

RAC Travel Insurance

Policy Wording

My policy number is:

RAC Travel Insurance

Welcome

Thank you for choosing RAC Travel Insurance to protect you on your travels

Your policy booklet includes everything **you** need to make full use of the services and benefits of RAC Travel Insurance. It is important that **you** can access this document together with **your** travel insurance certificate and schedule each time **you** travel. Documents can also be accessed via the online document portal.

You will need to provide these documents as evidence of insurance if **you** need the services of a hospital or **our** assistance provider. **You** will also need to quote **your** policy number when **you** contact the Medical Assistance Helpline.

We are committed to meeting the needs of all **our** customers. If **you** have a hearing or speech impairment, **you** can also contact **us** via the Text Relay service (Next Generation Text). Please dial 18001 followed by the number that **you** are calling (lines open 8am – 7pm Mon - Fri, 9am to 5pm Sat, closed Sun including Bank Holidays). For visually impaired we can provide documents in large print, braille or on audio cassette. Please contact a member of staff.

If **you** need to make a claim or **you** experience any problems when on **your** travels, rest assured **you** will receive a prompt, fair and efficient service.

If your circumstances change such as you change your address or experience a change in health, or you need to change your cover, just let us know.

Should **you** need help in a hurry, all **our** helplines are listed under Section Important telephone numbers.

Need medical help abroad?

Call us first

- on +44 (0) 1403 289 148 or if **you** are in the USA or Canada + 1 844 780 0663, or if **you** are in Mexico 00 1 819 780 0662.
- For non-emergencies, **we** can help to find **you** a GP or clinic, or to locate the safest and more appropriate source of treatment **you** need. Just give **us** a call on the number above.

Our highly experienced multi-lingual team are available to talk 24 hours a day, to advise **you** or **your** travelling companion of what steps to take. Their aim will always be to establish the best treatment available to **you** in the country **you** are visiting.

Our first steps will always be to:

- confirm that **you** are in a place of safety;
- establish the best local treatment available to **you**;
- consider **your** health and best interests;
- make sure that the necessary medical fees are guaranteed where cover is provided by **your** policy.

Important note: it may affect **your** claim if **you**, **your** travelling companion or a doctor/nurse does not contact **us** on the number above. **We** do not cover any costs over £500 where prior agreement regarding treatment has not been obtained from the Medical Assistance Helpline.

We actively monitor the capabilities of medical facilities throughout the world and use this knowledge to determine whether **you** need to be transferred to a different facility. Once we are satisfied that **you** are getting the appropriate treatment, we will agree a treatment plan with **your** treating doctor and **you**. If **you** cannot be discharged in time to continue **your** trip as planned, we will make arrangements to bring **you** home at the appropriate time.

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Helpful advice

These seven simple travel tips are just for guidance, and not part of your policy. But follow them, and your holiday will be enjoyable and safe.

Travel Aware

We are working with the Foreign, Commonwealth & Development Office (FCDO) to do all we can to help British travellers on holiday overseas.

1. Check the Foreign, Commonwealth & Development Office (FCDO) Travel Advice website gov.uk/travelaware
2. Get travel insurance, and check **your** cover fits **your** needs.
3. Check what vaccinations **you** need at least six weeks before **you** go and consider whether **you** need to take extra health precautions.
4. Get a good guidebook and get to know **your** destination. Find out about local laws and customs.
5. Make sure **you** have a valid passport that's in good condition, along with the necessary visas and travel permissions.
6. Make copies of **your** passport (including any visa pages) and **your** insurance policy. **You** will also need copies of the Medical Assistance Helpline number and **your** ticket details. Leave these with **family** and friends, along with **your** itinerary and contact details.
7. Take enough money for **your** trip and some back-up funds e.g. travellers' cheques, credit cards or pre-paid currency cards.

For more travel advice, visit the Travel Aware website at gov.uk/travelaware

Reciprocal healthcare agreement

If **you** need medical treatment in Australia or New Zealand **you** must enrol with a local Medicare office. **You** don't need to enrol on arrival but **you** should do this after **you** first 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 online at www.dh.gov.uk/travellers

If we accept liability for a medical expense that's been reduced by the use of either Medicare in Australia, a reciprocal health agreement or private health insurance, we won't apply the deduction of a policy **excess** under Section 1: Medical emergency and repatriation expenses.

Air passengers - Know your rights

The European Union has strengthened **your** rights as an air passenger, so **you** may be entitled to compensation.

You may be entitled to compensation.

Make sure **you** know what to expect as a minimum from **your** airline in the event of one of the following:

1. **Denied boarding** – Have **you** been denied boarding because the airline didn't have enough seats on the flight?
2. **Cancelled flight** – Has **your** flight been cancelled?
3. **Long delays** – Has **your** flight been delayed for two hours or more?
4. **Baggage** – Has **your** checked-in baggage been damaged, delayed or lost?
5. **Injury and death by accident(s)** – Have **you** been injured during **your** flight?
6. **Package holidays** – Did **you** get what **you** booked?

To make sure **you** are not left out of pocket visit the passenger rights section at: https://ec.europa.eu/transport/themes_en for full details of **your** entitlements.

What to do first

If **you** experience any of the problems listed **you** should immediately ask the representative of the airline operating **your** flight to deal with **your** problem.

What to do next

If the operating airline doesn't fulfil their obligations, call the Europe Direct free phone on 00 800 6 7 8 9 10 11 or e-mail mail@europe-direct.ec.eu.int for details of how to make **your** claim.

While you're there:

1. Always retain all receipts for medical expenses.
2. Report losses/thefts to the police immediately and obtain a written report.
3. Don't leave **your personal baggage** or **valuables** unattended at any time, especially at airports and hotels (**valuables** must be kept in a fixed, locked receptacle). Use safety deposit boxes whenever they're available.
4. Always check that the tap water is drinkable before drinking.
5. Avoid raw or under-cooked food.
6. The sun abroad can be much stronger than **you** are used to at **home**. To prevent sunburn and sunstroke always apply protective creams regularly.

The insurance contract

About your Policy Booklet:

Throughout your Policy Booklet, certain words have special meanings and these are detailed in Section Words with special meanings, please also see Sections 7, 11, 12, 14, 17 and 20.

RAC Travel Insurance is sold and administered by Hood Travel Limited, registered at Companies House 08318836. Authorised and regulated by the Financial Conduct Authority under registration number 597211. Registered address is at 52/54 Alexandra Street, Southend-on-Sea, Essex, SS1 1BJ.

If **you** have any queries about **your** cover, **you** can call the Customer Helpline and tell them **your** policy number. **We** want **you** to get the most from **your** policy and to do this **you** should:

- Read **your** Policy Booklet and make sure **you** have the level of cover that meets **your** needs
- Make sure **you** have declared any pre-existing medical conditions
- Contact **us** if there are any changes to existing medical conditions or new medical conditions, failure to do so may result in a claim being rejected or payment could be reduced
- Make sure that **you** understand the conditions and exclusions which apply to **your** policy because if **you** do not meet these conditions it may affect any claim **you** make

Remember, no policy covers everything. **We** do not cover certain things such as:

- **Pre-existing medical conditions** (unless terms are agreed in writing by **us**)
- Children and infants for independent travel under a **family** or single parent **family** policy
- Non-insured loss e.g. the cost of obtaining a Police report

The things which are not covered by **your** policy are stated:

- In the 'General exclusions applying to **your** policy'
- Under '**What IS NOT covered**' in each section of cover

Please remember that only those sections **you** have chosen apply to **you**. Please refer to **your** travel insurance certificate and schedule and read it in conjunction with **your** Policy Booklet.

About your contract:

Your policy is a legal contract between **you** and **us**. The two parts – **your** Policy Booklet and **your** travel insurance certificate and schedule – make one legal document and **you** must read them together.

The laws of the **UK** allow both parties to choose the law which will apply to this contract. However, the law which applies to this contract is the law which applies to the part of the **UK** in which **you** normally live unless specified elsewhere in the contract or written agreement has been given for another EU law to apply before the start date shown on **your** travel insurance certificate and schedule. If there is any disagreement, we will use **your** Policy Booklet over any other assurances or statements, unless they are confirmed in writing and form part of the insurance policy.

All communication between **you** and **us** will be in English.

Your policy is based on all the information **you** gave **us** about **you**, the person(s) named on **your** travel insurance certificate and schedule, **your** trip(s) and personal circumstances when **you** applied for the insurance. Every time we or **you** make a change to **your** insurance we will send **you** a new travel insurance certificate and schedule. **We** will remind **you** of the details of **your** insurance at least every 12 months. It will give **you** a chance to check that **your** policy still meets **your** needs.

The Insurers:

Sections 1-6, 8-11 and 13-21 are underwritten by ERGO Travel Insurance Services Ltd (ETI) on behalf of Great Lakes Insurance SE (GLISE).

Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: 10 Fenchurch Avenue, London, EC3M 5BN, company number SE000083. Great Lakes Insurance SE, UK Branch, is authorised and regulated by Bundesanstalt für Finanzdienstleistungsaufsicht. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

ERGO Travel Insurance Services Ltd (ETI) is registered in the UK, company number 11091555. Registered office: 10 Fenchurch Avenue, London, EC3M 5BN. Authorised and regulated by the Financial Conduct Authority, register number 805870.

Details about the extent of GLISE's authorisation and regulation by the Prudential Regulation Authority, and regulation by the Financial Conduct Authority are available from us on request.

The **insurer** for Section 7 is DAS Legal Expenses Insurance Company Limited, registered office DAS House, Quay Side, Temple Back, Bristol, BS1 6NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (202106).

The **insurer** for Section 12 is Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group. Registered office: 5-7 rue Leon Laval, L-3372, Leudelange, Grand Duchy of Luxembourg, Registered Number B232280 (Registre de Commerce et des Sociétés). LMIE is a European public limited liability company and is supervised by the Commissariat aux Assurances and licensed by the Luxembourg Minister of Finance as an insurance and reinsurance company.

LMIE's UK branch registered address is 20 Fenchurch Street, London, EC3M 3AW. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority (registered number 829959). Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

Section 14 is arranged and claims administered by Taurus Insurance Services Limited (Taurus), an insurance intermediary licensed and authorised in Gibraltar by the Financial Services Commission under Permission Number 5566 and authorised by the Financial Conduct Authority in the UK under registration number 444830. ERGO Travel Insurance Services Ltd have entered into a Binding Authority Contract reference number TAURUS01032021 with Taurus which authorises Taurus to issue insurance on their behalf.

Change of insurer

Upon renewal, we may change the **insurer**. We would notify **you** of this change at the same time as providing any other information regarding renewal. By taking out this policy, **you** consent to this, and agree to be bound by the policy with the new **insurer**, if the terms of our renewal quotation are acceptable to **you**. **You** also consent to any steps which are reasonably required in order for the change to be effective, which includes **us** continuing to take the premium for **your** policy and remitting it to the new **insurer**, and to the transfer and processing of any personal data (including sensitive personal data as defined in the Data Protection Act 1998) to and by the new **insurer**.

Compensation Scheme:

If **you** are resident in England, Scotland, Wales or Northern Ireland, **you** are protected by the Financial Services Compensation Scheme. This provides compensation in case any of its members go out of business or into liquidation and are unable to meet any valid claims under its policies. Further information can be obtained from the Financial Services Compensation Scheme (www.fscs.org.uk) or by contacting the FSCS at PO Box 300, Mitcheldean, GL17 1DY or by calling 0800 678 1100 or 020 7741 4100. This scheme does not apply to residents of the Channel Islands or the Isle of Man.

Our part of the contract is as follows:

We provide the cover set out in **your** Policy Booklet. **Your** travel insurance certificate and schedule shows which sections of **your** Policy Booklet **you** chose, and the total premium. This cover will only apply for people named on **your** travel insurance certificate and schedule during the **insurance period** shown on **your** travel insurance certificate and schedule and within the geographical limits shown on **your** travel insurance certificate and schedule.

The insurance contract

Your part of the contract is as follows:

You must pay the premium for each **insurance period**. You can pay the premium with a debit or credit card.

Cancelling or amending your policy:

Please tell **us** immediately if **your** policy does not meet **your** requirements. If **you** cancel within 14 days of the receipt of **your** documentation and **you** have not made a trip or a claim we will give **you** a full refund. Following this 14 day period, **you** continue to have the right to cancel **your** policy at any time by contacting **us**.

If the notice of cancellation is received outside the 14 day cooling-off period no premium will be refunded, however discretion may be exercised in exceptional circumstances such as bereavement or a change to the policy resulting in **us** declining to cover **your** medical conditions.

We may cancel **your** policy by giving **you** 14 days notice. If this happens we will refund the premium **you** have paid for the rest of the **insurance period**.

Note once your policy has been cancelled your cover will end and you will not be able to make a claim.

Exclusions which apply to your policy:

The exclusions which apply to all sections of **your** policy are shown in the Section Exclusions and conditions.

Fraud:

The contract between **you** and **us** is based on mutual trust and we believe that **our** policyholders are honest.

However, if anyone named on **your** travel insurance certificate and schedule or anyone acting for **you**:

- Provides false information or documentation or withholds important information to obtain cover under **your** policy for which **you** do not qualify, or cover at a reduced premium, then:
- **Your** policy may be void
- **We** may be entitled to recover from **you** the amount of any claim already paid under **your** policy
- **We** will not return any premium paid

- **We** will inform the Police and criminal proceedings may follow

In the event that anyone named on **your** travel insurance certificate and schedule or anyone acting for **you**:

1. Makes a claim under **your** policy knowing this to be false or fraudulently exaggerated in any respect or to any degree; or
2. Makes a statement in support of a claim knowing the statement to be false in any respect; or
3. Submits a document in support of a claim knowing the document to be forged, amended or false in any respect; or
4. Makes a claim in respect of any loss or damage caused by **your**/their wilful act, knowledge or connivance; or
5. Acts in any other manner in order to gain a financial advantage to which **you** would not otherwise be entitled;

then we:

- Will not pay any part of the claim
 - Will at **our** option cancel **your** policy
 - Will not return any premium paid
-
- Will inform the Police and criminal proceedings may follow

Conditions which apply to your policy:

These are some of the conditions **you** must keep to as **your** part of the contract. The others are shown in the Section Exclusions and conditions. If **you** do not keep to these conditions, we may decline **your** claim.

You must declare all medical conditions and other circumstances:

To make sure **your** policy fully covers **you** for **your** trip, it is important **you** tell **us** about any medical condition affecting the health of the people travelling. **We** will assess the condition and confirm whether we can issue a policy to cover claims for that particular condition or any **associated condition**.

Please call the Customer Helpline if **you** answer 'Yes' to any one of the following questions:

1. Within the last two years have any of **you**

suffered from, been treated for or diagnosed with:

- a. a cardiovascular or heart-related condition
e.g. heart attack, angina, chest pain, hypertension and the like?
 - b. a lung or respiratory-related condition (not including stable, well-controlled asthma when **you** have no other medical condition)?
 - c. a cerebro-vascular condition, e.g. stroke or T.I.A. (transient ischaemic attack)?
 - d. any form of cancer?
 - e. a terminal condition?
 - f. a psychiatric or psychological condition?
 - g. a renal condition or diabetes?
2. In the 12 months prior to the date **your** insurance was arranged or renewed, or the date **your** trip was booked (for an Annual Multi Trip policy) have **you** or **your** travelling companions:
- a. been receiving or are on a hospital waiting list for in-patient treatment?
 - b. been prescribed regular medication?
 - c. required an organ transplant or dialysis?
3. Do **you** or anyone to be insured under the policy have any symptoms or are waiting for tests or test results for any undiagnosed condition(s)?
4. Are **you** or anyone to be insured under the policy currently aware of any circumstances which are likely to lead to a claim being made under this Policy?

Any declared medical conditions will be shown on **your** Medical Declaration. This will confirm the new terms under which cover is provided and must be produced should **you** make a claim, so please keep it in a safe place.

We reserve the right not to extend the cover under **your** policy.

Please note: There is no cover under this policy where:

1. **You** are travelling or planning to travel:
 - against medical advice; or
 - to obtain medical treatment.
2. At any time during the last five years **you** have been treated for alcohol or drug addiction.
3. **You** or **your** travelling companions have made, or tried to make, 3 or more travel insurance

claims in the last 5 years.

4. **You** or **your** travelling companions have any unspent convictions for fraud, theft or malicious damage.

For a relative, colleague, travelling companion or a friend or relative with whom you have arranged to stay who is not insured but whose health may affect the trip.

If, at the time of taking out **your** policy or booking a trip, whichever was the later, **your relative, colleague, travelling companion or a friend or relative** with whom **you** had arranged to stay had a medical condition for which he or she:

- was receiving treatment at hospital (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand)
- was waiting for a hospital consultation, investigations or treatment (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand)
- had been given a terminal prognosis, or been told that their condition is likely to get worse in the next 12 months.

We will not pay for any claim **you** (or any **insured person**) make, that has anything to do with the medical condition of that **relative, colleague** or travel companion.

Changes in health

If after **you** purchase **your** policy, or before booking any new trips, any of the following happens:

- **you** are diagnosed with a new medical condition
- **your** doctor, or consultant changes **your** prescribed medication
- **you** receive inpatient medical treatment
- **you** are placed on a waiting list for investigation or medical treatment

then **you** must contact the Customer Helpline. A member of the team will ask **you** specific questions about **your** medical condition(s).

This may result in an additional premium to allow cover to continue for all **pre-existing medical conditions** and associated conditions.

If we are unable to continue to provide cover, or if **you** do not wish to pay the additional premium

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you will be entitled to make a claim under Section 2: Cancellation for **your** costs which cannot be recovered elsewhere for trips booked prior to the change in health.

Alternatively, **you** will be entitled to cancel **your** policy, in which case, we will refund a proportionate amount of **your** premium.

Please note that **your** doctor, or consultant telling **you** that **you** are well enough to travel does not mean that **you** will be covered for **your** pre-existing medical condition(s). If **you** have any concerns regarding whether, or not **you** will be covered please contact the Customer Helpline.

You must prevent loss, theft or damage:

All persons named on **your** travel insurance certificate and schedule must take all reasonable steps to prevent loss, theft or damage to everything covered under **your** policy.

Failure to take reasonable steps to prevent loss, theft or damage will result in a deduction from any claim payment, or may result in **your** claim being declined in full.

Changes in circumstances:

You must tell **us** as soon as reasonably possible if:

- **Your** address or email address has changed
- **You** or any person named on **your** travel insurance certificate and schedule are no longer a resident in the **UK**
- **You** require any additional cover to be added to **your** policy
- **Your** trip destination changes and is outside the geographical limits covered by **your** policy
- **You** wish to add another traveller to **your** policy
- There are any changes in **your** health

We may re-assess **your** cover and premiums when we are told about changes in **your** circumstances. If **you** do not tell **us** about a change in **your** circumstances, the wrong terms may be quoted, a claim might be rejected or payment could be reduced. In some circumstances **your** policy might be invalid.

Countries of travel

Single Trip policies

Europe 1

Albania, Andorra, Armenia, Austria, Azerbaijan, Azores, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Channel Islands, Croatia, Czech Republic, Denmark, Egypt, Estonia, Faroe Islands, Finland, France, Germany, Hungary, Iceland, Ireland (Republic), Israel, Italy, Lapland, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Moldova, Monaco, Montenegro, Morocco, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Russian Federation, San Marino, Serbia, Slovakia, Slovenia, Sweden, Tunisia, Ukraine, United Kingdom and Vatican City.

Europe 2

All countries listed in Europe 1 including the Balearics, Canary Islands, Cyprus, Gibraltar, Greece (including Greek Islands), Malta, Spain, Switzerland and Turkey.

Australia/New Zealand

Australia and New Zealand.

Worldwide excluding USA, Canada, Mexico and the Caribbean

All countries in the world excluding the USA, Canada, Mexico, the islands of the Caribbean and Bermuda.

Worldwide

All countries of the world.

Annual Multi Trip policies

Europe

Albania, Andorra, Armenia, Austria, Azerbaijan, Azores, Balearics, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Canary Islands, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece (including Greek Islands), Hungary, Iceland, Ireland (Republic), Israel, Italy, Lapland, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Moldova, Monaco, Montenegro, Morocco, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Russian Federation, San

Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey, Ukraine, United Kingdom and Vatican City.

Worldwide excluding USA, Canada, Mexico and the Caribbean

All countries in the world excluding the USA, Canada, Mexico, the islands of the Caribbean and Bermuda.

Worldwide

All countries of the world.

Note: No cover is provided under either a Single Trip or Annual Multi Trip policy for any trip in, to, or through Afghanistan, Iran, Iraq, Liberia, North Korea, South Sudan, Sudan or Syria.

Hazardous activities

Below are lists of activities that can or cannot be covered by this policy. Please telephone the RAC Customer Helpline if you are unsure as to whether your intended activity is covered by your policy.

For all hazardous activities, participation is on an incidental, non-competitive, non-professional basis, unless agreed by us.

