



### PRE-TRAVEL AND TRAVEL INSURANCE POLICIES

Master Policy No ITSTD40043 - A&B

Underwritten by Union Reisersversicherung AG

Please read the whole of this Insurance before you travel and make sure you understand what and what is not covered.

If you have any questions contact Infinity Insurance Solutions 0845 230 7130.

Details of how to make a claim are shown below and on Page 3

**POLICY INFORMATION:** Your insurance is covered under master policy numbers ITSTD40043 - A&B specially arranged for The Travel Department by Infinity Insurance Solutions Ltd and insured by Union Reiseversicherung AG.

Cover is provided for each passenger who is shown as having paid the insurance premiums and whose name is shown on the premium receipt issued by The Travel Department. This insurance wording is a copy of the master policies and is subject to the terms, conditions and exclusions of the master policies.

No refund of the insurance premium will be given after the policies have been issued unless, after receipt, you find that the terms, conditions and exclusions do not meet your requirements and an alternative is available. In this case you must return the policy, premium receipt with your alternative insurance policy to the place where you purchased it within 14 days of purchase for a refund to be considered

**DISCLOSURE OF PRE-EXISTING MEDICAL CONDITIONS:** Your policies may not cover claims arising from your pre-existing medical conditions so you need to tell us of anything you know that is likely to affect our acceptance of your cover.

We are unable to provide any cover on psychological conditions such as stress, anxiety, depression, eating disorders or mental instability.

We are unable to provide cover for a known pre-existing medical condition of a close relative or close business associate who is not travelling with you or any recognised complication caused by the pre-existing medical condition.

Pre-existing medical conditions - so that we can ensure you are provided with the best cover we can offer please read the following questions carefully:

Have you, or anyone travelling with you, ever had treatment for:

- any heart or circulatory condition,
- a stroke or high blood pressure.
- a breathing condition (such as asthma).
- any type of cancer.
- any type of diabetes.

YES →

If you have answered 'Yes' to any of the questions opposite you must tell us, we may be able to offer some cover and may be able to cover your medical condition, although an increased premium may be required.

To enable us to consider your medical condition please contact Travellers HealthCheck on 08456 582 999 this will be charged as a local call from wherever you are calling in the United Kingdom or the Channel Islands. All calls will be treated in the strictest confidence.

You need to keep copies of all letters we send you for future reference.

Your failure to disclose any material facts may mean that your policy will not cover you and it may invalidate it altogether.

We reserve the right to charge an increased premium, decline, withdraw, increase the policy excess, cancel or restrict cover for any person where the facts disclosed are considered unacceptable to us.

Should we require any additional premium, and you accept our offer, this should be paid within 14 days of receipt.

Should you decide not to pay the additional premium the declared medical condition will not be covered.

Full confirmation of our terms and conditions will be sent out to your address after your call.

Any additional medical conditions not declared to us will not be covered.

Any terms and conditions declared under this policy will also be recorded under your travel insurance policy so that you do not need to declare these twice.

NO



In the last 2 years - have you, or anyone who is travelling with you, been treated for any serious or re-occurring medical condition, asked to take regular prescribed medication, or referred to a specialist or consultant at a hospital for tests, diagnosis or treatment?

YES →

NO



Are you waiting for tests or treatment of any description?  
Has your doctor altered your regular prescribed medication.

YES →

NO



Full Cover is available under this policy.  
If your answers change to YES during the period of Insurance, please contact us on 08456 582 999

### IMPORTANT TELEPHONE NUMBERS

#### HEALTHCHECK

08456 582 999

TO DECLARE A PRE-EXISTING MEDICAL CONDITION

Please also refer to Page 1

#### EMERGENCY ASSISTANCE

+ 44 (0) 845 2603 260

IF YOU NEED ASSISTANCE WHILST ABROAD

Please also refer to Pages 8&9

#### CLAIMS DEPARTMENT

08453 707 133

IF YOU NEED TO MAKE A CLAIM

Please also refer to Page 2

## SCHEDULE OF POLICY COVERS AND EXCESSES

### PRE - TRAVEL POLICY

Policy section	Cover provided	Excess
A. Cancellation charges	up to The Travel Department final invoiced cost up to a maximum of <b>£2,000</b>	<b>£125</b>

### TRAVEL POLICY

Policy section	Cover provided	Excess
B1. Departure delay	<b>£20</b> after first <b>12</b> hours <b>£10</b> after following <b>12</b> hours up to a maximum of <b>£60</b>	Nil
Missed departure	up to <b>£300</b>	Nil
Abandonment after <b>24</b> hours	up to The Travel Department final invoiced cost up to a maximum of <b>£2,000</b>	<b>£125</b>
B2. Personal possessions	up to <b>£150</b> for each individual item up to an overall total <b>£150</b> for valuables up to a maximum of <b>£1,500</b> in total	<b>£65</b>
Possessions delayed in transit for more than <b>12</b> hours	essential items up to <b>£150</b>	Nil
B3. Personal money	up to <b>£150</b> in cash on <b>your</b> person	Nil
Loss of travel documents	travel and accommodation costs necessary to replace <b>your</b> lost travel documents up to <b>£750</b>	<b>£65</b>
B4. Emergency medical expenses	up to <b>£5,000,000</b> outside <b>your home country</b> up to <b>£1,500</b> inside <b>your home country</b>	<b>£65</b> <b>£65</b>
State Hospital benefit	up to <b>£20</b> for each full day <b>you</b> are confined to a hospital bed in a state hospital - up to a maximum of <b>£200</b>	Nil
B5. Curtailment (cutting short trip)	unused portion of The Travel Department final invoiced cost up to a maximum of <b>£2,000</b>	<b>£125</b>
B6. Personal liability	up to <b>£1,000,000</b>	Trip accommodation - <b>£250</b> Other claims - <b>£100</b>
B7. Personal accident	<b>£10,000</b> for <b>your</b> accidental death <b>£10,000</b> for loss of arms or legs <b>£10,000</b> if <b>you</b> are permanently unable to work after an accident on <b>your</b> trip (Age limits apply)	Nil Nil Nil
B8. Legal advice and expenses	up to <b>£10,000</b>	<b>£100</b>

#### WHERE TO OBTAIN A CLAIM FORM

We have appointed **Travel Claims Facilities** to look after **your** claim. If **you** require a claim form please advise the section of the insurance on which **you** want to claim and scheme reference to:

Travel Claims Facilities, PO Box 420, Tonbridge, Kent, TN9 9DE

Telephone: 08453 707 133, Fax: 0870 620 5001

Or obtain from the internet at: [www.travel-claims.net](http://www.travel-claims.net)

**FOR PRACTICAL ASSISTANCE IN A MEDICAL EMERGENCY OR IF YOU NEED TO CUT YOUR TRIP SHORT CONTACT EMERGENCY ASSISTANCE FACILITIES ON**

**+ 44 (0) 845 260 3 260**

**Please also refer to pages 8 & 9**

## DEFINITION OF WORDS APPLICABLE TO YOUR PRE-TRAVEL & TRAVEL POLICIES

Listed below are certain words that appear throughout the policies. These will always be shown in **bold** type and in all cases will have the meanings shown below.

