shall as often as required submit to medical examination on behalf of **Us** at **Our** expense and in the event of the death of **You** **We** shall be entitled to have a post-mortem examination at **Our** expense.

Cessation of Insurance

All cover shall cease upon the return of **You** to **Your** normal place of residence or business in **Your** country of residence or upon **Your**

admission into medical care in **Your** country of residence whichever shall be the sooner.

Duplicate Insurance

If at the time of loss, theft or damage insured by Sections A, B, D, E, F and G there is another insurance against such loss or damage or any part thereof **We** shall be liable under this Insurance for its proportionate share only of such loss or damage.

Subrogation

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

One Way Travel

Cover under all sections ceases on arrival at final destination.

Definitions

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

Adverse Weather Weather of such severity that; the police, or other appropriate authority, warn by means of public communications networks including, but not limited to, popular websites, television or radio against all but essential travel and/or; it causes major disruption to transport services i.e. rail, road or bus which is reported in the media.

Close Relative Means mother, father, sister, brother, wife, husband, partner (including common law and civil partnerships), son, daughter (including fostered/adopted), grandparent, grandchild, parent in law, son in law, daughter in law, brother in law, sister in law, step parent, step child, step sister, step brother or legal guardian.

Dependent Business Partner Means a person in the same employ as **You** whose absence from work necessitates **Your** presence.

Irrecoverable Payments and Charges Means the cost of airline tickets and any other amount that is not refundable from the airline, tour operator or their suppliers.

Medical Condition Means any disease, illness or injury.

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

Policy Excess Means the amount of any claim that **You** have to pay before any payment is made to **You**.

Pre-Existing Medical Condition Means

- a) Any respiratory condition (relating to the lungs or breathing), heart condition, stroke, Crohn's disease, epilepsy, allergy, or cancer for which **You** (or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative**) have ever received treatment (including surgery, tests or investigations by **Your** doctor or a consultant/specialist or prescribed drugs/medication).
- b) Any **Medical Condition** for which **You** (or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative**) have received surgery, inpatient treatment or investigations in a hospital or clinic within the last twelve months or taking prescribed drugs/medication.

Strike or Industrial Action Means any form of industrial action taken by workers which is carried on with the intention of preventing, restricting or otherwise interfering with the production of goods or the provision of services.

Travelling Companion Means a person that **You** have arranged to undertake **Your** journey with if it would be unreasonable to expect **You** to continue the journey without that person.

Unattended Means when **You** are not in full view of and not in a position to prevent unauthorised interference with **Your** property.

Valuables Means jewellery, watches, gold, precious stones and articles made of/or containing gold, silver or precious metals. Photographic, TV, audio, CD's, MP3 Players, video, computer, GPS/navigation electrical equipment. Binoculars, optical equipment and telescopes and animal skins.

We, Us, Our Means UK General Insurance Limited on behalf of Great Lakes Insurance SE.

You, Your, Insured Person Means any person named on the booking invoice or validation certificate.

The policy

The following sections explain the cover provided by your policy during the Period of Insurance. The cover is set out in your Schedule of Cover together with any excesses limits or endorsement.

General conditions and exclusions

The **Insured Person** will not be covered under Section A – Cancellation or Curtailment, Section B – Medical Expenses or Section C – Personal Accident for any claim directly or indirectly caused by, arising or resulting from, or in connection with either;

A) At the time of taking out this policy:

- i) Any **Pre-Existing Medical Condition** unless you have contacted the medical screening helpline on 01702 427179 and the Insurer has agreed to provide cover and you have paid the additional premium required.
- ii) Any **Medical Condition** that the **Insured Person** or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative** has received a terminal prognosis.
- iii) Any **Medical Condition** the **Insured Person** is aware of but which has not had a formal diagnosis.
- iv) Any **Medical Condition** for which the **Insured Person** or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative** is on a waiting list for or has knowledge of the need for surgery in a hospital;

or

B) After the date this policy was purchased:

A change of health or where the cost of any claim is increased due to a change of health, if the procedure detailed under the **'Pre-Existing Medical Conditions'** section on page 2 has not been followed.