Some activities are marked with an * as they do not provide cover under Section 3: Personal accident and Section 4: Personal liability

The following activities are covered under this policy

- Aerobics
- Badminton
- Baseball
- Basketball
- Cricket
- Croquet
- Curling
- Cycling
- Fell Walking
- Fishing
- Football/Soccer
- Golf
- Hiking/Trekking/Walking under 2,500m
- Hockey*
- Ice Skating
- Jogging

- Marathon Running
- Motorcycling up to 125cc* (as a passenger or a driver unless **you** are wearing a helmet and as a driver, **you** have held a motorcycle licence, that allows **you** to drive the motorcycle **you** are riding for at least 3 years and have no motoring convictions)
- Mountain Biking (general cross country off road cycling)
- Netball
- Orienteering
- Rambling
- Rounders
- Rowing
- Running
- Sailing/Yachting (only on inland waters or coastal waters within a 12-mile limit from land)
- Snorkelling
- Squash
- Surfing
- Swimming
- Tennis
- Volleyball
- Wakeboarding
- Walking
- Water Polo
- Windsurfing (only on inland waters or coastal waters within a 12-mile limit from land)

The following activities are covered under this policy

If professionally organised and supervised plus you wear appropriate safety equipment and take appropriate safety precautions

- Abseiling*
- Archery
- Bungee Jumping*
- Camel Riding
- Canoeing/Kayaking - no white water
- Clay Pigeon Shooting Range*
- Climbing (on a climbing wall only with belays)
- Elephant Riding
- Go Karting*
- Horse Riding* (no racing/jumping/hunting)

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- Hot Air Ballooning*
- Jet Boating* (as a passenger only)
- Jet Skiing*
- Karting*
- Paint Balling*
- Parascending over water*
- Pony Trekking*
- River Tubing (no white water)
- Roller Blading
- Safari (within a vehicle and without the use of guns)
- Scuba Diving up to 30 metres with a dive buddy (with appropriate PADI or BASC qualification)
- Segway*
- Sledging (by horse or reindeer as a passenger only)
- Swimming with Dolphins
- Tree Top Walking
- Water Skiing (no jumping)
- White Water Rafting up to grade 3
- Zip Lining/Wiring
- Zorbing*

The following activities are **NOT** Covered under this policy

- American Football
- Animal Sanctuary/Refuge Work
- Base Jumping
- Big Game Hunting
- Black Water Rafting/Canoeing/Tubing
- BMX Freestyle/Racing/Stunt/Obstacle Riding
- Bouldering
- Boxing
- Canyoning
- Caving / Pot Holing
- Coasteering
- Cycle Racing
- Flying as a passenger (except as a fare paying passenger in a licensed passenger carrying aircraft)
- Free Diving
- Gliding
- Gymnastics
- Hang Gliding

- High Diving (above 3 meters)
- Kite Surfing
- Lacrosse
- Manual Work (except at ground level and not involving machinery)
- Martial Arts
- Micro Lighting
- Motor Cycling above 125cc
- Mountain Biking – downhill/mega avalanche
- Mountaineering
- Parachuting
- Paragliding
- Parapenting/Paraponting
- Parascending over land
- Polo
- Quad Biking
- Rock Climbing
- Shark Cage Diving
- Sky Diving
- Tombstoning
- Track Days using motorised vehicles
- Triathlon
- Via Ferrata
- Water Ski Jumping
- Weightlifting
- Wrestling

Winter Sports

Winter Sports (other than curling or ice skating) are excluded unless an additional premium has been paid and accepted. Winter Sports cover is only available to persons aged 65 years and under. Where Winter Sports cover has been purchased **you** are covered for up to 24 days in any one **insurance period** on an Annual Multi Trip policy or for the dates stated on **your** Single Trip Winter Sports travel insurance certificate and schedule. The following activities are covered:

- On piste skiing or on piste snowboarding
- Off-piste skiing or off piste snowboarding where accompanied by a qualified guide or instructor
- Cross country skiing on recognised routes and with a guide

- Ski racing arranged by ski schools for their pupils
- Sledging

Examples of Winter Sports activities not covered are:

- Bobsleighbing
- Heli skiing
- Ice Hockey
- Lugging
- Use of Skeletons
- Ski Acrobatics
- Ski Jumping
- Snow-mobiling except as a passenger with a professional driver

Please telephone the RAC Customer Helpline if you are unsure as to whether your intended activity is covered by your policy.

Important notes applying to your policy

- **Your** policy is only available to persons resident in the **UK** and registered with a GP
- **Your** policy is only valid on trips commencing from and returning to the **UK** (we do not cover any trip where **you** have already left the **UK** at the time of purchasing this insurance, except where **you** renew an existing Annual Multi Trip policy which falls due for renewal during the trip)
- **Your** policy automatically extends to provide cover if **you** are unable to return **home** by the end of the **insurance period** due to the death, injury or illness of **you** or a **public transport** delay
- There are age limits which apply depending on the type of policy **you** take and the destination **you** travel to
- Single parent **family** cover applies to **you** and up to 5 of **your** children aged 17 and under
- The maximum age for Winter Sports cover is 65 years

Single Trip Cover

- The maximum duration for any one trip is 94 days. If **you** travel for more than the number of days for which **you** have paid for cover **you** will not be covered after the last day for which **you**

have paid, unless agreed by **us** in writing.

- Enhanced Gadget Cover, Winter Sports, Golf Cover, Cruise Cover (Single Trip only) or Vehicle Hire Excess Waiver can be included for the **trip duration** provided the appropriate additional premium has been paid
- There is no upper age limit for Single Trip cover.

Annual Multi Trip Cover

- The maximum duration of any one trip is 62 days for Orange and Silver cover, and 92 days for Black cover. There is absolutely no cover offered by the policy whatsoever for trips which are longer than these durations. This would include not insuring **you** for any part of a trip which is longer than these durations
- Winter Sports cover up to a maximum of 24 days in total can be included provided the appropriate additional premium has been paid
- Annual Multi Trip Cover is not valid for trips taken within the **UK**, except when **you** have prebooked accommodation for a minimum of 2 nights
- The upper age limit for Annual Multi Trip cover is 80 years at the start date of the policy
- **Your** children aged 17 or under are only covered when travelling with an adult covered under **your** policy

Policy Renewal (Automatic) – applicable to Annual Multi Trip policies only

If **you** have opted in to Automatic policy renewals **your** policy will renew automatically unless **you** have advised **us** that **you** do not want **your** annual multi-trip policy to automatically renew, or **you** no longer meet the eligibility criteria. **We** will send **you** a Renewal Notice approximately one month prior to the expiry of the current policy which will include **your** premium for the next year for the base policy without any additional options **you** may have added (**you** will need to request that these are added separately).

If **you** renew on a continuous payment method, we will automatically renew **your** policy each year using the payment details **you** have given **us**. Please contact **us** prior to **your** renewal date if **you** wish to renew using a different payment method

and/or if **you** have had a significant change in health, need to add on any additional options or need to update **your** personal information.

Failure to notify **us** of any change in **your** health, or personal information may invalidate the cover provided.

Accident(s)/Accidental

A sudden, unexpected, specific, violent, external, visible event which occurs at a single identifiable time and place.

Associated Condition

A medical condition that has a higher likelihood of occurring if **you** have a particular **pre-existing medical condition** than if **you** did not have that **pre-existing medical condition**.

If **you** do not disclose **your pre-existing medical condition(s)** **you** will not be covered for any conditions associated with **your pre-existing medical condition(s)**, which would have been advised to **you** had **you** declared these as requested.

Colleague

An associate in the same employment as **you** in the **UK**, whose absence from work necessitates **your** stay in or return to the **UK**.

Excess

The amount **you** pay when **you** make a claim. This applies to each incident for each **insured person**.

Family

You, **your** spouse, **your** civil partner or the person (whether or not of the same sex) with whom **you** are permanently cohabiting in a marriage-like relationship together with **your** children, step-children, adopted children, foster children and grandchildren who are aged 17 or under at the start of the **insurance period**.

Gadget

The item(s) insured by this policy, owned by **you** and shown within the relevant proof of purchase. A **gadget** can be any one of the following items:

Mobile phones, tablets, laptops and PC's (including **custom built**), digital cameras, PC monitors, MP3 players, games consoles, video cameras, camera lenses, bluetooth headsets, satellite navigation devices, PDAs, e-readers, head/earphones, portable health monitoring devices (such as a blood glucose or blood pressure testing kit), wearable technology (such as a smart watch or a health and fitness tracker).

Golf Equipment

Golf clubs, golf balls, golf bag, golf trolley, golf shoes and essential clothes which **you** own or hire.

Home

Your usual permanent place of residence in the **UK**.

Insurance Period

The period during which **you** have cover under **your** policy. This is shown on **your** travel insurance certificate and schedule.

Insured Person/You/Your

Any person named on **your** travel insurance certificate and schedule.

Insurer

Sections 1-6, 8-11 and 13-21

Great Lakes Insurance SE.

Section 7

DAS Legal Expenses Insurance Company Ltd.

Section 12

Liberty Mutual Insurance Europe SE, provided by International Passenger Protection Limited.

Permanent Total Disability

A condition which is of a permanent and irreversible nature which is shown by medical evidence to be likely to continue for the remainder of **your** life and as certified by a registered medical practitioner, to the reasonable satisfaction of **our** Chief Medical Officer, and which prevents **you** from engaging in any work or occupation for remuneration or profit.

Personal Baggage

Each of **your** suitcases (or containers of a similar nature) and their contents, articles **you** are wearing or carrying which are owned by any of **your family**, or for which they are legally responsible, including **valuables** and keys (excluding keys to a hire vehicle) but excluding **gadgets**.

Words with special meanings

Personal Money

Cash, cheques, banker's drafts, electronic cash, pre-payment cards, postal and money orders, current postage stamps, phone cards, coupons or vouchers which have a monetary value.

Pre-Existing Medical Condition

Anything which at the start of the **insurance period you** would answer yes to in the medical conditions declarations

1. Within the last two years have any of **you** suffered from, been treated for or diagnosed with:
 - a. a cardiovascular or heart-related condition e.g. heart attack, angina, chest pain, hypertension and the like?
 - b. a lung or respiratory-related condition (not including stable, well-controlled asthma when **you** have no other medical condition)?
 - c. a cerebro-vascular condition, e.g. stroke or T.I.A. (transient ischaemic attack)?
 - d. any form of cancer?
 - e. a terminal condition?
 - f. a psychiatric or psychological condition?
 - g. a renal condition or diabetes?
2. In the 12 months prior to the date **your** insurance was arranged or renewed, or the date **your** trip was booked (for an Annual Multi Trip policy) have **you** or **your** travelling companions:
 - a. been receiving or are on a hospital waiting list for in-patient treatment?
 - b. been prescribed regular medication?
 - c. required an organ transplant or dialysis?

Public Transport

Train, tram, bus, coach, ferry service or airline flight operating to a published timetable.

Redundant/Redundancy

Being made unemployed under the Employment Rights Act and have been given a notice of **redundancy** and are receiving payment under the current **redundancy** payments legislation and at the time of booking the trip or when **you** purchase this policy whichever is later **you**, **your** travelling companion, or spouse (including a civil partner

or co-habitee) had no reason to suspect that they would be made **redundant**.

Relative

Your family (including all **your** children, step-children, adopted children, foster children and grandchildren regardless of their age), **your** mother, father, sister, brother, niece, nephew, fiancé(e), grandparent, in-law, **step-family** or next of kin.

Terrorist Action

The actual or threatened use of force or violence against persons or property, or commission of an act dangerous to human life or property, or commission of an act that interferes with or disrupts an electronic or communications system, undertaken by any person or group, whether or not acting on behalf of or in connection with any organisation, government, power, authority or military force, when any of the following applies:

- a. The apparent intent or effect is to intimidate or coerce a government or business, or to disrupt any segment of the economy;
- b. The apparent intent or effect is to cause alarm, fright, fear of danger or apprehension of public safety in one or more distinct segments of the general public, or to intimidate or coerce one or more such segments;
- c. The reasonably apparent intent or effect is to further political, ideological, religious or cultural objectives, or to express support for (or opposition to) a philosophy, ideology, religion or culture.

Trip(s)

The period of time (as defined under **trip duration**) spent away from **your home** on pre-booked business or leisure travel.

Trip Duration

- For Annual Multi Trip Cover - the maximum **trip duration** of up to 62 days for Orange and Silver cover and 92 days for Black cover. Trips within the **UK** are covered when **you** have prebooked accommodation for a minimum of 2 nights.
- For Single Trip cover - the **trip duration** shown on **your** travel insurance certificate and schedule.

UK

England, Wales, Scotland, Northern Ireland, Isle of Man and Channel Islands.

Valuables

Antiques, jewellery or articles made of or containing gold, silver or other precious metals, precious or semi-precious stones, binoculars, furs and watches.

War and Civil Unrest

War or warlike operations whether war is declared or not, civil war, invasion, acts of foreign enemies, hostilities, mutiny, uprising, rebellion, revolution, riot, insurrection, civil commotion, conspiracy, military or usurped power, martial law or state of siege.

Winter Sports Equipment

Skis (including bindings), snow boards (including bindings), boots, ski poles, ice skates and essential clothes which you own or hire.

We/Us/Our

Sections 1-6, 8-11, 13 and 15-21

ERGO Travel Insurance Services Ltd on behalf of the **insurer** of these sections.

Section 7

DAS Legal Expenses Insurance Company Ltd.

Section 12

International Passenger Protection Limited on behalf of the **insurer** of this section.

Section 14

Taurus Insurance Services Limited, who administer and arrange the insurance on behalf of the **insurer** of this section..

It is important that you also look at words with special meanings in Section 7: Legal advice and expenses, Section 11: Travel disruption cover, Section 12: Financial failure cover, Section 14: Gadget cover and Section 17: Wedding cover and Section 19: Vehicle hire excess waiver.

Making a claim

How to make a claim for any of the following:

For all claims follow these simple steps:

1. Check **your** travel insurance certificate and schedule to see whether **you** have the appropriate cover
2. Find the relevant section listed below and ensure that **you** have all the claims evidence we require. All claims evidence must be supplied at **your** own expense in its original form
3. Contact one of the following:

- For claims relating to Sections: 1-6, 8- 11, 13 and 15-21
RAC Travel Insurance Claims, 308-314 London Road, Hadleigh, Benfleet, Essex SS7 2DD.
phone: 01403 289 151
email: info@csal.co.uk
- For claims relating to Section 7: Legal advice and expenses
DAS Legal Expenses Insurance Company LTD,
DAS House, Quay Side, Temple Back, Bristol BS1 6NH
phone: 0117 934 0548
- For claims relating for Section 12: Financial failure cover
IPP Claims at Sedgwick, Oakleigh House, 14-15 Park Place, Cardiff CF10 3DQ
Phone: 0345 266 1872
email: Insolvency-claims@ipplondon.co.uk

Please quote reference SAFI V2.20 if **you** have Orange cover and ESFI V2.20 if **you** have Silver or Black cover.

- For claims relating to Section 14: Gadget cover
Taurus Insurance Services Limited, Suite 2209-2217 Eurotowers, Europort Road, Gibraltar
phone: 0330 880 1751
email: racgadget@taurus.gi

Please remember to keep copies of all correspondence you send to us for your future reference.

Further to the claims evidence listed below, you may be asked to provide additional information to substantiate your claim.

Section 1: Medical emergency and repatriation expenses

Section 2: Cutting short your trip

To make a claim under sections 1 and 2 of **your** policy **you** or anyone on **your** behalf must contact the Medical Assistance Helpline as soon as possible, to authorise any expenses. To make a claim under this section of **your** policy **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your** trip; and
- Hospital, doctor, dentist, pharmacist receipts and all receipts for additional expenses

Section 2: Cancellation

To make a claim under this section of **your** policy **you** or anyone on **your** behalf must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your** trip; and
- Tour Operator's cancellation invoice or unused flight tickets; or
- Written confirmation that no refund is available in respect of privately booked accommodation and evidence of payment for that accommodation; and
- Confirmation from a medical practitioner that **you** or **your** travelling companion are not fit to travel; or
- Confirmation from the Clerk of the Courts office that **you** are required for Jury Service; or
- Confirmation from **your** employer/**your** partner's employer/**your** travelling companion's employer of **redundancy** and period of employment or leave cancelled; or
- Confirmation from a relevant authority that **you** have been instructed to stay at/return **home**; or
- A copy of a death certificate, where appropriate

Section 3: Personal accident

To make a claim under this section of **your** policy **you** or anyone on **your** behalf must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your** trip; and
- Detailed medical report from **your** consultant;

or

- A copy of a death certificate, where appropriate

Section 4: Personal liability

To make a claim under this section of **your** policy **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your** trip; and
- Any claim form, summons, or other legal document as soon as **you** receive them; and
- Any reasonable information or help we need to deal with the case and **your** claim

Please note you must not negotiate, pay, settle, admit or deny any claim without our written agreement.

Section 5: Travel delay and missed departure

Section 13: Pet care

To make a claim under sections 5 and 13 of **your** policy **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your** trip; and
- Confirmation from the carrier of the reason and duration of **your** delay; or
- Confirmation from a garage/motoring organisation that breakdown assistance was provided; or
- Confirmation of the delay to **public transport** from the company involved; or
- Confirmation from the Police (if involved) of the circumstances giving rise to the claim

Section 6: Loss of important documents

To make a claim under this section of **your** policy **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your** trip; and
- Original police report, obtained within 24 hours of the incident or as soon as possible after that; or
- Original receipts for obtaining temporary documents

Section 7: Legal advice and expenses

To make a claim under this section of **your** policy **you** must telephone the number listed in the Important telephone numbers section.

Section 8: Hijack and mugging

Section 9: Personal baggage and delayed baggage

Section 10: Personal money

Section 14: Gadget cover

Section 15: Driving Holiday

Section 16: Winter sports

Section 17: Golf cover

Section 18: Wedding cover

To make a claim under sections 8-10 and 14-18 of **your** policy **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your** trip; and
- Original police report, obtained within 24 hours, or as soon as possible after that, of the incident; or
- Courier's report/Property Irregularity Report (PIR) from the carrier (this must be obtained immediately **you** are aware of an incident); and
- Proof of purchase (e.g. original receipts, valuations issued prior to the loss, cash withdrawal slips and credit/debit card statements etc.); and
- Written estimate for the cost of repair or written confirmation that the item is damaged beyond repair, where appropriate; and
- Household Contents Insurance policy details (please note this will NOT affect **your** Household Insurance premium or No Claims Discount); and
- A report from the resort manager or Tour Operator confirming piste closure, where applicable; and
- Details of the length of **your** stay in hospital, where applicable

Making a claim

- **Gadget cover** - theft or loss of **your** mobile phone or another SIM enabled device **you** must also contact **your** network provider within 24 hours of discovering the incident to blacklist the IMEI of the device

Section 11: Travel disruption cover

To make a claim under sections 11 and 12 of **your** policy **you** must provide **us** with:

- Booking confirmation together with a cancellation invoice from **your** travel agent, Tour Operator or provider of transport/accommodation
- In the case of claims for cutting short **your** trip, written details from **your** travel agent, Tour Operator or provider of transport/accommodation of the separate costs of transport, accommodation and other pre-paid costs or charges that made up the total cost of the trip
- **Your** unused travel tickets
- Written confirmation from **your public transport** operator (or their handling agents) of the cancellation, number of hours delay or denied boarding and the reason for these together with confirmation of **your** check in times and details of any alternative transport offered
- Written confirmation from the company providing the accommodation (or their administrators), the local police or relevant authority that **you** could not use **your** accommodation and the reason for this
- Receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for
- Written confirmation from the provider of transport/accommodation that compensation, assistance or reimbursement of any costs, charges and expenses incurred by **you** will not be provided and the reason for this.

Section 19: Cruise cover

To make a claim under this section of **your** policy **you** must provide **us** with, where appropriate:

- Tour Operator's booking invoice or other evidence of **your** trip; and
- Confirmation from the ship's medical officer as to the reason and length of time **you** were confined to **your** cabin; or
- Written confirmation from the cruise operator or tour operator stating the reason and number of missed ports.

Section 20: Vehicle hire excess waiver

To make a claim under this section of **your** policy **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your** trip; and
- A copy of **your** vehicle rental agreement
- Charge receipt for the rental (if separate from the vehicle rental agreement)
- Copies of any invoices, receipts, or other documents confirming any amount **you** have paid in respect of the incident for which **you** are claiming
- A front and back copy of the driving licence of the person driving the rental vehicle involved in the accident (the driver)
- If the incident by law requires the attendance of the Police, we require an original copy of the police report (a police report will be required if **you** are claiming for any theft, either of the vehicle or personal belongings)
- A copy of the rental company's accident damage report

Policy limits and excesses

The limits and excesses shown in the table below are on a per insured person basis unless otherwise indicated.