<b>Insured-person/you/your</b>	means any person named on the premium receipt.
<b>We/our/us</b>	means Union Reiseversicherung AG.
<b>Business associate</b>	means a business partner, director or employee of <b>you</b> s who has a close working relationship with <b>you</b> .
<b>Close relative</b>	means spouse or partner of over six months, parents, grandparents, legal guardians, parents-in-law, step-parents, brother, sister, aunt, uncle, child, grandchild or fiancé(e).
<b>Channel Islands</b>	means Jersey, Guernsey, Alderney, Sark, Herne, Jethou, Brecqhou, and Lihou
<b>Curtailment</b>	means the cutting short of <b>your trip</b> by <b>your</b> early return <b>home</b> or <b>your</b> repatriation to a hospital or nursing home in <b>your home country</b> . Payment will be made on the number of full days of <b>your trip</b> that are lost from the day <b>you</b> are repatriated.
<b>Essential items</b>	means underwear, socks, toileteries and a change of clothing
<b>Excess</b>	means the amount <b>you</b> have to pay towards a claim
<b>Flight</b>	means a service using the same airline or airline flight number.
<b>Hazardous activity</b>	means mountaineering (requiring the use of ropes and/or guides), pot-holing, racing (other than on foot), scuba diving below <b>9</b> metres, parachuting, gliding, go-karting, hot-air ballooning, rugby, football, <b>wintersports</b> and any other activity that requires skill and involves increased risk of injury. If <b>you</b> are taking part in any sport not listed above please contact <b>Infinity Insurance Solutions</b> to ensure <b>you</b> are covered.
<b>Home</b>	means one of <b>your</b> normal places of residence in the <b>United Kingdom</b> or the <b>Channel Islands</b> .
<b>Home country</b>	means both the country <b>you</b> live in within the <b>United Kingdom</b> or the <b>Channel Islands</b> and <b>your</b> country of nationality.
<b>International departure point</b>	means the airport, international rail terminal or port where the outward <b>flight</b> , international train or sea vessel is boarded to take <b>you</b> from the <b>United Kingdom</b> or the <b>Channel Islands</b> to <b>your</b> destination and the return <b>flight</b> , international train or sea vessel is boarded to start the final part of <b>your</b> journey to the <b>United Kingdom</b> or the <b>Channel Islands</b> .
<b>Manual labour</b>	means work involving the lifting or carrying of heavy items in excess of <b>25kgs</b> , work at a higher level than two storeys or any form of work underground.
<b>Material fact</b>	a piece of important information that would increase the likelihood of a claim under <b>your</b> policy.
<b>Pair or set</b>	means two or more items of <b>personal possessions</b> that are complementary, purchased as one item or used or worn together.
<b>Personal money</b>	means bank and currency notes, cash, cheques, postal and money orders, current postage stamps, traveller's cheques, coupons or vouchers that have a monetary value, travel tickets and ski pass, all of which are for <b>your</b> private use.
<b>Personal possessions</b>	means each of <b>your</b> suitcases and containers of a similar nature and their contents and articles <b>you</b> are wearing or carrying including <b>your valuables</b> and <b>your</b> passport.
<b>Pre-existing medical condition</b>	means any serious or recurring medical condition which has been previously diagnosed, investigated or treated in any way at anytime prior to travel, even if this condition is currently considered to be stable and under control.
<b>Public transport</b>	means buses, coaches, internal flights or trains that run to a published scheduled timetable.
<b>Redundancy</b>	means being an employee where <b>you</b> or, in the case of a student, <b>your</b> parent/guardian qualify under the provision of the Employment Rights Act 1996, and who, at the date of termination of employment by reason of redundancy, has been continuously employed for a period of two years or longer and is not on a short term fixed contract.

<b>Resident</b>	means a person who has had their main <b>home</b> in the <b>United Kingdom</b> or the <b>Channel Islands</b> and has not spent more than six months abroad in the year before buying this policy.
<b>Travel documents</b>	means current passports, valid visas, travel tickets, European Health Insurance Card (EHIC) and valid reciprocal health form E112.
<b>Trip</b>	means a holiday or journey that begins when <b>you</b> leave <b>home</b> and ends on <b>your</b> return to either (i) <b>your home</b> , or (ii) a hospital or nursing home in <b>your home country</b> following <b>your</b> repatriation, both during the period of cover.
<b>Unattended</b>	means left away from <b>your</b> person where <b>you</b> are unable to clearly see and are unable to get hold of <b>your personal possessions</b> .
<b>United Kingdom</b>	means England, Wales, Scotland, Northern Ireland, and the Isle of Man.
<b>Valuables</b>	means cameras, photographic equipment, camcorders, video, satellite navigation equipment, television equipment, radios, cassette players, CD players, Ipods, MP3 players, audio equipment, laptops, mac or web books, personal computers, computer games machines, binoculars, telescopes, antiques, jewellery, watches, furs, precious or semi-precious stones, articles made of or containing gold silver or other precious metals, films, tapes, cassettes, cartridges, discs or Compact Discs.
<b>Winter sports</b>	means skiing, snow blading, snow boarding and ice skating.

## GEOGRAPHICAL AREAS (as shown on your policy validation)

Area 1 -	<b>United Kingdom</b> and the Republic of Ireland, where it is <b>your home country</b>
Area 2 -	Europe, <u>excluding</u> Spain, the Canary Islands and the Balearic Islands, but including all countries west of the Ural Mountains, Algeria, Morocco, Tunisia, Turkey, the Azores, Madeira, Mediterranean islands other than the Balearic Islands and the <b>United Kingdom</b> where it is <u>not</u> <b>your home country</b> .
Area 3 -	Worldwide <u>excluding</u> the United States of America, Canada and the Caribbean
Area 4 -	Worldwide <u>including</u> the United States of America, Canada and the Caribbean

## OUR PLEDGE TO YOU

It is **our** aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. **We** occasionally get complaints and these are usually through a misunderstanding or insufficient information. Any complaint will be investigated at once and the matter resolved as quickly as possible.

# POLICY A - PRE-TRAVEL POLICY

## HOW YOUR PRE-TRAVEL POLICY WORKS

This part of **your** insurance document shows details of the pre-travel policy, the sections of cover, limits, conditions, exclusions, and information on what to do if **you** need to claim. It is essential that **you** read it. The policy is a contract between **us** and **you**. **We** will pay for any event, as set out in the policy that happens during the period from purchase of the policy and time of booking to date of travel for which **you** have paid the appropriate premium.

All numbers and letters shown under 'For each **insured-person** this insurance will not cover:' refer to the same numbers and letters under 'For each **insured-person** this insurance will pay:'. Where no letters or numbers are shown it applies to the whole section. **You** are required to disclose any **material facts** otherwise **your** policy will not cover **you** and it may invalidate it altogether.

(Please see Section A)

## WHEN YOUR PRE-TRAVEL POLICY STARTS AND ENDS

The cover on cancellation, as described under section A under the pre-travel policy, starts from the date the **trip** booking was made after the policy was issued and ends when **you** leave **home** to start **your trip**. Any further **trips** once **you** have returned **home**, are not covered.