C) At any time:

- i) Any **Medical Condition** the **Insured Person** has in respect of which a **Medical Practitioner** has advised them not to travel or would have done so had they sought his/her advice.
- ii) Any surgery, treatment or investigations for which you intend to travel outside your **Home Country** to receive (including any expenses incurred due to the discovery of other **Medical Conditions** during and/or complications arising from these procedures).
- iii) Any **Medical Condition** for which the **Insured Person** or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative** is not taking the recommended treatment or prescribed medication as directed by a **Medical Practitioner**.
- iv) Pregnancy when you are expected to give birth within two months of the return date of your trip;
- v) Participating in any activity where the **Insured Person** has been advised against doing so by a **Medical Practitioner**.

Information and changes We need to know about

You must take reasonable care to provide complete and accurate answers to the questions **We** ask when **You** take out or make changes to **Your** policy. Please tell **Us** if there are any changes required to the information set out in **Your** schedule.

You must tell us as soon as possible about any changes in the information **You** have provided to **Us** which happens before or during any period of insurance. When **We** are notified of a change, **We** will tell **You** if this affects **Your** policy, for example whether **We** are able to accept the change and if so, whether the change will result in revised terms and/or premium being applied to **Your** policy. If **You** do not inform **Us** about a change it may affect any claim **You** make or could result in **Your** insurance being invalid.

If the information provided by **You** is not complete and accurate:

1. **We** may cancel **Your** policy and refuse to pay any claims, or
2. **We** may not pay any claim in full, or
3. **We** may revise the premium and/or change any excess, or
4. The extent of cover may be affected.

General Conditions

1. This Insurance is available for holiday or business travel, but excludes overseas residency, permanent overseas employment, work of a predominantly manual nature or any hazardous activity not agreed on behalf of **Us**.
2. The trip or journey is for which this insurance is effected is not booked or commenced by an **Insured Person** either (a) contrary to medical advice or to obtain medical treatment, or (b) suffering from any **Medical Conditions** or symptoms which, are awaiting, or receiving investigation, treatment, tests, referral, or review or the results of any of the foregoing.
3. That **You** contact the Assistance Company as soon as possible with full details of anything which may result in a claim as a result of a medical emergency.

General Exclusions

We shall not pay for:

1. **The first amount of each and every claim per incident claimed for under each Section by each Insured Person as denoted by the Schedule of cover.**
2. **The first £250 of each and every claim arising from the same incident under Sections F.**

We shall not pay (unless agreed in writing by or on behalf of **Us**) for any claim directly or indirectly caused by, arising or resulting from, or in connection with:

1. (a) Mountaineering or climbing; pot-holing; sports tours; motorised competitions or races, travelling by motorcycle (other than in respect of motorcycles up to 125 cc hired or borrowed during the Period of Insurance, and the **Insured Persons** are wearing crash helmets), ski racing, ski jumping, ice hockey or the use of bobsleighs or skeletons; or
- (b) Any activity in the air (other than as a passenger in a fully licensed passenger-carrying-aircraft, bungee jumping or parasailing); or
- (c) Willful exposure to needless danger (other than in an attempt to save human life); or

NOTE: The exclusions shown are not applicable to cancellation claims under Section A.

2. (a) Any form of stress or anxiety. Depression or any other mental or nervous disorder unless investigated and diagnosed by a Hospital Consultant.
3. Any wilfully self inflicted injury or illness, insanity, suicide or attempted suicide, sexually transmitted diseases, solvent abuse, the use of drugs (other than medically prescribed) and the effects of alcohol.
4. Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
5. **Your** participation in any criminal or illegal acts.
6. Any direct or indirect consequence of any act of war, invasion, acts of foreign enemy, (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalization, requisition, destruction of or damage to property by order of any government, local or public authority.
7. Any direct or indirect consequence of: Irradiation, or contamination by nuclear material; The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.