Section	Benefits	Orange		Silver		Black	
		maximum sum insured	excess*	maximum sum insured	excess*	maximum sum insured	excess
1. Medical emergency and repatriation expenses							
	Medical and other expenses	£10,000,000	£100	£15,000,000	£50	Unlimited	Nil
	Emergency dental treatment	£250	Nil	£400	Nil	£1,000	
	Hospital benefit	£20 for every 24 hours up to £500		£50 for every 24 hours up to £1,500		£50 for every 24 hours up to £2,000	
2. Cancellation and cutting short your trip							
	Cancelling and cutting short your trip	£3,000	£100	£5,000	£50	£7,500	Nil
3. Personal accident							
	Permanent total disablement (aged 65 and under)	n/a		£25,000	Nil	£50,000	Nil
	Loss of limb or sight (aged 65 and under)			£25,000		£50,000	
	Death benefit (between 18 and 65 years of age)			£10,000		£25,000	
	Death benefit (17 years of age or under)			£2,500		£5,000	
	Death benefit (66 years of age or over)			£2,500		£5,000	
4. Personal liability							
	Personal liability	£2,000,000	£100	£2,000,000	£50	£2,000,000	Nil
5. Travel delay and missed departure							
	Delayed departure	£25 for each full 12 hour delay up to £250	Nil	£35 for each full 12 hour delay up to £350	Nil	£50 for each full 12 hour delay up to £500	Nil
	Abandoning your trip	£3,000	£100	£5,000	£50	£7,500	Nil
	Missed departure	£300		£1,000		£1,250	
6. Loss of important documents							
	Loss of important documents	£100	Nil	£600	Nil	£750	Nil
7. Legal advice and expenses							
	Legal expenses	£25,000	Nil	£25,000	Nil	£25,000	Nil
8. Hijack and mugging							
	Hijack benefit	n/a		£150 per day up to £1,500	Nil	£200 per day up to £2,000	Nil
	Mugging cover			£250		£500	
9. Personal baggage and delayed baggage							
	Personal belongings and baggage	£1,250	£100	£2,000	£50	£3,000	Nil
	Single Item/pair/ set limit	£250		£300		£350	
	Valuables limit	£250		£500		£600	
	Delayed baggage	£50 after the first 12 hour period of delay up to £200	Nil	£75 after the first 12 hour period of delay up to £500	Nil	£150 after the first 12 hour period of delay up to £750	Nil
10. Personal money							
	Personal money	£400	£100	£500	£50	£750	Nil
	Cash limit	£200		£400		£500	
	Cash limit (aged under 18)	£50		£50		£100	

Policy limits and excesses

11. Travel disruption cover (optional) Please call us on 0345 305 2622 to add this cover to your policy.							
	Cancellation/Cutting short your trip extension	n/a		£5,000	£50	£7,500	Nil
	Substitute accommodation cover	n/a		£5,000	£50	£7,500	
	Enforced stay - delay benefit	n/a		£150 for each 24 hours up to £1,500	Nil	£150 for each 24 hours up to £1,500	
	Enforced stay - additional travel expenses	n/a		£2,000		£2,000	
	Enforced stay - prescription medication	n/a		£200		£200	
12. Financial failure cover							
	Scheduled airline failure	£2,500	Nil	£2,500	Nil	£2,500	Nil
	End supplier failure	Nil		£2,500		£2,500	
13. Pet care							
	Pet Care	n/a		£50 for every 24 hours up to £500	Nil	£75 for every 24 hours up to £750	Nil
14. Gadget cover							
	Accidental Damage, Theft, Malicious Damage and Loss	£250	£100	£250	£50	£500	Nil
	Single Item/pair/ set limit	£250		£250		£500	
	Unauthorised Usage	£1,000	Nil	£1,000	Nil	£1,000	
Enhanced Gadget cover (optional) ** Please call us on 0330 159 0409 to add this cover to your policy							
	Accidental Damage, Theft, Malicious Damage and loss	£1,000	£100	£2,000	£50	£3,000	Nil
	Single Item/pair/ set limit	£500		£750		£1,000	
	Unauthorised Usage	£1,000	Nil	£1,000	Nil	£1,000	
15. Driving Holiday							
	Carjacking Benefit	£100	Nil	£200	Nil	£300	Nil
	Defined Personal Belongings:						
	Mobility Aids	£150	£100	£200	£60	£300	£50
	Safety & Awareness Kit	£25	Nil	£50	Nil	£100	Nil
	Alcohol & Tobacco	£50		£75		£125	
	Shopping Cover	£150		£250		£500	
	Pet Passport	£150		£250		£500	
	Camping & Caravan Cover	£250		£500		£750	
	Trailer Contents Cover	£100		£150		£250	
	Emergency Overseas Vet Costs	£25 per day up to £250		£50 per day up to £350		£50 per day up to £500	
Emergency Car Hire	£350	£100	£400	£60	£500	£50	
Event & Ticket Cancellation:							
	Cancellation prior to departure	Up to £200 for unused event tickets in total	Nil	Up to £200 for unused event tickets in total	Nil	Up to £200 for unused event tickets in total	Nil
	Cancellation after arrival at destination	Up to £100 for unused event tickets in total including up to £100 compensation benefit in total	Nil	Up to £200 for unused event tickets in total including up to £150 compensation benefit in total	Nil	Up to £250 for unused event tickets in total including up to £150 compensation benefit in total	Nil
	Missed Excursion	£25 for each ticket up to a total of £100		£25 for each ticket up to a total of £150		£50 for each ticket up to a total of £150	

Policy limits and excesses

16. Winter sports (optional) - not available to anyone over 65 years of age. Please call us on 0330 159 0409 to add this cover to your policy							
Winter sports equipment you own	£500	£100	£750	£50	£1,000	Nil	
	Replacement hire of winter sports equipment		£300		£350		£400
Single Item/pair/ set limit	£300		£350		£400		
Hired winter sports equipment	£20 per day up to £300	Nil	£30 per day up to £300	Nil	£50 per day up to £300	Nil	
Ski pack	£20 per day up to £400		£30 per day up to £400		£50 per day up to £400		
Piste closure	£30 per day up to £400		£30 per day up to £400		£50 per day up to £400		
Avalanche and landslide closure	£15 per day up to £250		£20 per day up to £400		£25 per day up to £500		
Physiotherapy in the United Kingdom	£150		£350		£500		
17. Golf cover (optional) Please call us on 0330 159 0409 to add this cover to your policy							
Golf equipment	£1,000	£100	£1,500	£50	£2,000	Nil	
Single Item/pair/ set limit	£300		£375		£500		
Golf equipment hire	£50 per day up to £450	Nil	£50 per day up to £450	Nil	£50 per day up to £500	Nil	
Green fees	£40 per day up to £200		£40 per day up to £200		£50 per day up to £500		
18. Wedding cover (optional) Please call us on 0330 159 0409 to add this cover to your policy							
Wedding attire	£1,000 per person	£100	£1,500 per person	£50	£2,000 per person	Nil	
Wedding gifts	£500		£750		£1,000		
Wedding gifts - cash	£150		£150		£150		
Single Item/pair/ set limit	£250		£375		£500		
Wedding rings	£500		£750		£1,000		
Photographs and video recording	£500		£750		£1,000		
19. Cruise cover (optional - only available on Single Trip policies) Please call us on 0330 159 0409 to add this cover to your policy							
Missed port	£50 per port up to £500	Nil	£75 per port up to £750	Nil	£100 per port up to £1,000	Nil	
Cabin confinement	£50 per 24 hours up to £250		£75 per 24 hours up to £375		£100 per 24 hours up to £500		
Unused excursions	£300	£100	£500	£50	£750	Nil	
Increased personal baggage limits	£2,500		£3,000		£3,500		
Single Item/pair/ set limit	£400		£500		£750		
Valuables Limit	£500		£500		£500		
20. Vehicle hire excess waiver (optional) Please call us on 0330 159 0409 to add this cover to your policy							
Excess / deposit charged	£2,000	Nil	£2,000	Nil	£2,000	Nil	
Roof of the vehicle	£600		£600		£600		
Windows or windscreen	£800		£800		£800		
Undercarriage	£500		£500		£500		
Tyres (for replacement)	£100 each tyre		£100 each tyre		£100 each tyre		
Tyres (for repair)	£50 each tyre		£50 each tyre		£50 each tyre		
21. COVID-19 cover							
Medical emergency and repatriation expenses	£10,000,000	£100	£15,000,000	£50	Unlimited	Nil	
Cancellation and cutting short your trip	£3,000		£5,000		£7,500		

* excess applies to each incident for each insured person unless Excess Waiver option has been selected.

** Enhanced Gadget Cover only applies if the extra premium has been paid for this cover and this is shown on your travel insurance certificate and schedule.

Section 1: Medical emergency and repatriation expenses

Section 1: Medical emergency and repatriation expenses

This section of **your** policy explains the cover we provide for medical emergency and repatriation expenses whilst on **your** trip. Words with special meanings can be found in Section Words with special meanings.

This section provides insurance for emergency medical costs not covered under a reciprocal health agreement between the government of the **UK** and that of **your** country of loss. It may impact **your** claim if **you** are not registered for these schemes where they are relevant. This is not Private Medical Insurance.

If we accept liability for a medical expense that's been reduced by the use of either Medicare in Australia, a reciprocal health agreement or private health insurance, we won't apply the deduction of a policy **excess**.

What IS covered:

1. Reasonable and necessary medical and hospital expenses, including the cost of the rescue service to take **you** to hospital; and
2. Returning **you** to the **UK** provided this is authorised by **us** or the Medical Assistance Helpline; and
3. Reasonable travel and room only accommodation expenses for a travelling companion or resident in the **UK** to stay with **you** and travel **home** with **you** if this is authorised by **us** or the Medical Assistance Helpline; and
4. Funeral expenses abroad or the cost of transporting **your** body or ashes to **your home**.

For travel to the United States of America reasonable and necessary medical and hospital expenses means costs that are incurred for approved, eligible medical services or supplies up to 150% of the published medical rates for the same or similar treatment as payable by US Medicare.

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected:

Medical and other expenses

- If **you** go into hospital or require any medical assistance; and/or
- If **you** have to return **home** early or extend **your** trip; or
- For reasonable and necessary funeral expenses abroad; or
- For transporting **your** body or ashes back to **your home**

Emergency dental treatment

- If **you** require emergency dental treatment for the immediate relief of pain

Hospital benefit

- A benefit for every complete 24 hour period **you** are in hospital or confined to **your** trip accommodation

If you are injured or become ill during your trip, our Medical Assistance Helpline:

- may move **you** from one hospital to another; and/or
- arrange for **you** to return to the **UK** at any time.

They will do this if they and the treating doctor think that it is safe for **you** to be moved or returned to the **UK**. If **you** choose not to, **our** liability will end on the date it was deemed safe for **you** to be moved or returned to the **UK**.

Please note we may instruct you to return home if our medical advisers and the medical practitioner treating you decide that you are fit to travel.

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule or when the medical expense costs have been reduced by using Medicare in Australia, a reciprocal health agreement or private health insurance)

Section 1: Medical emergency and repatriation expenses

- Any costs arising from **your** pregnancy or childbirth if the expected date of delivery is less than 12 weeks (16 weeks for a multiple birth) after the end of the trip
- The cost of any medication or drugs which at the start of **your** trip **you** know **you** will need
- The cost of any treatment or surgery (including exploratory tests) which is not directly related to the illness or injury for which **you** went into a hospital or clinic abroad
- The cost of any treatment or surgery (including exploratory tests) which is as a result of **your** participation in a winter sports activity (unless **you** have paid the additional Winter Sports premium and this is shown on **your** travel insurance certificate and schedule)
- Any extra costs as a result of **you** arranging single or private room accommodation at a hospital, clinic or nursing **home**, except where this is necessary for **your** treatment and approved by the Medical Assistance Helpline in advance
- Any provision of dentures, false limbs, hearing aids, contact or corneal lenses or prescription spectacles
- Any in-patient, hospital, clinic or repatriation expenses in excess of £500 which have not been reported to and authorised by the Medical Assistance Helpline in advance
- The cost of any treatment, surgery (including exploratory tests), cosmetic or elective surgery which, in the opinion of the medical practitioner treating **you** or the Medical Assistance Helpline can reasonably be delayed until **you** return **home**
- Any taxi fare, other than those for **your** travel to and from hospital, relating to **your** admission, discharge or attendance for out-patient treatment or appointments; or for the collection of medication prescribed for **you** by the hospital forming part of this claim (NOTE: Any costs incurred by **you** to visit another person in hospital are not covered)
- Any food, drinks, toiletries or faxes
- Any phone calls or costs, other than:
 - calls to the Medical Assistance Helpline telling them about the problem and for which **you** can provide a receipt or other evidence to show the cost of the call and the number dialled; or
 - costs incurred by **you** when **you** receive calls on **your** mobile phone from **our** Medical Assistance Helpline for which **you** are able to provide receipts or other reasonable evidence to show the cost of the calls
- Any expenses that arise after we have instructed **you** to return **home** if **our** medical advisers and the medical practitioner treating **you** decide **you** are fit to travel
- Any expenses that arise after 12 months of treatment
- Any cost where **you** do not comply with the treatment agreed by the treating doctor and the Medical Assistance Helpline
- Any costs which are covered under a reciprocal health agreement between the government of the **UK** and that of **your** country of loss
- Any costs as a result of **you** not taking **your** prescribed medication
- Any claim for **you** motorcycling:
 - As a rider or passenger on a machine over 125cc; or
 - As a rider on a machine 125cc or under unless **you** wear a crash helmet and, as a rider, **you** have held a motorcycle licence for at least 3 years and are conviction free
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions.**

Section 2: Cancellation and cutting short your trip

Section 2: Cancellation and cutting short your trip

This section of **your** policy explains the cover we provide if **you** cancel or cut short **your** trip. Words with special meaning can be found in Section Words with special meanings.

If you fail to notify the travel agent, tour operator or provider of transport/accommodation immediately upon finding it necessary to cancel the trip, our liability shall be restricted to the cancellation charges that would have applied had failure not occurred.

If you cancel your trip due to bodily injury or illness you must provide a medical certificate from a medical practitioner stating that this necessarily and reasonably prevented you from travelling.

Please note Cancellation cover terminates at the start of your trip.

What IS covered:

1. Unused non-refundable pre-booked travel and accommodation expenses which **you** have paid or are contracted to pay; and
2. Unused non-refundable pre-booked excursions which **you** have paid or are contracted to pay; and
3. Reasonable additional travel and accommodation expenses which **you** incur returning to the **UK** which on medical advice is necessary and unavoidable as a result of bullet point 1 below.

Please note if you are cutting short your trip payments will be calculated on a pro-rata basis taking into consideration unused accommodation and excursions.

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected, for your share of the cost of your trip as a result of:

- The death, injury or illness, as certified by a medical practitioner, of **you**, **your relative** or **colleague** or travelling companion or a friend or **relative** with whom **you** had arranged to stay; or
- **Your attendance at a court of law as a witness**

(except as an expert witness) or for Jury Service where postponement of the Jury Service has been denied by the Clerk of the Courts Office; or

- **You** or **your** travelling companion is a member of the Armed Forces, Police, Ambulance, Fire or Nursing Service and authorised leave is cancelled due to an unexpected emergency or a posting overseas at the time of **your** trip; or
- **You** or **your** travelling companion are instructed to stay at **home** (within 14 days of **your** departure date) or return **home** by a relevant authority due to severe damage to **your home** or place of business in the **UK** caused by serious fire, explosion, storm, flood, subsidence or burglary; or
- **Your redundancy** or that of **your** travelling companion or **your** spouse (including a civil partner or co-habitee) notified to **you** after the purchase of this policy or after the date the trip was booked, whichever is the later; or
- **Your cancellation of the trip as a result of a travel delay under Section 5: Travel delay and missed departure where the delay is in excess of 12 hours at **your** first international departure point from the **UK****

Please note we may instruct you to return home if our medical advisers and the medical practitioner treating you decide that you are fit to travel.

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any costs arising from **your** pregnancy or childbirth if the expected date of delivery is less than 12 weeks (16 weeks for a multiple birth) after the end of the trip
- Any claim as a result of **your** decision to cancel/cut short **your** trip for reasons other than those listed within this section
- Any additional expenses resulting from **you** not cancelling or cutting short **your** trip as soon as reasonably possible
- Any claim as a result of **your** failure to have the required passport, visa or other relevant travel permissions

Section 2: Cancellation and cutting short your trip

- Any claim as a result of the failure in provision of any service connected with **your** trip including error, omission, financial failure, or default of, or by the provider of, any service, travel agent, tour operator or organiser through whom **you** booked the trip
- Any claim as a result of death or illness of any pet or animals with exception of guide dogs
- Any claim as a result of **your** disinclination to travel or personal or financial circumstances (other than **you** being made **redundant**)
- Any loss in respect of Air Passenger Duty (this can be reclaimed by **you** through **your** travel agent or airline)
- Any claim if at the time of taking out **your** policy or booking a trip, whichever was the later, **your relative, colleague**, travelling companion or a friend or **relative** with whom **you** had arranged to stay had a medical condition for which he or she:
 - was receiving treatment at hospital (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand)
 - was waiting for a hospital consultation, investigations or treatment (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand)
 - had been given a terminal prognosis, or been told that their condition is likely to get worse in the next 12 months
- Any claim as a result of **your** late arrival at the airport, port or station after check-in or booking-in time
- Any claim as a result of the operation of law or any unlawful or criminal proceedings of anyone on whom the trip depends, other than attendance as a witness at a Court of Law
- Any claim as a result of strike, industrial action, delays or disruptions if the situation exists, or is publicly declared on or before the date **your** travel insurance certificate and schedule is issued or on or before the date **you** booked **your** trip, whichever is later
- Any additional travel and accommodation expenses incurred that are not considered necessary or authorised by the Medical Assistance Helpline in advance
- Any loss of enjoyment of the trip however caused
- Any claim as a result of **your** participation in a winter sports activity (unless **you** have paid the additional Winter Sports premium and this is shown on **your** travel insurance certificate and schedule)
- Any unused or refundable portion of **your** original travel ticket where repatriation has been made
- Any claim as a result of **your** failure to have a pre-paid return ticket to the **UK** at the start of **your** trip unless otherwise agreed by **us** in writing
- Any claim for management fees, maintenance costs or exchange fees associated with timeshares, holiday property bonds or similar arrangements
- Any claim for promotional vouchers or reward points such as Air Miles or Avios points
- Any costs as a result of **you** not taking **your** prescribed medication
- **You** being on a hospital waiting list where the claim relates to **you** accepting an appointment that causes **you** to cancel or cut short **your** trip
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Please note you cannot claim under both this section and Section 5: Travel delay and missed departure for the same event or series of events.

Section 3: Personal accident

Section 3: Personal accident

(this section does not apply if you have selected **Orange Cover**)

This section of **your** policy explains the cover we provide for a personal accident whilst on **your** trip. Words with special meanings can be found in Section Words with special meanings.

What IS covered:

1. Permanent total disablement as a result of an **accident**; or
2. Permanent loss of or loss of use of one or more limbs as a result of an **accident**; or
3. Permanent and complete loss of all sight in one or both eyes as a result of an **accident**; or
4. Death as a result of an **accident**

We will pay you the amount shown in the Policy limits and excesses table for the level of cover you have selected:

Permanent total disablement

- Permanent total disablement as a result of an **accident**; or

Loss of limb or sight

- Permanent loss of or loss of use of one or more limbs as a result of an **accident**; or
- Permanent and complete loss of all sight in one or both eyes as a result of an **accident**

Death benefit

- **We will pay your** legal personal representative(s) the amount shown in the Policy limits and excesses table for the level of cover **you** have selected for **your** death as a result of an **accident**

Please note the maximum amount of all benefits we will pay under this section for one or more accidents sustained by you shall not exceed the amount shown in the Policy limits and excesses table for the level of cover you have selected.

What IS NOT covered:

- Any claim which does not occur within 12 months of the **accident**
- Any claim as a result of a business trip within the **UK** unless **you** are travelling as a fare paying passenger on **public transport**
- Any claim for sickness, disease, nervous shock or naturally occurring condition or degenerative disease
- Any claim from **you** engaging in a hazardous activity where this policy specifically states that personal accident cover is excluded or where the sport or activity is not listed as covered or is specifically excluded, unless otherwise agreed by us
- Any claim for **you** motorcycling:
 - As a rider or passenger on a machine over 125cc; or
 - As a rider on a machine 125cc or under unless **you** wear a crash helmet and, as a rider, **you** have held a motorcycle licence for at least 3 years and are conviction free
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 4: Personal liability

This section of **your** policy explains the cover we provide for personal liability whilst on **your** trip. Words with special meanings can be found in Section Words with special meanings.

What IS covered:

1. Injury, illness, death or disease to another person that **you** cause; and
2. Loss of or damage to another person's property that **you** cause.

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected for:

- Legal costs and expenses **you** become legally liable to pay as compensation for any incident or series of incidents; and
- **Your** costs and expenses that we have agreed in writing

Please note our total liability under this section for any one incident or series of incidents shall not exceed the amount shown in the Policy limits and excesses table for the level of cover you have selected.

You must send us any claim form, summons or other legal documents as soon as you receive them. You must also give us any information and help we need to deal with the case and your claim. You must not negotiate, pay, settle, admit or deny any claim without our written agreement.

