

# Travel insurance



## Personal travel insurance and motoring assistance



Brittany Ferries has an excellent reputation in offering the very best in ferry travel and holidays in France and Spain.

Whether you have chosen Personal, Motoring or both insurances, we feel sure that you will be able to enjoy the very best service from Europ Assistance, should the need arise.

With a 24 hour service open every day of the year, Europ Assistance will be on hand, at all times, to respond to even the most difficult of problems.

With the knowledge of highly experienced, multi-lingual co-ordinators, doctors, lawyers, travel professionals and a European network of 15,000 approved garages and recovery specialists, you can rest assured that all the expertise you might require is just a telephone call away.

With the relaxing feeling that all the possible needs are taken care of, Brittany Ferries and Europ Assistance would like to wish you a pleasant and safe holiday.



## BRITTANY FERRIES - 10BFT

### INTRODUCTION TO YOUR POLICY

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

**Please read this document and Your Certificate very carefully to ensure You understand the extent of the cover and assistance services, exactly what is and is not covered, the conditions of cover, and that this meets Your requirements.**

**Cooling Off Period:** Unless Your Trip will be completed within 1 month of buying this insurance, You have the right to cancel any policy of insurance within 14 days of the date of issue or receipt of the terms and conditions, whichever is later. We will refund to you any premium you have paid and will recover from you any payments we have made.

**PLEASE KEEP THIS DOCUMENT IN A SAFE PLACE AND TAKE IT WITH YOU WHEN YOU TRAVEL IN CASE YOU NEED ASSISTANCE OR NEED TO MAKE A CLAIM. IF YOU HAVE ANY QUESTIONS OR ARE IN ANY DOUBT ABOUT THE COVER PROVIDED PLEASE CALL OUR TRAVEL HELPLINE ON: 0844 338 5650.**

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## YOUR PERSONAL TRAVEL INSURANCE POLICY

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

- during the Period of Insurance
- within the Geographical Limits
- subject to the Limits of Cover, and all other terms, conditions and exclusions contained in this policy
- to persons who habitually reside in the UK Area, Channel Islands, Isle of Man or the Republic of Ireland (i.e. have their main home in the UK Area, Channel Islands, Isle of Man or the Republic of Ireland and have not spent more than 6 months abroad in the year prior to purchasing the policy)
- following payment of the appropriate premium for the level of cover selected

Benefits under this policy are underwritten by Europ Assistance Holding Irish Branch of 13-17 Dawson Street, Dublin 2, Ireland.

This policy is effected in England and is subject to the Laws of England and Wales.

Europ Assistance Holdings Ltd is authorised and regulated by the Financial Services Authority.

### SUMMARY OF COVER

Cover	Limits of Cover (per person unless otherwise shown) (NB Euro limits and excesses are ONLY applicable to those policies sold to residents of the Republic of Ireland)	Excess
Personal Assistance Services	£250 (€350) per Trip	Nil
Medical Emergency & Repatriation	£5,000,000 (€7,000,000)	£35 (€40)
Emergency Dental Treatment	£250 (€350)	£35 (€40)
Additional Accommodation & Travelling Costs	£2,000 (€2,800) per Trip	Nil
Hospital Daily Benefit	£25 (€35) per complete day of inpatient treatment: up to £250 (€350)	Nil
Cancellation & Curtailment	£3,500 (€5,000)	£35 (€40)
Travel Delay	£20 (€25) for the first full 8 hour delay then £10 (€14) for each subsequent full 12 hours: maximum £60 (€75)	Nil
Missed Departure on the Outward Journey	£350 (€500)	Nil
Personal Luggage	£1,500 (€2,100)	£35 (€40)
▪ Single article, or Pair or Set of articles	£350 (€500)	£35 (€40)
▪ Valuables	£350 (€500)	£35 (€40)
Luggage Delay	In excess of 24 hours: £100 (€140)	Nil

Money & Passport	£750 (€1,050)	£35 (€40)
▪ Cash	£300 (€425)	£35 (€40)
Personal Liability	£2,000,000 (€2,750,000) per policy	£35 (€40)
Personal Accident		Nil
▪ Death	£25,000 (€36,000)	
If the Insured Person is aged under 16 or over 65	£1,000 (€1,250)	Nil
▪ Loss of one or more Limbs, or total and irrecoverable Loss of Sight in one or both eyes	£25,000 (€36,000)	Nil
▪ Permanent Total Disablement	£25,000 (€36,000)	Nil
If the insured person is aged over 65	£1,000 (€1,250)	
Legal Protection	£25,000 (€36,000) per policy	Nil
Optional Golf Cover		Nil
▪ Golf equipment	£1,000 (€1,250)	£35 (€40)
▪ Golf equipment Hire	£15 (€20) per day up to a maximum of £300 (€400)	Nil
▪ Non refundable golfing fees	£75 (€100) per day up to a maximum of £300 (€400)	Nil
Optional Winter Sports Cover		Nil
▪ Skis, ski equipment	£500 (€700)	£35 (€40)
▪ Ski pass	£250 (€350)	£35 (€40)
▪ Ski equipment delay	£30 (€40) per day up to a maximum of £300 (€400)	Nil
▪ Piste closure	£20 (€25) per day up to a maximum of £200 (€250)	Nil
▪ Avalanche or landslide	£30 (€40) per day up to a maximum of £150 (€200)	Nil

## IMPORTANT NOTES

We would like to draw Your attention to important features of Your policy including:

- **Section Limits:** The monetary sums payable under each section of this policy are shown in both GBP sterling (£) and Euro (€) – with the Euro limits being applicable ONLY to those policies sold to residents of the Republic of Ireland.
- For those policies sold to residents of the Republic of Ireland any reference in this policy document to the “UK Area” should read the “Republic of Ireland”.
- **Emergency Medical Expenses:** This policy is NOT a Private Medical Insurance policy, and does not provide cover for procedures that can be carried out in Your country of residence after repatriation or for any medical expenses incurred in private facilities if a medically suitable State facility is available. This policy does not provide cover for private medical expenses when You are hospitalised in a state run hospital or clinic where EU residents have a right to state provided emergency treatment.

• **Material Facts:** You must declare to Us all Material Facts that are likely to affect this insurance. Failure to do so may prejudice entitlement to claim. If You are uncertain as to whether a fact is material, You should declare it to Us by calling Our Travel Helpline on 0844 338 5650. Please refer to the definition of a 'Material Fact' in the Meaning of Words.

• **Health:** This policy contains restrictions regarding Pre-existing Medical Conditions which unless declared and accepted by the Insurers in writing prior to travel may invalidate any subsequent claim. If You are in any doubt as to whether You would be covered by the policy please call the Medical Screening Helpline on 0844 338 5841.

• **Changes in health or medication:** You must contact Us and declare any changes in Your health or Your medication that occur between the date You take out this policy and the date You start any Trip.

• **Cancellation, Curtailment & Trip Interruption cover:** It is important to note that the policy contains conditions and exclusions in relation to non-insured travelling companions, close relatives or persons with whom You intend to stay whilst on Your Trip, in the event of any need to cancel, curtail or interrupt a Trip as a result of changes in their health. Please refer to the 'Important Limitations - Cancellation, Curtailment & Trip Interruption Cover' section for full details.

• **Age Limit:** No Section of this policy shall apply in respect of any person who has reached the age of 80 years at the commencement of the Period of Insurance.

• **Trip Limits:** This policy contains strict limits on the length of time You can spend travelling abroad on each Trip. Please refer to the definition of the 'Trip' in the Meanings of Words. 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. Trips must commence and end in Your Home Country and a return ticket must have been booked prior to departure.

• **Medical Emergency:** In the event of a medical emergency You must contact Us as soon as possible. You **MUST** contact Us before incurring expenses in excess of £500 (€700), except in case of emergency. If You are physically prevented from contacting Us immediately, You or someone designated by You must contact Us within 48 hours.

• **Pregnancy and Childbirth:** Cover under this policy is provided for unforeseen events. In particular, cover is provided under Section 2 for unforeseen bodily injury or illness. Pregnancy and Childbirth are not considered to be either an illness or injury. For the avoidance of doubt, please note that cover is **ONLY** given under Sections 2, 4, 5 and 6 of this policy for claims arising

from Complications of Pregnancy and Childbirth. Please make sure You read the definition of Complications of Pregnancy and Childbirth given under the Meaning of Words below.

- **Third Party Liability:** If You use any form of mechanically propelled vehicle, (e.g. car, motor cycle, moped or scooter) sail or powered boat, or an airborne craft, no liability cover will apply under this policy and You must ensure that You have cover for third party injury or property damage in place.

- **Personal Possessions:** While this policy provides cover for Your Personal Luggage, if You are planning to take expensive items such as sophisticated photographic equipment, jewellery and other Valuables with You then You should check that You have adequate personal possessions cover, under a home contents insurance. The maximum We will pay under this policy for Valuables owned by each Insured Person is limited to £350 (€500) (or £100 (€140) if the Insured Person is aged under 16). Personal Luggage claims are paid based on the value of the goods at the time that they are lost and not on a 'new for old basis' or replacement cost basis; thus a deduction is made for wear, tear, and depreciation. Payment of any claims in respect of any one article or Pair or Set of articles will be limited to £50 (€70) unless satisfactory proof of ownership is submitted. Evidence of replacement value is not sufficient.

- **Policy Limits:** Most Sections of Your policy have limits on the amount the Insurer will pay under that Section. Some Sections also include other specific limits, for example: For any one item or for Valuables in total. You are advised to check Your policy.

- **Policy Excess:** Under most Sections of the policy, claims will be subject to an excess of £35 (€40). This means that You will be responsible for paying the first part of the claim up to the excess value per Insured Person each and every incident. A definition of Policy Excess is in the Meaning of Words.

- **Reasonable Care:** You need to take all reasonable care to protect yourself and Your property, as You would if You were not insured.

## **IMPORTANT HEALTH REQUIREMENTS**

You must comply with the following conditions in order to have full protection under this policy. If You do not comply We may cancel the policy, refuse to deal with Your claim or reduce the amount of any claim payment.

This insurance operates on the following basis:

- 1 To be covered, You must be healthy, fit to travel and to undertake Your planned Trip;

- 2 The insurance will **NOT** cover You when You are travelling against the advice of a Medical Practitioner (or would be travelling against the advice of a Medical Practitioner had You sought his/her advice);
- 3 The insurance will **NOT** cover You when You are travelling with the intention of obtaining medical treatment or consultation abroad;
- 4 The insurance will **NOT** cover You if You have any undiagnosed symptoms that require attention or investigation in the future (that is symptoms for which You are awaiting investigations/consultations, or awaiting results of investigations, where the underlying cause has not been established).

**No claim arising directly or indirectly from a Pre-existing Medical Condition affecting You will be covered unless:**

- You have declared ALL Pre-existing Medical conditions to Us; and
- You have declared any changes in Your health or prescribed medication; **and**
- We have accepted the conditions for insurance in writing.

Each Insured Person who has a Pre-existing Medical Condition must make a Medical Health Declaration before each Period of Insurance and, if there are any changes in Your health or prescribed medication, prior to commencement of the Period of Insurance or departing on any Trip. **Failure to declare ALL Pre-existing Medical Conditions that are relevant to the insurance may invalidate the policy.**

We may require You to obtain a medical report from Your General Practitioner or Consultant in order to assess whether cover applies. Any costs incurred in obtaining this medical report shall be borne by You.

Based on Our assessment of the medical information supplied to Us, We will decide whether or not the person is suitable for insurance, if certain exclusions or restrictions should be imposed, or if cover can be offered subject to the payment of an additional premium. If We offer cover, and, if the cover is subject to the payment of an additional premium, cover will not commence until full payment has been received by Us and written confirmation has been provided by Us.

***To declare a Pre-existing Medical Condition or a change in Your state of health or prescribed medication, You should contact Us during office hours on: 0844 338 5841.***

You should also refer to the General Exclusions.

## **Important Limitations – Cancellation, Curtailment & Trip Interruption Cover**

This policy will **NOT** cover any claims under Section 6 (Cancellation, Curtailment or Trip Interruption) arising directly or indirectly from any Pre-existing Medical Condition, (known to You prior to the commencement of the Period of Insurance) affecting any Close Relative or travelling companion who is not insured under this policy or person with whom You intend to stay whilst on Your Trip if:

- a terminal diagnosis had been received prior to the commencement of the Period of Insurance; or
  - if they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic at the commencement of the Period of Insurance;
- or** if during the 90 days immediately prior to the commencement of the Period of Insurance they had:
- a. required surgery, inpatient treatment or hospital consultations; or
  - b. required any form of treatment, been taking (or should have been taking) any prescribed medication, been prescribed new medication, or had a change in medication.

You should also refer to the General Exclusions.

## **EMERGENCY ASSISTANCE 24 HOURS A DAY**

You should first check that the circumstances are covered by Your policy.

Having done this please contact the appropriate 24-hour telephone number shown after the appropriate Section of cover. Give Your name, insurance details, and as much information as possible. Please give Us a telephone, fax or telex number where We can contact You or leave messages at any time of the day or night.

**To comply with the terms and conditions of the insurance You must obtain Our prior authorisation before incurring any expenses over £500 (€700) , except in case of emergency. In case of emergency, if You are physically prevented from contacting Us immediately, You or someone designated by You must contact Us within 48 hours.**

## **TRIPS TO MAINLAND SPAIN, THE CANARY ISLANDS (Tenerife, Gran Canaria, Fuerteventura, Lanzarote, La Palma, Gomera and El Hierro) AND THE BALEARIC ISLANDS (Cabrera, Majorca/Mallorca, Menorca, Formentera, Ibiza) – 24 HOUR EMERGENCY SERVICE**

When away from Home, it is most important that You have immediate access to professional medical attention in the event of an emergency. With this in mind, We have put in place, for Your benefit, a network of medical professionals

throughout mainland Spain, the Canary Islands and the Balearic Islands, at Your service 24 hours a day, 7 days a week. This is supported by a 24 hour medical emergency service, which can direct You to these professionals, and which will also follow Your case through from the moment You enter hospital until You are released and, in more serious cases, until You are safely repatriated (accompanied, if deemed medically necessary, by one of Our medical team).

In addition, **no Policy Excess will apply** when You receive **inpatient treatment** (where medically necessary) at:

- a) one of Our network hospitals, or
- b) a state hospital when You have used the European Health Insurance Card (EHIC) to effectively reduce the cost of Your medical treatment or medicines. For further information:

Telephone: 0044 (0) 1444 442077

E-mail: [medicalops@europ-assistance.co.uk](mailto:medicalops@europ-assistance.co.uk)

Website: [www.europ-assistance.co.uk/spanishmedicalnetwork](http://www.europ-assistance.co.uk/spanishmedicalnetwork)

## RECIPROCAL HEALTH AGREEMENTS

If You intend travelling to European Union (EU) countries, the European Economic Area (EEA) or Switzerland We would advise You to obtain a Form CM1 from Your local main Post Office. On returning this, duly completed, to the main Post Office You will be issued with Form a European Health Insurance Card (EHIC), which will entitle You to certain free or reduced cost health arrangements in the EU, EEA or Switzerland. (Full details are given in the DSS Leaflet T7 – Health Advice for Travellers.)