- 8 (a) Unless **We** provide cover under this insurance, any other loss, damage or additional expenses following on from the event for which **You** are claiming. Examples of such loss, damage, or additional expense would be the cost of replacing locks after losing keys, costs incurred of preparing a claim, or loss of earnings following bodily injury or illness.
- (b) Any costs for (i) telephone calls (other than the first call to the Assistance Company to notify them of a medical problem requiring hospitalisation), (ii) taxi fares (unless a taxi is being used in place of an ambulance to take **You** to or from a hospital) or (iii) food and drink expenses (unless these form part of your hospital costs if **You** are kept as an inpatient).
9. **You** will not be covered under Section A – Cancellation or Curtailment, Section B – Medical Expenses or Section C – Personal Accident for any claims arising directly or indirectly from: either A) at the time of taking out this policy:
- Any **Pre-existing Medical Condition** unless **You** have contacted Healthcheck and **We** have agreed to provide cover and **You** have paid the additional premium required.
 - Any **Medical Condition** that **You** or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative** has received a terminal prognosis.
 - Any **Medical Condition** that **You** are aware of but which has not had a formal diagnosis.
 - Any **Medical Condition** for which **You** or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative** is on a waiting list for or has knowledge of the need for surgery in a hospital.
 - Any circumstances that **You** are aware of that could reasonably be expected to give rise to a claim on this policy unless **You** have been given **Our** written agreement.
- or B) at any time:
- Any **Medical Condition** that **You** have in respect of which a **Medical Practitioner** has advised **You** not to travel or would have done so had **You** sought his/her advice.
 - Any surgery, treatment or investigations for which **You** intend to travel outside **Your** normal country of residence to receive (including any expenses incurred due to the discovery of other **Medical Conditions** during and/or complications arising from these procedures).
 - Any **Medical Condition** for which **You** or any other person not necessarily travelling but upon whom travel depends such as a **Close Relative** is not taking the recommended treatment or prescribed medication as directed by a **Medical Practitioner**.
10. **You** travel to a country, specific area or event to which the Travel Advice unit of the British Foreign and Commonwealth Office or the World Health Organisation has advised all, or all but essential travel, unless agreed by **Us**.
11. Any search and rescue costs or ship to shore rescue costs (cost charged to **You** by a Government, regulated authority or private organisation concerned with finding and rescuing an individual). This does not include medical evacuation costs by the most appropriate transport.
12. Private medical treatment unless authorised by the Assistance Company.
13. Any Consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.

For the purposes of this policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the

processing and manipulation of such hardware.

For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorized instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

Section A Cancellation or Curtailment

If **You** have no option but to cancel the travel arrangements **You** have made after taking out this Insurance for the reasons listed below, **We** will pay for travel and accommodation cancellation charges that **You** have contracted to pay and cannot recover from any other source, but excluding Airfares and similar promotions.

- A claim will be accepted for cancellation because of the death, serious injury, illness, of **You** or **Your Dependant Business Partner**, travelling companion or **Close Relative** upon whose health the travel arrangements will depend, providing the reason for the cancellation has its origins after this Insurance has commenced.
- A claim will be accepted if **You** are called for jury service or as a witness in a Court of Law or due to unforeseen occupational posting overseas or exigencies of HM Forces not relating to war conflict operational deployment, the cause of which has its origins after this Insurance has commenced.
- A claim will be accepted if **You** are made redundant and qualify for statutory notice of redundancy, when the redundancy has its origins after this Insurance has commenced.
- A claim will be accepted if **Your** home is made uninhabitable due to fire or extreme weather conditions or malicious damage up to 7 days before departure, if the police require **You** to attend **Your** home or business following burglary, or if travel is prevented by Government restriction following an epidemic. Providing the cause has its origins after this Insurance has commenced.

Any cancellation that is necessary must be notified to **Your** travel agent or operator as soon as possible as any delay may increase cancellation charges which will not be accepted.