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any claim as a result of a business trip within the **UK** unless **you** are travelling as a fare paying passenger on **public transport**
- Any claim from **you** engaging in a hazardous activity where this policy specifically states that personal liability cover is excluded or where the sport or activity is not listed as covered or is specifically excluded, unless otherwise agreed by **us**

- Any claim arising directly or indirectly for any liability for injury, illness, death or disease to another person or loss of or damage to another person's property:
 - a. Where cover is provided for **your** liability under any other insurance.
 - b. Which is suffered by anyone who is under a contract of service with **you** or any member of **your family** and is caused by the work **you** employ them to do.
 - c. Which is caused by any deliberate, unlawful, malicious or wilful act or omission by **you**.
 - d. Which is made against **you** by a **relative**.
 - e. Which is caused by **your** ownership, care, custody or control of any animal.
 - f. Which falls on **you** by agreement and would not have done if such agreement did not exist.
 - g. Which is caused by **your** employment, profession or business or that of any member of **your family**.
 - h. Which is subject to any criminal proceedings.
 - i. Which is due to **your** ownership, possession or use of vehicles, aircraft, watercraft (other than canoes, punts or rowing boats), firearms or explosive devices.
 - j. Which is caused by **your** ownership or occupation of land or buildings (other than occupation only of any temporary residence, with the exception of time-share).
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 5: Travel delay and missed departure

Section 5: Travel delay and missed departure

This section of **your** policy explains the cover we provide for travel delay or missed departure whilst on **your** trip. Words with special meanings can be found in Section Words with special meanings.

The benefit provided under 1. below is intended to provide compensation if you are delayed at your point of departure and is only applicable if you have travelled there and checked-in. If you have not travelled to your departure point you will not be covered even if you have checked-in online.

What IS covered:

1. A delay resulting in **you** departing at least 12 hours after **your** original scheduled departure time; and
2. Abandonment of **your** trip following a 12 hour delay at **your** first international departure point in the **UK**; and
3. Arriving too late (as shown on **your** ticket) to board **your** booked transport at **your** last departure point from the **UK** or **your** last departure point for **your** return to the **UK** as a result of:
 - a. **Public transport** services failing to get **you** to **your** departure point due to strike, industrial action, adverse weather conditions, mechanical failure or direct involvement in an accident; or
 - b. The private motor vehicle in which **you** are travelling being directly involved in an accident or breaking down.
 - c. A delay involving the vehicle in which **you** are travelling in because of unexpected and unforeseen heavy traffic or road closures that were sufficiently severe to warrant reporting on a recognised motoring association web site, Highways Agency website, on television, news bulletins or in the press.

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected for:

Delayed departure

- A benefit for the first complete 12 hours of **your** delay, then

- A benefit for every complete 12 hour delay after that; or

Abandoning your trip

- Refund **your** share of the cost of **your** trip as a result of point 2 above (under Section 2: Cancellation and cutting short **your** trip); or

Missed departure

- **Your** reasonable and necessary extra travel and accommodation expenses (room only) to allow **you** to get to **your** trip destination or to return **home** as a result of **your** missed departure due to one of the reasons set out in point 3 above

If you are a resident of Northern Ireland, cover under this section is extended to include international departures from ports/airports within the Republic of Ireland.

What IS NOT covered:

- Any trips within the **UK** (except for trips to the Channel Islands)
- Any claim unless **you** have written confirmation from the carrier or their handling agents detailing the reason for the delay, the scheduled departure time and the actual departure time
- Any additional expenses incurred as a result of a delay to **your** original scheduled departure time
- Any claim where the carrier or their handling agents provide alternative transport which departs within 12 hours of the original scheduled departure time
- Any claim as a result of the airline over booking **your** flight
- Any claim as a result of strike or industrial action, delays or disruptions arising from weather conditions which had started or were publicly declared on or before the date **your** travel insurance certificate and schedule is issued or on or before the date **you** booked **your** trip, whichever is later
- Any claim as a result of **your** failure to check-in at **your** departure point by the time shown on **your** travel itinerary except in those circumstances outlined in point 3
- Any claim as a result of heavy traffic or road closures where **you** have not obtained confirmation that the delays were sufficiently

Section 5: Travel delay and missed departure

severe to warrant reporting on a recognised motoring association web site, Highways Agency website, on television, news bulletins or in the press

- Any claim as a result of **your** failure to allow sufficient time for the **public transport** to arrive on schedule and deliver **you** to **your** departure point
- Any claim as a result of **your** private motor vehicle in which **you** are travelling not having been properly serviced and maintained, in the event of vehicle breakdown
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 6: Loss of important documents

Section 6: Loss of important documents

This section of **your** policy explains the cover we provide for lost or stolen important documents whilst on **your** trip. Words with special meanings can be found in Section Words with special meanings.

What IS covered:

1. Loss or theft of **your** passport; and
2. Loss or theft of **your** driving licence; and
3. Loss or theft of **your** travel documents

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected for:

- A temporary replacement passport whilst on **your** trip; and
- A replacement passport when **you** are back in the **UK**; and
- The replacement or restoration of **your** driving licence and travel documents listed above; and
- **Your** reasonable travel and accommodation expenses in obtaining replacement documents whilst on **your** trip

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any claim for the loss or theft of items that are not kept on **your** person or not deposited in a safe or safety deposit box, or similar locked fixed receptacle in **your** trip accommodation
- Any claim for items packed in suitcases or other similar **personal baggage** or in containers, which are out of sight and out of personal control where **you** are not in a position to prevent unauthorised interference with **your** property
- Any claim for the loss of **your** passport not reported to the Police and the Consular Representative of the relevant issuing country within 24 hours of discovery or as soon as possible after that and a written report is not obtained from them

- Any claim for the loss of **your** driving licence or travel documents not reported to the Police within 24 hours of discovery or as soon as possible after that and a written report is not obtained from them
- Any claim for loss or damage arising from confiscation or detention by Customs or other officials
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 7: Legal advice and expenses

Important - cover under this Section is underwritten and administered by DAS Legal Expenses Insurance Company Limited (DAS). The legal advice service is provided by DAS Law Limited and or a preferred law firm on behalf of DAS.

DAS LEGAL EXPENSES INSURANCE COMPANY

DAS Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FRN202106) and the Prudential Regulation Authority, DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH, Registered in England and Wales, Company Number 103274, Website: www.das.co.uk

DAS agrees to provide the insurance described in this Section, in return for payment of the premium and subject to the terms, conditions, exclusions and limitations set out in this Section, provided that:

1. **reasonable prospects** exist for the duration of the claim
2. the **date of occurrence** of the insured incident is during the **insurance period**
3. any legal proceedings will be dealt with by a court, or other body which **DAS** agree to, within the **countries covered** and
4. the **insured incident** happens within the **countries covered**.

What DAS will pay

DAS will pay an appointed representative, on the insured person's behalf, costs and expenses incurred following an insured incident, provided that:

- a. the most **DAS** will pay for all claims resulting from one or more events arising at the same time or from the same originating cause is £25,000
- b. the most **DAS** will pay in **costs and expenses** is no more than the amount **DAS** would have paid to a **preferred law firm**. The amount **DAS** will pay a law firm (where acting as an **appointed representative**) is currently £100 per hour. This amount may vary from time to time
- c. in respect of an appeal or the defence of an appeal, the **insured person** must tell **DAS** within the statutory time limits allowed that the **insured person** wants to appeal. Before **DAS** pay the **costs and expenses** for appeals, **DAS** must agree that **reasonable prospects** exist
- d. for an enforcement of judgment to recover money and interest due to the **insured person** after a successful claim under this section, **DAS** must agree that **reasonable prospects** exist, and
- e. where an award of damages is the only legal remedy to a dispute and the cost of pursuing legal action is likely to be more than any award of damages, the most **DAS** will pay in **costs and expenses** is the value of the likely award.

What DAS will not pay

In the event of a claim, if the **insured person** decides not to use the services of a **preferred law firm**, the insured person will be responsible for any costs that fall outside the **DAS Standard Terms of Appointment** and these will not be paid by **DAS**.

Definitions applicable to this Section

The following words have these meanings wherever they appear in this section in **bold**:

Appointed representative

The **preferred law firm**, law firm or other suitably qualified person **DAS** will appoint to act on behalf of the **insured person**.

Section 7: Legal advice and expenses

Costs and expenses

- a. All reasonable and necessary costs chargeable by the **appointed representative** and agreed by **DAS** in accordance with the **DAS Standard Terms of Appointment**
- b. The costs incurred by opponents in civil cases if the **insured person** has been ordered to pay them, or the **insured person** pays them with **DAS'** agreement.

Countries covered

Worldwide.

DAS

DAS Legal Expenses Insurance Company Limited.

DAS Standard Terms of Appointment

The terms and conditions (including the amount **DAS** will pay to an **appointed representative**) that apply to the relevant type of claim, which could include a conditional fee agreement (no win, no fee). Where a law firm is acting as an **appointed representative** the amount is currently £100 per hour. This amount may vary from time to time.

Date of occurrence

The date of the event that leads to a claim. If there is more than one event arising at different times from the same originating cause, the **date of occurrence** is the date of the first of these events. (This is the date the event happened, which may be before the date the **insured person** first became aware of it.)

Insured incident

A specific or sudden accident that causes death or bodily injury to the **insured person**.

Insured person

Any person named on the travel insurance certificate and schedule.

Preferred law firm

A law firm or barristers' chambers **DAS** choose to provide legal services. These legal specialists are chosen as they have the proven expertise to deal with the **insured person's** claim and must comply with **DAS'** agreed service standard levels, which **DAS** audit regularly. They are appointed according to the **DAS Standard Terms of Appointment**.

Reasonable prospects

The prospects that the **Insured person** will recover losses or damages (or obtain any other legal remedy that **DAS** have agreed to, including an enforcement of judgment), make a successful defence or make a successful appeal or defence of an appeal, must be at least 51%. **DAS**, or a **preferred law firm** on **DAS'** behalf, will assess whether there are **reasonable prospects**.

What IS covered:

Costs and expenses to pursue the insured person's legal rights following a specific or sudden accident that causes death or bodily injury to the **insured person**.

What IS NOT covered

DAS will not pay for the following:

1. Any claim relating to any illness or bodily injury that happens gradually or is not caused by a specific or sudden accident.
2. Any claim relating to psychological injury or mental illness unless the condition follows a specific or sudden accident that has caused physical bodily injury to an **insured person**.
3. Defending an **insured person's** legal rights, but **DAS** will cover defending a counter-claim.
4. Any claim relating to clinical negligence.

Exclusions applying to this section - Also see General policy exclusions

1. A claim where an **insured person** has failed to notify **DAS** of the **insured incident** within a reasonable time of it happening and where this failure adversely affects the reasonable prospects of a claim or **DAS** consider their position has been prejudiced.
2. An incident or matter arising before the start of this cover.
3. Costs and expenses incurred before **DAS'** written acceptance of a claim.
4. Fines, penalties, compensation or damages that a court or other authority orders an **insured person** to pay.

Section 7: Legal advice and expenses

5. Any legal action an **insured person** takes that **DAS** or the **appointed representative** have not agreed to, or where an **insured person** does anything that hinders **DAS** or the **appointed representative**.
 6. A dispute with **DAS** not otherwise dealt with under section condition 7.
 7. **Costs and expenses** arising from or relating to judicial review, coroner's inquest or fatal accident inquiry.
 8. Any **costs and expenses** that are incurred where the **appointed representative** handles the claim under a contingency fee arrangement.
 9. A claim against ERGO Travel Insurance Services Ltd, Great Lakes Insurance SE or their respective agents.
 10. Any claim where you are not represented by a law firm or barrister.
- d. The **appointed representative** must co-operate with **DAS** at all times and must keep **DAS** up to date with the progress of the claim.
- 2.a. An **insured person** must co-operate fully with **DAS** and the **appointed representative**.
 - b. An **insured person** must give the **appointed representative** any instructions that **DAS** ask an **insured person** to give.
 - 3.a. An **insured person** must tell **DAS** if anyone offers to settle a claim. An **insured person** must not negotiate or agree to a settlement without **DAS'** written consent.
 - b. If an **insured person** does not accept a reasonable offer to settle a claim, **DAS** may refuse to pay further **costs and expenses**.
 - c. **DAS** may decide to pay an **insured person** the reasonable value of the **insured person's** claim, instead of starting or continuing legal action. In these circumstances an **insured person** must allow **DAS** to take over and pursue or settle any claim. An **insured person** must also allow **DAS** to pursue at their own expense and for their own benefit, any claim for compensation against any other person and an **insured person** must give **DAS** all the information and help **DAS** need to do so.

Additional conditions applying to this section

- 1.a. On receiving a claim, if legal representation is necessary, **DAS** will appoint a **preferred law firm** as the **insured person's appointed representative** to deal with the **insured person's** claim. They will try to settle an **insured person's** claim by negotiation without having to go to court.
 - b. If the appointed **preferred law firm** cannot negotiate settlement of the **insured person's** claim and it is necessary to go to court and legal proceedings are issued or there is a conflict of interest, then the **insured person** may choose a law firm to act as the **appointed representative**.
 - c. If the **insured person** chooses a law firm as their **appointed representative** which is not a **preferred law firm**, **DAS** will give the **insured person's** choice of law firm the opportunity to act on the same terms as a **preferred law firm**. However if they refuse to act on this basis, the most **DAS** will pay is the amount **DAS** would have paid if they had agreed to the **DAS Standard Terms of Appointment**. The amount **DAS** will pay a law firm (where acting as the **appointed representative**) is currently £100 per hour. This amount may vary from time to time.
- 4.a. An **insured person** must instruct the **appointed representative** to have costs and expenses taxed, assessed or audited if **DAS** ask for this.
 - b. An **insured person** must take every step to recover **costs and expenses** and court attendance expenses that **DAS** have to pay and must pay **DAS** any amounts that are recovered.
 5. If the **appointed representative** refuses to continue acting for an **insured person** with good reason, or if an **insured person** dismisses the **appointed representative** without good reason, the cover **DAS** provide will end immediately, unless **DAS** agree to appoint another appointed representative.
 6. If an **insured person** settles or withdraws a claim without **DAS'** agreement, or does not give suitable instructions to the **appointed representative**, **DAS** can withdraw cover and will be entitled to reclaim from an **insured person** any costs and expenses **DAS** has paid.

Section 7: Legal advice and expenses

7. If there is a disagreement about the handling of a claim and it is not resolved through **DAS'** internal complaints procedure the Financial Ombudsman Service may be able to help. This is a free arbitration service for eligible complaints. (Details available from www.financial-ombudsman.org.uk)

If the dispute is not covered by the Financial Ombudsman Service there is a separate arbitration process available. The arbitrator will be a jointly agreed barrister, solicitor or other suitably qualified person. If there is a disagreement over the choice of arbitrator **DAS** will ask the Chartered Institute of Arbitrators to decide. The arbitrator will decide who will pay the costs of the arbitration. For example, costs may be split between the parties or one party may pay all the costs.

8. **DAS** may require an **insured person** to get, at the insured person's expense, an opinion from an expert that **DAS** considers appropriate on the merits of the claim or proceedings, or on a legal principle. The expert must be approved in advance by **DAS** and the cost agreed in writing between the **insured person** and **DAS**. Subject to this, **DAS** will pay the cost of getting the opinion if the expert's opinion indicates that it is more likely than not that the **insured person** will recover damages (or obtain any other legal remedy that **DAS** have agreed to) or makes a successful defence.

9. An **insured person** must:
- keep to the terms and conditions of this section
 - take reasonable steps to avoid and prevent claims
 - take reasonable steps to avoid incurring unnecessary costs
 - send everything **DAS** asks for, in writing, and
 - report to **DAS** full and factual details of any claim as soon as possible and give **DAS** any information **DAS** need.
10. **DAS** will, at **DAS'** discretion, void this section (make it invalid) from its start date or from the date of claim, or alleged claim, or **DAS** will not pay the claim if:
- a claim an **insured person** has made

to obtain benefit under this section is fraudulent or intentionally exaggerated, or

- a false declaration or statement is made in support of a claim.

11. Apart from **DAS**, an **insured person** is the only person who may enforce all or any part of this section and the rights and interests arising from or connected with it. This means that the Contracts (Rights of Third Parties) Act 1999 does not apply to this section in relation to any third-party rights or interest.
12. If any claim covered under this section is also covered by another Policy, or would have been covered if this section did not exist, **DAS** will only pay **DAS'** share of the claim even if the other insurer refuses the claim.
13. This section is governed by the law that applies in the part of the United Kingdom, Channel Islands or Isle of Man where the **insured person** normally lives. Otherwise, the law of England and Wales applies. All Acts of Parliament mentioned in this section include equivalent laws in Scotland, Northern Ireland, the Isle of Man and the Channel Islands as appropriate.

Eurolaw Legal Advice

DAS will give an **insured person** confidential legal advice over the phone on any personal legal problem under the laws of the United Kingdom of Great Britain and Northern Ireland, the European Union, Isle of Man, the Channel Islands, Switzerland and Norway.

An **insured person** can contact **DAS'** UK-based call centre 24 hours a day, seven days a week. However, **DAS** may need to arrange to call the **insured person** back depending on the **insured person's** enquiry. Advice about the law in England and Wales is available 24 hours a day, seven days a week. Legal advice for the other countries is available 9am-5pm, Monday to Friday, excluding public and bank holidays. If an **insured person** calls outside these times, a message will be taken and a return call arranged within the operating hours.

To help check and improve service standards, **DAS** may record all calls.

To contact the above service, phone **DAS** on +44 (0) 117 934 0548. When phoning, please quote the policy number.

Section 7: Legal advice and expenses

DAS will not accept responsibility if the Helpline Service is unavailable for reasons DAS cannot control.

Data Protection

To comply with data protection regulations DAS are committed to processing personal information fairly and transparently. This section is designed to provide a brief understanding of how DAS collect and use this information. DAS may collect personal details including name, address, date of birth, email address and, on occasion, dependent on the type of cover in place, sensitive information such as medical records. This is for the purpose of managing the products and services in place and this may include underwriting, claims handling and providing legal advice. DAS will only obtain personal information either directly from the **insured person**, the third party dealing with your claim or from the authorised partner who sold this policy.

Who DAS Are

DAS is part of DAS Legal Expenses Insurance Company Limited which is part of DAS UK Holdings Limited (DAS UK Group). The uses of personal data by DAS and members of the DAS UK Group are covered by DAS individual company registrations with the Information Commissioner's Office. DAS has a Data Protection Officer who can be contacted at dataprotection@das.co.uk

How DAS Will Use Your Information

DAS may need to send personal information to other parties, such as lawyers or other experts, the court, insurance intermediaries, insurance companies, appointed service providers, specialist agencies or other members of the DAS UK Group, so they may contact you for your feedback. If the policy includes legal advice DAS may have to send the personal information outside of the European Economic Area (EEA) in order to give legal advice on non-European Union law. Dependent on the type of cover in place, the personal information may also be sent outside the EEA so the service provider can administer the claim. DAS will take all steps reasonably necessary to ensure the personal data is treated securely and in accordance with this Privacy Notice. Any transfer outside of the EEA will be encrypted using SSL technology.

DAS will not disclose the personal data to any other person or organisation unless DAS are required to by DAS' legal and regulatory obligations. For example, DAS may use and share the personal data with other organisations and public bodies, including the police and anti-fraud organisations, for the prevention and detection of crime, including fraud and financial sanctions. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. Further details explaining how the information held by fraud prevention agencies may be used can be obtained by writing to, or telephoning DAS. A copy is also accessible and can be downloaded via DAS' website.

What Is DAS' Legal Basis For Processing Your Information?

It is necessary for DAS to use the personal information to perform **their** obligations in accordance with any contract that DAS may have with the person taking out this policy. It is also in DAS' legitimate interest to use the personal information for the provision of services in relation to any contract that DAS may have with the person taking out this policy.

How Long Will Your Information Be Held For?

We will retain personal data for 7 years. DAS will only retain and use the personal data thereafter as necessary to comply with DAS' legal obligations, resolve disputes, and enforce DAS agreements. If you no longer want DAS to use the personal data, please contact DAS at dataprotection@das.co.uk

Got a Question

The following rights are available in relation to the handling of personal data:

- the right to access personal data held
- the right to have inaccuracies corrected for personal data held
- the right to have personal data held erased
- the right to object to direct marketing being conducted based upon personal data held
- the right to restrict the processing for personal

Section 7: Legal advice and expenses

data held, including automated decision-making

- the right to data portability for personal data held

Any requests, questions or objections should be made in writing to the Data Protection Officer:-

Data Protection Officer
DAS Legal Expenses Insurance Company Limited
DAS House
Quay Side
Temple Back
Bristol
BS1 6NH

Or via Email: dataprotection@das.co.uk

How To Make A Complaint

If there is any dissatisfaction with the way in which personal data has been processed, the Data Protection Officer can be contacted in the first instance using the details above.