**Please note: For claims under Section 2 (Medical Emergency & Repatriation) or Section 3 (Emergency Dental Treatment), no Policy Excess will apply when You receive inpatient treatment (where medically necessary) at a state hospital within the EU, EEA or Switzerland if You have used the European Health Insurance Card to effectively reduce the cost of Your treatment or medicines.**

## MEANING OF WORDS

Wherever the following words and phrases appear in this policy they will always have these meanings:

**Accidental Bodily Injury:** A sudden, violent, external, unexpected specific event, which occurs at an identifiable time and place, which solely and independently of any other cause results, within 12 months, in the death, Loss of Limb, Loss of Sight or the Permanent Total Disablement of an Insured Person.

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

**Certificate:** The validation page issued in respect of this policy which sets out the names of the Insured Persons, the

Geographical Limits, the Period of Insurance and any other special conditions and terms.

**Close Relative:** Spouse or Common Law Partner, parent, parent-in-law, step-parent, legal guardian, children (including legally adopted and step-children, and daughter/son-in-law), sibling (including step-siblings and sister/brother-in-law), grandparent, grandchild, or fiancé(e) of an Insured Person.

**Common Law Partner:** The person living with the Insured Person as if husband or wife, including same sex partner, for at least six consecutive months at the commencement of the Period of Insurance.

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

**Curtailement:** Abandonment of a planned Trip, after commencement of the outward journey, by return to Home earlier than on the scheduled return date.

**Family:** The main Insured Person, his/her spouse or Common Law Partner, and their dependent children under 18 years of age (in full-time education and residing with them).

**Geographical Limits:** The countries of the Zone for which You have paid the appropriate premium, except those countries or parts of countries where the Foreign & Commonwealth Office (FCO) has advised against travel, as specified on the Certificate.

Cover applies door-to-door, so the appropriate benefits (unless stated otherwise) apply within Your country of departure once You commence Your Trip, and during Your return journey to Your Home.

You will be covered when travelling by recognised public transport between countries, but not if You are being paid to crew a private motor or sailing vessel or are travelling by private plane.

Zone 1: Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark (including Faeroe Islands), Estonia, Finland, France (including Corsica), Georgia, Germany, Gibraltar, Greece (including Greek Isles), Hungary, Iceland, Ireland, Isle of Man, Italy (including Aeolian Islands, Sardinia, Sicily), Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway (including Jan Mayen, Svalbard Is), Poland, Portugal (including Azores, Madeira Islands), Romania, Russia (European), San Marino, Serbia/Montenegro (including Kosovo), Slovakia, Slovenia,

Spain (including Balearic Islands, Canary Islands), Sweden, Switzerland, Turkey, Ukraine, UK Area and Vatican City.

**Golf Equipment:** Golf clubs, golf bag, non-motorised golf trolley and golf shoes.

**Home:** Your principal place of residence, used for domestic purposes, and including garage(s) and other outbuilding(s).

**Home Country:** Your country of residence (Please note for the purposes of this insurance the UK Area is defined as one country of residence).

**Insured Person or You/Your:** Each person named on the Certificate and for whom the appropriate premium has been paid, and at the commencement of the Period of Insurance being not more than 79 years of age.

**Limits of Cover:** Unless stated to the contrary, Our maximum liability in any one Period of Insurance is limited to the amount stated in each Section, per Insured Person.

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

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

**Manual Work:** Work involving hands-on involvement with the installation, assembly, maintenance or repair of electrical, mechanical or hydraulic plant, (other than in a purely managerial/supervisory, sales or administrative capacity), or the undertaking of any trade of plumber, electrician, lighting or sound technician, carpenter, painter/decorator or builder, or manual labour of any kind (other than in the catering industry). Cover for Manual Work will be provided where such work is solely in a voluntary capacity, for a charity registered under the Charity Commission in England and Wales, the Scottish Charity regulator or the Department for Social Development in Northern Ireland and where there is no financial gain. In such circumstances, there will be no cover for hands-on involvement with the installation, assembly, maintenance, repair or use of heavy electrical, mechanical or hydraulic plant or machinery, or for working more than 3 meters above the ground, and cover for Personal Accident and Personal Liability is excluded. In the event of an injury occurring as a result of voluntary labour, the Policy Excess under Section 2 (Medical Emergency & Repatriation) will be increased to £250. Cover excludes interaction with wild animals of any kind.

**Material Fact:** A fact likely to influence the acceptance or assessment of this insurance by Underwriters. If in doubt as to what constitutes a Material Fact, please contact Us.

**Medical Condition:** Any medical or psychological disease, sickness, condition, illness or injury that has affected You or any Close Relative, travelling companion or person with whom You intend to stay whilst on Your Trip.

**Medical Health Declaration:** Medical information that needs to be declared to Us before each Period of Insurance by any Insured Person who has suffered from a Pre-existing Medical Condition.

**Medical Practitioner:** A legally licensed member of the medical profession, recognised by the law of the country where treatment is provided and who, in rendering such treatment is practising within the scope of his/her licence and training, and who is not related to You or any travelling companion.

**Money:** Sterling and foreign currency and travellers cheques.

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

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

**Single Trip policies:** Cancellation cover starts when You purchase this insurance or when You book Your Trip, whichever is the later. Cover for all other Sections applies for the duration of Your Trip, as stated on the Certificate, and for which You have paid the appropriate premium not exceeding 91 consecutive days.

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

Legal advice and the Homecall assistance service continue to apply for up to a week after You return Home.

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

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

- Note 1: Items hired to You, and all items loaned or entrusted to You are excluded (other than skis and ski equipment).
- Note 2: This travel insurance is not intended to cover expensive items for which You should take out full 'Personal Possessions' insurance under Your Home Contents policy.

**Policy Excess:** The first **£35 (€40)** per Insured Person, each and every incident, each and every section of cover, where the Policy Excess applies.

Note 1: In the event of an injury occurring as a result of voluntary Manual Work, the Policy Excess under Section 2 (Medical Emergency & Repatriation) will be increased to £250.

**Pre-existing Medical Condition:**

1. Any past or current Medical Condition that has given rise to symptoms or for which any form of treatment or prescribed medication, medical consultation, investigation or follow-

up/check-up has been required or received **during the 2 years** prior to the commencement of cover under this policy and/or prior to any Trip: **and**

2. any cardiovascular or circulatory condition (e.g. heart condition, hypertension, blood clots, raised cholesterol, stroke) that has occurred **at any time** prior to the commencement of cover under this policy and/or prior to any Trip.

**Secure Luggage Area:** Any of the following, as and where appropriate:

The locked dashboard, boot or locked luggage compartment of a hatchback vehicle fitted with a lid closing off the luggage area, or of an estate car with a fitted and engaged tray or roller blind cover behind the rear seats.

The fixed storage units of a motorised or towed caravan.

A locked luggage box, locked to a roof rack which is itself locked to the vehicle roof.

**Strike or Industrial Action:** Any form of Industrial Action, whether organised by a trade union or not, which is carried on with the intention of preventing, restricting or otherwise interfering with the production of goods or the provision of services.

**Travel Documents:** Travel tickets, hotel and other redeemable holiday vouchers, Green Card, driving licences and passports.

**Trip:** A journey within the countries of the Geographical Limits, during the Period of Insurance:

**Single Trip policies:** the maximum number of days for which You have paid the appropriate premium; not exceeding 91 consecutive days.

- Note 1: 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.
- Note 2: Trips must commence and end in Your Home Country and a return ticket must have been booked prior to departure.

**UK Area:** Great Britain and Northern Ireland. For policies sold in Ireland, the Republic of Ireland will be included in the UK Area for the purposes of this policy.

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

**Valuables:** Cameras, photographic, and video equipment, and associated equipment of any kind; computer hardware and software; games consoles (Playstation, Gameboy, Nintendo, etc) accessories and games; personal organisers; mobile telephones; televisions; portable audio equipment (DVD, CD, mini-disc, MP3 players, i-pods, etc) and all associated discs and accessories; spectacles; prescription sunglasses; telescopes; binoculars; jewellery; watches; furs; leather articles; perfumes; precious stones and articles made of or containing gold, silver or other precious metals.

**We, Our or Us:** Europ Assistance Holdings Ltd, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN.

**Winter Sports:** The activities listed under the Optional Winter Sports Cover Section of this policy.

**You/Your:** Each person named on the Certificate and for whom the appropriate premium has been paid, and at the commencement of the Period of Insurance being not more than 79 years of age.

## UPGRADES

This policy contains different levels of cover, some of which do not apply unless You have paid the appropriate additional premium. Any extra benefit You have purchased is shown on Your Certificate. Please read the wording and ensure the cover reflects Your requirements.

Upon the payment of an additional premium, You may upgrade Your travel insurance coverage by purchasing any of the following upgrades prior to commencement of Your Trip:

- **Golf Cover**

Your policy can be extended to cover Golf Equipment and non refundable golfing fees. (Please refer to the Optional Golf Cover Section in this policy for full details.)

- **Winter Sports Cover**

If You are under 65 yrs old, Your policy can be extended to cover Winter Sports. (Please refer to the Optional Winter Sports Cover Section in this policy for full details.)

## SECTION 1 PERSONAL ASSISTANCE SERVICES

### What is covered:

We will pay the administrative and delivery costs, up to a maximum of **£250 (€350)** per Trip, in providing the following services in respect of a Trip:

#### a) Information about Your destination

We can provide information on:-

- current visa and entry permit requirements for any country. However, if You hold a passport from a country other than Great Britain, Northern Ireland, the Isle of Man or the Channel Islands, We may need to refer You to the UK Embassy or Consulate of that country;
- current requirements for inoculations and vaccinations for any country in the World and advice on current World Health Organisation warnings;
- arranging relevant inoculations and vaccinations before the commencement of a Trip abroad. We will not pay the cost of these inoculations or vaccinations;
- climate;
- local languages;
- time differences;

- main bank opening hours, including whether or not a Bank Holiday falls within Your intended Trip;
- motoring restrictions, regulations, Green Card and other insurance issues.

#### **b) Transfer of Emergency Funds**

We will transfer emergency funds to You in case of urgent need, up to a maximum under this policy, per Trip, of **£500 (€700)**.

This service will apply when access to Your normal financial/banking arrangements is not available locally, and is intended to cover Your immediate emergency needs.

You must authorise Us to debit Your credit or charge card with the amount of the transfer, or You must make alternative arrangements to deposit the funds in Our account in the UK.

#### **c) Message Relay**

We will transmit two urgent messages following illness, accident or travel delay problems.

#### **d) Drug Replacement**

We will assist You in replacing lost drugs or other essential medication, or lost or broken prescription glasses or contact lenses, which are unobtainable overseas. We can source and deliver to You compatible blood supplies.

***What is not covered:*** The cost of any items or of blood (unless insured under another Section of this policy).

#### **e) Non-Emergency Medical Referral**

We will provide the names and addresses of local doctors, hospitals, clinics and dentists when consultation or minor treatment is required. If any other treatment is involved, You must contact Us as soon as possible, before You incur substantial charges of more than **£500**.

If Your child (aged under 18 years) who has been left in the country of departure becomes ill or suffers injury, We can provide medical advice and monitor the situation until Your return Home.

#### **f) Tracing Lost Luggage**

If Your luggage is lost or misdirected in transit, and the Carrier has failed to resolve the problem, We will help with tracing and re-delivering the luggage. You will need to have Your luggage tag number available.

#### **g) Replacement Travel Documents**

We will help You replace lost or stolen tickets and Travel Documents and refer You to suitable travel offices.

***What is not covered:*** The cost of any items insured under another Section of this policy.

#### **h) Lost Credit Cards**

If Your credit or charge cards are lost or stolen while You are abroad, We can advise the appropriate card issuers.

#### **i) Homecall Referral**

If Your Home suffers damage during Your Trip, then We can arrange for a repairer from Our list of Europ Assistance-

approved tradesmen to contact You to effect emergency repairs to the domestic plumbing or drainage system, the domestic gas or electricity supply, the roofing, external locks, doors or windows, or the fixed heating system.

You can call Us for help up to 7 days after You have returned Home from a Trip.

You will be responsible for the payment of all charges associated with effecting the repair, including any call-out fee, and You should make arrangements to pay the repairer or Europ Assistance Holdings Limited at the time the work is carried out.

#### **j) Bicycle Cover**

If You are unable to proceed with the Trip as planned due to theft of or accidental damage to the bicycle which forms Your planned means of transport, occurring during the Trip:

We will, when appropriate, pay for the cost of onward transportation by public transport, up to a maximum under this Policy of **£200 (~~€275~~)** per Insured Person.

In addition, when the original bicycle has been damaged and is unusable, or has been stolen and recovered after Your return Home,

We will arrange and pay for repatriation of the bicycle to Your Home address in the UK Area.

The maximum We will pay under this Policy to repatriate Your bicycle will be limited to its current market value in the UK Area. We will repatriate Your bicycle only if it is apparent that repairs can be effected in the UK Area, and when You confirm to Us that these repairs will be put in hand.

## **SECTION 2 MEDICAL EMERGENCY & REPATRIATION**

### **What is covered:**

We will pay the following costs, up to **£5,000,000 (~~€7,000,000~~)**, for each Insured Person who suffers sudden and unforeseen bodily injury or illness, or who dies during a Trip outside Your Home Country:

- Reasonable medical expenses for the immediate needs of an unforeseen medical emergency. Included are Medical Practitioner's fees, hospital expenses, in-patient and out-patient medical treatment and charges for medical transportation to the nearest suitable hospital abroad, when deemed necessary by a recognised Medical Practitioner.
- Burial or cremation of a deceased Insured Person abroad up to **£2,500 (~~€3,500~~)**; or alternatively transportation costs of returning Home an Insured Person's body or ashes.
- Additional travelling costs to repatriate You Home when recommended by Our Medical Officer. We will pay for the cost of a medical escort if considered necessary.

**We reserve the right to limit payment to what Our Medical Officer deems to be reasonable.**

**If Our Medical Officer advises a date when it is feasible and practical to repatriate You, but You choose instead to**

**remain abroad, Our liability to pay any further costs under this Section after that date will be limited to what We would have paid if Your repatriation had taken place.**

**What is not covered:**

- a) costs in excess of **£500 (€700)** which have not been authorised by Us in advance (see Important Notes);
- b) any claims arising directly or indirectly as a result of any Pre-existing Medical Conditions, unless You have declared ALL Pre-existing Medical Conditions to Us and We have written to You accepting them for insurance;
- c) any pre-planned or pre-known or expected medical treatment or diagnostic procedure;
- d) treatment which, in the opinion of Our Medical Officer, can reasonably be delayed until Your return to the country of departure;
- e) any treatment which is not a surgical or medical procedure with the sole purpose of curing or relieving acute unforeseen illness or injury;
- f) any claims for costs related to pregnancy or childbirth unless the claim is certified by a Medical Practitioner as necessary due to Complications of Pregnancy and Childbirth;
- g) treatment or services provided by a private clinic or hospital, health spa, convalescent home or any rehabilitation centre unless confirmed as medically necessary by Our Medical Officer;
- h) treatment for cosmetic purposes unless Our Medical Officer agrees that such treatment is necessary as the result of an accident covered under this policy;
- i) expenses incurred as a result of a tropical disease when You have not had the recommended inoculations and/or taken the recommended medication;
- j) any costs incurred in Your Home Country other than in connection with transportation of You or Your remains to Home from abroad;
- k) any costs where the transportation Home has not been arranged by Us;
- l) any costs in respect of unused pre-paid travel costs when We have paid to repatriate You;
- m) air-sea rescue and transfer costs;
- n) the Policy Excess except where You have received inpatient treatment at a state hospital within the European Union, European Economic Area or Switzerland and You have used a European Health Insurance Card to effectively reduce the cost of Your treatment or medicines;
- o) any costs incurred by You when You are engaging in Winter Sports unless You have paid the Winter Sports premium;
- p) anything mentioned in the General Exclusions.