## CONDITIONS APPLICABLE TO YOUR PRE-TRAVEL POLICY

At all times **we** will act in good faith in **our** dealings with **you**. The payments for all claims following events that occur in **your** selected geographical area during the period of cover are dependent on **you**:

### 1. OBSERVING THE FOLLOWING :

- (a) being a **resident** of the **United Kingdom** or the **Channel Islands**.
- (b) taking all possible care to safeguard against accident or injury *as if **you** had no insurance cover*.
- (c) producing **your** premium receipt confirming **you** are insured before a claim is admitted.
- (d) giving **us** full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
- (e) providing all necessary information and assistance **we** may require at **your** own expense (including where necessary medical certification and details of **your** National Health number or equivalent and private health insurance).
- (f) accepting that no alterations and/or additions to the printed terms and conditions of **your** policy be valid unless initialled by **us**.
- (g) checking with **your** doctor on the advisability of making the **trip** if **you** have any existing medical condition, taking into account **your** chosen destination, the climatic conditions, the stability of **your** condition, the effect of any additional drugs or vaccines necessary and the standard of the medical services available. Cover will not be given if travel is against the advice of **your** doctor.
- (h) not travelling specifically to receive medical treatment during **your trip** or in the knowledge that **you** are likely to need treatment.
- (i) not requiring insurance for any stress related condition, anxiety, depression, eating disorders or mental instability.
- (j) not requiring insurance for any medical condition where a terminal prognosis has been given by a registered doctor before buying this policy.
- (k) not requiring insurance for any medical condition that is being investigated or for which **you** are awaiting or receiving treatment in hospital at the time of buying this policy.
- (l) disclosing all **material facts** as soon as possible after the policy is issued.

### 2. RECOGNISING OUR RIGHTS TO :

- (a) make **your** policy void where a false declaration is made or any claim is found to be fraudulent.
- (b) subrogate against the responsible party and take proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under the policy.
- (c) give **7** days notice of cancellation of this policy by recorded delivery to **you** at **your** last known address. In this case **we** will refund to **you** the pro-rata proportion of any unexpired premium **you** have paid.
- (d) obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any claims. No personal information will be disclosed to any outside person or organisation without **your** prior approval.
- (e) not to refund the policy premium after the policy has been issued, unless after receipt of the document **you** find that the terms and conditions do not meet **your** requirements, in which case the policy, premium receipt and any other relevant documents must be returned to the point of sale within **14** days of purchase for any refund to be considered.

- (f) only pay a proportionate amount of the claim where there is other insurance in force covering the same risk and to require details of such other insurance.
- (g) settle all claims under the Law of the country that **you** live in within the **United Kingdom** or the **Channel Islands** unless **we** agree otherwise with **you**.
- (h) maintain **your** personal details in connection with an anti-fraud claims checking system.

## SECTION A - CANCELLATION CHARGES.

### For each insured-person this insurance will pay:

up to the amount shown in the schedule of cover for **your** proportion of (i) transport charges, (ii) loss of accommodation and (iii) additional travel expenses that **you** have paid or agreed to pay and that **you** cannot recover from any other source following **your necessary** cancellation after **you** bought this insurance and limited to the cancellation charges at the time of diagnosis of the condition causing the cancellation of **your trip** through **your** inability to commence travel due to:

- (i) the sudden and unforeseen death, injury or illness of:
  - **you** or a friend with whom **you** are travelling.
  - a **close relative** who lives in **your home country**.
  - a close **business associate** who lives in **your home country**.
  - a friend who lives abroad and with whom **you** were intending to temporarily stay,
- (ii) **you**, a friend or **close relative** who is travelling with **you** and included on **your** booking being required in **your home country** for jury service or as a witness in a Court of Law.
- (iii) **you**, a friend or **close relative** who is travelling with **you** and included on **your** booking being given notice of **redundancy**.
- (iv) the requirements of H. M. Forces.

### For each insured-person this insurance will not cover :

- the **excess** shown in the schedule of cover of any loss, charge or expense made on each claim under this section.
- any **trip** where there is no pre-booked return date.
- any payment or part payment made using frequent flyer vouchers, Air Miles vouchers or other vouchers that have no financial face value.
- any payment where **you** have not suffered any financial loss.
- compensation in regard to lost days of holiday.
- the cost of Air Passenger Duty or equivalent, airport charges and credit card fees.
- any claim that is due to:
  - the withdrawal of previously approved leave by **your** employer unless it is due to the death or serious illness of a close **business associate**.
  - **your** failure to obtain the required passport or visa or ESTA
  - **your** carriers refusal to allow **you** to travel for whatever reason
  - the operation of law or as a result of an unlawful act or criminal proceedings against anyone included in **your** booking.
  - the failure of any transport or accommodation provider, their agent or anybody who is acting as **your** agent.
  - the cancellation of **your trip** by the tour operator.
  - the failure of **your** travel agent or tour operator.
  - the cancellation of any conference or business **trip** onto which **your trip** was to be an add-on.
  - financial circumstances or unemployment except when it is due to **redundancy** that **you** received after buying this insurance.
  - **your** disinclination to travel.
  - **you** travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose).
  - **your** suicide, self-injury or any wilful act of self exposure to peril (except where it is to save human life).
  - death or illness of any pets or animals.
  - terrorism, riot, civil commotion, strike or lock-out.
- any deterioration of or loss or damage to property or any injury, illness, death or expense directly or indirectly due to, contributed to or caused by :
  - war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
  - any **pre-existing medical condition** or health condition that has been diagnosed, been in existence or for which **you** have received treatment from a hospital or specialist consultant during the last few years or for which **you** are awaiting or receiving treatment or under investigation unless **we** have agreed cover in writing and any additional premium has been paid.
- any payments made or charges levied after the date of diagnosis of any change in **your** health or medication after the policy was bought unless this has been advised to **us** and any revised terms or conditions have been confirmed in writing.

## POLICY B - TRAVEL POLICY

### HOW YOUR TRAVEL POLICY WORKS

This insurance document shows the sections of cover, limits, conditions, exclusions, information on what to do if **you** need to claim, how to obtain legal advice and how to contact the **24** hour emergency assistance service. It is essential that **you** read it. The policy is a contract between **us** and **you**. **We** will pay for any event, as set out in the policy, that happens during the period of cover for which **you** have paid the appropriate premium.

**Your** travel insurance policy is not intended to cover items of high value, such as video camcorders, expensive watches etc., as these should be fully insured under **your** house contents insurance on an All Risks extension for **365** days of the year. There is a maximum amount **you** can claim for each individual item and a maximum amount in total for **valuables**, and these are shown under the **personal possessions** section. The **personal possessions** section is *not* 'new for old' and an amount for age, wear and tear will be deducted.

*(Details of wear and tear deductions are available at [www.travel-claims.net/deductions](http://www.travel-claims.net/deductions))*

**Your** policy covers treatment of medical conditions in an emergency and which will respond quickly to treatment. It is not intended to cover **you** for recurrent or long term treatment and in these circumstances, bearing in mind the advice given by **our** Chief Medical Officer, **we** reserve the right to repatriate **you** to **your home country**.

All numbers and letters shown under 'For each **insured-person** this insurance will not cover:' refer to the same numbers and letters under 'For each **insured-person** this insurance will pay:' Where no letters or numbers are shown it applies to the whole section.