If you remain dissatisfied, the Information Commissioner's Office can be approached directly for a decision. The Information Commissioner can be contacted at: -

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk

Section 8: Hijack and mugging

(this section does not apply if you have selected Orange Cover)

This section of **your** policy explains the cover we provide if **you** are hijacked during **your** trip or hospitalised as a result of a mugging whilst on **your** trip. Words with special meanings can be found in Section Words with special meanings.

What IS covered:

1. If **you** are hijacked during **your** trip
2. If **you** are admitted to hospital as a result of a mugging

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected:

Hijack

- A benefit for each 24 hour period **you** are hijacked

Mugging

- A benefit if **you** are hospitalised following a mugging

What IS NOT covered:

- Any claim if **you** do not obtain a Police report of the mugging and confirmation of **your** injuries and period of in-patient treatment from the hospital
- Compensation for a hijack unless **you** get a letter from the airline, railway company, shipping line or other transport provider confirming the hijack and the dates
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 9: Personal baggage and delayed baggage

Section 9: Personal baggage and delayed baggage

This section of **your** policy explains the cover we provide for **your personal baggage** and delayed baggage whilst on **your** trip. Words with special meanings can be found in Section Words with special meanings.

What IS covered:

Personal baggage

1. Loss or theft of or damage to **your personal baggage**.

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected to:

- Replace, reinstate or repair **your personal baggage**

Claims will be considered on a new for old basis provided the item is less than 2 years old at the date of the incident and you are able to provide the original purchase receipt. All other items will be subject to a suitable deduction for wear and tear and depreciation or we may at our option replace, reinstate or repair the lost, stolen or damaged personal baggage. Please note we may not pay your claim if you are unable to provide any original receipts, proofs of purchase or insurance valuations (issued before the loss, theft or damage). You must retain all damaged items for inspection, if required.

Delayed baggage

2. **Your personal baggage** being mislaid on **your** outward journey for more than 12 hours from the time **you** arrive at **your** trip destination.

We will pay you up to the amount shown in the Policy limits and excesses table under Delayed Baggage for the level of cover you have selected to:

- Purchase essential toiletries, medication and clothing (in the event of point 2 above)

You must keep all receipts for essential purchases made and any amount paid will be deducted from the final claim settlement under this section if the items are permanently lost.

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any claim for **gadgets**
- Any claim over the single item limit for one article, pair or set of articles which are complementary or used or worn together as shown in the Policy limits and excesses table for the level of cover **you** have selected
- Any claim over the **valuables** limit as shown in the Policy limits and excesses table for the level of cover **you** have selected
- Any loss or theft of **your personal baggage** that **you** do not report to the Police within 24 hours of discovery or as soon as possible after that and for which **you** do not get a written report from them
- Any loss or theft of or damage to **your personal baggage** whilst in the custody of an airline or other carrier unless **you** report it immediately on discovery to the carrier and get a written report. In the case of an airline **you** will need a Property Irregularity Report (PIR)
- Any **winter sports equipment** (this is covered under the Winter Sports section, if the appropriate additional premium has been paid)
- Any **golf equipment** (this is covered under the Golf Cover section, if the appropriate additional premium has been paid)
- Any loss or theft of or damage to fragile articles, bicycles or business goods or samples
- Any loss or theft of or damage to sports equipment whilst in use
- Any loss of or damage to **your personal baggage** caused by normal wear and tear, gradual deterioration or mechanical or electrical breakdown, decay, moth, vermin, atmospheric or climatic conditions
- Any loss or theft of **your personal baggage** left out of sight and out of personal control in public places where **you** are not in a position to prevent unauthorised interference with **your** property e.g. station, airport, restaurant, beach, etc.

Section 9: Personal baggage and delayed baggage

- Any loss or theft of or damage to **your valuables** unless they are at all times attended by **you**, or left in hotel security, safety deposit box, safe or similar locked fixed receptacle
- Any loss or theft of **your personal baggage** or **valuables** from an unattended vehicle unless between the hours of 09:00 and 21:00 and locked in the boot, covered luggage area or locked glove compartment and following physical evidence of forcible entry and reported to the Police within 24 hours of discovery or as soon as possible after that and a written report is obtained from them
- Any loss of or damage to **your valuables** (other than wedding rings) when worn by **you** in the water while swimming
- Any loss or theft of **your personal baggage** left in the custody of a person who does not have official responsibility for the safekeeping of the property
- Any delayed baggage claim without a proof of purchase
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 10: Personal money

Section 10: Personal money

This section of **your** policy explains the cover we provide for **your personal money** whilst on **your** trip. Words with special meanings can be found in Section Words with special meanings.

What IS covered:

1. Loss or theft of **your personal money**

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected to:

- Reimburse **your personal money**

We agree to provide the cover in this section as long as:

- **You** have taken reasonable care in protecting **your personal money** and documents against loss, theft or damage; and
- **You** have notified the Police within 24 hours of discovery or as soon as possible after that and obtained a written report from them and enclose this with **your** claim form

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any claim over the Cash limit shown in the Policy limits and excesses table for the level of cover **you** have selected for cash
- Any loss or theft of **your personal money** that is not on **your** person or not deposited in a safe or safety deposit box, or similar locked fixed receptacle in **your** trip accommodation
- Any **personal money** packed in a suitcase or other similar **personal baggage** or in containers which are out of sight and out of personal control where **you** are not in a position to prevent unauthorised interference with **your** property
- Any loss or damage arising from confiscation or detention by Customs or other officials
- Any depreciation in value, currency changes or shortage caused by any error or omission

- Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions

Section 11: Travel disruption cover

This section only applies if you have chosen to include this cover and this is shown on your travel insurance certificate and schedule.

This section provides cover for costs not forming part of a package holiday.

Special conditions applying to this section:

1. **You** may only claim under either part A or B of this section for the same event but not both
2. **You** may only claim the delay benefit provided by either Section 5: Travel delay and missed departure or part C. Enforced stay of this section, for the same event but not both
3. If the same costs and charges are also covered under any other section of this policy **you** can only claim for these under one section for the same event.

Special definition applying to this section:

Package

The pre-arranged combination of at least two of the following components when sold or offered for sale at an inclusive price and when the service covers a period of more than 24 hours or includes overnight accommodation:

- a. transport
- b. accommodation
- c. other tourist services not ancillary to transport or accommodation (such as car hire or airport parking) and accounting for a significant proportion of the package.

As more fully described under The Package Travel, Package Holidays and Package Tour Regulations 1992.

- A. Cancellation and cutting short your trip is extended to include the following cover:

What IS covered:

- a. if **you** were not able to travel and use **your** booked accommodation or if the **trip** was cut short before completion
as a result of
 - i) The Travel Advice Unit of the Foreign, Commonwealth & Development Office (FCDO):
 1. advising against all travel to, or all but essential travel to, a country or area; or
 2. recommending evacuation from a country or area.
See: <https://www.gov.uk/foreign-travel-advice>

In respect of Cancellation claims the FCDO advice must have come into force after **you** booked **your trip** or purchased this insurance (whichever was later) and **you** are cancelling **your trip** within 28 days of your scheduled departure date; or

- ii) your compulsory quarantine on the orders of a registered medical practitioner; or
- iii) fire, flood, earthquake, explosion, hurricane, tsunami, landslide, avalanche, volcanic eruption or storm making **your** accommodation uninhabitable; or
- iv) an outbreak of food poisoning or an infectious disease at **your** accommodation resulting in its closure during **your trip**; or
- v) strike leading to the cancellation of **your** international transport from the **UK**; or
- vi) the Channel Tunnel being closed for 24 hours from the date and time of **your** scheduled departure as shown on **your** ticket/itinerary; or
- vii) an airport or port **you** were due to travel from or through being closed for 24 hours from the date and time of **your** scheduled departure as shown on **your** ticket/itinerary; or
- viii) air space being closed for 24 hours from the date and time of **your** scheduled departure, as shown on **your** ticket/itinerary.

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected for:

Section 11: Travel disruption cover

- Any irrecoverable unused travel and accommodation costs (including unused kennel or cattery fees) and other prepaid charges including airport parking, car hire, excursions and green fees where the appropriate Golf Cover premium has been paid which **you** have paid or are contracted to pay together with any reasonable additional travel expenses incurred.

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any costs incurred by **you** which are recoverable from the transport operator or for which **you** receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance
- Any costs incurred by **you** which are recoverable from the company providing the accommodation or for which **you** receive or are expected to receive compensation or reimbursement
- Any accommodation costs, charges and expenses where the transport operator has offered reasonable alternative travel arrangements
- Any costs which **you** would have expected to pay during **your** trip
- Any claims arising directly or indirectly from circumstances known to **you** prior to the date this insurance is purchased by **you** or the time of booking any trip (whichever is the later) which could reasonably have been expected to give rise to cancellation or cutting short the trip
- Claims arising directly or indirectly from strike or industrial action existing or declared publicly by the date this insurance is purchased by **you**
- Scheduled flights not booked in the **UK**
- Scheduled flights not booked through a bonded travel agent or direct with a scheduled airline
- Costs which **you** can recover from elsewhere. For example, payments recoverable from **your** credit or debit card issuer
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

B. Substitute accommodation cover What IS covered:

If **you** need to move to alternative accommodation on arrival or at any other time during the trip because **you** cannot use **your** booked accommodation as a result of the following events:

1. fire, flood, earthquake, explosion, hurricane, tsunami, landslide, avalanche, volcanic eruption or storm making **your** accommodation uninhabitable.
2. an outbreak of food poisoning or an infectious disease.

We will pay you up to the amount shown in the **Policy limits and excesses table for the level of cover you have selected for:**

- Reasonable additional accommodation and transport costs incurred, up to the standard of **your** original booking

Special conditions

1. **You** must obtain written confirmation from the company providing the service or the local Police that **you** could not use **your** accommodation and the reason for this.

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any costs incurred by **you** which are recoverable from the transport operator or for which **you** receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance
- Any costs incurred by **you** which are recoverable from the company providing the accommodation or for which **you** receive or are expected to receive compensation or reimbursement
- Any accommodation costs, charges and expenses where the transport operator has offered reasonable alternative travel arrangements

Section 11: Travel disruption cover

- Any costs which **you** would have expected to pay during **your** trip
- Any claims arising directly or indirectly from circumstances known to **you** prior to the date this insurance is purchased by **you** or the time of booking any trip (whichever is the later) which could reasonably have been expected to give rise to cancellation or cutting short the trip
- Claims arising directly or indirectly from strike or industrial action existing or declared publicly by the date this insurance is purchased by **you**
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

C. Enforced stay

What IS covered:

If **you** are unable to return **home** to the **UK** on **your** scheduled return date due to:

1. the airspace being closed; or
2. the airport or port that **you** are scheduled to travel from or through is closed (and **you** purchased **your** ticket before it was announced the airport/port was closed); or
3. the Channel Tunnel is closed (and **you** purchased **your** ticket before it was announced the tunnel was closed).

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected for:

Delay benefit

- A benefit for every complete 24 hour period that **you** are unable to return **home**; or

Additional travel expenses

- Any necessary and reasonable additional travel expenses where after a period of 24 hours or more, **you** unavoidably have to make immediate alternative arrangements to return **home** and **your** travel provider cannot provide alternative travel arrangements

Prescription medication

- Emergency replenishment of prescription medication that **you** require to prevent a deterioration or exacerbation of a **pre-existing medical condition**, in the event that **your** existing

supplies run out after the date that **you** were scheduled to return **home**

What IS NOT covered:

- In respect to “Additional travel expenses” cover only, the refunded amount of any unused return travel costs recoverable from **your** originally booked travel provider or any other source
- The cost of prescription medication where **you** have not declared a **pre-existing medical condition(s)** or declined to accept the terms of **our** medical pre-screening which apply to **your pre-existing medical condition(s)**
- The cost of prescription medicine where **you** have not taken sufficient supplies with **you** to last the period of **your** trip
- Any claim arising from denied boarding due to **you** holding a standby or concessionary fare ticket that allows the transport provider or their handling agent to withdraw **your** rights to a seat without penalty
- Any claims arising directly or indirectly from circumstances known to **you** prior to the date this insurance is purchased by **you** or the time of booking any **trip** (whichever is the later) which could reasonably have been expected to lead to an enforced stay abroad
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 12: Financial failure cover

Section 12: Financial failure cover

Special definitions applying to this section:

End supplier

The company that owns and operates the following services: scheduled airline, hotel, train operator including Eurostar, car ferries, villas abroad and cottages in the UK, coach operator, car or camper hire company, caravan sites, campsites, mobile home, safaris, excursions, Eurotunnel, theme parks or attractions

Financial failure

The scheduled airline or **end supplier** becoming insolvent or having an administrator appointed and being unable to provide agreed services.

What IS covered:

Scheduled airline failure

The **insurer** will pay up to the amount shown in the Policy limits and excesses table for the level of cover **you** have selected for each traveller on the travel insurance certificate and schedule named on the invoice and on the airline ticket for:

1. Financial failure prior to departure

- irrecoverable sums paid prior to the **financial failure** of the scheduled airline **you** are booked with, not forming part of an inclusive holiday prior to departure; or

2. Financial failure after departure

In the event of **financial failure** of the scheduled airline after **your** departure:

- additional costs incurred by **you** in replacing that part of the flight arrangements to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements; or
- if curtailment of the trip is unavoidable - the cost of return flights to the United Kingdom, Channel Islands or Isle of Man to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements.

End supplier failure

The **insurer** will pay up to the amount shown in

the Policy limits and excesses table for the level of cover **you** have selected or each traveller on the travel insurance certificate and schedule named on the invoice for:

1. Financial failure prior to departure

Irrecoverable sums paid prior to financial failure of the **end supplier** of the travel arrangement not forming part of an inclusive holiday prior to departure; or

2. Financial failure after departure

In the event of **financial failure** of the **end supplier** after departure:

- additional pro rata costs incurred by **you** in replacing that part of the travel arrangements to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements; or
- if curtailment of the trip is unavoidable - the cost of return transportation to the United Kingdom, Channel Islands or Isle of Man to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements.

What IS NOT covered:

- Scheduled flights, travel or accommodation not booked within the United Kingdom, Channel Islands or Isle of Man prior to departure
- Any costs resulting from the **financial failure** of:
 - Any scheduled airline or **end supplier** which is, or which any prospect of **financial failure** is known by **you** or widely known publicly at the date **you** bought this policy
 - Any loss or part of a loss which at the time of the happening of the loss is insured or guaranteed by any other existing policy, policies, bond, or is capable of recovery from under section 75 of the Consumer Credit Act or from any bank or card issuer or any other legal means
- The **financial failure** of any travel agent, tour organiser, booking agent or consolidator with whom **you** have booked a scheduled flight, travel or accommodation
- Any losses which are not directly associated with the incident that caused **you** to claim. For example, loss due to being unable to reach a pre-booked hotel, villa, car hire or cruise following the **financial failure** of an airline

Section 13: Pet care

(this section does not apply if you have selected Orange Cover)

What IS covered:

We will pay you up to the amount shown in the policy limits and excesses table for the level of cover you have selected in total for:

1. Extra kennel or cattery costs to house **your** pet, if **you** are delayed on the return journey to **your home** country because of death injury or illness or there is a delay to the **public transport** system that cannot be avoided.

What IS NOT covered:

- Claims following a delay to the **public transport** system, unless **you** get a letter from the airline, railway company or shipping line giving the reason for the delay and showing the scheduled departure time and the actual departure time of the flight, international train or sea vessel
- Claims following death, injury or illness which we have not authorised

Section 14: Gadget cover

Section 14: Gadget cover

You are automatically covered for standard gadget cover. The increased limits under the Enhanced Gadget cover extension in the Policy limits and excesses table only apply if the extra premium has been paid for this cover and this is shown on your travel insurance certificate and schedule.

Special definitions applying to this section

The words and phrases defined below are specific to this cover and have the same meaning wherever they appear in Gadget Cover section.

Accidental Damage

Means the sudden unforeseen and unintentional damage to **your gadget**. This includes damage to screens and damage resulting from sudden and unforeseen liquid damage.

Business

Means a company where **you** are a director or employee of that company..

Claims Administrator

Taurus Insurance Services Limited. Suite 2209-2217 Eurotowers, Europort Road, Gibraltar.

Consent

Means

- a. **your** agreement on **your** own behalf; and,
- b. Where **you** are the legal parent or guardian of children under the age of 16 to be insured on the policy, on their behalf; and
- c. **your** warranty that, **your** spouse or partner and any other children aged 16 and above to be insured on the policy, have given their agreement; and
- d. **your** warranty that, where **you** are NOT the legal parent or guardian of children under the age of 16 to be insured on the policy but your spouse or partner is, that **your** spouse or partner has given his/her agreement on their behalf.

Computer virus

Means a self-replicating program that spreads by inserting copies of itself into other executable code or document, that is loaded onto **your** gadget without **your** knowledge and runs against **your** wishes.

Custom Built

Means a complete computer or laptop made from components supplied and assembled by qualified engineers at a UK VAT registered company, or the equivalent tax registration if purchased overseas.

Excess

The initial amount **you** will be responsible for, in respect of each and every valid claim, per **person insured**, as detailed in **your** table of benefits

Gadget – the item(s), excluding accessories which belong to:

1. **you**, or,
2. a **business** where **you** have the relevant authority and responsibility to use and insure the **gadget(s)** owned by the **business**. Confirmation of this will be required in the event of a claim.

For the purpose of this policy a gadget can be any one of the following items:

Mobile Phones, Tablets, Laptops and PC's (including **custom built**), Digital Cameras, PC Monitors, MP3 Players, Games Consoles, Video Cameras, Camera Lenses, Bluetooth Headsets, Satellite Navigation Devices, PDAs, E-Readers, Head/Earphones, Portable Health Monitoring Devices (such as a blood glucose or blood pressure testing kit), Wearable Technology (such as a Smart Watch or a Health and Fitness Tracker).

Criteria: We can only insure **gadget(s)** that are:

1. purchased new or refurbished from a **UK** VAT registered company, or the equivalent tax registration if purchased overseas, and supplied with a **proof of purchase** (original purchase receipt or phone contract showing IMEI No).
2. purchased second hand or gifted to **you**, provided that **you** have the original **proof of purchase** (which corresponds to notes 1 above)

and a signed letter from the original owner confirming that **you** own the **gadget(s)**. The letter must include the following details of your **gadget(s)**:

- a. either the IMEI or serial number (whichever is applicable);
- b. the make and model;
- c. the sale price (your **purchase price**);
- d. confirmation that the **gadget(s)** were in full working order at the time of sale.

Please note: The **gadget** must be in good condition and in full working order at the time **you** commence **your trip**

Immediate Family

Your spouse, partner or parents or **your** children, brothers or sisters who are UK resident and travelling with **you** on **your trip**.

Loss

Means that the **gadget** has been accidentally left by **you** in a location and **you** are permanently deprived of its use.

Please note: **Loss** needs to be reported to the appropriate local Police authorities and **your** network provider (if applicable) within 24 hours of discovering the incident.

Malicious Damage

The intentional or deliberate actions of another party, not including **you** or **immediate family**, which causes damage to **your gadget**.

Person Insured

Means each person shown on the travel insurance certificate and schedule, for whom the appropriate premium has been paid and referred to as '**you/your**'.

Proof of Purchase

Means the original printed receipt or a similar electronic record that can be sent to **us** or displayed in its original format, not handwritten, provided at the original point of sale that gives details of the **gadget(s)** purchased and helps support proof that **you** are the legal owner the **gadget(s)** and enables the age of the **gadget(s)** to be reasonably identified.

The document should include confirmation of the IMEI or serial number of the **gadget(s)**, the purchase date, the **purchase price**, and detail the UK VAT registration number of the company (or the equivalent tax if purchased overseas).

For **gadget(s)** that are Gifted to **you** - We will require a signed letter from the original owner confirming that **you** own the **gadget(s)**.

For the purchase of Second-Hand **gadget(s)** - A printed receipt or electronic record provided by a retailer or person selling the second-hand **gadget(s)** is not acceptable as **Proof of Purchase**.

Delivery notes are not an acceptable form of **proof of purchase**.

Proof of Usage

Means evidence that shows **your gadget** has been in use before the event giving rise to the claim. Where the **gadget** is a mobile phone, or other SIM enabled device, this evidence can be obtained from **your** network provider. For other **gadgets**, such as laptops, in the event of an **accidental damage** claim this may be determined through inspection by **our** repairers.

Purchase Price

Means the sale price detailed on the original **proof of purchase**.

Theft

Means the taking of the **gadget** by a third party with the intention of permanently depriving **you** of it, using force, threat of violence or by pickpocket.

Please note: **Theft** and **Loss** needs to be reported to the appropriate local Police authorities and **your** network provider (if applicable) within 24 hours of discovering the incident. **Theft** claims must also be accompanied by a valid Police crime reference report. **Loss** property reports and reference numbers on their own will not be accepted in support of a **Theft** claim.

Trip

Travel during the period of insurance.

Unauthorised Usage

The cost of unauthorised calls, messages and downloads made from **your gadget** after it was

Section 14: Gadget cover

stolen. Cover will only apply within 24 hours of discovery of the **theft of your gadget**. Itemised bills must be provided to support **your claim**.