### **In an emergency**

You should first check that the circumstances are covered by Your policy. Having done this please contact the number shown below, giving Your name, Certificate number, and as much information as possible.

Please give Us a telephone, fax or telex number where We can contact You or leave messages at any time of the day or night.

**To comply with the terms and conditions of the insurance You MUST contact Us as soon as possible. You MUST obtain Our prior authorisation before incurring any expenses over £500 (€700), except in case of emergency. In case of emergency, if You are physically prevented from contacting Us immediately, You or someone designated by You must contact Us within 48 hours.**

**For assistance outside U.K. dial: +44 1444 442 631**

## **SECTION 3 EMERGENCY DENTAL TREATMENT**

### **What is covered:**

We will pay up to **£250 (~~€350~~)** for each Insured Person for the costs of providing necessary temporary treatment for the immediate relief of pain or discomfort, and/or emergency repairs to dentures and orthodontic appliances carried out solely to alleviate distress in eating.

### **What is not covered:**

- a) the costs of any subsequent permanent or routine treatment;
- b) any pre-planned or pre-known dental treatment or diagnostic procedure;
- c) treatment which, in the opinion of Our Medical Officer, can reasonably be delayed until Your return to the country of departure;
- d) any dental treatment or diagnostic procedure which is not solely for the immediate relief of pain or discomfort, or to alleviate distress in eating;
- e) normal wear and tear;
- f) any self-inflicted damage, including damage caused by tooth-brushing or any other oral hygiene activity;
- g) any damage to dentures, other than whilst being worn by You;
- h) dental treatment involving the provision of dentures or the use of precious metals;
- i) any costs incurred in Your Home Country;
- j) the Policy Excess except where You have received inpatient treatment at a state hospital within the European Union, European Economic Area or Switzerland and You have used a European Health Insurance Card to effectively reduce the cost of Your treatment or medicines;

- k) any costs incurred by You when You are engaging in Winter Sports unless You have paid the Winter Sports premium;
- l) anything mentioned in the General Exclusions.

## **SECTION 4 ADDITIONAL ACCOMMODATION & TRAVELLING COSTS**

### **What is covered:**

On condition that You contact Us first and We make all the travel arrangements, in the event of a valid claim for repatriation under Section 2 (Medical Emergency & Repatriation), We will pay up to an overall limit of **£2,000 (£2,800)** per Trip for the following:

- If Our Medical Officer confirms that it is medically necessary for You to be accompanied on the Trip Home, and the return journey cannot take place on the original scheduled date, We will pay for the additional travelling costs and accommodation costs incurred by one person staying with You and accompanying You on the Trip Home.
- Additional travelling and accommodation costs arranged by Us for one person required, on medical advice, to fly out to You and accompany You Home.
- A return journey air ticket plus reasonable accommodation costs to enable a business colleague, where necessary, to replace You in Your location outside Your Home Country following Your medical repatriation or death during a Trip.
- Additional travelling costs incurred in returning Home Your children under 18 years of age and insured under this policy if You are incapacitated and there is no other responsible adult to supervise them. A competent person will be provided to accompany the children Home.

### **What is not covered:**

- a) any air travel costs in excess of a return economy/tourist class ticket;
- b) accommodation costs other than the cost of the room;
- c) for each child to be repatriated, their air travel costs in excess of a one-way economy/tourist class ticket;
- d) any claims for costs related to pregnancy or childbirth unless the claim is certified by a Medical Practitioner as necessary due to Complications of Pregnancy and Childbirth;
- e) anything mentioned in the General Exclusions.

## SECTION 5 HOSPITAL DAILY BENEFIT

### What is covered:

In the event of a valid claim under Section 2 (Medical Emergency & Repatriation) or Section 3 (Emergency Dental Treatment), when You are admitted to a recognised hospital abroad as an in-patient for more than 24 continuous hours, We will pay You a benefit of **£25 (~~€35~~)** per complete day of in-patient treatment up to a maximum under this policy of **£250 (~~€350~~)** per Insured Person.

### What is not covered:

- a) any claim arising in connection with a Trip solely within Your Home Country;
- b) any claims for costs related to pregnancy or childbirth unless the claim is certified by a Medical Practitioner as necessary due to Complications of Pregnancy and Childbirth;
- c) anything mentioned in the General Exclusions.

## SECTION 6 CANCELLATION, CURTAILMENT & TRIP INTERRUPTION

### Cancellation & Curtailment

#### What is covered:

We will reimburse up to a maximum of **£3,500 (~~€5,000~~)** per Insured Person in total under this policy for financial loss You suffer, being non-refundable deposits and amounts You have paid (or have contracted to pay), for travel and accommodation You do not use because of Your inability to commence travel or complete the Trip.

**Cancellation** cover applies if You have booked a Trip to take place within the Period of Insurance, but You are forced to cancel Your travel plans because of one of the following changes in circumstances, which is beyond Your control, and of which You were unaware at the time You booked the Trip. Please see also the Travel Delay cover (Section 7).

**Curtailment** cover applies if You are forced to cut short a Trip You have commenced, and return to Your Home Country, because of one of the following changes in circumstances which is beyond Your control, and of which You were unaware at the time You booked the Trip.

- Unforeseen illness, injury or death of You, a Close Relative or any person with whom You have arranged to travel or stay during the Trip.
- You abandoning Your Trip following the cancellation of or a delay of more than 12 hours in the departure of Your outward international flight, sea-crossing, coach or train journey, forming part of the booked Trip's itinerary, as a result of Strike or Industrial Action (of which You were unaware at the time You booked the Trip), adverse weather conditions, or the mechanical breakdown of, or accident of, the aircraft, sea vessel, coach or train.
- You or any person with whom You plan to travel being called up for Jury Service or being subpoenaed as a

witness in a Court of Law (other than in a professional or advisory capacity).

- If You are made redundant and You qualify for redundancy payment under current legislation.
- Accidental damage, burglary, flooding or fire affecting Your Home, occurring during the Trip or within 48 hours before You depart, when the loss relating to Your Home is in excess of **£1,500 (€2,100)** and Your presence is required by the Police in connection with such events.
- Your compulsory quarantine.

### **Trip interruption**

#### **What is covered:**

On condition that You contact Us first, and that We make all the travel arrangements, We will pay necessary additional travelling costs incurred in returning You Home in the event You have a valid Curtailment claim. If the situation permits, and the period of Your original booked Trip has not expired, We will also pay necessary additional travel costs in transporting You back to the location abroad.

Travel by air will be limited to one economy/tourist class ticket for each Insured Person.

**Trip interruption** cover applies when You need to make an unscheduled return journey to Your Home Country during a Trip because of:

- the death, imminent demise, or hospitalisation due to serious accident or illness, of a Close Relative;
- accidental damage, burglary, flooding or fire affecting Your Home during Your Trip, when a loss in excess of **£1,500 (€2,100)** is involved and when Your presence is required by the Police in connection with such events.

If You cannot recoup the cost of any pre-paid accommodation, You may be able to submit a pro-rata Curtailment claim under this Section for such costs.

The maximum amount We will pay under Section 6 in total for cancellation, Curtailment and Trip interruption claims is **£3,500 (€5,000)** per Insured Person.

#### Special conditions relating to claims

You must obtain a medical certificate from the Medical Practitioner in attendance and Our prior approval to confirm the necessity to return Home prior to the scheduled return date of the Trip in the event of unforeseen illness or injury.

In the event of Curtailment or interruption of the Trip, You must contact Us first and allow Us to make all the necessary travel arrangements.

If, at the time of requesting Our assistance in the event of a Curtailment or interruption claim, satisfactory medical evidence is not supplied in order to substantiate that the claim is due to an unforeseen illness, injury or death of You, a Close Relative, travelling companion or person with whom You have arranged to stay whilst on Your Trip, We will make all necessary arrangements **at Your cost** and arrange appropriate reimbursement as soon as the claim has been validated.

You must notify the Carrier or Travel Agent immediately You know the Trip is to be cancelled or curtailed, to minimise Your loss as far as possible. If You fail to notify the Carrier or Travel Agent immediately it is found necessary to cancel the Trip, Our liability shall be restricted to the cancellation charges that would have applied had failure not occurred.

If You cancel the Trip due to unforeseen illness or injury You must provide a medical certificate from the treating General Practitioner stating that this prevented You from travelling.

If Your outward international flight, sea-crossing, coach or train journey is cancelled by the Carrier, You must produce to Us written documentation provided by the Carrier, specifying the reason for the cancellation.

If You cancel, curtail or interrupt Your Trip because Your presence is required by the Police in connection with accidental damage, burglary, flooding or fire affecting Your Home during Your Trip, You must produce to Us written documentation from the Police confirming that the loss or damage occurred during the Trip - otherwise no claim will be paid.

Curtailment claims will be calculated from the date of return to Your Home Country.

**What is not covered:**

- a) any disinclination to travel or continue travelling, unless Your change of travel plans is caused by one of the circumstances listed under **'What is Covered'**;
- b) any claim arising directly or indirectly from a known Pre-existing Medical Condition affecting You unless You have declared ALL Pre-existing Medical Conditions to Us and We have written to You accepting it for insurance;
- c) any claim arising directly or indirectly from a Pre-existing Medical Condition, known to You prior to the commencement of the Period of Insurance, affecting any Close Relative, travelling companion who is not insured under this policy or person with whom You intend to stay whilst on Your Trip if:
  - a terminal diagnosis has been received prior to the commencement of the Period of Insurance;
  - they were on a waiting-list, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic at the commencement of the Period of Insurance;or during the 90 days immediately prior to the commencement of the Period of Insurance they had;
  - required surgery, inpatient treatment or hospital consultations; or
  - required any form of treatment, been taking (or should have been taking) any prescribed medication, been prescribed new medication, or had a change in medication;
- d) Cancellation caused by pregnancy or childbirth unless the cancellation is certified by a Medical Practitioner as necessary due to Complications of Pregnancy and Childbirth;

- e) claims arising from actual or planned Strike or Industrial Action which was common knowledge at the time You booked the Trip;
- f) any costs in respect of any unused pre-paid travel costs when We have paid to repatriate You;
- g) withdrawal from service of the aircraft, sea vessel, coach or train on which You are booked to travel, by order or recommendation of the regulatory authority in any country. You should direct any claim in this case to the transport operator involved;
- h) failure by the provider of any part of the booked Trip to supply the service or transport (whether as the result of error, insolvency, omission, default or otherwise), unless the event is specifically covered by this policy. You should direct any claim in this case to the provider involved;
- i) change of plans due to Your financial circumstances except if You are made redundant and qualify for redundancy payment under current legislation;
- j) any claim arising as a result of attendance of an Insured Person, or any other person on whom the holiday plans depend, in a Court of Law. This exclusion will not apply if You are called up for Jury Service or are subpoenaed as a witness (other than in any professional or advisory capacity);
- k) any costs relating to airport taxes or air passenger duty. You should obtain a refund from Your carrier for such charges;
- l) any Cancellation, Curtailment or Trip Interruption caused by work commitment or amendment of Your holiday entitlement by Your employer;
- m) any claim resulting from Your inability to travel due to an Insured Person's failure to hold, obtain or produce a valid passport or any required visa in time for the booked Trip;
- n) prohibitive regulations by the Government of any country, or delay or amendment of the booked Trip due to Government action;
- o) the Policy Excess. If You are claiming only for loss of deposit then the excess is reduced to **£10 (€14)** per Insured Person per claim;
- p) the cost of this policy;
- q) anything mentioned in the General Exclusions.

## SECTION 7 TRAVEL DELAY

### What is covered:

If the departure of Your first outward or final inward international flight, sea crossing or coach or train journey forming part of a booked Trip and specified on Your ticket, is delayed as a direct result of Strike, Industrial Action, adverse weather conditions, or mechanical breakdown of aircraft, sea vessel, coach or train:

- for **more than 8 hours** beyond the intended **departure** time: We will pay the sum of **£20 (€25)** per Insured Person for the first 12 hours Your departure is delayed and a further **£10 (€14)** per Insured Person for each subsequent full 12 hours delay, up to a maximum of **£60 (€75)** in all per Insured Person per Trip; or
- for **more than 12 hours** beyond the intended **departure** time: You can choose instead to abandon Your Trip and submit a Cancellation claim under Section 6.

### Special conditions relating to claims

If You suffer delays You must obtain written confirmation from the Carrier stating the period and reason for delay.

### What is not covered:

- a) claims arising from actual or planned Strike or Industrial Action which was common knowledge at the time You made travel arrangements for the Trip;
- b) withdrawal from service of the aircraft, sea vessel, coach or train on which You are booked to travel, by order or recommendation of the regulatory authority in any country. You should direct any claim to the transport operator involved;
- c) claims where You have not obtained written confirmation from the Carrier stating the period and reason for delay;
- d) anything mentioned in the General Exclusions.

## SECTION 8 MISSED DEPARTURE ON THE OUTWARD JOURNEY

### What is covered:

We will pay for reasonable additional travelling and accommodation expenses necessarily incurred to reach the booked destination by the most direct alternative route, up to a maximum under this policy of **£350 (€500)** per Insured Person.

If You arrive at the airport, port or international coach or rail terminal to depart Your Home Country too late to commence the outward international journey abroad of Your booked Trip, as a result of:

- breakdown of or accident involving the car in which You are travelling; or
- cancellation or curtailment of scheduled public transport due to adverse weather conditions, Strike or Industrial Action or mechanical breakdown, derangement or accident; then

We will provide assistance by liaising with the Carrier and/or Tour Operator to advise of Your late arrival and, as necessary, We will make arrangements for overnight hotel accommodation and alternative international travel.

#### Special conditions relating to claims

You must take every reasonable step to commence and complete the journey to the departure point and check in for the flight, sea crossing, coach or train journey on time.

You must obtain written confirmation from the Carrier stating the period and reason for delay.

#### **What is not covered:**

- a) claims arising from actual or planned Strike or Industrial Action which was common knowledge at the time You booked the Trip;
- b) withdrawal from service of the aircraft, sea vessel, coach or train on which You are booked to travel, by order or recommendation of the regulatory authority in any country. You should direct any claim to the transport operator involved;
- c) additional costs where the scheduled public transport operator has offered reasonable alternative travel arrangements;
- d) claims for additional mechanical wear and tear or depreciation of Your vehicle or for mileage charges other than additional fuel and oil;
- e) claims under this Section in addition to claims under Section 7 (Travel Delay);
- f) claims due to You allowing insufficient time to complete Your journey to the departure point;
- g) anything mentioned in the General Exclusions.

## **SECTION 9 PERSONAL LUGGAGE**

#### **What is covered:**

If, in the course of a Trip, Your Personal Luggage is damaged, stolen, destroyed or lost (and not recovered), We will cover You up to an overall maximum of **£1,500 (~~€2,100~~)** per Insured Person in total under this policy.

Within this amount the following sub-limits apply:

- The maximum We will pay for any one article, or for any one Pair or Set of articles, is **£350 (~~€500~~)**. If You cannot provide an original receipt, valuation report or other satisfactory proof of ownership (for example, a photograph of You wearing the article) and value to support the claim, payment for any one article, or for any one Pair or Set of articles, will be limited to a maximum of **£50 (~~€70~~)**. Evidence of replacement value is not sufficient.
- The maximum We will pay for all articles lost, damaged or stolen in any one incident is limited to **£250 (~~€350~~)** if You cannot provide satisfactory proof of ownership and value.
- The maximum We will pay under this policy for all Valuables owned by each Insured Person is limited to **£350 (~~€500~~)** (or **£100 (~~€140~~)** if the Insured Person is aged under

16). The maximum We will pay for sunglasses or prescription glasses of any kind is limited to **£150** per Insured Person. The maximum We will pay for mobile telephones is limited to **£100** per Insured Person.