### WHEN YOUR TRAVEL POLICY STARTS AND ENDS

The cover under all sections starts at the beginning of **your trip** and ends **on your return home** or the expiry of the policy, whichever is first. Any further **trips** once **you** have returned **home** are not covered.

### EXTENSION OF PERIOD

In the event of **your** death, injury or illness or that of anyone travelling with **you** or because of delay or failure of **public transport** services **you** are unable to complete the **trip** before the expiry of this policy the cover will be automatically extended without additional premium for the additional days necessary for **you** to complete the **trip**.

### CHANGE IN MEDICAL CONDITION OR ONGOING MEDICATION

If **your** health or **your** ongoing medication changes between the date the policy was bought and the date of travel **you** must advise Travellers HealthCheck on **08451 300 340** as soon as possible. **We** will advise **you** what cover **we** are able to provide after the date of diagnosis. **We** reserve the right to increase the premium, increase the excess, exclude the condition or withdraw the cover should the stability of the condition make it necessary.

### CONDITIONS APPLICABLE TO YOUR TRAVEL POLICY

At all times **we** will act in good faith in **our** dealings with **you**. The payments for all claims following events that occur in **your** selected geographical area during the period of cover are dependent on **you**:

#### 1. OBSERVING THE FOLLOWING :

##### In respect of all sections of the policy

- (a) being a **resident** of the **United Kingdom** or the **Channel Islands**.
- (b) taking all possible care to safeguard against accident, injury, loss or damage as *if you had no insurance cover*.
- (c) producing **your** premium receipt confirming **you** are insured before a claim is admitted
- (d) giving **us** full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
- (e) notifying **us** immediately of any changes in **your** health or medication after **you** buy the policy.
- (f) passing on to **us** immediately every writ, summons, legal process or other communication in connection with the claim.
- (g) providing all necessary information and assistance **we** may require at **your** own expense (including where necessary medical certification and details of **your** National Health number or equivalent and private health insurance).
- (h) not admitting liability for any event or offering to make any payment without **our** prior written consent.
- (i) accepting that **your** policy cannot be extended once it has expired.
- (j) accepting that no alterations and/or additions to the printed terms and conditions of **your** policy be valid unless initialled by **us**.

- any claim due to a known **pre-existing medical condition** of a **close relative** or **business associate** who is not travelling with **you** or any recognised complication caused by the **pre-existing medical condition**.
- cancellation of **your trip** due to a medical condition of a person travelling with **you** and included on **your** booking, where the risk attaching to that medical condition has not been accepted by **us** in writing.
- **you** being under the influence of drugs (except those prescribed by **your** registered doctor but not when prescribed for treatment of drug addiction).
- **you** being under the influence of alcohol or solvents or anything relating to **your** prior abuse of alcohol or solvents.
- any claim arising from a **material fact** known by **you** at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to **us** and **we** have agreed in writing any terms applicable.
- any deliberate or criminal act by an **insured-person**.
- cancellation of **your trip** due to the advice or recommendations published by the Foreign and Commonwealth Office and applicable at the time of **your** departure.
- any other financial loss unless it is specified in the policy
- (iv)- any claim where **you** have not obtained prior authority to take leave.
- any claim where leave has been cancelled on disciplinary grounds.

#### What you need to do if you wish to make a claim under this section of the policy:

Notify the travel agent/tour operator immediately, by telephone and in writing, that **you** need to cancel and obtain a cancellation invoice. Obtain a claim form from the claims office, either by telephone or from the internet, and get **your** General Practitioner to complete the medical questions under the cancellation section. **You** should send any booking receipts to the claims office.

If **your** cancellation is due to the health of a non-travelling **close relative** **you** will need to obtain a medical report from the patient's General Practitioner (medical reports from hospitals and clinics are not acceptable) giving full details of the illness or injury, including confirmation that it is a new condition and is not a known complication of any diagnosis made prior to the purchase of this policy, together with full details of their medical history and medication.

**In respect of sections, B4, emergency medical expenses and B5, curtailment, only.**

- (k) checking with **your** doctor on the advisability of making the **trip** if **you** have any existing medical condition, taking into account **your** chosen destination, the climatic conditions, the stability of **your** condition, the effect of any additional drugs or vaccines necessary and the standard of the medical services available. Cover will not be given if travel is against the advice of **your** doctor.
- (l) not travelling specifically to receive medical treatment during **your trip** or in the knowledge that **you** are likely to need treatment.
- (m) not requiring insurance for any stress related condition, anxiety, depression, eating disorders or mental instability.
- (n) not requiring insurance for any medical condition where a terminal prognosis has been given by a registered doctor before buying this policy.
- (o) not requiring insurance for any medical condition that is being investigated or for which **you** are awaiting or receiving treatment in hospital at the time of buying this policy.
- (p) disclosing all **material facts** as soon as possible after the policy is issued.
- (q) obtaining any recommended vaccines, inoculations or medications prior to **your trip**.

**In respect of sections B2, personal possessions and B3, personal money, only**

- (r) providing full details of any House Contents and All Risks insurance policies **you** may have.
- (s) retaining **your** tickets and luggage tags and notifying the Police within **24** hours of any loss or theft or to the carriers when the loss or damage has occurred in transit. **You** should obtain either a Police report or a carrier's Property Irregularity Report (PIR) form within **24** hours and enclose this with **your** claim form.
- (t) complying with the carrier's conditions of carriage.
- (u) not abandoning any property to **us** or the claims office.

**2. RECOGNISING OUR RIGHTS TO :**

- (a) make **your** policy void where a false declaration is made or any claim is found to be fraudulent.
- (b) take over and deal with in **your** name the defence or settlement of any claim made under the policy.
- (c) subrogate against the responsible party and take proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under the policy.
- (d) give **7** days notice of cancellation of this policy by recorded delivery to **you** at **your** last known address. In this case **we** will refund to **you** the pro-rata proportion of any unexpired premium **you** have paid.
- (e) obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without **your** prior approval.
- (f) cancel all benefits provided by this policy without refund of premium when a payment has been made for **curtailment** of the **trip**.
- (g) not to refund the policy premium after the policy has been issued, unless after receipt of the document **you** find that the terms and conditions do not meet **your** requirements, in which case the policy, premium receipt and any other relevant documents must be returned to the point of sale within **14** days of purchase for any refund to be considered.
- (h) not make any payment under section **B6** for any event that is covered by another insurance policy.
- (i) only pay a proportionate amount of the claim under sections **B1, B2, B3, B4 and B5** where there is other insurance in force covering the same risk and to require details of such other insurance.
- (j) settle all claims under the Law of the country that **you** live in within the **United Kingdom** or the **Channel Islands** unless **we** agree otherwise with **you**.
- (k) maintain **your** personal details in connection with an anti-fraud claims checking system

**EXCLUSIONS APPLICABLE TO ALL SECTIONS OF YOUR TRAVEL POLICY**

**A. This insurance will not pay for:**

any deterioration of or loss or damage to property or any delay, legal liability, injury, illness, death or expense directly or indirectly due to, contributed to or caused by :