The maximum that can be paid is £1,500 after **You** have paid the standard excess of £50. For Loss of Deposit claims, the standard excess is reduced to £12.50 for UK, Channel Island, Isle of Man or Republic of Ireland holidays per **Insured Person** and £20 per **Insured Person** for Europe holidays.

If it is unavoidable that **You** have to curtail **Your** travel arrangements and return to **Your** home because of the death, illness or serious injury to a **Close Relative** in the UK, where the origin of the reason for curtailing is after the departure from the UK and is not a **Pre-Existing Medical Condition**, **We** will pay the necessary and reasonable transport costs from **Your** point of international departure to the point **You** reach the UK up to £1,500 per **Insured Person**.

If **Your** original tickets cannot be used or in respect of UK holidays, **We** will pay up to £100 each **Insured Person** for necessary and reasonable transport costs for **You** to return home if **Your** original tickets cannot be used.

We will also pay a proportion of the holiday cost represented by the balance of the days unused once **You** have returned home.

The maximum that can be paid is up to £1,500 after **You** have paid the £50 excess.

Section B Medical Expenses

1. Medical, Repatriation and Associated Expenses.

If **You** require medical treatment outside of the UK during the Period of Insurance for illness or injury the origins of which are after the date of departure, or which were previously to and accepted as a stable condition by **Us**, **We** will pay necessary, reasonable and customary local charges that are: hospital charges, doctors and specialists fees,

medication costs, ambulance or other transport cost for the initial admission following:

- i) Inpatient treatment at a licensed hospital or Clinic, but not private clinics in the European Union unless agreed in advance with the Assistance Company. Immediate contact with the Assistance Company will identify the appropriate medical facilities and provide payment advices when the Assistance Company agrees they are required.
- ii) Outpatient treatment from licensed hospitals or clinics which must be paid by **You** and which can be refunded when supported by receipted invoices showing treatment received. Whenever agreements with the UK such as those accepting the EHIC. Immediate contact with the Assistance Company will identify the most appropriate facility.
- iii) Dental costs up to £250 for **You**, but only sufficient treatment for the immediate relief of pain.

Any losses claimed for under i), ii) or iii) above must be necessary and unavoidably incurred and not include treatment which can reasonably be delayed until returning to the UK.

IMPORTANT: If an illness or injury requires inpatient treatment, the Assistance Company must always be contacted immediately to ensure a suitable hospital is used. Wherever it is available, a hospital with reciprocal agreements, such as the EHIC, must be used. For outpatient treatment, the Assistance Company should be contacted whenever possible to ensure a suitable hospital/clinic is used.

- iv) Where the Assistance Company agree it is necessary for the **Insured Person** to return home early on medical grounds, the additional cost of transport will be covered by this Insurance and where the Assistance Company agree on medical grounds that it is necessary to remain longer in resort then the additional accommodation costs also be met on a bed and breakfast basis.
- v) If it is considered medically necessary by the Assistance Company that a member of the party should stay with **You** because **You** are ill or injured, or that a person should travel from the UK to be with **You** then these costs will also be covered on a bed and breakfast basis.
- vi) The cost of transporting you remains to **Your** former place of residence up to £7,500 or funeral expenses incurred outside of **Your** home country up to £1,000.

For UK, Isle of Man and Ireland holidays only, this Insurance will pay for additional transport and accommodation costs required by **You** following **Your** illness or injury or for a person required on medical advice to be with **You**. This cover is subject to the illness or injury concerned having its origin after the departure date and does not include private medical or convalescence costs or taxi fares except where used in lieu of an emergency ambulance. Repatriation must be arranged through the Assistance Company. In the event of death, this section includes the reasonable costs of transporting **You** remains to **Your** normal UK residence. The maximum payable is £1,000 per **Insured Person** after the standard excess of £12.50 has been paid by each **Insured Person**.

The maximum amount payable for medical and other expenses within this section of the Insurance is up to the maximum of £5 million in total after the standard excess has been paid by each **Insured Person**.