- The maximum We will pay for Personal Luggage or Valuables lost, damaged or stolen from a beach or pool-side is limited to **£100 (€140)** per Insured Person.
- The maximum We will pay for any cigarettes or alcohol lost, damaged or stolen is limited to **£50 (€70)** in total under this policy.

#### Special conditions relating to claims

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

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

You must take suitable precautions to secure the safety of Your Personal Luggage, and must not leave it unsecured or Unattended or beyond Your reach at any time in a place to which the public have access.

If claiming for stolen or lost goods You should produce proof of purchase of the original goods by way of receipts, credit card or bank statements, as failure to do so may affect the assessment of the claim.

Within 24 hours of discovery of the incident, You must report loss of Personal Luggage to the local Police or to the Carrier, as appropriate, (damage to Personal Luggage in transit must be reported to the Carrier before You leave the baggage hall and a Property Irregularity Report (PIR) must be obtained), or to Your hotel or accommodation management, or to the Tour Operator representative.

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

#### **What is not covered:**

- a) any item loaned, hired or entrusted to You;
- b) any loss, theft of, or damage to Personal Luggage left in an Unattended motor vehicle if:
  - the items concerned have not been locked out of sight in a Secure Luggage Area;
  - no forcible and violent means have been used by an unauthorised person to affect entry into the vehicle; and
  - no evidence of such entry is available.
- c) theft of Valuables from an Unattended motor vehicle;
- d) loss, theft of, or damage to, Valuables from checked-in luggage left in the custody of an airline and/or Valuables packed in luggage left in the baggage hold or storage area of another Carrier;
- e) electrical or mechanical breakdown or derangement of the article insured;

- f) wear and tear, damage caused by moth or vermin, denting or scratching, or any process of dyeing or cleaning;
- g) confiscation or detention by Customs or other lawful officials and authorities;
- h) dentures; bonds; securities; stamps or documents of any kind, including driving licences and passports; musical instruments; typewriters; glass; china; antiques; pictures; pedal cycles; hearing aids; coupons; vehicles or accessories; boats and/or ancillary equipment; samples or merchandise or business goods or specialised equipment relating to a trade or profession, unused mobile telephone rental charges or pre-payments; vehicle keys;
- i) damage to fragile or brittle articles unless by fire or resulting from an accident to a sea going vessel, aircraft or vehicle;
- j) liability in respect of a Pair or Set of articles where We shall be liable only for the value of that part of the Pair or Set which is lost or damaged;
- k) sports' gear whilst in use;
- l) equipment used in connection with any Winter Sports unless You have paid the appropriate additional premium to extend Your policy;
- m) loss or theft of or damage to Money (please see Section 11);
- n) losses from a roof or boot luggage rack (other than losses of camping equipment, which remains covered under this Section);
- o) the Policy Excess;
- p) anything mentioned in the General Exclusions.

## SECTION 10 LUGGAGE DELAY ON YOUR OUTWARD JOURNEY

### What is covered:

If Your luggage is certified by the Carrier to have been lost or misplaced on the outward journey of a Trip for a period in excess of **12 hours but less than 48 hours**, then You can claim an amount of up to **£50 (€70) or over 48 hours up to £100 (€140)** per Insured Person for the purchase of essential items.

Such sums will be refundable to Us if the luggage or any part of it proves to be permanently lost and/or a claim is made under the Personal Luggage Section.

### Special conditions relating to claims

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

### What is not covered:

- a) any claim arising in connection with a Trip solely within Your Home Country;
- b) anything mentioned in the General Exclusions.

## SECTION 11 MONEY AND PASSPORT

### What is covered:

- If during a Trip, the Money You are carrying on Your person or You have left in a safety deposit box is lost, stolen, damaged or destroyed, then subject to the following conditions and exclusions, We will cover You up to an overall maximum under this policy of **£500 (€700)** per Insured Person in total.

The maximum We will pay for bank notes, currency notes and coins is **£300 (€425)**.

The maximum We will pay for bank notes, currency notes and coins belonging to an Insured Person aged under 16 is **£50 (€70)**.

- If Your passport is lost or stolen outside the country of departure during a Trip, We will pay up to **£250 (€350)** per Insured Person in respect of reasonable additional travel and accommodation expenses You incur abroad to obtain a replacement passport. We do not cover the replacement cost of the passport itself.

### Special conditions relating to claims

Within 24 hours of discovery of the incident You must report loss of Money or Your passport to the local Police or to the Carrier, as appropriate, or to Your hotel or accommodation management, or to the Tour Operator representative.

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

You must produce to Us evidence of the withdrawal of bank notes, currency notes or coins.

**What is not covered:**

- a) shortages or loss due to error, omission, depreciation in value, or confiscation or detention by Customs or other lawful officials and authorities;
- b) anything that can be replaced by the issuer;
- c) the Policy Excess;
- d) anything mentioned in the General Exclusions.

**SECTION 12 PERSONAL LIABILITY****What is covered:**

If in the course of a Trip You become legally liable for accidental bodily injury to, or the death of, any person and/or accidental loss of or damage to their property, then:

On condition that there is no other insurance in force covering the loss, the material damage or Your liability, We will cover You (or in the event of Your death, Your legal personal representatives) against:

- all sums which You shall become legally liable to pay as compensation; and
- all law costs awarded to any claimant or incurred in the defence of any claim that is contested by Us or with Our consent.

We will pay up to a maximum, including costs, of **£2,000,000 (€2,750,000)** under this policy. This limit applies to any and all claimants in any one Period of Insurance affected by any and all occurrences with any one original cause.

**What is not covered:**

- a) injury to, or the death of, any member of Your family or household, or any person in Your service;
- b) property belonging to, or held in trust by You or Your family, household or servant;
- c) loss of or damage to property which is the legal responsibility of You or Your family, household or servant. (This exclusion will not apply to temporary accommodation which You occupy and for which You assume contractual responsibility during Your Trip);
- d) any liability which attaches by virtue of a contractual agreement, but which would not exist in law in the absence of such an agreement;
- e) claims for injury, loss or damage arising directly or indirectly from:
  - ownership or use of: aircraft; horse-drawn, motorised, mechanically-propelled or towed vehicles; vessels; sail or powered boat (other than row boats, punts or canoes); animals (other than horses, domestic dogs or cats); firearms;
  - the pursuit or exercise of any trade, profession or gainful occupation, or the supply of goods and services by You;
  - the ownership or occupation of any land or building;
  - wilful or malicious acts.

- f) liability or material damage for which cover is provided under any other insurance;
- g) accidental injury or loss not caused through Your negligence;
- h) any injury, illness, death, loss, expense or other liability attributable to the transmission of any communicable disease or virus, or to HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS and/or any mutant derivatives or variations thereof however caused;
- i) an Insured Person engaging in any Winter Sports where this policy specifically states that Personal Liability cover is excluded (regardless of whether the Winter Sports premium has been paid);
- j) the Policy Excess;
- k) any claim arising in connection with a Trip solely within Your Home Country;
- l) anything mentioned in the General Exclusions.

## SECTION 13 PERSONAL ACCIDENT

### What is covered:

If You suffer Accidental Bodily Injury during the Trip, which within 12 months is the sole and direct cause of death or disablement, We will pay to You or Your legal personal representatives the following benefits:

COVER	BENEFIT PER INSURED PERSON
Death	£25,000 (€36,000)
Loss of one or more Limbs, or total and irrecoverable Loss of Sight in one or both eyes	£25,000 (€36,000)
Permanent Total Disablement	£25,000 (€36,000)

### What is not covered:

- a) injury not caused solely by outward, violent and visible means;
- b) Your disablement caused by mental or psychological trauma not involving Your bodily injury;
- c) disease or any physical defect, infirmity or illness which existed prior to the commencement of the Trip;
- d) any payment per Insured Person in excess of **£25,000 (€36,000)**;
- e) any payment in excess of **£1,000 (€1,250)** arising from death of Insured Persons **under 16 years** of age or **over 65 years** of age;
- f) any payment in excess of **£1,000 (€1,250)** arising from the Permanent Total Disablement of Insured Persons **over 65 years** of age;

- g) an Insured Person engaging in any Winter Sports where this policy specifically states that Personal Accident cover is excluded (regardless of whether the Winter Sports premium has been paid);
- h) anything mentioned in the General Exclusions.

## SECTION 14 LEGAL PROTECTION

### What is covered:

We will provide telephone advice, guidance and assistance on any legal problem, which arises in connection with a Trip or in connection with Your Home. This service is available when You start Your Trip until 7 days after You return Home.

If You suffer death, illness or personal injury during the Trip, or if Your Home suffers damage during the Trip, then in the event that You or Your personal representatives decide to take out legal proceedings in pursuit of compensation, and **We consider that You are likely to obtain a reasonable settlement:**

We will advance on Your behalf:

- Up to **£25,000 (€36,000)** in total under this policy per Insured Person (and in total for all Insured Persons in connection with any one event giving rise to a claim) for legal costs and expenses directly incurred in the pursuit of these proceedings.
- Additional travel expenses in the event that a Court outside Your Home Country requires You to attend in connection with an event giving rise to an action under this Section, up to a maximum per Insured Person of **£250 (€350)**.
- When We have begun proceedings on Your behalf and You receive no compensation, or only limited compensation, We will cover You against claims for fees, costs and expenses arising out of the proceedings, to the extent that these fees, costs and expenses exceed the amount of any compensation You have received, up to **£25,000 (€36,000)** in total under this policy per Insured Person (and in total for all Insured Persons in connection with any one event giving rise to a claim). This benefit will be offset against the advance described above.

### Special conditions relating to claims

We shall have complete control over the legal proceedings although You do not have to accept the lawyer nominated by Us.

Lawyers must be qualified to practice in the Courts of the country where the event giving rise to the claim occurred or where the proposed defendant under this Section is resident.

If You are unable to agree with Us on a suitable lawyer We will ask the ruling body for lawyers in that country to nominate another lawyer. In the meantime, We may appoint a lawyer to protect Your interests.

If an award of compensation is made and payment is received by You, or by a lawyer instructed on Your behalf, then all sums advanced or paid by Us shall be repaid out of the compensation received.

We will not begin legal proceedings in more than one country in respect of the same occurrence.

You must notify Us as soon as possible of any incident which may give rise to a claim, and at the latest, within 90 days.

**What is not covered:**

- a) costs or expenses incurred without prior authorisation by Us;
- b) any incident, which may give rise to a claim, not notified to Us within 90 days;
- c) the pursuit of a claim against Us, Our agent or an Insurer underwriting any Section of this policy, or a Travel Agent, Tour Operator or Carrier;
- d) actions between Insured Persons, or actions pursued in order to obtain satisfaction of a judgement or legally binding decision;
- e) any advice or any claim arising in connection with a Trip solely within Your Home Country;
- f) anything mentioned in the General Exclusions.

## **OPTIONAL GOLF COVER**

If You have paid the additional premium to include Golf Cover extension and the cover is shown on Your certificate, cover under Sections 15 to 17 will apply.

### **SECTION 15 – GOLF EQUIPMENT**

**What is covered:**

We will pay up to **£1,000 (€1,250)** per Insured Person, for Accidental loss, theft of or damage to Golf Equipment which You own.

**What is not covered:**

- a) the Policy Excess in respect of each and every claim;
- b) more than **£50 (€70)** per single item, up to a maximum of **£150 (€200)** in total for any one claim if You are unable to provide the original receipt, proof of purchase or an insurance validation which was obtained prior to the loss;
- c) Golf Equipment which is over three years old;
- d) any claim for loss or theft of Golf Equipment if You have not notified the police within 24 hours of its discovery and obtained a written report which includes the crime reference number;
- e) any claim, if the loss or theft occurs during a journey or whilst in the custody of an airline or other carrier or their handling agent of the incident and obtained an official report or a Property Irregularity Report (PIR);
- f) claims arising from delay, detention, seizure or confiscation by Customs or other officials;
- g) claims for loss, theft or damage to anything being shipped as freight or under a Bill of Lading;
- h) damage to, loss or theft of Golf Equipment, which is being carried on a vehicle roof rack;

- i) damage to, loss or theft of Golf Equipment, if it has been left:
  - unattended in a place to which the public have access;  
or
  - left in an unattended motor vehicle; or
  - in the custody of a person who does not have an official responsibility for the safekeeping of the property;
- j) any claim for damage to Golf Equipment whilst in use;
- k) anything mentioned in the General Exclusions.

## **SECTION 16 – GOLF EQUIPMENT HIRE**

### **What is covered:**

If Your own Golf Equipment is lost, stolen, damaged, misdirected or delayed in transit by more than 24 hours We will pay You **£15 (€20)** for the cost of hiring the necessary Golf Equipment for each 24 hour period You are without Your own golf equipment, up to **£300 (€400)** per Insured Person.

### **What is not covered:**

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

## SECTION 17 – NON REFUNDABLE GOLFING FEES

### What is covered:

We will pay You **£75 (€100)** per day up to **£300 (€400)** per Insured Person for the proportionate value of any non-refundable;

- Pre-paid green fees; or
- Golf Equipment hire fees; or
- Tuition hire fees

Which are not used due to:

- a) You being involved in an Accident; or
- b) Your sickness; or
- c) adverse weather conditions which causes the closure of the golf course.

### What is not covered:

- a) any claims arising directly or indirectly as a result of any Pre-existing Medical Conditions, unless You have declared these to Us and We have written to You accepting them for insurance;
- b) claims arising directly from a medical condition which is not substantiated by a report from the treating doctor confirming Your inability to play golf;
- c) anything mentioned in the General Exclusions.

## OPTIONAL WINTER SPORTS COVER

This policy specifically excludes participating in or practising for certain winter sports and activities. If You are under 65 years of age, Your policy can be extended to cover some of these sporting activities when You have paid the additional Winter Sports premium. Your policy can be extended before departure from Your Home Country.

### When are You covered for Winter Sports?

If You have purchased a Single Trip policy, You are covered when taking part in Winter Sports if You have paid the appropriate additional premium for the Period of Insurance.

This policy will cover You when You are engaging in the following sports and activities on an occasional, non-competitive and non-professional basis during Your Trip when You have paid the additional Winter Sports premium:

Ice-skating (outdoor)	Snowboarding (off-piste but on recognised and authorised areas only)
Skiing (off-piste but on recognised and authorised areas only)	Snowboarding (on-piste)
Skiing (on-piste / glacier)	Tobogganing

Your policy can be extended to cover the following sports and activities for an additional premium, **but no cover will apply in respect of any Personal Accident or Personal Liability claims:**

Ice Sailing/ice windsurfing	Snow Mobiling
Skidoo	

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

Bobsleigh	Ski Jumping
Heli-skiing	Ski Racing
Ice Hockey	Ski Stunting
Luge	Skiing off-piste outside recognised and authorised areas
Paraskiing	
Skeleton	Snowboarding off-piste outside recognised and authorised areas

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

*If You are undertaking a pursuit or activity which is not listed in this policy or are in any doubt as to whether cover will apply, please call Our Travel Helpline on 0844 338 5650.*

### **What is covered?**

Benefits under the Sections of cover already described are extended to cover Winter Sports as follows. Please note that all terms, conditions and exclusions (except where these are amended under this upgrade) continue to apply for all Sections in respect of Winter Sports. You must read these extensions in conjunction with Sections 1-14 and refer back to them when appropriate for full cover details.