- (1) war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
- (2) participation in a **hazardous activity** unless the appropriate additional premium has been paid and the policy endorsed.
- (3) any **pre-existing medical condition** or health condition that has been diagnosed, been in existence or for which **you** have received treatment from a hospital or specialist consultant during the last few years or for which **you** are awaiting or receiving treatment or under investigation unless **we** have agreed cover in writing and any additional premium has been paid.
- (4) any claim due to **your** carriers refusal to allow **you** to travel for whatever reason
- (5) any payments made or charges levied after the date of diagnosis of any change in **your** health or medication after the policy was bought unless this has been advised to **us** and any revised terms or conditions have been confirmed in writing.
- (6) **curtailment** due to a known **pre-existing medical condition** of a **close relative** or **business associate** who is not travelling with **you** or any recognised complication caused by the **pre-existing medical condition**.
- (7) **curtailment** due to a medical condition of a person travelling with **you** and included on **your** booking, where the risk attaching to that medical condition has not been accepted by **us** in writing.
- (8) **you** being under the influence of drugs (except those prescribed by **your** registered doctor but not when prescribed for treatment of drug addiction).
- (9) **you** being under the influence of alcohol or solvents or anything relating to **your** prior abuse of alcohol or solvents.
- (10) delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country.
- (11) any claim arising from a **material fact** known by **you** at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to **us** and **we** have agreed in writing any terms applicable.
- (12) any deliberate or criminal act by an **insured-person**.
- (13) **manual labour**.
- (14) **you** travelling against the advice or recommendations published by the Foreign and Commonwealth Office and applicable at the time of **your** departure.

**B. This insurance will not cover:**

- (1) any **trip** where there is no pre-booked return date.
- (2) loss of earnings, additional hotel costs, additional car hire, additional parking fees, kennel fees or any other financial loss unless it is specified in the policy.
- (3) any loss due to currency exchanges of any and every description.

## SECTION B1 - DEPARTURE DELAY

(Applicable to trips outside your home country.)

For each insured-person this insurance will pay:

1. You the amount shown in the schedule of cover as compensation if you are at your international departure point and the departure of your international flight, international train or sailing is delayed for more than 12 hours from its scheduled departure time. If the delay continues we will pay a further sum as shown in the schedule of cover for each complete period of 12 hours up to the maximum amount shown in the schedule of cover.
2. up to the amount shown in the schedule of cover for the cancellation of your trip if you are at your international departure point and after 24 hours delay you wish to abandon the trip,
3. up to the amount shown in the schedule of cover for alternative transport to get you to your destination if:
  - (a) the car in which you are travelling to your international departure point becomes undrivable due to mechanical failure or being involved in an accident, or
  - (b) your public transport is delayed, preventing you from getting to your international departure point in time to check in.

You will need to obtain independent confirmation of the circumstances.

For each insured-person this insurance will not cover:

- the cost of any accommodation, food, drink, telephone calls or faxes.
  - any claim that is due to the failure of any transport or accommodation provider, their agent or anybody who is acting as your agent.
- 1&2- any compensation unless you if you are at your international departure point and obtained written confirmation from your airline, railway company, shipping line or their handling agents that shows the reason for the delay, the scheduled departure time and the actual departure time of your flight, international train or sailing.
- any compensation where the airline, railway company or shipping line or their handling agents provide alternative transport that departs within 12 hours of the booked departure time.
  - any compensation when your tour operator has rescheduled your flight itinerary.
  - any claim where you have not pre-booked, where you have a stand-by ticket and do not have confirmed space or that is due to the aircraft being overbooked.
- 1- missed connections outside your home country
  - 2- the excess shown in the schedule of cover
  - any claim outside your home country
  - 3- any claim that is a result of your failure to allow sufficient time for your journey to the international departure point to check-in by the time shown on your travel itinerary.
  - any claim arising from the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from home.
  - any claim on your return journey to your home country

### What you need to do if you wish to make a claim under this section of the policy:

You need to obtain a letter from the airline, railway company or shipping line or their handling agents that shows (a) scheduled departure time, (b) actual departure time, and (c) reason for the delay. You are only covered if the delay is more than 12 hours.

## SECTION B2 - PERSONAL POSSESSIONS

For each insured-person this insurance will pay:

- (a) up to the total amount shown in the schedule of cover for your personal possessions to cover:
- either (i) the cost of repair of items that are partially damaged whilst on your trip, up to the market value of the item, allowing for age, wear and tear,
- or (ii) the market value of the item, allowing for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip.
- (b) up to the amount shown in the schedule of cover to cover the purchase of essential items if your personal possessions are misplaced, lost or stolen on your outward journey from your home country for over 12 hours from the time you arrived at your trip destination. You must keep all receipts for these items and send them in to us with your claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.

For each insured-person this insurance will not cover:

- (a)- the excess shown in the schedule of cover of each and every incident giving rise to a claim.
- more than the amount shown in the schedule of cover for any one article, pair or set of any kind, whether they are solely or jointly owned.
  - more than the amount shown in the schedule of cover in total for valuables whether solely or jointly owned.
  - more than £100 in respect of sunglasses, spectacles or prescription glasses.
  - more than £100 for items lost or stolen from a beach or lido.
  - any claim for loss or theft where you have not notified the police, your carrier or tour operator's representative and obtained a written report.
  - any claim where you are unable to provide the damaged items on request or to prove the existence or prove the ownership of any item with an insured value in excess of £150.
  - any claim that is the result of a domestic dispute.
  - any breakage or damage to fragile articles, paintings, works of art, sculptures, audio, video, computer, television equipment, musical instruments, household goods unless the breakage or damage is caused by fire, theft or in an accident to the motor vehicle in which they are being carried.
  - loss or damage due to atmospheric or climatic conditions, age, wear, tear, moth or vermin.
  - the cost of replacing or repairing dentures.
  - money, bonds, coupons, stamps negotiable instruments, securities or documents of any kind.
  - personal possessions left unattended away from your personal holiday or trip accommodation except personal possessions (but not valuables) left between 6.00 am and 11.00 pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle where entry was gained by violent and forcible means.
  - the loss, theft or damage to:-
    - property that does not belong to you or any member of your family.
    - mobile telephones, SIM cards, mobile telephone prepayment cards, lost or stolen mobile telephone call charges or mobile telephone accessories.
    - films, tapes, cassettes, cartridges or discs other than their value as unused material unless purchased pre-recorded when we will pay up to the maker's latest list price.
    - duty free items such as tobacco products, alcohol and perfumes.
    - perishable goods, bottles, cartons and any damage caused by them or their contents.
    - pedal cycles, wheelchairs, prams, pushchairs or baby buggies except while they are being carried on public transport.
    - sports equipment whilst in use.
    - any items more specifically insured elsewhere.
    - valuables carried in any suitcases, trunks or similar containers when left unattended.
    - valuables left unattended except where they are locked in a safe or safety deposit box where these are available or left out of sight in your locked personal holiday or trip accommodation.
    - contact or corneal lenses or artificial limbs.
- (b)- shoes, boots, trainers and the like

### What you need to do if you wish to make a claim under this section of the policy:

For all claims for loss or damage during transit you need to (a) retain your tickets and luggage tags, (b) report the loss or damage to the airline, railway company, shipping line, coach company or their handling agents, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours. If luggage is delayed longer than 12 hours on your outward journey, you may need to buy some essential items; you must keep all the receipts to prove your claim.