Please note: This cover will only apply if there is no protection from such losses from **your network provider**.

Unattended

Means that the **gadget(s)** are neither on your person or within your sight and/or reach.

Warranty

Means the period where the **Claims Administrator** will resolve any defects in materials and workmanship when they repair or replace **your gadget** in the event of a claim, when **your gadget** is used normally in accordance with manufactures guidelines. For repairs the **warranty** provided is 3 months and for a replacement the **warranty** provided is 12 months. This **warranty** will also include the costs associated with transporting the device to and from the Claims Administrators selected repair centre.

The **warranty** does not cover wear and tear, damage by **computer viruses**, normal maintenance, **accidental damage** or any indirect loss.

We, Us, Our

the Insurers, ERGO TIS on behalf of Great Lakes Insurance SE (GLISE).

You, Your

Each **person insured** shown on the travel insurance certificate and schedule..

What IS covered:

Accidental Damage

We will repair or replace **your gadget** if it is damaged as the result of **accidental damage**, providing the **gadget** is returned to the **Claims Administrator**.

Loss

If **you** accidentally lose **your gadget**, we will replace it (in respect of a valid **loss claim**).

Malicious Damage

If **your gadget** suffers **malicious damage**, we will repair or replace it. Where only part or parts of **your gadget** have been damaged, we will only replace that part or parts.

Theft

If **you** suffer **theft of your gadget**, we will replace it (in respect of a valid **theft claim**).

Unauthorised Usage

If **your gadget** is stolen, we will refund the cost of **unauthorised usage** up to the limit as shown in **your travel insurance certificate and schedule**.

Please note: This cover will only apply if there is no protection from such losses from your network provider.

What IS NOT covered:

General Exclusions

We will not pay for:

1. **Your excess** which applies as shown in the table of benefits unless the extra premium has been paid for **excess waiver** and this is shown on **your travel insurance certificate and schedule**.
2. Any claim that occurs whilst **you** are not on a **trip**.
3. any claim where **you** cannot provide a printed, or similar electronic record that can be sent to **us** in its original format, **proof of purchase** (along with a signed transfer of ownership letter where the **gadget** has been purchased second hand or gifted to **you**)
4. any claim where the policy was not purchased in the **United Kingdom**.
5. any claim for a **gadget** that does not meet the "Criteria" as listed within the definition of **gadget**.
6. any claim where **proof of usage** cannot be provided or evidenced (applicable where the **gadget** is a SIM enabled device or in respect of a laptop/tablet where user history is available).
7. where the **gadget** has been stolen from any motor vehicle or building, unless all protections are in operation (including those to prevent unauthorised keyless entry to vehicles) and the **gadget(s)** is concealed out of sight so

that forced and violent entry causing damage is required. Evidence of the thief's damage must be provided with **your** claim

8. **Loss, theft** of or **accidental damage** to any accessories
9. any claim where **you** knowingly leave **your** gadget somewhere **unattended** and it is at risk of being lost, stolen or damaged. For example - where **your** gadget is left at the side of a sports pitch whilst **you** are participating in the sport.
10. any **loss, theft** or **accidental damage** of the **gadget** left as checked in baggage.
11. any **loss, theft** or **accidental damage** to the **gadget** as a result of confiscation of detention by customs, other officials or authorities.
12. any claim where the **gadget** wasn't in good condition and in full working order at the time **you** commence **your** trip
13. any claim where **you** have failed to take reasonable precautions to prevent damage, **theft** or **loss**. This will include:
 - a. not using **your** **gadget** in accordance with the manufacturer's instructions;
 - b. not handing **your** **gadget** to a person who is not known to **you** or a third party, other than **your** **immediate** family.
14. any claim where the IMEI/Serial number cannot be determined from **your** **gadget**.
15. any kind of damage whatsoever unless the damaged **gadget** is provided for repair.
16. any **unauthorised usage** unless associated with a valid **theft** or **loss** claim.
17. any repairs or other costs for repairs carried out by anyone not authorised by **us**.
18. any claim where there is evidence that the **damage, theft** or **loss** occurred prior to the commencement of **your** trip.
19. loss, damage, destruction, distortion, erasure, corruption or alteration of electronic data from any **computer virus** or similar mechanism or as a result of any failure of the Internet, or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting there from, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
20. any claim for **malicious damage** which was caused by **you** or **your** **immediate** family.
21. the VAT element of any claim if **you** are registered for VAT.
22. any **damage, theft** or **loss** to SIM or memory cards in isolation (unless it accompanies a valid claim for **your** **gadget**).
23. cosmetic damage to the **gadget** that has no effect on the functionality of the **gadget**, to include marring, scratching and denting.
24. any modifications that have been made from the original specifications of the **gadget**. This would include things like adding gems, precious metals or unlocking your **gadget** from a network
25. loss of any software or firmware failures.
26. any claim resulting from war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, terrorist activity of any kind.
27. any claim resulting from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
28. any expense incurred as a result of not being able to use the **gadget**, or any loss other than the repair or replacement costs of the **gadget**.
29. any claim for **damage, theft** or **loss** caused by deception.
30. any loss, damage, liability or expense directly or indirectly caused by or contributed to, or arising from, the use or operation, as a means for inflicting harm, of any system, software programme malicious code, **computer virus** or process or any other electronic system.
31. any claim where **you** have travelled to a country where the Foreign, Commonwealth and Development Office (FCDO) have advised against all travel or all but essential travel. Please check the FCDO travel advice line at <https://www.gov.uk/foreign-travel-advice> or contact 020 7008 1500.

Section 14: Gadget cover

Conditions and Limitations

Claims Procedure

How to make a claim

Contact the **Claims Administrator** on **0330 880 1762** (local rate call) or **sainsburys.tiga@taurus.gi** as soon as reasonably possible of discovering the incident (or in the event of an incident occurring outside of the United Kingdom, as soon as reasonably possible of returning to the United Kingdom). Exceptional circumstances causing **your** delay in reporting **your** claim and where there is no additional loss to **us** may be considered.

You must: (Failure to observe these may invalidate your claim)

- a) report the **theft** or **loss** of **your gadget** to **your** network provider within 24 hours of discovery so they can blacklist **your** handset/item (where this is applicable).
- b) report the **theft** or **loss** of **your gadget** to the Police within 24 hours of discovery and obtain a crime reference number in support of a **theft** claim and a copy of the police report.
- c) Not attempt to repair the item yourself or use an unauthorised repairer or this will invalidate the cover
- d) complete and return any claim form or documents as required by the **Claims Administrator** within a reasonable time frame of the incident date with any other requested documentation.
- e) pay the **excess** as requested by the **Claims Administrator**
- f) provide details of any other contract, guarantee, **warranty** or insurance that may apply to the **gadget** including, but not limited to, household insurance (where appropriate a rateable proportion of the claim may be recovered direct from these Insurers)
- g) provide the **proof of purchase** of the **gadget** for which **you** are claiming. Such **proof of purchase** must evidence that **you** own that particular **gadget**, which may include the IMEI number or serial number (where applicable in respect of mobile phones and laptops) and other

identifying details where appropriate.

- h) provide the **proof of usage** (in respect of mobile phones or other SIM enabled device) from **your** Network that confirms the **gadget** has been in use since the start of **your trip** and up to the event giving rise to the claim.
- i) Not format **your gadget(s)** in such a way that makes obtaining the last usage date impossible

Repair and Replacement Equipment

- a) all repairs to **gadgets** are issued with a 3-month **warranty** (the **gadget** must be returned to the **Claims Administrator** in the event of a claim under that warranty)
- b) In the event that **your** claim is authorised, and **your gadget** is deemed beyond economical repair and will therefore have to be replaced, the **Claims Administrator** will endeavour to replace it with a **gadget** of an identical specification or the equivalent value taking into account the age and condition of the **gadget**. Where the **Claims Administrator** replace the **gadget(s)**, the replacements may be pre-owned, refurbished or remanufactured (not brand new). This is not a new for old insurance policy. (Gift cards or vouchers may be used as an alternative method of claims settlement at the **Claims Administrators** full discretion).
- c) Where the **Claims Administrator** sends **you** a replacement or repaired **gadget**, this will only be sent to an address in the **United Kingdom**
- d) Please note: it may not always be possible to replace **your gadget** with the same colour or finish, where this is not possible an alternative colour will be provided.
- e) Where replacement equipment has been issued and the original **gadget** is recovered, the original **gadget** becomes **our** property and must be returned to the **Claims Administrator** immediately. Please call the **Claims Administrator** on 0330 880 1762 (local call rate) and they will provide details for its return.
- f) All replacement items are issued with a 12-month **warranty** (the item must be returned to the **Claims Administrator** in the event of a claim under the **warranty**)
- g) If **your** existing accessories are not compatible with the replacement item that the **Claims**

Administrator have provided, **we** will cover the cost of replacing the accessories, on production of your **proof of purchase** for these.

h) **Warranty** claims for **gadget(s)** damaged in transit will only be accepted where they are reported to the **Claims Administrator** on 0330 880 1762 (local rate call) within 48 hours of delivery and the packaging is retained to allow an investigation to be carried out

Limit of Liability

Our liability, in respect of any one claim, will be limited to the replacement cost of each **gadget** being claimed for and, in any event, shall not exceed the maximum liability for each **gadget** as shown on **your** Schedule of Insurance, the original **purchase price** or the current market value of each **gadget**, whichever is the lesser amount, but not exceeding the cost to replace the **gadget** with an identical or equivalent model

Average Clause

Where the sum insured by **you**, as detailed in **your** Schedule of Insurance, is less than the **purchase price** of the **gadget(s)** the amount **you** are able to claim may be calculated as follows:

Amount of Claim = Actual Loss × (sum insured / purchase price)

Sanctions limitation and exclusions

We shall not be liable to pay any claim or provide any benefit under this policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **us** to any sanctions, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Fraud

We and/or the **Claims Administrator** employ a dedicated team of fraud specialists. If any fraudulent or misleading claim is made or if any fraudulent or misleading means are used under this insurance, **you** will not be allowed to continue with **your** claim. A fraudulent or misleading act can be, but not limited to, one of the following if **you** or anyone acting for **you**:

- Makes a claim knowing the claim to be false or fraudulently exaggerated
- Makes a statement in support of a claim knowing that statement to be false in anyway
- Submits a document that has been forged or amended in anyway

We and/or the **Claims Administrator** will be entitled to instruct an investigation into **your** claim and recover any benefit paid and costs incurred as a result of any such fraudulent or misleading claim. **We** and/or the **Claims Administrator**:

- Will not pay the claim
- Will not pay another other claim that has been or will be made under the policy
- Will be entitled to recover from **you** the amount of any claim already paid under the policy
- May refer the matter to the police and/or any law enforcement agency
- May bring a civil case against **you** to recover any costs incurred.

English Law

This Insurance shall be subject to English Law.

Privacy and Data Protection Notice

How We use Your Personal Data

We use **your** personal data for the purposes of providing **you** with insurance, handling claims and providing other services under **your** policy and any other related purposes (this may include underwriting decisions made via automated means). **We** also use **your** personal data to offer renewal of **your** policy, for research or statistical purposes and to provide **you** with information, products or services that **you** request from **us**. **We** will also use **your** personal data to safeguard against fraud and money laundering and to meet our general legal or regulatory obligations. **We** collect and process your personal data in line with the General Data Protection Regulation and all other applicable Data Protection legislation. The Data Controllers are ERGO Travel Insurance Services Ltd (ERGO TIS) and Taurus Insurance Services Limited. The Data Processor is Taurus Insurance Services Limited.

Section 14: Gadget cover

Consent

We will only use **your** personal data when the law allows **us** to. Most commonly **we** will use **your** personal data under the following two circumstances:

1. When **you** gave explicit **consent** for **your** personal data, and that of others insured under **your** policy, to be collected and processed by **us** in accordance with this Data Protection Notice.
2. Where **we** need to perform the contract which **we** are about to enter into, or have entered into with **you**.

Special Categories of Personal Data

Some of the personal data **you** provide to **us** may be more sensitive in nature and is treated as a Special Category of personal data. This could be information relating to health or criminal convictions, and may be required by **us** for the specific purposes of underwriting or as part of the claims handling process. The provision of such data is conditional for **us** to be able to provide insurance or manage a claim. Such data will only be used for the specific purposes as set out in this notice.

Sharing Your Personal Data

We will keep any information **you** have provided to **us** confidential. However, **you** agree that **we** may share this information with Great Lakes Insurance SE and other companies within the ERGO Group and with third parties who perform services on our behalf in administering **your** policy, handling claims and in providing other services under **your** policy. Please see **our** Privacy Policy for more details about how **we** will use **your** information.

For more information about how **we** will use **your** data, please go to www.ergotravelinsurance.co.uk/privacy-statement

We will also share **your** information if **we** are required to do so by law, if **we** are authorised to do so by **you**, where **we** need to share this information to prevent fraud.

We may transfer **your** personal data outside of the European Economic Area ("EEA"). Where **we** transfer **your** personal data outside of the EEA, **we** will ensure that it is treated securely and in accordance with all applicable Data Protection legislation.

Your Rights

You have the right to ask **us** not to process **your** personal data for marketing purposes, to see a copy of the personal information **we** hold about **you**, to have **your** personal data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask **us** to provide a copy of **your** personal data to any controller and to lodge a complaint with the local data protection authority.

The above rights apply whether **we** hold your personal data on paper or in electronic form.

Your personal data will not be kept for longer than is necessary. In most cases this will be for a period of seven years following the expiry of the insurance contract, or **our** business relationship with **you**, unless **we** are required to retain the data for a longer period due to business, legal regulatory requirements.

Further Information

Any queries relating to how **we** process **your** personal data or requests relating to **your** Personal Data Rights should be directed to:

Data Protection Officer,
ERGO Travel Insurance Services Ltd,
Afon House,
Worthing Road,
Horsham, RH12 1TL, United Kingdom

Email: dataprotectionofficer@ergo-travel.co.uk

Phone: +44 (0) 1403 788 510

Section 15: Driving Holiday Pack

Car Possessions

In addition to section E – baggage cover we will provide cover for the items specially defined below when taken or used by **you** on **your** trip during the period of insurance.

Special definitions relating to this section

Mobility Aid/Mobility Aids

Means – any crutch, walking stick, walking frame, wheeled walking frame, walking trolley, evacuation chair, wheelchair, powered wheelchair or mobility scooter constructed specifically to aid persons suffering from restricted mobility (but excluding any golf buggy or golf trolley, **valuables** and items listed under the What is not covered section).

Safety and Awareness Kit

Means – visibility vest, triangle, portable breathalyser kit.

Shopping

Means – any goods purchased during **your** trip which **you** carry on **your** person during the trip but excluding **valuables**, gadgets ski equipment and **golf equipment** and items listed under the what is not covered section.

What IS covered

We will pay **you** up to the amount shown in the Schedule of Benefits for the **accidental** loss of, theft of or damage to

I. Mobility Aids

II. Safety and Awareness Kit

III. Alcohol and Tobacco

IV. Shopping

The amount payable in the event of a total loss, will be the value at today's prices less a deduction for wear, tear and depreciation (loss of value), or we may replace, reinstate or repair the lost or damaged items.

If items I) II) III) or IV) above are also covered under one of either Section E – baggage, Section

V – Wedding/Civil partnership cover or Section W – Cruise cover **you** can only claim under one of these sections for the same event.

Special conditions relating to claims

1. **You** 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 get (at **your** own expense) a written report of the loss, theft or attempted theft of all car possessions.
2. If car possessions are lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your** own expense) written confirmation.
3. If car possessions are lost, stolen or damaged whilst in the care of an airline **you** must give written notice of the claim to the airline within the time limit contained in their conditions of carriage (please keep a copy).

What IS NOT covered

1. The **excess** as shown in the schedule of benefits for each and every claim, per incident claimed for, under this section by each **insured person** (except claims under subsection 2 of What is covered) unless the **excess** waiver has been purchased as detailed in **your** policy schedule.
2. Loss, theft or damage to gadgets. Claims for gadgets should be made under section E1 or E2 – **gadget** cover.
3. Loss, theft of or damage to **valuables** left unattended at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or **public transport** operator) unless deposited in a hotel safe, safety deposit box or left in **your** locked accommodation.
4. Loss, theft of or damage to baggage contained in an unattended vehicle:
 - a) overnight between 9 pm and 9 am (local time) or
 - b) at any time between 9 am and 9 pm (local time) unless:
 - i. it is locked out of sight in a secure baggage area and

Section 15: Driving Holiday Pack

- ii. violent and forcible entry has been used by an unauthorised person to gain entry into the vehicle and evidence of such entry is available.
- 5. Loss or damage due to delay, confiscation or detention by customs or any other authority.
- 6. Loss, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, motor accessories, documents of any kind, bonds, securities, perishable goods (such as foodstuffs), bicycles, ski equipment, **golf equipment** and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).
- 7. 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 an accident to the aircraft, sea vessel, train or vehicle in which they are being carried.
- 8. Loss or damage due to breakage of sports equipment or damage to sports clothing whilst in use.
- 9. Loss, theft of or damage to business equipment, business goods, samples, tools of trade and other items used in connection with **your** business, trade, profession or occupation.
- 10. Loss or damage caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
- 11. Anything mentioned in What is not covered applicable to all sections of the policy.

Claims evidence

We will require (at **your** own expense) the following evidence where relevant:

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.

- A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.
- Proof of ownership such as an original receipt, a valuation, original user manual or bank or credit card statements for items lost, stolen or damaged.
- Repair report where applicable.
- Details of any household, travel or other insurance under which **you** could also claim.

Carjacking benefit

Special definitions relating to this section (which are shown in **Bold**)

Carjacking

Means – The criminal taking of **your** motor vehicle from **you** by force, violence, or intimidation when in use by **you** on **your** trip during the period of insurance.

What IS covered

We will pay **you** up to the amounts shown in the schedule of benefits as a result of **you** suffering bodily injury following **your carjacking** requiring medical treatment which is covered under Section B – emergency medical and other expenses as a direct result of **your carjacking**.

Special conditions relating to claims

You must report the **carjacking** to the local police in the country where the incident occurred within 24 hours of discovery, or as soon as possible after that and get (at **your** own expense) a written report of the incident.

1. **You** must report the **carjacking** to the police as soon as possible and obtain (at **your** own expense) from them a written report of the incident.
2. **You** must get (at **your** own expense) written confirmation of **your** injuries and the period of inpatient treatment from the hospital.

What IS NOT covered

1. Claims arising from **your** bodily injury, illness or disease that is not covered under Section B – Emergency medical and other expenses.

2. Anything mentioned under What is not covered applicable to all sections of the policy.

Claims evidence

We will require (at **your** own expense) the following evidence where relevant:

- A written police report in the country where the incident occurred within 24 hours of discovery, or as soon as possible confirming the **carjacking**.

Pet Passport and Driving License cover

Special definitions relating to this section (which are shown in Bold)

Pet

Means – a domesticated cat or dog owned by **you** who meets the necessary requirements of the **UK** government pet travel scheme.

What IS covered

We will pay **you** up to the amount shown in the Schedule of Benefits for the unused proportion of **your** pet passport or driving licence which has been lost or stolen during **your** trip outside **your home** area during the period of insurance.

Special conditions relating to claims

1. **You** 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 get (at **your** own expense) a written report of the loss, theft or attempted theft of **your** pet passport or driving licence.
2. If **your** pet passport or driving licence is lost, stolen or damaged while in the care of a hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your** own expense) written confirmation. Keep all travel tickets and tags for submission if a claim is to be made under this policy.

What IS NOT covered

1. Loss, theft of or damage to **your** pet passport or driving licence if left unattended at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or **public transport** operator) unless deposited in a hotel safe, safety deposit box or left in **your** locked accommodation.

2. Loss or damage due to delay, confiscation or detention by customs or any other authority.
3. The cost of a rabies vaccination or microchip implantation in support of the re issue of **your** pet passport.
4. Anything mentioned in What is not covered applicable to all sections of the policy.

Claims evidence

We will require (at **your** own expense) the following evidence where relevant:

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.
- Proof of issue of the original pet passport from **your** vet confirming the **pet's** name, breed and date issued.
- Receipts or bills or proof of purchase for any replacement pet passport or driving licence claimed for.
- Details of any household, travel or other insurance under which **you** could also claim.

Emergency overseas veterinary costs

What IS covered

We will pay **you** up to amount shown in the Schedule of Benefits for reasonable emergency veterinary costs necessarily incurred outside **your home** area to treat **your** household cat or dog which suddenly and unexpectedly becomes ill or is injured outside **your home** area.

What IS NOT covered

1. Veterinary fees in countries that do not qualify under the **UK** Government approved Pets Travel Scheme.
2. Illness of **your pet** due to a condition for which a routine vaccination is available which has not been given.
3. A medical condition which has been diagnosed or under investigation by a veterinary surgeon prior to the start of **your** trip.