## **SECTION 18 - CANCELLATION OR CURTAILMENT**

### **What is covered in addition to Section 6:**

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

## SECTION 19 - SKIS, SKI EQUIPMENT & SKI PASS

### What is covered in addition to Section 9:

- We will pay up to **£500 (~~€700~~)** per Insured Person if skis and ski equipment belonging to or hired by You is/are damaged, stolen, destroyed or lost (and not recovered) in the course of a Trip.
- We will pay up to **£250 (~~€350~~)** per Insured Person if Your ski pass You are carrying on Your person or have left in a safety box is lost, stolen, damaged or destroyed in the course of a Trip.

Skis and ski equipment are covered against damage or loss whilst in use.

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

### Special conditions relating to claims

You must take sufficient precautions to secure the safety of Your skis, ski equipment and ski pass and must not leave them Unattended at any time in a place to which the public has access.

## SECTION 20 – LUGGAGE DELAY

### What is covered:

If Your luggage is certified by the Carrier to have been misplaced on the outward journey of a Trip in excess of 24 hours, then You can claim up to **£30 (~~€40~~)** per day, with a maximum under this policy of **£300 (~~€400~~)** per Insured Person, for hire of replacement skis and ski equipment. You must provide Us with receipts and written confirmation from the Carrier confirming the delay.

### What is not covered:

Anything mentioned in the General Exclusions.

## SECTION 21 - PISTE CLOSURE

### What is covered:

If during a Trip You are prevented from skiing at the pre-booked resort for more than 24 consecutive hours, because insufficient snow causes a total closure of the lift system (other than baby drags and lifts used for transport within the resort by non-skiers), We will reimburse up to **£20 (~~€25~~)** per day to a maximum of **£200 (~~€250~~)** per Insured Person:

- for all reasonable travel costs and lift pass charges You have to pay to travel to and from a similar area to ski; OR
- as a cash benefit payable if no suitable alternative skiing is available.

### What is not covered:

- a) claims arising from closure of the resort lift system due to avalanches or dangerous high winds;

- b) Trips in the Northern Hemisphere outside the period commencing 1st December and ending 31st March;
- c) Trips in the Southern Hemisphere outside the period commencing 1st May and ending 30th September;
- d) anything mentioned in the General Exclusions.

## SECTION 22 - AVALANCHE OR LANDSLIDE

### What is covered:

If, following avalanches or landslides, access to and from the ski resort is blocked or scheduled public transport services are cancelled or curtailed We will pay up to **£30 (€40)** per day to a maximum of **£150 (€200)** per Insured Person for reasonable extra accommodation and travel expenses.

## OPTIONAL SPECIAL SPORTS & ACTIVITIES COVER

This policy specifically excludes participating in or practising for certain sports and activities. Your policy can be extended to cover some of these sporting activities when You have paid an appropriate additional premium. Your policy can only be extended before departure from Your Home Country.

This policy will cover You when You are engaging in the following sports and activities on a non-competitive and non-professional basis during Your Trip:

Athletics	Roller Blading (Line Skating/Skate boarding)
Badminton	
Baseball	Rounders
Basketball	Running, Sprint/Long Distance
BMX cycling	Safari (organised – no guns)
Bowls	Scuba Diving (max depth 30 metres - qualified)
Cricket	
Cross country running	Skate boarding
Curling	Snorkelling
Cycling	Squash
Fell running	Tennis
Golf	Trekking (under 2,000 metres altitude)
Heptathlon	
Hiking (under 2,000 metres altitude)	Triathlon
Jogging	Volleyball
Netball	Water Polo
Orienteering	Windsurfing
Rambling	Yachting (crewing) - inside territorial waters

The following sports and activities will also be covered **but no cover will apply in respect of any Personal Accident or Personal Liability claims:**

Archery	Gaelic Football (non-competitive)
Boxing Training (no contact)	Go Karting (recreational use)
Camel/Elephant Riding / Trekking	Hiking (over 2,000, but under 6,000 metres altitude)
Canoeing/Kayaking (inland/coastal)	Horse riding (no Polo, Hunting, Jumping)
Field Hockey	Parascending (over water)
Fishing (Fresh water and deep sea)	Roller Hockey/Street Hockey
Flying as a passenger (private/small aircraft)	Trekking (over 2,000, but under 6,000 metres altitude)
Football	White/Black Water Rafting (Grade 1 to 4)

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

Abseiling	Mountain Biking
American Football	Mountain Boarding
Animal Conservation/Game Reserve work	Mountaineering
Boxing	Paintballing
Bungee Jump	Parachuting
Canyoning	Paragliding/Parapenting
Caving / Cave Diving	Parasailing
Cross channel swimming	Parascending (over land)
Dry skiing	Point-to-point
Fencing	Polo
Flying as a pilot	Potholing
Gliding	Professional Sports
Gymnastics	Quad Biking
Hang Gliding	Rock Climbing
Handball	Rock Scrambling
High Diving	Rugby
Horse Jumping	Sand Yachting
Horse Racing	Shark feeding/cage diving
Hot Air Ballooning	Steeplechasing
Hunting / Shooting	Surfing
Hunting-on-horseback	Sky Diving
Hurling	Team sports played in competitive contests
Jet Boating	Tombstoning
Jet Skiing	War Games (non-armed forces)
Kite Surfing/ Landboarding/Buggyng	Water Skiing
Lacrosse	Weight-lifting
Marathons	White/Black Water Rafting (Grade 5 to 6)
Martial Arts (Competition)	Wrestling
Microlighting	Yachting (crewing) - outside territorial waters
Motor Racing (all types)	Yachting (racing)
Motorcycling (except where a full UK licence is held and all the standard safety gear is used. Excluding off-road, racing, competition, track days & time trials)	Zorbing/Hydrozorbing

## GENERAL CONDITIONS APPLYING TO ALL PERSONAL TRAVEL INSURANCE SECTIONS

1. No cover will come into force, or continue in force, under Sections 2, 3, 4, 5 and 6, unless each Insured Person who, by reason of the Strict Medical Health Requirements, must make a Medical Health Declaration, in respect of the period for which insurance is required, has declared ALL Pre-existing Medical Conditions to Us and they have been formally accepted by Us in writing.
2. Any medical information supplied in a Medical Health Declaration will be treated in the strictest confidence, will be used solely for Our own internal purposes for the assessment of the risk, and will not be disclosed to any outside person or authority without the specific approval of the person whose details are shown in the Medical Health Declaration. We shall not refuse cover unless, in Our opinion, the risk associated with the particular person travelling is substantially greater than that represented by the average healthy traveller. The cost of any medical evidence produced in connection with a Medical Health Declaration shall be borne by You.
3. During each Period of Insurance and before You depart on each Trip You must declare to the Medical Screening Helpline any change in Your health or medical status. This change must be accepted in writing by Us before cover will be continued. If in doubt as to whether any change is material, You should tell the Medical Screening Helpline.
4. You must declare to Us all Material Facts which are likely to affect this insurance. Failure to do so may prejudice entitlement to claim. If You are uncertain as to whether a fact is material, You should declare it to Us.
5. You must exercise reasonable care for the supervision and safety of both You and Your property. You must take all reasonable steps to avoid or minimise any claim. You must act as if You are not insured.
6. You must avoid needless self-exposure to peril unless You are attempting to save human life.
7. We will make every effort to apply the full range of services in all circumstances dictated by the terms and conditions. Remote geographical locations or unforeseeable adverse local conditions may preclude the normal standard of service being provided. In all cases where such difficulties exist, the full monetary benefits of the insurance cover will apply.
8. You must comply in full with the terms and conditions of this policy before a claim will be paid. Please read this policy carefully, and if unsure as to what is covered or excluded, contact the Travel Helpline on 0870 737 5650.
9. In the event of an emergency or any occurrence that may give rise to a claim for more than £500 under this insurance, You must contact Us as soon as possible. You must make no admission, offer, promise or payment without Our prior consent. **Please Telephone Us first.**

10. We are entitled to take over Your rights in the defence or settlement of a claim, or to take proceedings in Your name for Our own benefit against another party and We shall have full discretion in such matters. This is to enable Us to recover any costs We have incurred from any third party who may have liability for the costs.
11. We may, at any time, pay to You Our full liability under this policy after which no further liability shall attach to Us in any respect or as a consequence of such action.
12. Where it is possible for Us to recover sums that We have paid out under the terms of the policy, You will co-operate fully with Us in any recovery attempt We make and We will pay all costs associated with the recovery of Our outlay. You agree not take any action that may prejudice Our recovery rights and will advise Us if You instigate proceedings to recover compensation arising from any incident which has led to a successful claim against this policy. The sums We have paid out under the terms of the policy will be reimbursed from any recovery made.
13. You must take all practicable steps to recover any article lost or stolen and to identify and ensure the prosecution of the guilty person(s). We may at any time and at Our expense take such action as We deem fit to recover the property lost or stated to be lost.
14. In the event of a valid claim You shall allow Us the use of any relevant travel tickets You are not able to use because of the claim.
15. You must notify Us in writing of any event which may lead to a claim, within 28 days of Your return Home. As often as We require You shall submit to medical examination at Our expense. In the event of the death of an Insured Person We shall be entitled to have a post mortem examination carried out at Our expense. You must supply Us with a written statement substantiating Your claim, together with (at Your own expense) all certificates, information, evidence and receipts that We reasonably require.
16. If any fraudulent claim is made or if any fraudulent means or devices are used to obtain any benefit under the insurance, this policy shall become void and the premium paid shall be forfeited. Any benefits so claimed and received must be repaid to Us.
17. We may give 7 days notice of cancellation of this policy by recorded delivery to You at Your last known address. In this case We shall refund to You the unexpired pro-rata portion of the premium You have paid.
18. If any dispute arises as to the policy interpretation, or as to any rights or obligations under this policy, We offer You the option of resolving this by using the arbitration procedure We have arranged. Please see the details shown under Customer Satisfaction. Using this service will not affect Your legal rights. If You are unsure of Your legal rights, You should contact the Citizens' Advice Bureau.
19. You will be required to repay to Us, within one month of Our request to You, any costs or expenses We have paid

on Your behalf which are not covered under the terms and conditions of this policy.

20. This policy is subject to the Laws of England and Wales unless we agree otherwise. The courts of England and Wales alone shall have jurisdiction in any disputes.
21. You must pay the appropriate premium for the full number of days comprising Your planned Trip. If You travel for more than the number of days for which You have paid for cover, You will not be covered after the last day for which You have paid.
22. When engaging in any sport or holiday activity (not excluded under General Exclusion 15) You must accept and follow the supervision and tuition of experts qualified in the pursuit or activity in question, and You must use all appropriate precautions, equipment and eye protection.
23. Winter Sports are covered only if You have paid the appropriate additional premium required before departure from Your Home Country.
24. Although We are prepared to cover You when undertaking certain sports and activities, the availability of the insurance cover does not, in itself, imply that We or the underwriters consider such sports and activities as safe. At all times You must satisfy yourself that You are capable of safely undertaking the planned sport or activity and You must take care to avoid injury, accident or loss to yourself and to others.

## **GENERAL EXCLUSIONS APPLYING TO ALL PERSONAL TRAVEL INSURANCE SECTIONS**

**No Section of this policy shall apply in respect of:**

1. Any person who has reached the age of 80 years prior to the commencement of the Period of Insurance.
2. Any person participating in Winter Sports who has reached the age of 65 years prior to the commencement of the Period of Insurance.
3. Claims arising from a Material Fact or facts, which have not been disclosed to Us and accepted by Us in writing prior to the commencement of the Period of Insurance.
4. Loss, damage or expense which at the time of happening is insured by, or would, but for the existence of this policy, be insured by any other existing certificate, policy or any motoring organisation's service. If You have any other policy in force, which may cover the event for which You are claiming, You must tell Us. This exclusion shall not apply to Personal Accident cover under Section 13.
5. Costs which would have been payable if the event being the subject of a claim had not occurred (for example, the cost of meals which You would have paid for in any case).
6. We will not pay for any losses which are not directly covered by the terms and conditions of this policy. Examples of losses we will not pay for include loss of earnings due to being unable to return to work following injury or illness happening while on a Trip and replacing locks if You lose Your keys.

7. Costs of telephone calls or faxes, meals, taxi fares (with the sole exception of the taxi costs incurred for the initial journey to a hospital abroad due to an Insured Person's illness or injury), interpreters' fees, inconvenience, distress, loss of earnings, loss of enjoyment of holiday, time-share maintenance fees, holiday property bonds or points and any additional travel or accommodation costs (unless pre-authorised by Us or part of a valid claim under Section 2 (Medical Emergency & Repatriation), Section 4 (Additional Accommodation & Travelling Costs), Section 6 (Cancellation, Curtailment & Trip Interruption) or Section 11 (Money & Passport).
8. Any deliberately careless or deliberately negligent act or omission by You.
9. Any claim caused by you climbing, jumping or moving from one balcony to another regardless of the height of the balcony.
10. Any claim arising or resulting from Your own illegal or criminal act.
11. Needless self-exposure to peril except in an endeavour to save human life.
12. Any claim arising directly or indirectly from Your drug addiction or solvent abuse, excessive alcohol intake, or You being under the influence of drug(s).
13. Any claim arising or resulting directly or indirectly from Your suicide, attempted suicide, or intentional self-injury.
14. You engaging in Manual Work in conjunction with any profession, business or trade during the Trip.
15. You engaging in any Winter Sports unless the appropriate Winter Sports extension premium required has been paid.
16. You engaging in or practising for the following sports and activities: Abseiling, American Football, Animal Conservation/Game Reserve work, Bobsleigh, Boxing, Bungee Jump, Canyoning, Caving / Cave Diving, Cross channel swimming, Dry skiing, Fencing, Flying as a pilot, Gliding, Gymnastics, Hang Gliding, Handball, Heli-skiing, High Diving, Horse Jumping, Horse Racing, Hot Air Ballooning, Hunting / Shooting, Hunting-on-horseback, Hurling, Ice Hockey, Jet Boating, Jet Skiing, Kite surfing/Landboarding/Buggy, Lacrosse, Luge, Marathons, Martial Arts (Competition), Microlighting, Motor Racing (all types), Motorcycling (except where a full UK licence is held and all the standard safety gear is used. Excluding off-road, racing, competition, track days & time trials), Mountain Biking, Mountain Boarding, Mountaineering, Paintballing, Parachuting, Paragliding/Parapenting, Parasailing, Parascending (over land), Paraskiing, Point-to-point, Polo, Potholing, Professional Sports, Quad Biking, Rock Climbing, Rock Scrambling, Rugby, Sand Yachting, Shark feeding/cage diving, Skeleton, Steeplechasing, Surfing, Sky Diving, Ski Jumping, Ski Racing, Ski Stunting, Skiing off-piste outside recognised and authorised areas, Snowboarding off-piste outside recognised and authorised areas, Team sports played in competitive contests,

Tombstoning, War Games (non-armed forces), Water Skiing, Weight-lifting, White/Black Water Rafting (Grade 5 to 6), Wrestling, Yachting (crewing) - outside territorial waters, Yachting (racing), Zorbing/Hydrozorbing or any other activities not mentioned under this policy unless You have referred these to Us and We have written to You accepting them for insurance. ***If You are undertaking a pursuit or activity which is not listed in this policy or are in any doubt as to whether cover will apply, please call Our Travel Helpline on 0844 338 5650.***