For all damage claims you should retain the items in case we wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. You should keep receipts or vouchers for any items lost or damaged as these will help to prove your claim.

For all losses you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.

## SECTION B3 - PERSONAL MONEY

For each insured-person this insurance will pay:

- (a) up to the amount shown in the schedule of cover for the loss or theft of **your personal money** during **your trip**
- (b) up to the amount shown in the schedule of cover for additional travel and accommodation expenses necessarily incurred to obtain replacement **travel documents** whilst on **your trip** if **your travel documents** are lost or stolen during **your trip**.

For each insured-person this insurance will not cover:

- (a) - the **excess** shown in the schedule of cover of each and every incident giving rise to a claim
  - more than **the amount shown in the schedule of cover** in total in cash or currency, whether solely or jointly owned
  - loss or theft of **personal money** due to depreciation in value, currency changes or shortage caused by any error or omission
  - loss or theft of travellers' cheques where the bank provides a replacement service.
  - any financial loss suffered as a result of **your** debit/credit card being lost or stolen
  - more than the unused portion of **your** passport
- (a)&(b) - loss or theft of **personal money** or **travel documents** that are not:
  - on **your** person.
  - held in a safe or safety deposit box where one is available.
  - left out of sight in **your** *locked* personal **trip** accommodation.
- any claim for loss or theft where **you** have not notified the Police, **your** carrier or tour operator's representative and obtained a written report.
- (b) - the cost of the replacement **travel documents**.
  - any costs incurred before departure or after **you** return **home**.
  - any costs which are due to any errors or omissions on **your travel documents**.
  - **your** failure to obtain the required passport, visa or ESTA.
  - any expenses for food or drink.

### What you need to do if you wish to make a claim under this section of the policy:

For all losses **you** should report to the Police as soon as possible, and within **24** hours of discovery, and obtain a written report and reference number from them. **You** should also report the loss to **your** tour operator's representative or hotel/apartment manager wherever appropriate.

For loss of money **we** will also require (a) confirmation from **your home country** currency exchange of the issue of foreign currency or travellers' cheques, (b) exchange confirmations for currency changed from travellers' cheques, or, (c) where sterling is involved, documentary evidence of possession.

For lost or stolen **travel documents** **you** will also need get a letter from the Consulate, airline or travel provider where **you** obtained a replacement and keep all the receipts for **your** travel and accommodation expenses.

## SECTION B4 - EMERGENCY MEDICAL AND ASSOCIATED EXPENSES

**Please note** : If you are admitted to hospital this must be reported to our appointed **emergency medical assistance service** as soon as it is **practically possible** and **at the latest within 24 hours** if **your medical bill is likely to exceed £500**.

For each insured-person this insurance will pay :

to **you** or **your** legal representatives the following *necessary* emergency expenses that are payable within six months of the event that causes the claim that results from **your** death, injury or illness

### 1. Trips outside your home country

- (a) up to **the amount shown in the schedule of cover** for reasonable:
  - (i) fees or charges to be paid outside **your home country** for medical, surgical, hospital nursing home or nursing services.
  - (ii) additional travel, accommodation and repatriation costs to be made for or by **you** and for any *one other person who is required for medical reasons* to stay with **you**, to travel to **you** from within **your home country** or to travel with **you**.
  - (iii) *either* (a) up to **£2,500** to cover charges following **your** death outside **your home country** for **your** burial or cremation in the locality where **your** death occurs and the cost of returning **your** ashes **home** or (b) the return of **your** body to **your home** when arranged by **us**
- (b) up to **£100** to cover emergency dental treatment only to cure sudden pain.
- (c) **the amount shown in the schedule of cover** for each full day that **you** are in a state hospital as an in-patient during the period of the **trip** in addition to the fees and charges paid under **1 (a)** above.
- (d) up to **£250** for the loss of excursions that **you** pre-booked and pre-paid for in **your home country** and are unable to take because **your** confinement to bed either in a hospital or in **your trip** accommodation, and on which **you** are unable to obtain a refund.

### 2. Trips within your home country up to the amount shown in the schedule of cover for reasonable:-

- (i) travel and accommodation costs incurred by **you** to enable **you** to return to **your home** following **you** suffering serious illness or injury whilst on **your** trip which results in your not being able to return on **your** booked transportation
- (ii) travel and accommodation costs incurred by one other person who is required for medical reasons to stay with **you**, to travel to **you** from within **your home country**, or to travel with **you** to **your home**.
- (iii) costs following your death for the return of your ashes or your body to your home.

For each insured-person this insurance will not cover:

- 1.(a)- the **excess** shown in the schedule of cover of each and every incident giving rise to a claim except when **you** have used the European Health Insurance Card (EHIC) or other mutual agreement between countries to obtain a reduction in medical costs, when this is reduced to **NIL**.
  - any elective or pre-arranged treatment.
  - any routine non-emergency tests or treatment.
  - any treatment or hospitalisation which can be reasonably expected.
  - the cost of replenishing supplies of any medication **you** were using at the start of the **trip**, or further treatment for any condition **you** had at the start of **your trip**.
  - the cost of taxi fares for anyone other than the patient, telephone calls, faxes or any expenses for food or drink.

### 1 & 2.

- **you** travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose).
- **you** driving a motorcycle for which **you** do not hold a full licence to ride in **your home country**.
- **you** riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.
- **your** suicide, self-injury or wilful act of self exposure to peril (except where it is to save human life).
- **your** participation in a **hazardous activity** unless an additional premium has been paid and the policy endorsed.
- the cost associated with the diversion of an aircraft due to **your** death injury or illness.

- 1.(a)(i)- any services or treatment received by **you** within **your home country**.
  - any services or treatment received by **you**, including any form of cosmetic surgery **OR** any treatment that in the opinion of the emergency assistance service, in consultation with **your** treating doctor, can reasonably wait until **you** return to **your home country**.
  - any services or treatment received by **you** after the date on which in the opinion of the emergency assistance service, **you** can safely return **home**, that would exceed the cost of **your** repatriation.
  - any routine non-emergency tests or treatment.
  - repairs to or for the provision of dentures, artificial limbs or hearing aids.
  - any dental work involving the use of precious metals.

- in-patient treatment that has not been notified to and agreed by the emergency assistance service.
- any extra costs for single or private accommodation in a hospital or nursing home.
- repatriation unless this is deemed medically necessary by **our** appointed emergency medical assistance service.
- any costs for treatment, including exploratory tests, that has no relationship with the illness or injury on which the claim is being made.

1.(a)(iii) - **your** burial or cremation in **your home country**.

1.(b) - emergency dental work costing more than **£100**.

1.(c) - any payment when **you** are in a private hospital or clinic.

- more than **the amount shown in the schedule of cover** in total for hospital in-patient benefit.

2 - the **excess** shown in the schedule of cover of each and every incident giving rise to a claim

**PLEASE NOTE:**

1. If travelling within Europe **you** should carry a European Health Insurance Card (EHIC) and use this at state registered doctors and state hospitals to save costs.