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4. Veterinary treatment or surgery which the veterinary surgeon treating **your pet** advises is not essential or could wait until **your pet's** return home.
5. Claims where **you** are taking **your pet** outside the UK for the purpose of receiving veterinary treatment.
6. Any expenses incurred after **you** have returned to **your home** area.
7. Any expenses incurred in obtaining or replacing medication.
8. Anything mentioned in the general exclusions

Claims evidence

- We will require (at **your** own expense) written confirmation from the veterinary surgeon of the injury/illness to **you** cat or dog and the cost of the treatment given.
- Details of any pet insurance which **you** could also claim.

Camping and Caravan cover

Special definitions relating to this section (which are shown in Bold)

Camping equipment

Means – tents and camping accessories including sleeping bags, bedding and cooking equipment (excluding **valuables**, gadgets, ski equipment and **golf equipment**) and items listed under the What is not covered section

Caravan equipment

Means – trailer equipment, household goods and personal belongings that are in **your** caravan, trailer or towing vehicle (excluding items listed under the what is not covered section)

What is covered

We will pay **you** up to the amount shown on the schedule of benefits for the **accidental** loss of, theft of or damage to **your camping equipment** or **caravan equipment** during **your** trip. The amount payable will be the value at today's prices less a deduction for wear, tear and depreciation (loss of value), or we may replace, reinstate or repair the lost or damaged items.

Special conditions relating to claims

1. **You** 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 get (at **your** own expense) a written report of the loss, theft or attempted theft of all baggage and/ or **valuables**.
2. If baggage and/or **valuables** are lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your** own expense) written confirmation.
3. If baggage is lost, stolen or damaged whilst in the care of an airline **you** must give written notice of the claim to the airline within the time limit contained in their conditions of carriage (please keep a copy).

What IS NOT covered

1. The **excess** as shown in the schedule of benefits for each and every claim, per incident claimed for, under this section by each **insured person** unless the **excess** waiver has been purchased as detailed in **your** policy schedule.
2. Fixtures and fittings furnishings and furniture televisions, awnings, caravan motor movers, winter wheels, refrigerators, gas bottles, batteries, security devices, stabilisers, generators, satellite dishes, solar panels, water carriers, air conditioning units and toilet tents and audio equipment.
3. **Valuables**, gadgets, ski equipment and **golf equipment** and any items used solely or partly for business profession or trade purposes.
4. Loss, theft of or damage to **camping equipment** and **caravan equipment** contained in an unattended vehicle, caravan or tent unless forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of such entry is available.
5. Loss or damage due to delay, confiscation or retention by customs or any other authority.
6. Loss, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, motor accessories, documents of any kind, bonds, securities, perishable goods (such as foodstuffs),

bicycles, ski equipment, **golf equipment** and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).

- 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 an accident to the sea vessel, train or vehicle in which they are being carried.
- Loss or damage due to breakage of sports equipment or damage to sports clothing whilst in use.
- Loss, theft of or damage to business equipment, business goods, samples, tools of trade and other items used in connection with **your** business, trade, profession or occupation.
- Loss or damage caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
- Loss or damage incurred as a result of storm or flood that has damaged the **camping equipment** and **caravan equipment** rendering it unusable.
- Loss or damage to **camping equipment** caused by any portable heating or cooking appliances.
- Anything mentioned in What is not covered applicable to all sections of the policy.

Claims evidence

We will require (at **your** own expense) the following evidence where relevant:

- A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.

- Proof of ownership such as an original receipt, a valuation, original user manual or bank or credit card statements for items lost, stolen or damaged
- Repair report where applicable.
- Details of any household, travel or other insurance under which **you** could also claim.

Emergency Car Hire

What IS covered

If **your** vehicle, which is intended to be used for the entire duration of **your** trip, is stolen or cannot be used because of an accident or breakdown up to seven days before **you** are due to start **your** trip, we will pay **you** the amount shown in the schedule of benefits to allow **you** to hire a similar vehicle to use for the trip.

What IS NOT covered

- The **excess** as shown in the schedule of benefits for each and every claim, per incident claimed for, under this section by each **insured person** unless the **excess** waiver has been purchased as detailed in **your** policy schedule.
- Any claim where **you** have purchased this cover within seven days of the start of **your** trip.
- Loss or damage of **your** vehicle due to confiscation or detention by the police or local authority.
- Any claim which has not been reported to **your** motor **insurer** or emergency breakdown provider confirming the loss, theft or damage to **your** vehicle.
- Claims arising from fire theft or accident which have not been reported to the police (if the police should have been involved.)
- Claims where **you** have not taken all reasonable steps to arrange for repairs to the vehicle to be completed before the start of **your** trip.
- Claims for breakdown where the vehicle has not been serviced and maintained in accordance with manufacturer's instructions.
- Anything mentioned in What is not covered applicable to all sections of the policy.

Section 15: Driving Holiday Pack

Claims evidence

- In the case of an accident to or breakdown of **your** vehicle a repairers or breakdown company's report or other evidence confirming the vehicle was involved in an accident or had broken down.
- In the case of the breakdown of **your** vehicle a copy of the last service report confirming that the vehicle has been serviced properly and maintained in accordance with manufacturer's instructions.
- Receipts or bills for Car hire costs which are being claimed for.
- Details of any motor, travel or other insurance under which **you** could also claim

Event Ticket Cancellation

Special definition relating to this section (which is shown in Bold)

Event

Means – a ticketed sports, musical, theatre, dance, film, festival or concert which **you** are scheduled to attend during **your** trip outside **your home** area.

What IS covered

Cancellation prior to departure

We will pay **you** up to the amount shown in the Schedule of Benefits for any irrecoverable unused **event** ticket costs **you** are unable to claim back from any other source if the pre booked **event you** were scheduled to attend is cancelled

OR

Cancellation after arrival at your destination

If after arriving at **your** destination where the **event you** were scheduled to attend is cancelled, we will pay **you**

- I. any irrecoverable unused **event** ticket costs **you** are unable to claim back from any other source and
- II. up to the compensation amount shown in the Schedule of Benefits providing **you** continue **your** trip as originally planned.

As a result of the following events occurring:

1. Insolvency of the company organising or

promoting the **event**, fire, flood, earthquake, explosion, tsunami, landslide, avalanche, hurricane, storm or an outbreak of food poisoning or an infectious disease causing cancellation of the **event** or its postponement by the **event** organiser until after **your** pre booked return date to **your home**.

2. The death, bodily injury, illness or disease of any persons competing, performing in or attending the special **event** causing cancellation of that **event** or its postponement until after **your** pre booked return date to **your home**.
3. The stadium, arena or venue where the special **event** was due to take place, or the immediate surrounding area from which the stadium, arena or venue needs to be accessed, is declared unsafe by the police or local authorities and no other reasonable alternative stadium, arena or venue is available to enable the special **event** to still take place during the trip.

If the same costs and charges are also covered under Section 2: Cancellation and cutting short your trip, Section 6: Loss of important documents, Section 10: Personal money or Section 11: Travel disruption cover **you** can only claim for these under one section for the same event.

What IS NOT covered

1. Postponement of the **event** if it is rescheduled before **your** pre booked return date to **your home**.
2. Any costs incurred by **you** which are recoverable from the travel agent, tour operator or the company organising or promoting the special **event** (or their administrators) or where **you** receive or are expected to receive compensation or reimbursement.
3. Any costs for normal day to day living such as food and drink which **you** would have expected to pay during **your** trip.
4. The cost of **event** tickets paid for using any airline mileage or supermarket reward scheme (for example Avios), unless evidence of specific monetary value can be provided.
5. The cost of Air Passenger Duty (APD) whether irrecoverable or not.
6. Anything mentioned in What is not covered applicable to all sections of the policy.

Claims evidence

We will require (at **your** own expense) the following evidence where relevant:

- A cancellation invoice from **your** travel agent, tour operator or provider of transport/accommodation.
- In the case of curtailment claims, written details from **your** travel agent, tour operator or provider of transport/accommodation of the separate costs of transport, accommodation, special **event** tickets and other pre-paid costs or charges that made up the total cost of the trip.
- **Your** unused travel tickets.
- Receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.
- A letter from the company organising or promoting the special **event** (or their administrators) or the local Police or authorities confirming the need for cancellation or curtailment of the special **event** and the reason for this.
- Details of any travel or other insurance under which **you** could also claim.

Section 16: Winter sports

This section only applies if you have chosen to include this cover and this is shown on your travel insurance certificate and schedule. If you are participating in a winter sports trip you must take out this section of cover in order to claim against any section of your policy.

This section of your policy explains the cover we provide for winter sports whilst on your trip. Words with special meanings can be found in Section Words with special meanings.

Cover is provided under this section (up to a maximum of 24 days in total during the insurance period if you have Annual Multi Trip insurance or for the trip duration if you have Single Trip insurance) whilst you are on a trip which includes skiing, snowboarding, or participating in any snow or ice activities including off-piste skiing (provided you are accompanied by a qualified ski instructor who holds the appropriate liability insurance and that there are no avalanche warnings current).

What IS covered:

Winter sports equipment you own

1. Loss or theft of or damage to your winter sports equipment

Replacement hire of winter sports equipment

2. Your hire of winter sports equipment if required as a result of point 1

Hired winter sports equipment

3. Your hire of winter sports equipment if required as a result of the misdirection or delay on your outward journey of your winter sports equipment for more than 12 hours

Ski pack

4. Reimbursement of any unused ski pack, ski hire or tuition fees as a result of your accident or sickness
5. Loss or theft of your ski pass

Piste closure

6. Piste closure, if you are unable to ski for a continuous period in excess of 12 hours as a result of:
 - Lack of snowfall
 - Excessive snowfall
 - Bad weather

Avalanche or landslide closure

7. Extra transport and accommodation costs you need to pay to get you to your trip destination or back home because of an avalanche or landslide in your resort

Physiotherapy in the United Kingdom

8. Medically necessary physiotherapy when you return to the UK following accidental injury whilst engaging in a winter sports activity covered by this policy during your trip

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected to:

- Replace, reinstate or repair your winter sports equipment

Claims will be considered on a new for old basis provided the item is less than 2 years old at the date of the incident and you are able to provide the original purchase receipt. All other items will be subject to a suitable deduction for wear and tear and depreciation or we may at our option replace, reinstate or repair the lost, stolen or damaged winter sports equipment. Please note we may not pay your claim if you are unable to provide any original receipts, proofs of purchase or insurance valuations (issued before the loss, theft or damage). You must retain all damaged items for inspection, if required.

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected for:

- Your hire of winter sports equipment in relation to points 2 and 3
- Reimburse you the proportionate value of any unused ski pack in relation to points 4 and 5
- As a benefit in relation to point 6; or
- Towards transportation costs to travel to an alternative site in relation to point 6
- Towards the extra transport and accommodation costs to get you to your trip destination or back home in relation to point 7
- Physiotherapy costs when you return to the UK in relation to point 8

What IS NOT covered:

- The **excess** for claims under point 1 (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any claim as a result of participation in off-piste skiing whereby **you** are not accompanied by a qualified ski instructor who holds the appropriate liability insurance
- Any claim as a result of participation in winter sports activities when avalanche warnings are current
- Any claim as a result of participation in winter sports activities undertaken in the **UK** and in Europe outside the period from 15th December to 15th April in relation to point 6
- Any loss or theft of or damage to **your winter sports equipment** whilst in use
- Any loss of or damage to **your winter sports equipment** arising from confiscation or detention by Customs or other officials
- Any loss of or damage to **your winter sports equipment** caused by normal wear and tear, gradual deterioration or mechanical or electrical breakdown, decay, moth, vermin, atmospheric or climatic conditions
- Any loss or theft of or damage or delay to **your winter sports equipment** whilst in the custody of an airline or other carrier unless **you** report it immediately on discovery to the carrier and get a written report. In the case of an airline **you** will need a Property Irregularity Report (PIR)
- Any loss or theft of **your winter sports equipment** or ski pass that **you** do not report to the Police within 24 hours of discovery or as soon as possible after that and for which **you** do not get a written report from them
- Any loss or theft of **your winter sports equipment** or ski pass left out of sight and out of personal control in public places where **you** are not in a position to prevent unauthorised interference with **your** property e.g. station, airport, restaurant etc
- Any loss or theft of **your winter sports equipment** or ski pass from an unattended vehicle unless between the hours of 09:00 and 21:00 whereby **your winter sports equipment** was secured within a purpose built and locked container fastened to the exterior of the vehicle and following physical evidence of forcible entry and reported to the Police within 24 hours of discovery or as soon as possible after that and a written report is obtained from them
- Any loss or theft of **your winter sports equipment** or ski pass left in the custody of a person who does not have official responsibility for the safekeeping of the property
- Any claim that is not confirmed as medically necessary by the Medical Assistance Helpline and where a medical certificate has not been obtained from the attending medical practitioner confirming that **you** are unable to ski and unable to use the ski pack facilities
- Any claim as a result of piste closure which is not substantiated by a report from the resort management or **your** tour operator
- Any claim as a result of piste closure which was known to **you** on or before the date **your** travel insurance certificate and schedule is issued or on or before the date **you** booked **your** trip, whichever is earlier
- Under "Physiotherapy in the United Kingdom" anything under the "What IS NOT covered" in Section 1: Medical emergency and repatriation expenses
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 17: Golf cover

Section 17: Golf cover

This section only applies if you have chosen to include this cover and this is shown on your travel insurance certificate and schedule.

This section of your policy explains the cover we provide for golf trips. Words with special meanings can be found in Section Words with special meanings.

What IS covered:

1. Loss or theft of or damage to **your golf equipment**; and
2. The cost of hiring **golf equipment**; and
3. The loss of pre-booked and non-refundable green fees

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected to:

Golf equipment

- Replace, reinstate or repair **your golf equipment** which is lost, stolen or damaged

Claims will be considered on a new for old basis provided the item is less than 2 years old at the date of the incident and you are able to provide the original purchase receipt. All other items will be subject to a suitable deduction for wear and tear and depreciation or we may at our option replace, reinstate or repair the lost, stolen or damaged golf equipment. Please note we may not pay your claim if you are unable to provide any original receipts, proofs of purchase or insurance valuations (issued before the loss, theft or damage). You must retain all damaged items for inspection, if required.

Golf equipment hire

- Cover the cost of hiring **golf equipment** in the event **your golf equipment** is lost, stolen or delayed on **your** outward journey for over 12 hours from the time **you** arrived at **your** trip destination

You must keep all receipts for the hire of golf equipment and enclose them with your claim form.

Green fees

- The loss of pre-booked and non-refundable green fees if the pre-booked course at **your** trip destination becomes unplayable due to adverse weather conditions

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any claim over the amount shown in the Policy limits and excesses table for the level of cover **you** have selected for any one item/pair or set of items
- Any claim as a result of **your** disinclination to play
- Any loss or theft of or damage to **your golf equipment** whilst in use
- Any loss or theft of **your golf equipment** that **you** do not report to the Police within 24 hours of discovery or as soon as possible after that and for which **you** do not get a written report from them
- Any loss or theft of or damage or delay to **your golf equipment** whilst in the custody of an airline or other carrier unless **you** report it immediately on discovery to the carrier and get a written report. In the case of an airline **you** will need a Property Irregularity Report (PIR)
- Any loss of or damage to **your golf equipment** caused by normal wear and tear, gradual deterioration or mechanical or electrical breakdown, decay, moth, vermin, atmospheric or climatic conditions
- Any loss or theft of **your golf equipment** left out of sight and out of personal control in public places where **you** are not in a position to prevent unauthorised interference with **your** property e.g. station, airport, clubhouse etc.
- Any loss or theft of **your golf equipment** from an unattended vehicle unless between the hours of 09:00 and 21:00 and locked in the boot or covered luggage area and following physical evidence of forcible entry and reported to the Police within 24 hours of discovery or as soon as possible after that and a written report is obtained from them
- Any loss or theft of **your golf equipment** left in the custody of a person who does not have official responsibility for the safekeeping of the property
- **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 18: Wedding cover

This section only applies if you have chosen to include this cover and this is shown on your travel insurance certificate and schedule.

Special definitions applying to this section:

Wedding attire

The wedding dress, wedding suit, and other accessories including shoes, make up, hair styling and flowers all bought especially for the insured bride and/or bridegroom to use on their wedding day during the trip.

Wedding gifts

Gifts given to the wedding couple during the trip. These may be sent in advance or purchased during the trip.

Wedding ring

The ring of the insured bride or bridegroom, who are to be married during the trip.

What IS covered:

1. Loss or theft or damage to **your wedding attire, wedding rings and wedding gifts** during your trip
2. Wedding photographs and videos where:
 - The booked professional photographer is unable to take the photographs or video recording following their death, injury or illness or they are caught in an unforeseen transport delay that could not be avoided; or
 - The professional photographs or video recording of the wedding day are damaged, lost or destroyed on **your trip** and within 14 days of the wedding day.

We will pay up to the amount shown in the Policy limits and excesses table (per insured couple) for the level of cover you have selected in total for:

Wedding attire, wedding rings and wedding gifts

- Replace, reinstate or repair **your wedding attire, wedding rings and wedding gifts**

Photographs and video recording

- Reasonable fees or charges **you** are unable to get back from anywhere else to reprint the photographs or replace the video recording of the wedding day

What IS NOT covered:

- The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
- Any claim over the amount shown in the Policy limits and excesses table for the level of cover **you** have selected for any one item/pair or set of items
- Anything mentioned under the heading 'What IS NOT covered' within Section 9: Personal baggage and delayed baggage section other than anything stated above
- Anything specifically excluded under the **General exclusions applying to your policy in Section Exclusions and conditions**

Section 19: Cruise cover

Section 19: Cruise cover

This section only applies if you have chosen to include this cover and this is shown on your travel insurance certificate and schedule.

What IS covered:

1. If the cruise ship **you** are booked on is unable to make a scheduled port stop because of one of the following and no alternative docking or financial compensation (including on-board credit) is offered:
 - bad weather; or
 - timetable restrictions
2. If **you** are confined to **your** cabin by the ship's medical officer due to a medical condition that **you** are experiencing during **your** cruise
3. If **you** are unable to use any pre-booked and pre-paid excursions if **you** are confined to **your** cabin by the ship's medical officer due to illness or injury
4. The limits for **personal baggage** are increased to the amount shown in the Policy limits and excesses table for the level of cover **you** have selected.

Note: Under 4. these amounts are not in addition to the amounts shown under Section 9: **Personal baggage** and delayed baggage but are the new limits for the cover provided under that section.

We will pay up to the amount shown in the Policy limits and excesses table for the level of cover you have selected for:

Missed port

- A benefit for each scheduled port the cruise ship was unable to stop at

Cabin confinement

- A benefit for each 24 hours **you** are confined to **your** cabin

Unused excursions

- The cost of the excursion(s) **you** were not able to use

Increased personal baggage limits

- **Personal baggage** claims under Section 9: Personal baggage and delayed baggage

What IS NOT covered:

In respect of:

- "Cabin confinement", costs if **you** are also claiming for 'In-patient benefit' within Section 1: Medical emergency and repatriation expenses.
- "Unused excursions" and "Increased personal baggage limits" an **excess** of the amount shown in the Policy limits and excesses table for the cover **you** have selected, unless the extra premium has been paid for **excess** waiver and this is shown in **your** travel insurance certificate and schedule.
- "Missed ports":
 - a. Costs if **you** are offered financial compensation from somewhere else (including on-board credit).
 - b. Any claim if **your** cruise ship's scheduled tender service cannot transport **you** ashore.
 - c. Any delay or failure of **public transport** caused by a riot, strike or industrial action which began or was announced before **you** bought **your** policy or booked **your** trip (whichever is later)
- "Increased personal baggage limits", anything mentioned under the heading 'What IS NOT Covered' within Section 9: Personal baggage and delayed baggage
- All covers under this section:
 - a. The **excess** (unless the appropriate additional premium for **excess** waiver has been paid and is shown on **your** travel insurance certificate and schedule)
 - b. **Anything specifically excluded under the General exclusions applying to your policy in Section Exclusions and conditions**

Section 20: Vehicle hire excess waiver

This section only applies if you have chosen to include this cover and this is shown on your travel insurance certificate and schedule.

Special definitions applying to this section:

Damage

Damage to the insured vehicle caused by fire, vandalism, accident or theft occurring during your rental period.

Rental agreement

The contract between you and your vehicle rental company in providing you with the insured vehicle, which is signed by you and that states the excess/deposit you are responsible for, following damage to the insured vehicle during the rental period.

Excess / Deposit

The amount stated in your rental agreement that you are responsible for in the event of damage to the insured vehicle

What IS covered:

1. The excess / deposit amount shown in your rental agreement, subject to the following limits, if the insured vehicle is accidentally damaged, involved in an accident or stolen during the rental period

We will pay up to the amount shown in the Policy limits and excesses table for the level of cover you have selected:

where the excess / deposit applied to your vehicle hire insurance relates to damage to:

- the roof; or
- the windscreen, windows or sunroof glass; or
- the undercarriage; or
- each tyre that needs replacing; or
- each tyre that can be repaired

Note:

The cover provides reimbursement of the excess / deposit that you are responsible for under the terms of your rental agreement (within the limits of this policy) and not the full value of the insured vehicle or the actual cost of damage to the insured vehicle.