17. Participation in any organised competition involving any Winter Sports.
18. You fighting except in self-defence.
19. Notwithstanding any provision to the contrary within this insurance, or any endorsement thereto, it is agreed that this insurance excludes any loss or expense of whatsoever nature directly or indirectly caused by, resulting from, or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss: War, hostilities or warlike operations (whether war be declared or not); invasion; act of an enemy foreign to the nationality of the Insured Person or the country in, or over, which the act occurs; civil war; riot; rebellion; insurrection; revolution; overthrow of the legally constituted government; civil commotion assuming the proportions of, or amounting to, an uprising; military or usurped power; explosions of war weapons; release of weapons of mass destruction that do not involve an explosive sequence; murder or assault subsequently proved beyond reasonable doubt to have been the act of agents of a state foreign to the nationality of the Insured Person whether war be declared with that state or not; terrorist activity. For the purpose of this exclusion terrorist activity means an act, or acts, of any person, or group(s) of persons, committed for political, religious, ideological or similar purposes with the intention to influence any government and/or to put the public, or any section of the public, in fear. Terrorist activity can include, but not be limited to, the use of force or violence and/or the threat thereof. Furthermore, the perpetrators of terrorist activity can either be acting alone, or on behalf of, or in connection with any organisation(s) or government(s). Also excluded hereon is any loss or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, or suppressing any, or all, of the above incidents. In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect. This exclusion does not apply to claims under Section 2 (Medical Emergency & Repatriation) and Section 13 (Personal Accident).
20. You travelling to a country or specific area or event to which the Foreign and Commonwealth Office has advised persons not to travel.
21. Loss or destruction or damage or any expense whatsoever resulting from: ionising radiation or contamination by

radioactivity from any nuclear waste from the combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

22. Delay, loss, damage or injury, directly or indirectly caused by the actual or potential inability of any computer, data processing equipment or media, microchip, integrated circuit or similar device, or any computer software or stored programme to correctly recognise any date as its true calendar date or to continue to function correctly in respect of or beyond that date - except under Section 2 (Medical Emergency & Repatriation), and Section 13 (Personal Accident).
23. Delay, loss, damage or injury, directly or indirectly caused by the actual or potential inability of any computer, data processing equipment or media, microchip, integrated circuit or similar device, or any computer software or stored programme to correctly operate as a result of a computer virus - except under Section 2 (Medical Emergency & Repatriation), and Section 14 (Personal Accident). Computer viruses include any program or software, which prevents any operating system, computer program or software working properly or at all.
24. Any claim when You have not paid the appropriate premium for the number of days comprising Your planned Trip. If You travel for more than the number of days for which You have paid for cover, You will not be covered after the last day for which You have paid.
25. Loss of any kind arising from the provision of, or any delay in providing, the services to which this policy relates, unless negligence on Our part can be demonstrated.
26. Any loss or damage directly or indirectly caused by the provision of, or any delay in providing, the medical (or medical related) services to which the cover under this policy relates, whether provided by us or by anybody else (whether or not recommended by us and/or acting on our behalf) unless negligence on Our part can be demonstrated.

## **TRAVEL CHECKLIST**

Before You travel, You should ask yourself the following:

- Do You know of any Pre-existing Medical Condition that You need to tell Us about?

If You have answered 'Yes' to the above question, You should telephone the Medical Screening Helpline.

- Do You intend to engage in any Winter Sports whilst on Your Trip?
- Do You intend to engage in any sports or activities not listed in this policy whilst on Your Trip?
- Will the duration of Your Trip exceed 91 consecutive days?

If You have answered 'Yes' to any of these questions, or want to check anything before You travel, You should contact Our Travel Helpline on 0844 338 5650.

## YOUR CONTINENTAL MOTORING ASSISTANCE POLICY

Europ Assistance Holdings Limited will provide the services and benefits described in this Policy:

- during the Period of Insurance
- for the Insured Vehicle
- within the Geographical Limits
- following payment of the appropriate premium for the level of cover selected
- to persons who habitually reside in the UK Area, Channel Islands, Isle of Man or the Republic of Ireland (i.e. have their main home in the UK Area, Channel Islands, Isle of Man or the Republic of Ireland and have not spent more than 6 months abroad in the year prior to purchasing the policy)
- on the basis of the details You have supplied and subject to the following terms, conditions and exclusions, together with any applicable endorsements, all of which We recommend You read carefully, to ensure this policy meets Your individual requirements.

All benefits under this Continental Motoring Assistance policy are underwritten by Europ Assistance Holding Irish Branch, 13-17 Dawson Street, Dublin 2, Ireland.

This policy is effected in England and is subject to the Laws of England and Wales.

## SUMMARY OF COVER

Cover	Limits of Cover (NB €uro limits and excesses are ONLY applicable to those policies sold to residents of the Republic of Ireland)	Excess
Cover Prior to Departure	£750 (€1,000)	Nil
Roadside Assistance	£250 (€350)	Nil
Replacement Parts	£600 (€840)	Nil
Break-in Emergency Repairs	£175 (€225)	Nil
Vehicle Out of Use	£1,500 (€2,100)	Nil
Camping Trips	Hire costs/B&B total £500 (€750)	Nil
Missed Motorail Connection	Storage costs Second class rail ticket Hire car £450 (€650)	Nil
Alternative Driver	Repatriation or qualified alternative driver	Nil
Repatriation	Up to current market value of vehicle in UK	Nil
Caravan Denial of Access	Emergency accommodation £400 (€500)	Nil
Motoring Legal Protection	£1,000 Defence costs £25,000 (€36,000) Pursuing claims	Nil
Customs Regulations (following vehicle write-off)	Supervision of disposal costs or Duty due to paid	Nil

## IMPORTANT NOTES

We would like to draw Your attention to important features of Your Continental Motoring Assistance policy including:

• **Section Limits:** The monetary sums payable under each section of this policy are shown in both GBP sterling (£) and Euro (€) – with the Euro limits being applicable ONLY to those policies sold to residents of the Republic of Ireland.

• For those policies sold to residents of the Republic of Ireland any reference in this policy document to the “UK Area” should read the “Republic of Ireland”.

• **Trip Limits:** This policy contains strict limits on the length of time You can spend travelling abroad on each Trip. Please refer to the definition of the ‘Trip’ in the Meanings of Words. 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. Trips must commence and end in the UK Area and a return ticket must have been booked prior to departure.

• **Vehicle Size Restrictions:** No section of this policy shall apply if a vehicle exceeds the following gross vehicle weight and dimensions which apply inclusive of any load carried: 3,500kg, length 7m, height 3m and width 2.3m. Only on payment of an additional premium can a minibus up to 4,600kg be covered.

• **Alternative Vehicle Benefit:** When availing themselves of this benefit, drivers must produce a full UK/Irish Driving Licence with no endorsements held for at least one year (two years in Spain or Croatia). In addition, when collecting Your car You will need a valid credit card, which must be in the name of the driver. An alternative similar car may be substituted subject to demand. Car hire suppliers may not be open for collection or drop-off on Sundays in some destinations.

• **Towbars:** We cannot guarantee an alternative vehicle with a tow bar as these are subject to availability.

• **Policy Limits:** Most Sections of Your policy have limits on the amount the Insurer will pay under that Section. Some Sections also include other specific limits, for example: Per Insured Person or Insured Party in total. You are advised to check Your policy.

• **Reasonable Care:** You need to take all reasonable care to protect yourself and Your Insured Vehicle, as You would if You were not insured.

• **Complaints:** Your insurance policy has a complaints procedure which tells You what steps You can take if You wish to make a complaint.

• **Jurisdiction:** Your policy is governed by the laws of England and Wales. If You live in Ireland and buy this policy in Ireland, the policy is governed by the laws of Ireland.

## IMPORTANT VEHICLE HEALTH CHECK

The insurance operates on the basis that You will have had Your vehicle properly serviced and maintained in accordance with the manufacturer's specifications, especially when preparing it for a Trip abroad.

***In particular We will expect You to have replaced parts which a pre-Trip inspection has indicated may be reaching the end of their normal life, for example the friction linings in clutch or brakes.***

***Don't forget that replacing such items abroad will disrupt Your Trip, may not be practicable within Your travel timescale, and could cost You significantly more than in the UK.***

And – have Your vehicle checked in plenty of time before Your departure date so that Your garage can fix any problem they discover. If you leave the pre-Trip check to the last ten days then the benefit under Section 1 – Cover Prior to Departure – will NOT apply.

Keep proof of regular servicing in Your vehicle, with Your handbook or travel documents.

***If You call us for assistance, and Our mechanic reports to us that it is evident You have not maintained Your vehicle in a state fit to undertake the Trip and return You home safely, You will have to pay all the costs arising from Our intervention.***

## MEANING OF WORDS

Wherever the following words and phrases appear in this Policy they will always have these meanings:

**Geographical Limits:** The following countries: Andorra, Austria, Balearics, Belgium, Bulgaria, Canary Islands, Channel Islands (not covered as a destination for Channel Islands residents), Corsica, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Morocco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Sardinia, Sicily, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey in Europe plus Üsküdar.

**Home:** Your principal place of residence in the UK Area, used for domestic purposes, including garages and other outbuildings.

**Hire or Reward:** Any public or private hire which includes any payment in cash or kind by (or on behalf of) passengers which gives them a right to be carried, excluding car sharing schemes.

**Insured Party:** The Insured Persons travelling together on the same Trip, all insured under one Policy.

**Insured Person(s) or You/Your:** Each person for whom the appropriate premium has been paid, resident in the UK Area.

**Insured Vehicle:** The vehicle to be used for the purposes of carrying out the Trip, and for which the appropriate premium has been paid, :-

- being a car; motorcycle of more than 120cc cylinder capacity; motorised caravans; minibus (**when the appropriate additional premium has been paid**); light vans; estate cars; 4x4 sport utility vehicles;
- towed caravans or trailers of proprietary make (**when the appropriate additional premium has been paid**);
- less than 10 years old at the commencement of the Trip (**or 10 years and over when the appropriate additional premium has been paid**);
- not used by You for Hire or Reward;
- registered in the UK Area, and normally kept at the Policyholder's home address;
- in good roadworthy condition; maintained and operated in accordance with the manufacturer's recommendations, fit to undertake the planned Trip and holding a current valid MOT certificate if applicable;
- each not exceeding (including any load carried) the following gross vehicle weight and dimensions : 3,500 kg (**or, subject to payment of the appropriate Minibus additional premium, 4,600 kg**); length 7m; height 3m; width 2.3m;
- carrying not more than the number of persons recommended by the manufacturer and for whom seats are available, to a maximum of eight persons, including the driver (**or, subject to payment of the appropriate Minibus additional premium, with an overall maximum of 19 including the driver**).

**Ireland:** The Republic of Ireland.

**Limits of Cover:** Unless stated to the contrary, Our maximum liability in any one Period of Insurance is limited to the amount stated in each Section.

**Period of Insurance:** Cover under Section 1 commences a maximum of 7 days prior to departure of the booked Trip providing You have not purchased this policy within 10 days of Your planned departure date. All other benefits apply for the period of Your Trip, including the direct outward journey. All benefits (other than the Legal Advice & Expenses) terminate on completion of Your direct return journey to Home, and at the latest, on expiry of the period of cover for which premium has been paid.

Please note: If Your return journey from abroad is unavoidably delayed for any insured reason covered by this Policy, cover will be automatically extended free of charge for the period of that delay.

**Replacement Parts:** Those mechanical or electrical components that are essential to return the insured vehicle to a roadworthy condition.

**Strike or Industrial Action:** Any form of Industrial Action, whether organised by a trade union or not, which is carried on with the intention of preventing, restricting or otherwise interfering with the production of goods or the provision of services.

**Track day:** When your car is being driven for any reason on a racing track, on an airfield or at an off-road event. Examples of racing tracks that are included in this definition are the Nurburgring in Germany and Cadwell Park in the UK

**Trip** A pre-booked journey abroad within the Geographical Limits, not exceeding 91 consecutive days during the Period of Insurance, commencing and ending in the UK Area.

Note 1: Cover applies door-to-door, so You are covered for all appropriate benefits (unless otherwise excluded) within the UK Area during Your DIRECT journeys between Home and Your port of international departure/arrival.

Note 2: By special extension We will cover Your **one-way Trip** outbound or inbound, on the following terms:

- Cover shall end when You first arrive at Your residence abroad on an outbound Trip or at Your residence in the UK Area on an inbound Trip, or when the period for which You have paid expires – whichever is the sooner.
- Repatriation of the Insured Vehicle and / or of the Insured Person(s) shall be to Your destination country or to the UK Area, at Your option.

**UK Area:** Great Britain and Northern Ireland. For policies sold in Ireland, the Republic of Ireland will be included in the UK Area for the purposes of this policy.

**We, Our or Us:** Europ Assistance Holdings Limited, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN.

## UPGRADES

This policy contains different levels of cover, some of which do not apply unless You have paid the appropriate additional premium. Any extra benefit You have purchased is shown on Your Certificate. Please read the wording and ensure the cover reflects Your requirements.

Upon the payment of an additional premium, prior to commencement of Your Trip, Your motor breakdown cover may be extended to cover vehicles 10-15 years old, minibuses, or caravan/trailers.

## SECTION 1 - COVER PRIOR TO DEPARTURE

If the Insured Vehicle is lost, immobilised or made unroadworthy as a result of breakdown, accident, fire or theft occurring in the seven days immediately before Your arranged departure date, We will pay up to **£750 (€1,000)** in total under this Policy towards:

- Hire of a suitable replacement vehicle, where available, to enable You to carry out Your original Trip if:
  - i) The Insured Vehicle, if stolen, is not recovered before Your arranged departure date.

OR

- ii) The Insured Vehicle cannot be repaired within 24 hours following the booked time of departure for the Trip,

We will pay for the rental charge, collision damage waiver and any necessary drop-off charge. **Please note:** You will

be responsible for any damage to the replacement vehicle and any excess imposed by the hire car provider.

- The additional cost of rebooking any sea crossing missed as a result of the incident giving rise to a claim (or, where Your original route is unavailable, the nearest suitable alternative sea crossing), if the Insured Vehicle is repaired within 24 hours after the original time You had planned to depart on the Trip.

Any claim involving the hire of a replacement vehicle must have Our prior approval. You must contact Us as soon as You know Your vehicle may be unavailable for the planned Trip.

Your claim must be supported by a letter from a garage confirming:

- the regular maintenance and servicing of Your vehicle.
- precise details of the breakdown or damage.
- breakdown, when occurring, was sudden and unforeseen.
- repairs cannot be effected before the date You plan to begin Your Trip

**What is not covered:**

- a) any claim under this section resulting from breakdown if You have purchased this insurance less than TEN days before Your planned date of departure.
- b) any claim under this section when actual or imminent breakdown of Your vehicle is diagnosed or discovered in the course of a service carried out less than TEN days prior to Your planned date of departure.
- c) loss of use of a vehicle hired to You.
- d) the cost of fuel and oil used in any replacement vehicle.
- e) the cost of any optional Personal Accident insurance or other benefit not specifically covered under this policy.
- f) Trips solely within the UK Area.

## **SECTION 2 - ROADSIDE ASSISTANCE**

If the Insured Vehicle is immobilised or made unroadworthy during a Trip as a result of fire, theft, accidental damage or breakdown, We will arrange, and pay up to a maximum under this Policy of **£250 (€350)**, for roadside assistance and, if necessary, transport the Insured Person(s) and the Insured Vehicle to the nearest suitable repairer.