2. If travelling to Australia **you must** register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle **you** to reduced medical charges from doctors, reduced prescription charges and access to Medicare hospitals.

**WHAT TO DO IN THE CASE OF A MEDICAL EMERGENCY ABROAD**

**IN CASE OF SERIOUS EMERGENCY** first call an ambulance using the local equivalent of a **999** call. While **you** wait for the ambulance contact **our medical assistance service** which is open **24** hours a day and **7** days a week to offer **you** advice in this emergency situation. **We** strongly suggest **you** put their telephone number **+44 (0) 845 2603 260** into **your** mobile phone before **you** travel so that it is to hand should **you** need it. Speak to the ambulance driver and get details of the hospital **you** are being taken to so that **our medical assistance service's** doctor will be able to obtain a medical report at the earliest possible opportunity.

**WHAT THE MEDICAL ASSISTANCE COMPANY NEEDS FROM YOU** - when **you** call **our medical assistance service** in an emergency **you** need to have some basic information for them to hand:

- **your** telephone number so **you** can be contacted on in case **you** are cut off
- the name and age of the patient and as much information about the medical situation as **you** are able to provide
- the name of the hospital, the ward, the treating doctor and the telephone numbers if **you** have them
- tell them that **you** have a **Travel Department** policy, the **premium receipt** number, the date **you** bought it and **your** booked travel dates
- the patient's UK GP details, name, address and phone number, in case they need to obtain information on current medical conditions and treatment.

**MINOR ILLNESS OR INJURY** - If **you** need to see a doctor in Europe or Scandinavia then ask **your** hotel reception or tour operator representative for the address of the nearest **public medical facility**. In Europe **you** should show them **your** EHIC card, medical treatment will be free or at a reduced cost and **you** will not be required to contribute towards the claim as the policy excess will be reduced to NIL. **You** will only be covered for the cost of private medical treatment in these countries if this is approved in advance by **our medical assistance service** on **+44 (0) 845 2603 260**. Elsewhere it is advisable to seek advice on where to go for treatment from **our medical assistance service** if possible, as standards of medical facilities vary greatly and many apparently acceptable clinics which have been set up to target the tourist market and will ruin **your trip** by insisting on unnecessary admissions and treatment at inflated prices. In some circumstances it may be necessary for **our medical assistance service** to move **you** to a more suitable facility.

**HOW TO PAY FOR YOUR TREATMENT** - Outpatient bills for less than **£500** should be paid at the time and claimed on **your** return. It is very important to obtain an itemised receipt for any monies paid for medical treatment.

If **you** are admitted to a medical facility then **you** may need to pay the policy excess locally and ask the hospital or doctor to send the rest of their bills to Travel Claims Facilities at: PO Box 420, Hadlow, Kent, TN9 9DE, UK. **Our medical assistance service** will explain this procedure to them and provide them with a faxed guarantee if necessary, once the validity of **your** claim has been established.

**WHAT HAPPENS IF I MISS MY BOOKED FLIGHT DUE TO ILLNESS?** Don't worry, provided **you** have contacted **our medical assistance service** **your** policy will be automatically extended to cover **you** until it is agreed that **you** are fit to travel home. **Our medical assistance service** will liaise with **your** treating doctor and **you** and once **you** are fit to travel, they will make appropriate alternative arrangements.

**WHAT IF YOU WANT TO COME HOME EARLY?** - This policy covers **you** to come home early because **you** are ill **only** if medical treatment is not available locally. If **you** are thinking of cutting short **your trip** because **you** are not well then **you** must contact **our medical assistance service** on **+44 (0) 845 2603 260** for advice first. If **you** need to come home for **any other reason**, such as the illness of a **close relative** in the UK then **you** should make **your own** arrangements, bearing in mind **your** duty to act at all times as if uninsured as not all circumstances are covered by **your** policy.

If **you** are not sure whether **your** particular circumstances are included in the cover then call **Travel Claims Facilities** on **+44 8453 707187** between **9.00** am and **5.00** pm UK time for advice.

**FOR PRACTICAL ASSISTANCE IN A MEDICAL EMERGENCY OR IF YOU NEED TO CUT YOUR TRIP SHORT CONTACT EMERGENCY ASSISTANCE FACILITIES ON + 44 (0) 845 260 3 260**

**What you need to do if you wish to make a claim under this section of the policy:**

Emergency medical details are given separately above.

For non-emergency cases, visits to doctors, hospital outpatients, or pharmacies **you** must keep all receipts accounts and medical certificates.

## SECTION B5 - CURTAILMENT (CUTTING SHORT YOUR TRIP).

For each insured-person this insurance will pay:

up to the amount shown in the schedule of cover for your unused proportion of (i) transport charges, (ii) loss of accommodation and (iii) additional travel expenses that you have paid or agreed to pay and that you cannot recover from any other source following your **necessary curtailment** of your trip due to:

- (a) the trip being cut short by your early return home because of:
- (i) the sudden and unforeseen death, injury or illness of:
    - you or a friend with whom you are travelling.
    - a close relative who lives in your home country.
    - a close business associate who lives in your home country.
    - a friend who lives abroad and with whom you were intending to stay,
  - (ii) you, a friend or close relative who is travelling with you being required in your home country for jury service or as a witness in a Court of Law, or
  - (iii) you, a friend or close relative who is travelling with you being called back by the Police after your home, or the home in your home country of your friend or close relative, or usual place of business in your home country, having suffered from burglary, serious fire, storm or flood.

**Please Note:** your unused portion of costs will be calculated in full days lost from the date of your flight home

For each insured-person this insurance will not cover:

- the excess shown in the schedule of cover of any loss, charge or expense made on each claim under this section.
- any payment or part payment made using frequent flyer vouchers, Air Miles vouchers or other vouchers that have no financial face value.
- any payment where you have not suffered any financial loss.
- curtailment due to a known pre-existing medical condition of a close relative or business associate who is not travelling with you or any recognised complication caused by the pre-existing medical condition.
- any unused portion of your original ticket where repatriation has been made.
- cutting short your trip unless the emergency medical assistance service have agreed.
- any claim where the trip is of 2 days duration or less or is a one-way trip.
- any claim that is due to:
  - the withdrawal of previously approved leave by your employer unless it is due to the death or serious illness of a close business associate.
  - your failure to obtain the required passport, visa or ESTA.
  - the operation of law or as a result of an unlawful act or criminal proceedings against anyone included in your booking.
  - the failure of any transport or accommodation provider, their agent or anybody who is acting as your agent.
  - the curtailment of your trip by the tour operator.
  - the failure of your travel agent or tour operator.
  - the cancellation of any conference or business trip onto which your trip was to be an add-on.
  - financial circumstances.
  - your loss of enjoyment of the trip however caused.
  - your suicide, self-injury or any wilful act of self exposure to peril (except where it is to save human life).
  - death or illness of any pets or animals.
  - terrorism, riot, civil commotion, strike or lock-out.
  - the fear of an epidemic or pandemic
  - you participating in a hazardous activity unless an additional premium has been paid and the policy endorsed.
  - your failure to get a medical certificate from the treating doctor near to where you are staying that states the necessity to return home due to death, injury or illness.
  - you driving a motorcycle for which you do not hold a full licence to ride in your home country.
  - you riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.