However, **You** will not be required to pay any amount towards an admissible claim following illness or injury outside the UK if **You** use of an EHIC to obtain medical treatment (or **Your** treatment in a country outside of the EEA under a reciprocal healthcare agreement with the UK) actually results in a saving of cost to **Us**.

Note: This insurance does not cover any expense incurred more than 12 months after the occurrence of the illness or injury.

2. Inpatient Benefit

Should **You** be hospitalised outside of the UK, as a result of illness or injury covered by this insurance, **We** will pay £10 for each complete 24 hours of **Your** hospitalisation up to a maximum of £600. This payment is to offset any out of pocket expenses and is in addition to any Medical Expenses paid.

Should **You** be hospitalised within the UK, as a result of illness or injury covered by this insurance, **We** will pay £10 for each complete 24 hours of **Your** initial hospitalisation up to a maximum of £100.

Section C Personal Accident

This section does have some important words which are defined at the end of the section.

This section provides a lump sum payment when **You** have suffered accidental injury during the Period of Insurance and that injury is the cause of **Your** death or disablement and has occurred while travelling as a fare paying passenger on public transport or a coach tour.

We will pay one of the following benefits only:

1. **Your** Death, or£10,000
2. Lose the sight in one or both eyes or loss of a limb.....£10,000
3. Permanent total disablement£10,000

If the **Insured Person** is under 18 years of age at the time of the injury then the death benefit 1) is limited to £1,000

If the **Insured Person** is of State Pensionable age at the time of the injury the benefit 3) will not operate.

Definitions specific to this section:

INJURY means physical bodily injury caused solely and directly through accidental, external, violent and visible means.

LOSS OF A LIMB means loss by permanent physical severance of a hand at or above the wrist or of a foot at or above the ankle, including the permanent total and irrecoverable loss of use of a hand, arm or leg.

LOSE THE SIGHT means the complete and irrecoverable loss of the sight of one or both eyes.

PERMANENT TOTAL DISABLEMENT means **Your** total disablement from engaging in any gainful employment for twelve calendar months and at the end of that time being beyond hope of improvement.

Section D Travel Delay

Travel delay

This section of the Insurance pays a fixed amount if the aircraft, sea vessel or train is delayed beyond the latest international departure times given in **Your** itinerary. If the travel is by coach then the delay must be the departure of the first outward leg or first return leg of the trip. If the delay is because of a strike or industrial action then it must be publicly declared after the Insurance has been issued and after **You** have booked the trip, whichever is the latter.

We will pay £20 for the first 3 hour delay and £10 for each subsequent 3 hour delay, up to a maximum of £60 for UK trips or £20 for the first 12 hour delay and £10 for each subsequent 12 hour delay up to a maximum of £60 for non-UK trips.

If the departure of the coach, aircraft or sea vessel is delayed by more than 24 hours from the time that **You** checked in, **You** can choose to abandon **Your** travel. If **You** opt to do this, **We** will pay the cancellation charges as would apply in the cancellation section of this Insurance instead of paying a delay benefit and the standard policy excess shall be payable by **You**.

A revised itinerary or a cancelled flight or Tour does not constitute delay, **You** must check in for **Your** departure. This section does not operate if a claim is met under the Missed Departure section.

Missed departure

If **You** miss the departure or check-in time of **Your** flight at **Your** final point of departure as a result of an accident involving **Your** transport or it's mechanical breakdown, the failure of public transport, or severe weather conditions not forecast before **You** commence **Your** trip, this Insurance will cover reasonable travel and accommodation costs for the direct travel to **Your** destination.

Providing that any private vehicle is properly maintained and any breakdown can be supported by a repairer's invoice and sufficient time has been allowed for the journey, the maximum that can be paid if up to £100 for UK trips and £400 for non-UK trips each **Insured Person**

after the standard excess of £50 has been paid by each **Insured Person**. This section does not apply if a claim has been met under Travel delay.

Section E Personal effects baggage, money and travel documents

This section covers personal property during the Period of Insurance belonging to the Insured Person being cases, holdalls and the like, clothing and personal effects but not contact or corneal lenses, spectacles, sunglasses, telephone equipment and their accessories, money, or documents of any kind or any items left in a vehicle.