Any garage or specialist undertaking repair work (other than at the roadside) will be acting as Your agent for such repair work.

**What is not covered**

- a) labour charges in excess of **£100 (€125)**.
- b) charges for any labour not incurred at the roadside.
- c) the cost of Replacement Parts or other materials.
- d) any winching costs or the use of specialist off-highway-recovery equipment.

## SECTION 3 - REPLACEMENT PARTS

- If the Insured Vehicle needs Replacement Parts during a Trip outside the UK Area and these are not available locally, then on receipt of Your instructions We will undertake to obtain them elsewhere, and will pay all freight charges involved in despatching them to the location of the Insured Vehicle.
- We will endeavour to provide the Replacement Parts required but We can give no guarantee that they will be available, especially in the case of older vehicles where parts may be impossible to locate.
- We will pay the cost of location and transport of the Replacement Parts. The actual cost of the parts and any Customs Duty must be paid to Us by You, by a debit to Your credit or charge card or by a prior deposit of funds in the UK Area.
- When You are invoiced for a surcharge subject to the return of the old unit or part, You must return the defective part at Your own expense to the supplier.
- If You instruct Us to obtain Replacement Parts and these are not subsequently required, or You do not await their arrival, or You have instructed Us to order incorrect Replacement Parts, You will be responsible for the net cost of such parts, including all forwarding charges arising from their return and also any further delivery charges for the correct part.
- If You request a repairing garage or dealer to specify Replacements Parts then the instructions from the garage or dealer will be treated as coming from You.

### **What is not covered:**

- a) The actual costs of any parts.
- b) Trips solely within the UK Area.
- c) Forwarding charges in excess of the market value of the vehicle.
- d) Forwarding charges for non-essential Replacement Parts.
- e) Any costs that exceed **£600**.

## SECTION 4 - BREAK-IN EMERGENCY REPAIRS

In the event of a theft (or attempted theft) of the Insured Vehicle or the contents contained in the Insured Vehicle during the Trip, We will pay up to **£175 (~~£225~~)** in total under this Policy for immediate emergency repairs and/or Replacement Parts, necessary to place the Insured Vehicle in a secure condition to continue the Trip.

**You must obtain a Police Report within 24 hours of the incident which gives rise to a claim.**

### **What is not covered:**

- a) damage to paintwork or other cosmetic items.
- b) costs incurred following Your return Home.
- c) Trips solely within the UK Area.

## SECTION 5 - VEHICLE OUT OF USE

If the Insured Vehicle is lost, immobilised or made unroadworthy during a Trip as a result of fire, theft, accidental damage or breakdown, and repairs cannot be effected the same day, We will pay up to a maximum of **£1,500 (~~€2,100~~)** in total under this Policy for:

5.1 The additional cost of transporting You, with Your luggage, to Your destination by public transport.

OR

5.2 for the immediate hire of a replacement vehicle, where and when obtainable whilst the Insured Vehicle remains unserviceable. We will pay for the rental charge of up to a Group C vehicle only, collision damage waiver and any necessary drop-off charge. **Please note:** You will be responsible for any damage to the replacement vehicle and any excess imposed by the hire car provider. If We are unable to arrange a suitable replacement vehicle as Your party is too large, or where it is not available under the suppliers hire terms, You will be required to select one of the other two benefits under this section.

OR ALTERNATIVELY

5.3 The cost of local overnight hotel accommodation while You wait for repairs to be completed. We will pay Bed & Breakfast only costs up to a maximum of **£35 (~~€40~~)** per Insured Person per night up to a maximum of **£500 (~~€700~~)** in total under Section 5.2, on condition that this cost is additional to, or in excess of, any accommodation costs You had planned to pay if the loss of use of the Insured Vehicle had not occurred.

### What is not covered:

- a) the cost of fuel and oil used in any replacement vehicle.
- b) the cost of any optional Personal Accident insurance or other benefit not specifically covered under this policy.
- c) costs incurred outside the period of the Trip.
- d) fines, parking charges and any congestion charges arising from use of a replacement vehicle.
- e) Trips solely within the UK area.

## SECTION 6 - CAMPING TRIPS

If the tent You are carrying with You, and using in the course of the Trip as Your principal overnight accommodation, is made unserviceable through theft or accidental damage:

- We will pay the cost of hiring a suitable replacement tent, where available, for the remainder of the period of the Trip, and will arrange for the delivery of this replacement tent to the site where You are staying.

OR, where this is not practicable

- We will pay up to **£100 (~~€125~~)** in total per Insured Person for emergency Bed & Breakfast only expenses (excluding alcohol) over and above those planned, with an overall maximum under this Policy, for all Insured Persons, of **£500 (~~€700~~)** in total.

**What is not covered:**

- a) any expenses incurred as a result of adverse weather conditions which do not actually damage the tent so as to render it unserviceable.
- b) loss of use of any tent You are not carrying on the Trip with You or which belongs to a Tour Operator, camp site operator or holiday company.
- c) Trips solely within the UK Area.

**SECTION 7 – MISSED MOTORAIL CONNECTION**

If You fail to connect with a pre-booked MOTORAIL service on the outward journey as a result of:

- 7.1 Your arrival at the departure point in the UK Area is too late to commence the booked Trip due to an accident or breakdown involving the Insured Vehicle in the course of the Trip;

OR

- 7.2 Cancellation or curtailment of scheduled public transport due to adverse weather conditions, Strike or Industrial Action, mechanical breakdown or failure;

We will arrange and pay for:

- i) Storage of the Insured Vehicle in a secure parking area near to the MOTORAIL depot for the period of the Trip;

AND

- ii) A standard second-class return rail ticket to enable You to continue the Trip to/from the intended MOTORAIL destination station in the event that the passenger part of Your Motorail ticket cannot be used;

TOGETHER WITH

- iii) Hire of a suitable replacement vehicle at the Motorail destination, where available, (to include rental charge, collision damage waiver and any necessary drop-off charge), up to a maximum under this Policy of **£450 (€650)** in respect of all Insured Persons. **Please note:** You will be responsible for any damage to the replacement vehicle and any excess imposed by the hire car provider.

You must have taken every reasonable step to complete the journey to the departure point and to the MOTORAIL depot on time.

**What is not covered:**

- a) Strike or Industrial Action which is public knowledge at the time You made travel arrangements for the Trip.
- b) withdrawal from service (whether temporary or otherwise) of a sea vessel, train or hovercraft on which You are booked to travel, by order or recommendation of the regulatory authority in any country. You should direct any claim to the transport operator involved.
- c) claims arising in connection with the return journey.
- d) Trips solely within the UK Area.

## SECTION 8 - ALTERNATIVE DRIVER

If the driver is declared medically unfit to drive the Insured Vehicle in the course of a Trip, or has to return Home early because of what We agree is a serious or urgent reason, and there is no other Insured Person qualified and competent to drive, We will pay all necessary additional costs incurred to repatriate the Insured Vehicle to Home. At Our option We may elect to provide a qualified driver to drive back the Insured Vehicle and passengers.

### What is not covered;

Trips solely within the UK Area.

## SECTION 9 - REPATRIATION

If the Insured Vehicle is lost, immobilised or rendered unroadworthy during a Trip as a result of fire, theft, accidental damage or breakdown, We will pay:

- 9.1 the cost of transporting You, together with Your hand luggage and valuables, back to Your Home address in the UK Area if the Insured Vehicle cannot be and could not have been repaired (or, in the case of theft, has not been recovered in a roadworthy condition) by the intended time of Your return Home. The means of transport to be employed shall be at Our discretion.
- 9.2 the cost of transporting the Insured Vehicle to Your Home address in the UK Area if repairs cannot be carried out abroad (or the Insured Vehicle, if stolen, has been recovered but is no longer in a roadworthy condition), by the intended time of Your return Home. We will pay for necessary garage storage costs and costs of transportation and delivery, including any additional shipping costs.

In addition, We will pay a maximum of **£250 (€350)** for the hire of a suitable replacement vehicle in the UK Area, where and when obtainable (to include rental charge of up to a Group C vehicle, collision damage waiver and any necessary drop-off charge), whilst You are awaiting repatriation of the Insured Vehicle by Us.

OR

When agreed in advance by Us, We will pay the travel costs, up to a maximum of **£400 (€500)**, for one person to travel to the location of the Insured Vehicle by public transport to drive the repaired vehicle to Your home in the UK Area.

The maximum We will pay under this Policy to repatriate the Insured Vehicle will be limited to its current market value in the UK Area.

Vehicle repatriation will only be carried out when it is apparent that repairs can be effected in the UK Area, and when You confirm to Us that these repairs will be put in hand.

If You are repatriated by Us, We will pay the cost of transporting Your personal possessions, other than hand luggage and valuables, to Your Home address either together with or separately from the Insured Vehicle.

If a replacement vehicle has been given, once the vehicle has returned to the Policyholders Home address within the UK Area, it will no longer be covered irrespective of whether the original Insured Vehicle is still in the process of repatriation.

**What is not covered;**

- a) repatriation of vehicle occupants injured in an accident involving the Insured Vehicle.
- b) Trips solely within the UK Area.

## **SECTION 10 - CARAVAN DENIAL OF ACCESS**

When the appropriate premium has been paid in respect of a caravan or trailer:

If You are denied vehicular access to the caravan or trailer by blockage of the only practicable access route to/from the site where the caravan or trailer is situated, with the result that the caravan or trailer cannot be reconnected to Your tow vehicle before the anticipated date of Your return to the UK Area:

- 10.1 We will indemnify You for the cost of additional emergency overnight accommodation during the return journey to Your Home, up to **£50 (€70)** per Insured Person with an overall maximum under this Policy of **£400 (€500)**.

AND, IF APPROPRIATE

- 10.2 We will arrange and pay for the subsequent recovery of the caravan or trailer, when accessible by Our recovery vehicle, to Your Home in the UK Area.

## **SECTION 11 - MOTORING LEGAL PROTECTION**

### **Telephone Advice**

We will provide telephone advice, guidance and assistance on any legal problem which arises in connection with a Trip or in connection with Your Home. This service is available when You start Your Trip until seven days after You return Home.

### **Bail Bond**

Following a debit to Us by a credit or charge card, or a prior deposit of funds in Our favour in the UK Area, We will guarantee up to **£1,500 (€2,100)** to enable You to provide Bail or other security to any judicial authority to secure Your release and/ or the release of the Insured Vehicle if detained in connection with a road traffic accident.

### **Motoring Defence**

We will pay up to £1,000 in respect of legal costs incurred in defending You in a Court outside the UK Area against an alleged motoring offence involving the Insured Vehicle during a Trip.

You must notify Us within 28 days of receiving a summons.

**What is not covered:**

- a) alleged offences involving breaking the speed limit only, when no other offence is involved.
- b) the defence of an alleged offence where there is no reasonable prospect of affecting the outcome of the prosecution.

- c) costs or expenses incurred without prior authorisation by Us.
- d) any claim not notified to Us within 28 days of Your receiving the summons.
- e) Your travelling and subsistence expenses.
- f) fines awarded against You.
- g) driving under the influence of drink and/or drugs or driving above the legally permitted blood/alcohol level.

### **Legal Expenses**

If You suffer death or personal injury during the Trip as the result of a road traffic accident, then in the event that You or Your personal representatives decide to take out legal proceedings in pursuit of compensation, and **We consider that a reasonable settlement is likely to be obtained:**

We will advance on Your behalf:

- i) Up to **£25,000 (€36,000)** in total under this Policy per Insured Person (and in total per Insured Party) for legal costs and expenses directly incurred in the pursuit of these proceedings.
- ii) Additional travel expenses in the event that a Court abroad requires You to attend in connection with an event giving rise to an action under this Section, up to a maximum per Insured Person of **£250 (€350)**.

When We have instituted proceedings on Your behalf and You receive no compensation, or only limited compensation, We will indemnify You against claims for fees, costs and expenses arising out of the proceedings, to the extent that these fees, costs and expenses exceed the amount of any compensation You have received, with a limit of **£25,000 (€36,000)** in total under this Policy per Insured Person (and in total per Insured Party). This benefit will be offset against the advance described above.

We shall have complete control over the legal proceedings although You do not have to accept the lawyer nominated by Us. Lawyers must be qualified to practise in the Courts of the country where the event giving rise to the claim occurred or where the proposed defendant under this Section is resident. If You are unable to agree with Us on a suitable lawyer We will ask the ruling body for lawyers in that country to nominate another lawyer. In the meantime, We may appoint a lawyer to protect Your interests.

If an award of compensation is made and payment is received by You, or by a lawyer instructed on Your behalf, then all sums advanced or paid by Us shall be repaid out of the compensation received.

We will not institute legal proceedings in more than one country in respect of the same occurrence.

You must notify Us as soon as possible of any incident which may give rise to a claim, and at the latest, within 90 days.

### **What is not covered:**

- a) costs or expenses incurred without prior authorisation by Us.

- b) any incident which may give rise to a claim not notified to Us within 90 days.
- c) the pursuit of a claim against Us, Our agent or an Insurer underwriting any section of this Policy, or a Travel Agent, Tour Operator or Carrier.
- d) actions between Insured Persons, or actions pursued in order to obtain satisfaction of a judgement or legally binding decision.
- e) any advice or any claim arising in connection with a Trip undertaken solely within the UK Area.
- f) anything mentioned in the General Exclusions.

## **SECTION 12 - CUSTOMS REGULATIONS**

If as the result of fire, theft, accidental damage or breakdown occurring outside the UK Area during a Trip:

- The Insured Vehicle is beyond economic repair, We may arrange for its disposal under Customs supervision in the country where it is situated. In this case We will deal with the necessary Customs formalities.
- The Insured Vehicle is not taken permanently out of the foreign country within the limited time allowed after import, or You inadvertently fail to observe the import conditions which permit import for a limited time without payment of duty, then We will pay Your liability for any duty claimed from You. We will not pay the cost of any other import duties imposed by Customs.

### **REQUESTING EMERGENCY ASSISTANCE WHEN ON A TRIP**

IN AN EMERGENCY, FIRST CHECK THE CIRCUMSTANCES ARE COVERED BY THIS POLICY. HAVING DONE THIS TELEPHONE US STATING YOUR NAME AND YOUR BOOKING REFERENCE.

Call Us and We will contact the nearest suitable garage. On motorways always use the Emergency telephones as these pinpoint Your exact location. The Police may arrange for Your recovery from the motorway. In this case contact Us when You reach an ordinary phone or use a mobile. If the local Police call for a recovery vehicle to tow You from the motorway, and You are asked to pay on the spot for this service, You should send Us the original receipt.

Please note that some mobile providers will charge for calls made to a Free phone number. Please check with your network provider and we would remind you that We are not responsible for the cost of telephone calls when contacting Us – see General Exclusion No. 12

Please note that car hire companies impose driver minimum age restrictions and will require sight of a credit / debit or charge card before releasing the vehicle to You.

Please give Us an address or phone number where We can contact You.

Many hotels, garages and hospitals have telex or telefax. This number is invaluable as urgent messages can be left at any time of day or night.

We monitor the progress of each case with care and make all the necessary arrangements.