**What you need to do if you wish to make a claim under this section of the policy:**

If you feel you need to cut short your trip you will need a letter confirming this is due to medical necessity from your treating doctor in resort, and to confirm this with our appointed emergency medical assistance service. Curtailment claims will not otherwise be covered. You should keep any receipts or accounts given to you and send them in to the claims office.

## SECTION B6 - PERSONAL LIABILITY

For each insured-person this insurance will pay:

up to the amount shown in the schedule of cover plus costs agreed between us in writing, for any event occurring during the period of this insurance that you are legally liable to pay that relate to an incident caused by you and that results in:

- (a) injury, illness or disease of any person.
- (b) loss of, or damage to, property that does not belong to you or any member of your family and is neither in your charge or control nor under the charge or control of any member of your family.
- (c) loss of, or damage to trip accommodation which does not belong to you or any member of your family.

For each insured-person this insurance will not cover:

- (a)&(b) the excess shown in the schedule of cover in respect of each and every event that causes a claim.
- (c) - the first £250 in respect of each and every event that causes a claim.
- any liability for loss of or damage to property or injury, illness or disease:
    - where an indemnity is provided under any other insurance.
    - that is suffered by anyone who is under a contract of service with you, acting as a carer, whether paid or not, or any member of your family and is caused by the work you or any member of your family employ them to do.
    - that is caused by any deliberate act or omission by you.
    - that is caused by your own employment, profession or business or any member of your family.
    - that is caused by your ownership, care, custody or control of any animal.
    - that falls on you by agreement and would not have done if such agreement did not exist.
  - any liability for injury, illness or disease suffered by you or any member of your family.
  - compensation or any other costs caused by accidents involving your ownership, possession or control of any:
    - land or building or their use either by or on your behalf other than your temporary trip accommodation.
    - mechanically or electrically propelled vehicles and any trailers attached to them.
    - aircraft, motorised skis, motorised waterborne craft or sailing vessel.
    - firearms or incendiary devices.

**What you need to do if you wish to make a claim under this section of the policy:**

Never admit responsibility to anyone and do not agree to pay for any damage, repair costs or compensation.

Keep notes of any circumstances that may become a claim so these can be supplied to us along with any supporting evidence we may require.

## SECTION B7 - PERSONAL ACCIDENT BENEFIT

For each insured-person this insurance will pay :

the amount shown in the schedule of cover for your accidental bodily injury, that independently of any other cause, results in your:

- (a) death
- (b) total and permanent loss of sight in one or both eyes or total loss by physical severance or total and permanent loss of use of one or both hands or feet
- (c) permanent and total disablement from engaging in paid employments or paid occupations of any and every kind

all occurring within 12 months of the event happening.

For each insured-person this insurance will not cover:

- any event that is due to:
  - you travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose).
  - you driving a motorcycle for which you do not hold a full licence to ride in your home country.
  - you riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.
  - your suicide, self-injury or any wilful act of self-exposure to peril (except where it is to save human life).
  - your participation in a hazardous activity unless an additional premium has been paid and the policy endorsed.
- more than one of the benefits that is a result of the same injury.
- (a) more than £1,000 death payment when your age is under sixteen (16) years or is seventy-six (76) years or over at the time of the incident.
- (c) any payment when your age is seventy-six (76) years or over at the time of the incident.

\*NB. Where you are not in any paid employments or paid occupations, this shall be defined as 'all your usual activities, pastimes and pursuits of any and every kind'.

### What you need to do if you wish to make a claim under this section of the policy:

In the event of death we will require sight of an original copy of the death certificate, for other claims please write describing the circumstances of the accident and its consequences, and you will be advised what further documentation is required.

## SECTION B8 - LEGAL ADVICE AND EXPENSES

For each insured-person this insurance will pay:

up to the amount shown in the schedule of cover for legal costs and expenses incurred in pursuing claims for compensation and damages due to your death or personal injury whilst on the trip provided we always have complete control over the legal proceedings and the selection, appointment and control of lawyers and where a claim occurs you will supply any reports or information and proof to us and the claims office as may be required.

For each insured-person this insurance will not cover:

- the excess shown in the schedule of cover in respect of each and every event that causes a claim.
- any costs to pursue a claim against a travel agent, tour operator, tour organiser, the insurers or their agents or the claims office.
- any legal action where the estimated amount that will be recovered is less than £500.
- any legal expenses where we consider you are unlikely to obtain a reasonable settlement.
- any costs that can be considered under an arbitration scheme or a complaints procedure.
- any legal expenses incurred without our prior authorisation or that of the claims office.
- any claim made by you against another insured-person or member of your family.
- any claim for damage to a motor vehicle.

### PLEASE NOTE

- We will not pay legal expenses to bring proceedings in more than one country in respect of the same event.
- If you are awarded compensation and receive payment then all sums paid out by us shall be paid out of that compensation.

### What you need to do if you wish to make a claim under this section of the policy:

If you have an accident abroad and require legal advice you should telephone:

**Pannone LLP, 123 Deansgate, Manchester, M3 2BU**

They will arrange for up to thirty minutes of advice to be given to you by a lawyer. To obtain this service you should:

telephone 0161 228 3851 or fax 0161 909 4444

## APPLICABLE TO BOTH PRE-TRAVEL AND TRAVEL POLICIES

### APPEALS PROCEDURE

It is **our** aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. There are, however, times when misunderstandings occur by both sides. If **you** do not feel that the matter has been dealt with to **your** satisfaction or **you** have some new evidence which **we** have not seen, **you** may appeal against the decision in writing, explaining why **you** do not think **our** decision is correct.

1. If **your** complaint is regarding the selling of **your** policies:

**The Managing Director, Infinity Insurance Solutions,  
PO Box 48, Woking, Surrey. GU21 8ZW**

2. If **your** appeal is regarding policy cover or the claims or assistance service or medical screening:

**The Claims Manager, Travel Claims Facilities,  
PO Box 420, Tonbridge, Kent, TN9 9DE**

Should **we** still not be able to resolve the matter **you** may then follow the complaints procedure detailed below

### COMPLAINTS PROCEDURE

If, following an appeal, **you** do wish to complain please forward details of **your** complaint in the first instance as follows:

**The Branch Manager, URV, Oast Business Centre, North Frith Farm, Ashes Lane, Hadlow, Kent, TN11 9QU,**  
who will review the claims office decision.

If **you** are still not satisfied with the outcome **you** may ask the Financial Ombudsman Service (FOS) to review **your** case.

Their address is **South Quay Plaza, 183 Marsh Wall, London, E14 9SR.**

Their telephone advice line is **+44 (0) 845 080 1800.**

The Travel Department UK Ltd is an Appointed Representative of Infinity Insurance Solutions Limited  
Infinity Insurance Solutions Limited is authorised and regulated by the Financial Services Authority.

**If you have any queries regarding this insurance please contact:**

**INFINITY INSURANCE SOLUTIONS**

**PO Box 48, Woking, Surrey GU21 8ZW**

**Tel: 0845 230 7130 Fax: 01483 730 969**

**HAVE A SAFE AND ENJOYABLE TRIP**

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