In the event that **Your** holiday property, other than valuables, is lost, stolen, or damaged, the maximum that can be paid is £1,000 per **Insured Person**, but in any event not more than £200 for any one item or pair or collection of items, whether solely or jointly owned.

Any payment is subject to **You** taking proper care of **Your** property and not leaving it unattended other than in secure accommodation or as checked in luggage with a tour or travel company.

In the event that **Your** personal valuables are lost, stolen or damaged **We** will pay for any one item or pair or collection of items whether solely or jointly owned up to a maximum of £200 in all per **Insured Person**.

Any payment is subject to **You** taking proper care of **Your** valuables and not leaving them unattended other than in a safety deposit box or room safe. Whilst travelling, valuables or fragile articles are only covered in hand luggage or upon **Your** person.

The maximum payable overall under this section of the Insurance is £1,000 per **Insured Person** after each **Insured Person** has paid the standard policy excess of £50 of the claim.

Note: Any payment made under this section of the Insurance will take into account the age, wear and tear where applicable. Damaged property must be retained for inspection in the UK.

If **You** are temporarily without **Your** property on arrival for more than 12 hours at **Your** final outbound destination because it has been lost or misdirected by the Airline or Tour Operator, **We** will pay up to £100 per **Insured Person**, for the purchase of essential personal items. Receipts should be provided with the normal claim requirements. If the property remains lost then the items replaced under this part of the Insurance become part of the overall claim and not an additional payment.

A claim must be properly supported with:

A police report and tour operator's representative's report obtained within 24 hours of the loss or theft.

A Property Irregularity Report if **Your** carrier has lost, damaged or delayed **Your** property. Evidence of ownership and value of the items concerned.

Where items claimed and covered under this Insurance are in excess of £50 and not supported by a receipt, the maximum this Insurance will pay is up to £50 per item, set or pair or the amount claimed after wear and tear is deducted whichever is the lesser amount.

Money, Documents and Passports

This section of the Insurance cover money (comprising of currency notes and coins), documents (comprising of tickets, accommodation, vouchers, petrol coupons, and green card) and passports, during the Period of Insurance.

In the event of loss or theft where **You** have not left the items unattended except in a hotel safety deposit or room safe, or failed to take proper care in the protection of money, documents and passports, **We** will pay:

- i) Up to £250 money for an adult, £50 money for a child (under 18 years of age)
- ii) Documents at their cost or redemption cost whichever is lower.
- iii) Up to £100 overall for travel and other expenses whilst overseas to obtain replacement of a lost passport.

The maximum payable overall under this section of the Insurance is £400 for each **Insured Person**, after each **Insured Person** has paid the standard excess of £50 for each claim under i) and ii) above. The claim must be properly supported with a police report and tour operator's representative's report, obtained within 24 hours of the loss or theft, evidence of ownership and value for the amount claimed.

Travellers cheque losses must be claimed from the issuing company.

Section F Personal liability

If **You** are held legally responsible for injury to another person or damage to their property, then providing this happened during the Period of Insurance and **You** have not caused the injury or damage deliberately, or admitted liability, made arrangements or offers or promises without consent of Underwriters, **We** will pay up to £1 million for **Your** legal representation and/or damages awarded against **You** if agreed by Underwriters. The injury or damage to property must not relate to a member of **Your** family, someone working for **You** or a travelling companion.

This liability section of the Insurance is to cover **Your** actions as a private individual but does not extend to include **Your** profession, occupation or business, property in **Your** care, the use of any vehicle, air or water craft, or animals in **Your** care or control, or legal responsibility which only arises because of a contract **You** have entered into. If **You** are held responsible for damage to temporary rented accommodation any claim accepted by Underwriters will be after the first £250 has been paid by **You**.