What IS NOT covered:

- Any claim where you have not followed the terms of your rental agreement
- The actual cost of the damage to the insured vehicle
- Any claim relating to damage to the interior of the insured vehicle
- Mechanical failure of the insured vehicle
- Misfuelling
- General wear and tear

Section 21: COVID-19 cover

Section 21: COVID-19 cover

This section of **your** policy explains the cover **we** provide for COVID-19. Words with special meanings can be found in Section Words with special meanings.

PLEASE NOTE: this section of cover will be extended to **Section 1: Medical emergency and repatriation expenses** and **Section 2: Cancellation and cutting short your trip of your policy** as follows:

A. Medical emergency and repatriation expenses

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected in the event of an unforeseen medical emergency during a trip outside the UK as a result of you contracting COVID-19, as proven by a medically approved test showing a positive result for COVID-19.

What IS covered:

1. Reasonable and necessary medical and hospital expenses, including the cost of the rescue service to take **you** to hospital; and
2. Returning **you** to the **UK** provided this is authorised by **us** or the Medical Assistance Helpline; and
3. The cost of a medical escort where this is deemed necessary by **us** or the Medical Assistance Helpline, in the event of **your** emergency repatriation to the **UK**; and
4. Reasonable additional travel and accommodation expenses (room only) for **you** to extend **your** stay until **you** are medically fit to return to the **UK**; and
5. Reasonable additional travelling and accommodation expenses to repatriate **you** to the **UK** when **you** are denied boarding on **your** pre-booked return travel due to **you** contracting COVID-19, as certified by a medical practitioner following a medically approved test showing a positive result for COVID-19; and
6. Confinement benefit: a benefit payment of £30 for each complete 24 hour period up to £300 where **you** are ordered into self-isolation in **your** holiday accommodation by a relevant Government authority, as a result of **you** contracting COVID-19, as certified by a medical practitioner following a medically approved test

showing a positive result for COVID-19.

B. Cancellation and cutting short your trip

We will pay you up to the amount shown in the Policy limits and excesses table for the level of cover you have selected, for your share of the cost of your trip as a result of:

- The necessary and unavoidable cancellation as a result of **you**, **your relative**, a member of **your** household, travelling companion or a friend with whom you had arranged to stay has a diagnosis of COVID-19 within 14 days of **your** booked departure date, as certified by a medical practitioner following a medically approved test showing a positive result for COVID-19.
- **You** are denied boarding on **your** pre-booked outbound travel due to **you** contracting COVID-19, as certified by a medical practitioner following a medically approved test showing a positive result for COVID-19.

Where you have to cut short your trip as a result of:

- Death of **your relative**, as a result of COVID-19 as certified by a medical practitioner following a medically approved test showing a positive result for COVID-19.
- **You** are unable to continue with a pre-booked excursion following **your** self-isolation as ordered by a relevant Government authority due to contracting COVID-19, as certified by a medical practitioner following a medically approved test showing a positive result for COVID-19.

What IS covered:

Please note if you are cutting short your trip payments will be calculated on a pro-rata basis taking into consideration unused accommodation and excursions.

1. Unused non-refundable pre-booked travel and accommodation expenses which **you** have paid or are contracted to pay; and
2. Unused non-refundable pre-booked excursions which **you** have paid or are contracted to pay; and

3. Reasonable additional travel and accommodation expenses which **you** incur returning to the **UK** following the death of **your relative** as a result of COVID-19.

What is not covered applying to all sub-sections

Applicable in addition to any exclusion listed under Section 1: Medical emergency and repatriation expenses and Section 2: Cancellation and cutting short your trip of this policy including anything mentioned in the General exclusions applying to your policy.

1. Travel or accommodation costs where a credit or voucher has been provided in lieu of a cash refund.
2. Claims arising directly or indirectly from an outbreak of COVID-19 resulting in a national or local lockdown or any restrictions of movement affecting the area where **your home** is located, the country or specific area or event to which **you** were travelling to or through, existing or being publicly announced by the date **you** purchased, renewed or extended this insurance or at the time of booking any trip, whichever is later, or in the case of claims under sub-section A, started **your trip** whichever was later.
3. Any claim where **you** are experiencing symptoms of COVID-19, or have been told to self-isolate at the time **you** purchased, renewed or extended this insurance, or at the time of booking any **trip**, whichever is later, or in the case of claims under sub-section A, started **your trip** whichever was later.
4. **Your** quarantine when it has been imposed on a community, geographic location or vessel imposed by a government or public authority.
5. Any claim made under the COVID-19 cover section in addition to a claim under either Section 1: Medical emergency and repatriation expenses or Section 2: Cancellation and cutting short your trip of this policy.

Additional conditions applying to these sub-sections

In addition to the additional conditions applying to Section 1: Medical emergency and repatriation expenses and Section 2: Cancellation and cutting short your trip of this policy the following will apply including anything mentioned in the General conditions applying to your policy.

We will require (at **your** own expense) the following evidence where relevant:

1. A copy of the positive test result for COVID-19 **you** received from a registered medical practitioner.
2. Written confirmation from the scheduled **public transport** operator (or their handling agents) confirming the exact reason for which **you** were denied boarding, together with details of any alternative transport offered.
3. Receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.
4. Any other official document or medial report confirming **your** diagnosis for COVID-19 which leads to **your** self-isolation, or need to cancel **your trip**.

Exclusions and conditions

Exclusions and conditions

General conditions applying to your policy

1. **We** promise to act in good faith in all **our** dealings with **you**.
2. **We** may not pay **your** claim if **you** do not:
 - Take all possible care to safeguard against accident, injury, loss, damage or theft; and
 - Give **us** full details of any incident which may result in a claim under **your** policy as soon as is reasonably possible; and
 - Pass on to **us** every claim form, summons, legal process, legal document or other communication in connection with the claim; and
 - Provide all information and assistance that we may reasonably require at **your** expense (including, where necessary, medical certification and details of **your** household insurance)
3. **You** must not admit liability for any event, or offer to make any payment, without **our** prior written consent.
4. The terms of **your** policy can only be changed if we agree. **We** may require **you** to pay an additional premium before making a change to **your** policy.
5. **You** must start each trip from **your home** or place of business in the **UK** and return to **your home** or place of business in the **UK** at the end of each trip, within the permitted **trip duration**, unless otherwise agreed by **us**.
6. **You** agree that we can:
 - Make **your** policy void where any claim is found to be fraudulent; and
 - Share information with other insurers to prevent fraudulent claims via a register of claims. A list of participants is available on request. Any information **you** supply on a claim, together with information **you** have supplied at inception of **your** policy and other information relating to a claim, may be provided to the register participants; and
 - Take over and act in **your** name in the defence or settlement of any claim made under **your** policy; and

- Take proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under **your** policy; and
 - Obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any cancellation or medical claims. No personal information will be disclosed to any third party without **your** prior approval
7. **We** will not pay **you** more than the amounts shown in the Policy limits and excesses table.
 8. **You** agree that we only have to pay a proportionate amount of any claim where there is another insurance policy in force covering the same risk. **You** must give **us** details of such other insurance.
 9. **We** shall not be liable to pay damages to **you** for the late payment of a claim under this insurance contract, unless we fail deliberately or recklessly to pay the claim within a reasonable time.
 10. It is a condition of this policy that when booking **your** trip or purchasing this policy whichever is later that **you** and **your** travelling companion(s) are fit to travel and participate in any activities and excursions that **you** have planned during **your** trip.

General exclusions applying to your policy

Your policy does not cover **you** for any claim directly or indirectly resulting from any of the following:

1. Any **pre-existing medical condition** that exists at the time **your** policy starts or at the time of booking **your** trip (unless declared to and accepted in writing by **us**) or any **associated condition**.
2. **Your** failure to obtain any recommended vaccines, inoculations or medications prior to **your** trip.
3. **You** travelling against the advice of a medical practitioner or for the purpose of having medical treatment on the trip.
4. **You** or **your** travelling companion having received a terminal prognosis, unless in respect of Section 2: Cancellation and cutting short **your** trip the terminal prognosis was received after the date of booking the trip.

5. War or warlike operations whether war is declared or not, **terrorist action** (except under Section 3: Personal accident), civil war, invasion, acts of foreign enemies, hostilities, mutiny, uprising, rebellion, revolution, riot, insurrection, civil commotion, conspiracy, military or usurped power, martial law or state of siege.

Exclusion 5 does not apply for claims made under Section 1: Medical emergency and repatriation expenses.

- 6.a) The act of any person, whether a combatant or non-combatant, supplying, transporting, or otherwise handling facilities, equipment, devices, vehicles, weapons, or other materials intended for use in **war and civil unrest** or **terrorist action**.
- b) The act of any person voluntarily entering an area known at the time to be subject to **war and civil unrest**.
- 7. Any travel undertaken to an area where the Foreign, Commonwealth & Development Office (FCDO) advise against all or all but essential travel or where it is deemed unsafe for **you** to travel. If **you** are unsure please check <https://www.gov.uk/foreign-travel-advice>
- 8.a) Ionising radiations or contamination by radioactivity from any nuclear fuel or any nuclear waste from the combustion of nuclear fuel, or the radioactive toxic explosive or other hazardous properties of any explosive nuclear machinery or parts.
- b) The use of atomic, biological or chemical weapons or contamination, poisoning, or prevention and/or limitation of the use of objects due to the effects of nuclear, chemical, biological and/or radioactive substances.
- 9. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- 10. Confiscation or destruction of property by any Customs, Government or other Authority of any country.
- 11. Engaging in hazardous activities which are not accepted in writing by **us**
- 12. Wilfully self-inflicted injury or illness or

solvent abuse.

- 13. **You** being under the influence of drugs (except those prescribed by **your** registered medical practitioner, but not when prescribed for the treatment of drug addiction).
- 14. **Your** suicide or attempted suicide or putting yourself at risk unless **you** are attempting to save a human life.
- 15. Any dishonest, malicious or criminal act committed by **you** or any person with whom **you** are in collusion, or any circumstances, such as strike or industrial action, that were known or could reasonably have been anticipated at the time of taking out **your** policy or booking a **trip**, whichever was the later.
- 16. **You** electing to travel on a trip which exceeds **your** permitted **trip duration**.
- 17. Claims, other than under Section 1: Medical emergency and repatriation expenses and Section 3: Personal accident, for any actual or anticipated failure of any computer or electronic device, or component or system or embedded programming or software (whether or not belonging to **you** or in **your** possession).
- 18. **Your** participation in winter sports unless the appropriate additional premium has been paid and is shown on **your** travel insurance certificate and schedule.
- 19. Any losses that are not directly associated with the incident that caused **you** to claim for example, loss of earnings due to being unable to return to work following injury or illness happening while on a trip or the cost of replacing locks in the event that keys are lost while on a trip.
- 20. Any amount recoverable from any other source.
- 21. Any trip where **you** have already left the **UK** at the time of purchasing this insurance, except where **you** renew an existing Annual Multi Trip policy which falls due for renewal during the trip.
- 22. Claims where there is another insurance policy covering the same risk.

Exclusions and conditions

23. **Your** own unlawful action or any criminal proceedings against **you**.
24. Any form of alcohol abuse including alcohol withdrawal or **you** drinking too much alcohol where it is reasonably foreseeable that such consumption could result in a serious impairment of **your** faculties and/ or judgement resulting in a claim. **We** do not expect **you** to avoid alcohol on **your** trip but we will not cover any claim arising because **you** have drunk so much alcohol that **your** judgement is seriously affected and **you** need to make a claim as a result.
25. Any claim arising from the unauthorised use of a swimming pool outside the specified times of opening.
26. Any claim arising from **you** climbing on top of, or jumping from a vehicle; or jumping from a building or balcony; or climbing or moving from any external part of any building to another (apart from stairs) regardless of the height, unless **your** life is in danger or **you** are attempting to save human life.
27. Any claim where **you** are not wearing a helmet whilst on a motorcycle.
28. Any claim where **you** are not wearing a seatbelt when travelling in a motor vehicle, where a seatbelt is available.
29. Claims arising from or related to any coronavirus including but not limited to COVID-19, or any related/mutated form of the virus.

Exclusion 29 does not apply for COVID-19 claims made under Section 21: COVID-19 cover.

30. Claims arising from any epidemic or pandemic as declared by the World Health Organisation.

Data protection notice

We use **your** personal data for the purposes of providing **you** with insurance, handling claims and any other related purposes. We also use **your** personal data to offer renewal of **your** policy and to provide **you** with information, products or services that **you** request from **us** or which we feel may interest **you**. We will also use **your** data to safeguard against fraud and money laundering and to meet **our** general legal or regulatory obligations. We collect and process **your** personal data in line with all relevant Data Protection legislation. Under such legislation, the Data Controller for the arrangement of this policy is RAC and the Data Controller of the policy itself and claims relative to it, are the **insurers** or their administrators.

We will keep any information **you** have provided to **us** confidential. However, **you** agree that we may share this information with other companies within the RAC Group (as detailed in **our** [Privacy Policy](#), which we may amend from time to time). Please see **our** [Privacy Policy](#) (found on **our** website at <https://www.rac.co.uk/legal-information/privacy-policy>) for more details about how we and RAC Group will use **your** information.

We may be required to transfer **your** personal data outside the European Economic Area ("EEA") in order to provide **you** with the services detailed in **your** policy. Where we transfer **your** personal data outside of the EEA, we will ensure that it is treated securely and in accordance with all relevant Data Protection legislation.

Further Information

Any requests relating to **your** Personal Data Rights should be directed to: RAC, RAC House, Brockhurst Crescent, Walsall, WS5 4AW. The RAC Data Protection Officer acts as a point of contact if you have any questions or concerns and can be contacted on dpo@rac.co.uk

Those in relation to data held by ERGO Travel Insurance Services Ltd should be directed to: ERGO Travel Insurance Services Ltd, Afon House, Worthing Road, Horsham, West Sussex, RH12 1TL, United Kingdom email: Dataprotectionofficer@ergo-travel.co.uk

Those in relation to data held by DAS should be directed to: DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH phone: 0117 934 0548

Those in relation to data held by IPP should be directed to: IPP, IPP House, 22-26 Station Road, West Wickham, Kent BR4 0PR phone: 020 8776 3750 email: info@ipplondon.co.uk

Those in relation to data held by Taurus should be directed to: Taurus Insurance Services Limited, Suite 2209-2217 Eurotowers, Europort Road, Gibraltar phone: 0330 880 1762 email: racgadget@taurus.gi

Complaints procedure

You have the right to expect the best possible service and support. If we have not delivered the service that **you** expected or **you** are concerned with the service provided, we would like the opportunity to put things right. If **you** feel we have fallen short of **our** standards, please contact the Customer Relations Team.

Our staff will attempt to resolve **your** complaint immediately. If this is not possible, we promise to acknowledge **your** complaint within 5 business days of its receipt. In the unlikely event that **your** complaint has not been resolved within 4 weeks of its receipt, **we** will write and let **you** know the reasons why and what further action **we** will take.

If **we** cannot resolve **your** complaint, **we** will issue a final response letter. Upon its receipt, **you** may refer **your** complaint to the Financial Ombudsman Service which, once contacted, will liaise with **us** on **your** behalf. The ombudsman will then inform **you** directly of its decision.

For complaints about claims, please contact the **insurer** handling **your** claim.

You will find details of **your** insurer on **your** Policy Schedule.

- **For complaints relating to claims under Sections: 1-6, 8- 11, 13 and 15-21**
In the first instance, please contact:
RAC Travel Insurance Claims, 308-314 London Road, Hadleigh,
Benfleet, Essex SS7 2DD.
phone: 01403 289 151 email: info@csal.co.uk
- **For complaints relating to claims under Section 7: Legal advice and expenses**
In the first instance please contact:
Customer Relations Department, DAS Legal Expenses Insurance Company Limited,
DAS House, Quay Side, Temple Back, Bristol BS1 6NH
phone: 0344 893 9013
email: customerrelations@das.co.uk

- **For complaints relating to claims under Section 12: Financial failure cover**
In the first instance, please contact:
International Passenger Protection Limited,
IPP House, 22-26 Station Road, West Wickham,
Kent BR4 0PR
phone: 020 8776 3752
email: info@ipplondon.co.uk
- **For complaints relating to claims under Section 14: Gadget cover**
In the first instance, please contact:
Taurus Insurance Services Limited, Suite 2209-2217 Eurotowers,
Europort Road, Gibraltar
phone: 0330 880 1762
mail: gadget.complaints@taurus.gi
- **For all other complaints, including complaints about the sale of any section of this policy**
In the first instance, please contact:
RAC Travel Insurance Complaints Team,
52/54 Alexandra Street,
Southend-on-Sea, Essex, SS1 1BJ
phone: 0330 159 0409 email: travelcomplaints@insurance-rac.co.uk

What to do if you are still not satisfied.

If **you** are still not satisfied then **you** may be able to refer **your** complaint to the Financial Ombudsman Service. **You** must approach the Financial Ombudsman Service within six months of **our** final response to **your** complaint. **We** will remind **you** of the time limits in the final response.

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9SR
Telephone 0800 0 234 567, free for people phoning from a "fixed line" (for example, a landline at home)
or
0300 123 9 123, free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

We must accept the Ombudsman's final decision, but **you** are not bound by it and may take further action if **you** wish.

Your rights as a customer to take legal action remain unaffected by the existence or use of our complaints procedure. However the Financial Ombudsman Service may not adjudicate on any cases where litigation has commenced.

- For complaints relating to claims under Section 12: Financial failure cover

If you have a complaint, we really want to hear from you. We welcome your comments as they give us the opportunity to put things right and improve our service to you.

Please telephone us on: (020) 8776 3750

Or write to:

International Passenger Protection Limited,
IPP House, 22-26 Station Road, West Wickham,
Kent BR4 0PR
Fax: (020) 8776 375
Email: info@iplondon.co.uk

Please make sure that you quote the policy number which can be found on your Policy Schedule.

It is our policy to acknowledge any complaint within 5 working days advising you of who is dealing with your concerns and attempt to address them. We will provide you with a written response outlining our detailed response to your complaint within four weeks of receipt of the complaint. You will receive either our written response or an explanation as to why we are not in a position to provide one within eight weeks of receipt of your complaint.

If you are not satisfied with the response you receive or we have failed to provide you with a written response, you may have the right to contact the Financial Ombudsman Service at the following address.

The Financial Ombudsman Service, Exchange Tower, London E14 9SR
Telephone 0800 023 4 567 (calls to this number are free from "fixed lines" in the UK) or 0300 1239123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK)
Email: complaint.info@financial-ombudsman.org.uk

More information can be found on their website – www.financial-ombudsman.org.uk. To confirm whether you are eligible to ask the Financial

Ombudsman Service to review your complaint please contact them at

<https://www.financial-ombudsman.org.uk/consumers/how-to-complain>

Alternatively, as LMIE is a Luxembourg insurance company, you are also entitled to refer the dispute to any of the following dispute resolution bodies:

Commissariat aux Assurances, 7, boulevard Joseph II, L-1840 Luxembourg
Telephone: (+352) 22 69 11 – 1
email: caa@caa.lu

or

Service National du Médiateur de la consommation – Individual Consumers ONLY
Ancien Hôtel de la Monnaie, 6, rue du Palais de Justice, L-1841 Luxembourg
Telephone: (+352) 46 13 11
email: info@mediateurconsommation.lu

or

Médiateur en Assurances
ACA, 12, rue Erasme, L-1468 Luxembourg –
Telephone: (+352) 44 21 44 1

Making a complaint will not affect your right to take legal action.

Important telephone numbers

Important telephone numbers

Customer Helpline for amendments or general information

0330 159 0409

Medical Assistance Helpline

+44 (0)1403 289 148

If in the USA or Canada + 1 844 780 0663 or Mexico, please call 00 1 819 780 0662

Customer Helpline for claims

Sections 1-6, 8- 11, 13 and 15-21

01403 289 151

Section 7 – Legal advice and expenses

0117 934 0548

Section 12 - Financial failure cover

0345 266 1872

Section 14 – Gadget cover

0330 880 1751

Special requirements

We are committed to meeting the needs of all **our** customers. If **you** have a hearing or speech impairment, please dial 18001 followed by the number that **you**’re calling (lines open 8am - 7pm Monday - Friday, 9am-5pm Saturday, closed Sundays including Bank Holidays). For visually impaired we can provide documents in large print, braille or on audio cassette. Please call **us** on 0330 159 0409.

Calls to 03 numbers cost no more than calls to geographic numbers (01 or 02) from both landlines and mobiles. Call charges may vary. Calls may be monitored and recorded.

RAC Travel Insurance is sold and administered by Hood Travel Limited, registered at Companies House 08318836. Hood Travel is authorised and regulated by the Financial Conduct Authority under registration number 597211. Its registered address is at 52/54 Alexandra Street, Southend-on-Sea, Essex, SS1 1BJ.

You can check this information on the Financial Services Register by visiting the website <https://register.fca.org.uk/>

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