***Remember, to comply with the insurance terms and conditions You must contact Us before incurring any substantial expenses in order to obtain Our prior authorisation.***

## **GENERAL CONDITIONS APPLYING TO ALL CONTINENTAL MOTORING ASSISTANCE SECTIONS**

1. You must declare to Us all material facts which are likely to affect this insurance. Failure to do so may prejudice entitlement to claim. If You are uncertain as to whether a fact is material, You should declare it to Us.
2. You must take all ordinary and reasonable precautions to prevent or minimise any loss, damage or breakdown covered under this Policy. You must act as if You are not insured. You must take all steps necessary to expedite the completion of repairs, and You shall not abandon the Insured Vehicle or any of its parts to Us without Our authorisation.
3. We will not accept liability for expenses incurred without Our prior knowledge or consent and the Emergency Centre must be contacted when an incident arises that may be the subject of a claim.
4. We cannot accept responsibility for the transportation of pet animals or livestock carried within the Insured Vehicle at the time of an insured incident. Any extra costs involved in the transportation of pets or alternative transportation requirements in the even of a breakdown, would not be covered by this Policy.
5. We will make every effort to apply the full range of services in all circumstances dictated by the terms and conditions. Remote geographical locations or unforeseeable adverse local conditions may preclude the normal standard of service being provided. In all cases where such difficulties exist, the full monetary benefits of the insurance cover will apply.
6. You must comply in full with the terms and conditions of this Policy before a claim will be paid. Please read this Policy carefully, and if unsure as to what is covered or excluded, contact Our Customer Services Department on 01444 442442.
7. In the event of an emergency or of any occurrence which may give rise to a claim over £250 under this insurance, You must contact Us as soon as practicable. You must make no admission, offer, promise or payment without Our prior consent. **Please Telephone Us first.**
8. We are entitled to take over Your rights in the defence or

settlement of a claim, or to take proceedings in Your name for Our own benefit against another party and We shall have full discretion in such matters.

9. We may, at any time, pay to You Our full liability under this Policy after which no further liability shall attach to Us in any respect or as a consequence of such action.
10. If any dispute arises as to Policy interpretation, or as to any rights or obligations under the Policy, We offer You the option of resolving this by using the Arbitration procedure We have arranged. Please see the details shown in the Customer Satisfaction section. Using this Service will not affect Your legal rights.
11. If any fraudulent claim is made or if any fraudulent means or devices are used to obtain any benefit under the insurance, this Policy shall become void and the premium paid shall be forfeited. Any benefits so claimed and received must be repaid to Us.
12. You will be required to reimburse to Us, within seven days of Our request to You, any costs or expenses We have paid out on Your behalf which are not covered under the terms of the insurance.
13. At the time of a claim, at Our request You must provide evidence of proper servicing of Your vehicle.
14. A garage or specialist undertaking repair work on Your instructions and which is not specifically covered under this insurance will be acting as Your agent for such repair work.
15. This Policy is subject to the laws of England and Wales unless We agree otherwise. The Courts of England and Wales alone shall have jurisdiction in any disputes. If You live in Ireland and buy this insurance inside Ireland, the insurance is effected in, and is subject to the Laws of Ireland.
16. Service will be provided only to the Insured Vehicle, details of which have been supplied to Us.
17. In the event of a valid claim involving Your repatriation from a Trip, You shall allow Us the use of any relevant travel tickets You are not able to use because of the claim.
18. You must pay the appropriate premium for the full number of days comprising Your planned Trip. If Your Trip is planned to exceed the number of days for which We offer insurance then no cover will apply under this Policy in respect of those days in excess of this, and You will need to make alternative insurance arrangements.
19. If You have a road traffic accident, You must supply Your motor vehicle insurance details to Us when We ask for this information. The incident must be reported to the insurer.
20. You will remain responsible for paying all congestion charges, parking and speeding fines You incur while You are in charge of a hire car, and also when You park it at the end of the hire period.

## **GENERAL EXCLUSIONS APPLYING TO ALL CONTINENTAL MOTORING ASSISTANCE SECTIONS**

### **No Section of this Policy shall apply in respect of:**

1. Vehicles which have not been maintained and operated in accordance with the manufacturer's recommendations; a previous inadequate repair; unsuccessful d.i.y. dismantling and/or reassembly; and kit cars.
2. Any recurring claim due to the same cause within the last 28 days, where a permanent repair has not been undertaken to correct the fault.
3. Assistance following a breakdown or accident attended by the police or other emergency services until they have authorised the vehicles removal.
4. Vehicles being used by You for Hire or Reward during the Trip or for motor racing (whether against the clock or other competitors), rallies, speed or duration tests and track days, or practicing for such events.
5. The provision of service to vehicles temporarily immobilised by floods, snow-affected roads, sand or mud, situated in areas to which Our agents have no right of access, or on Motor Traders' premises.
6. Vehicles not in a roadworthy condition at the time cover is effected.
7. Any deliberately careless or deliberately negligent act or omission by You.
8. Claims arising from loss of or damage to contents of the Insured Vehicle.
9. Notwithstanding any provision to the contrary within this insurance, or any endorsement thereto, it is agreed that this insurance excludes any loss or expense of whatsoever nature directly or indirectly caused by, resulting from, or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss: War, hostilities or warlike operations (whether war be declared or not); invasion; act of an enemy foreign to the nationality of the Insured Person or the country in, or over, which the act occurs; civil war; riot; rebellion; insurrection; revolution; overthrow of the legally constituted government; civil commotion assuming the proportions of, or amounting to, an uprising; military or usurped power; explosions of war weapons; release of weapons of mass destruction that do not involve an explosive sequence; murder or assault subsequently proved beyond reasonable doubt to have been the act of agents of a state foreign to the nationality of the Insured Person whether war be declared with that state or not; terrorist activity. For the purpose of this exclusion terrorist activity means an act, or acts, of any person, or group(s) of persons, committed for political, religious, ideological or similar purposes with the intention to influence any government and/or to put the public, or any section of the

public, in fear. Terrorist activity can include, but not be limited to, the use of force or violence and/or the threat thereof. Furthermore, the perpetrators of terrorist activity can either be acting alone, or on behalf of, or in connection with any organisation(s) or government(s). Also excluded hereon is any loss or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, or suppressing any, or all, of the above incidents. In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

10. Loss or destruction or damage, or any loss or expense whatsoever resulting from:
  - a) ionising radiations or contamination by radioactivity from any nuclear waste from the combustion of nuclear fuel.
  - b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
11. Any expense which at the time of the incurring of such expense is insured by or would but for the existence of this Policy be insured by any other existing policy or policies or under any motoring organisation's service or other service.
12. The cost of telephone calls when contacting Us. Whenever possible We will call You back as soon as possible.
13. Any direct or indirect loss of any kind arising from the provision of, or any delay in providing, the services to which this Policy relates, unless negligence on Our part can be demonstrated. An example of which would be loss of wages as a result of a breakdown, accident, fire or theft.
14. Any tolls, fines, parking charges, or congestion charges arising from the use of a replacement vehicle.
15. Any winching costs or specialist off-highway-recovery equipment. Any vehicle or equipment used other than a standard recovery vehicle which is required to move a vehicle which has left the highway or is overturned or without wheels, would be considered as specialist. Once the vehicle has been recovered to a suitable location, normal service will be provided.
16. The cost of draining or removing contaminated fuel or other fluids. We will arrange local recovery, but it will be Your responsibility to pay for any work carried out.
17. Any costs incurred as a result of not carrying a serviceable spare tyre and wheel for Your vehicle, caravan or trailer.
18. Any costs for locksmiths, glass replacement or tyre specialists are Your responsibility.
19. Claims arising from circumstances which were known to You at the time of applying for this insurance or at any time prior to the commencement of the Period of

Insurance, or claims arising as a result of a material fact or facts, which have not been disclosed to Us prior to the commencement of the Period of Insurance.

20. Costs which would have been payable if the event being the subject of a claim had not occurred (for example, the cost of meals which You would have paid for in any case).
21. Any claim when You have not paid the appropriate premium for the number of days comprising Your planned Trip. If You travel for more than the number of days for which You have paid for cover, You will not be covered after the last day for which You have paid.

## **SECTIONS APPLYING TO BOTH THE PERSONAL TRAVEL INSURANCE & THE CONTINENTAL MOTORING ASSISTANCE SECTIONS**

### **MAKING A CLAIM ON RETURN HOME**

First, check Your Certificate and the appropriate Section of Your policy to make sure that what You are claiming for is covered.

Claims forms can be obtained from [www.eaclaims.co.uk](http://www.eaclaims.co.uk) Alternatively telephone Our Claims Helpline on 0844 338 5651 to obtain a claim form via email or post, giving Your name and Policy number, and brief details of Your claim.

All claims must be submitted within 28 days of Your return on a policy claim form, accompanied by original invoices, receipts, reports, etc. Please refer to the relevant Section of Your policy for specific conditions and details of the supporting evidence that We require. Please remember that it is always advisable to retain copies of all documents when submitting Your claim form.

In order to handle claims quickly, We may use appointed claims handling agents.

When claims settlements are made by the BACS (Bank Automatic Clearing System) or other electronic banking system method, You will be responsible for supplying Us with the correct bank account details and Your full authority for Us to remit monies directly to that account. Provided that payment is remitted to the bank account designated by You, Europ Assistance shall have no further liability or responsibility in respect of such payment, and it shall be Your sole responsibility to make collection of any misdirected payment in the event of incorrect details having been provided to Us.

Europ Assistance reserves the right to charge an administration fee if it changes its practices of claims administration in the future.

### **Important notice**

Under the new European Union (EU) travel regulations, You are entitled to claim compensation from Your Carrier if any of the following happen:

### **1 Denied boarding and cancelled flights**

If You check in on time but You are denied boarding because there are not enough seats available or if Your flight is cancelled, the Carrier must offer You financial compensation.

### **2 Long delays**

If Your flight is delayed for more than five hours, the airline must offer to refund Your ticket.

### **3 Luggage**

If Your checked-in luggage is damaged or lost by an EU airline, You must claim compensation from the Carrier within seven days. If Your checked-in luggage is delayed, You must claim compensation from the Carrier within 21 days of its return.

You can download full details from

[http://ec.europa.eu/transport/passengers/air/air\\_en.htm](http://ec.europa.eu/transport/passengers/air/air_en.htm)

## **CUSTOMER SATISFACTION**

**Our Promise of Service:** We aim to provide an excellent service at all times. However, if You have a complaint You should contact Us in the first instance at:

Quality Department,  
Europ Assistance Holdings Limited,  
Sussex House,  
Perrymount Road,  
Haywards Heath,  
West Sussex RH16 1DN  
Telephone: 0844 338 5799 or e-mail on:  
[quality@europ-assistance.co.uk](mailto:quality@europ-assistance.co.uk)

If We cannot give You a final decision by four weeks from the day We receive Your complaint We will explain why and tell You when We hope to reach a decision.

Our decision is final and based on the evidence presented. If You feel that there is any new evidence or information that may change Our decision, You have the right to make an appeal.

If You are not satisfied with the results of Our investigation, You have the right to refer Your complaint to an independent authority for consideration. That authority is the Financial Ombudsman Service (FOS) at:

South Quay Plaza  
183 Marsh Wall  
London E14 9SR  
Telephone: 0845 080 1800

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

## CANCELLATION PROVISIONS

**Right to return the insurance document** Unless Your Trip will be completed within 1 month of buying this insurance, You have the right to cancel any policy of insurance within 14 days of the date of issue or receipt of the terms and conditions, whichever is later. We will refund to you any premium you have paid and will recover from you any payments we have made.

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

**Cancellation by Us** We may give 7 days notice of cancellation of this policy by recorded delivery letter to You at Your last known address.

### **Premium position upon cancellation by Us:**

If premium has been paid for any period beyond the date of cancellation of this insurance, the relevant pro-rata portion of this premium will be refunded to You or Your estate. If however an incident has arisen during the Period of Insurance which has or will give rise to a claim, then no refund will be made.

**Effective time of cancellation** This policy shall cease at 00.01 hours Greenwich Mean Time on the day following the last day of the Period of Insurance for which premium has been paid.

## **DATA PROTECTION ACT 1998 NOTICE**

We collect and maintain personal information in order to underwrite and administer the policies of insurance that We issue. All personal information is treated with the utmost confidentiality and with appropriate levels of security. We will not keep Your information longer than is necessary.

Your information will be protected from accidental or unauthorised disclosure. We will only reveal Your information if it is allowed by law, authorised by You, to prevent fraud or in order that We can liaise with Our agents in the administration of this policy.

Under the terms of the Act You have the right to ask for a copy of any information We hold on You upon payment of an administrative fee and to require a correction of any incorrect information held. Any inaccurate or misleading data will be corrected as soon as possible.

The above principles apply whether We hold Your information on paper or in electronic form.

Enquiries in relation to data held by the Medical Screening Helpline should be directed to the Data Compliance Manager, Bishopscourt Affinity Solutions Limited, 6<sup>th</sup> Floor, Regent House, Hubert Road, Brentwood, Essex CM14 4JE, while those in relation to data held by Europ Assistance Holdings Limited should be directed to the Customer Contact Centre Manager, Europ Assistance Holdings Limited, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN.

## STANDARD OF WORKMANSHIP

Europ Assistance will monitor the progress of Your assistance but cannot be responsible for the repair work provided by a garage, dealer or tradesman.

## IF YOU ARE DEAF OR HARD OF HEARING

The following number is available for deaf, hard of hearing and speech impaired customers who have access to a text telephone: 01444 450389

## REQUESTING ASSISTANCE

IN AN EMERGENCY, FIRST CHECK THAT THE CIRCUMSTANCES ARE COVERED BY THIS POLICY. HAVING DONE THIS TELEPHONE EUROP ASSISTANCE STATING YOUR NAME AND POLICY NUMBER.

HELPLINE	NUMBER
Travel Helpline	<b>0844 338 5650</b> from abroad +44 1444 442 635
Medical Screening Helpline	<b>0844 338 5841</b>
Travel Assistance	<b>0844 338 5649</b> from abroad +44 1444 442 634
Medical Emergency & Repatriation	<b>0844 338 5646</b> from abroad +44 1444 442 631
Travel Insurance Claims	<b>0844 338 5651</b> from abroad +44 1444 442 636
Medical Referral Abroad (Non-emergency)	<b>0844 338 5647</b> from abroad +44 1444 442 632
Legal Expenses Claims	<b>0844 338 5648</b> from abroad +44 1444 442 636
Vehicle Assistance	<b>0844 338 5652</b> from abroad +44 1444 442 637
<i>To ensure We are consistent in providing Our customers with quality service, We may record Your telephone call.</i>	



[www.europ-assistance.co.uk](http://www.europ-assistance.co.uk)

**Brittany Ferries**

[brittanyferries.com](http://brittanyferries.com)



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With Brittany Ferries' superb choice of holidays to France & Spain, it's easy to find exactly what you're looking for.

- **Cottages & Villas:** Choose from a great collection of villas with pool, gites and cottages in France, and casas in Spain.
- **Family holidays:** A range of apartments, chalet camping, hotels, theme parks, cottages, villas and casas in France & Spain - all chosen with families in mind.
- **Hotel holidays:** Find the perfect break in the best regions of France & Spain, including Paradores, car and motorcycle holidays.
- **Golf breaks:** Enjoy the uncrowded courses of France and Spain combined with some delightful hotels.
- **Ski holidays:** **NEW** - Six fabulous ski resorts in the French Alps, ideal for experts and beginners alike.
- **Holiday France Direct®:** Holiday lets in France that you book direct with the owner.



Reservations and Information:

[brittanyferries.com](http://brittanyferries.com) 0871 244 1444  
or see your travel agent

Calls cost 10p per minute plus network extras

For bookings, brochures and information in Ireland:

[brittanyferries.com](http://brittanyferries.com)  
(021) 4277801

**Brittany Ferries**