Section G Legal expenses

This section provides up to £5,000 for legal costs and expenses incurred by **You** in the pursuit of compensation and/or damages against a third party following **Your** death or injury during the Period of Insurance. Underwriters shall only pay expenses incurred with the written consent and subject to you paying the first £100 of Underwriter's expenditure.

In controlling costs incurred **We** will not extend the expenses to include any costs or claims where **We** consider there is insufficient prospect of success, or a claim reported more than 60 days after the event, or where the claim is against a travelling companion or family member, the travel agent, operator, Underwriters or their agents.

General advice

What you must do in the event of a medical emergency

MEDICAL EMERGENCIES

IMMEDIATE CONTACT MUST BE MADE with the Assistance Company in the event of death or injury or illness necessitating hospitalisation, repatriation, alteration of travel plans or curtailment of travel.

The emergency assistance provided for **You** by this insurance is available 24 hours a day, 365 days per year. In the event of any illness, injury, accident or hospitalisation which requires:

Inpatient treatment, anywhere in the world or outpatient treatment in the United Kingdom you must contact:

Global Response

t +44 (0) 113 3180 197

f +44 (0) 113 3180 198

email: operations@global-response.co.uk

Outpatient treatment anywhere in the world, excluding the United Kingdom, you must contact:

Healthwatch S.A.

t +44 (0) 113 3180 124

f +44 (0) 113 3180 125

email: newcase@healthwatch.gr

Quoting scheme reference 05907D

Please note, **Your** failure to contact the Assistance Company may result in **Your** claim being reduced or declined. Private medical treatment is not covered unless authorised by the Assistance Company. Please ensure that you have all of **Your** policy and travel documents to hand when **You** call.

Governing Law and Language

You and **We** are free to choose the law applicable to this policy. As **We** are based in England, **We** propose to apply the laws of England and having read and understood the terms and conditions of this policy **You** agree to this.

Data Protection and fraud prevention

Data Protection Act 1998

It is understood and agreed by **You** that any information provided to **Us** regarding **You** will be processed by **Us** in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties.

Fraudulent Claims

If **You** or any other person acting on **Your** behalf submits a claim under this policy that shall in any respect be false or fraudulent, **We** shall be under no liability to make payment in respect of such a claim and **You** must pay back any benefit that **We** have already paid. If this happens **We** will not refund any premium.

What to do if you need to make a claim

Notice must be given within 45 days of the date of occurrence of any claim under this Insurance. To notify a claim and request a claims form please contact:

Claims Settlement Agencies

308-314 London Road, Hadleigh, Essex, SS7 2DD

t 01702 427172

email info@csal.co.uk

Or if you want to submit a claim online, please go to:

www.submitclaim.co.uk/robinsons

Quoting scheme reference 05907D

Claims Checklist

The following documentation will be required by the Claims Handlers, in order that a claim may be processed. Originals will be required, as settlement cannot be made with photocopied documents.

For all sections of cover **You** will be required to submit:

- Your** validation certificate confirming proof of payment of the insurance premium where applicable.
- Your** travel confirmation booking invoice (showing **Your** itinerary and dates of travel)

Cancellation or Curtailment

Completed Medical Certificate if Cancellation for medical reasons (which can be found on the claim form)

Original Air Tickets

Copy of Death Certificate (if applicable)

Redundancy letter (if applicable)

Evidence from the treating doctor confirming Curtailment was medically necessary (curtailment claims only)

Luggage and Personal Money

Receipts or other evidence to support ownership and value for the items claimed.

Airline or other Tickets and Baggage Check Tags

A written report from the person/company to whom the loss was reported whilst travelling overseas (eg Police report)

Proof of date and time baggage was returned to **You** (Baggage delay claims only)

Evidence to support damage (eg repairers report of total loss or damage and current price)

Medical Expenses

Original receipts

Medical evidence to support nature of illness or injury

Evidence of hospital admission and discharge

Original travel tickets

Additional travel tickets (if applicable)

Travel Delay / Missed departure

Original air tickets

Replacement tickets and invoices/receipts

A letter from the airline (or similar) confirming the scheduled and actual time of departure including the official cause of the delay.