

Superior Cover

Single Trip • Multi Trip

For policies issued between
01/03/2024 to 28/02/2025

Master Policy Number:
COLTM-24-010-C

This policy is for residents of the United Kingdom and the Channel Islands only.

TRAVEL INSURANCE
4MEDICAL.CO.UK



This policy has been specially arranged and is administered by Rothwell & Towler Ltd.

Travel Insurance 4 Medical is a trading name of Rothwell & Towler Ltd.

Rothwell & Towler Ltd is an Appointed Representative of Crispin Speers & Partners Ltd who are authorised and regulated by the Financial Conduct Authority FRN:311507.

Unless otherwise stated your policy is insured by Collinson Insurance. Collinson Insurance is a trading name of Astrenska Insurance Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Their Financial Services Register Number is 202846.

All of the details above can be checked on the Financial Services Register at: <https://register.fca.org.uk/s/>

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POLICY INFORMATION

ABOUT YOUR CONTRACT OF INSURANCE

This policy wording and the **policy certificate** form a contract of insurance between the underwriters, Collinson Insurance and those people specified on **your policy certificate** and must be read together. Please check **your policy certificate** carefully to ensure the cover **you** have purchased meets **your** needs. This contract is only valid when **you** have a valid **policy certificate** and have paid the appropriate premium.

Both **we** and **you** are entitled to choose the law applicable to the insurance. **We** propose English Law and in the absence of any agreement to the contrary, English Law will apply.

This policy is insured by Collinson Insurance. Collinson Insurance is a trading name of Astrenska Insurance Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Their Financial Service Register Number is 202846. These details can be checked on the Financial Services Register website www.fca.org.uk.

CANCELLING OR AMENDING YOUR POLICY

Please tell **us** as soon as **you** are aware that **your** policy does not meet **your** needs. If **you** cancel within 14 days of the receipt of **your** documentation and **you** have not started a **trip**, made a claim, or intend to make a claim, **we** will give **you** a full refund. If **you** cancel outside of the 14-day cooling-off period, no premium will be refunded.

However, discretion may be exercised in exceptional circumstances to provide a refund for unused cover, those exceptional circumstances being bereavement or an unexpected change to **your** policy resulting in **us** being unable to continue covering **you**. The unused premium will be calculated on a sliding scale basis as follows:

Refund scale outside the 14-day cooling off period for exceptional circumstances only

Single Trip Policies Before Travel

75% refund

No refund can be given once a **trip** has started.

Annual Multi Trip Policies

| Number of months policy was live before cancellation | % Refund | Number of months policy was live before cancellation | % Refund |
|--|----------|--|----------|
| 1 month | 75% | 7 months | 20% |
| 2 months | 60% | 8 months | 15% |
| 3 months | 50% | 9 months | 10% |
| 4 months | 40% | 10 months | 5% |
| 5 months | 30% | 11 months | 0% |
| 6 months | 25% | 12 months | 0% |

We may cancel **your** policy by giving **you** 14 days' notice in writing, if this happens, **we** will refund the unused premium in line with the above scale and advise **you** the reason for the cancellation. Reasons can be (but not limited to) **you** failing to pay the full and correct premium, or if **you** do not meet the Medical Health Requirements or residential eligibility. Once **your** policy has been cancelled **your** cover will end and **you** will not be able to make a claim.

FRAUD

If a claim is found to be fraudulent in any way, including use of fraudulent means to obtain any benefit, this policy shall become void meaning it no longer exists from the date of the fraudulent claim and the premium paid will be lost. Any benefits received by **you** for any claim found to be fraudulent, must be repaid to us. **We** may inform the police or the appropriate authorities of the circumstances.

TRAVELLING COMPANIONS NOT INSURED WITH US

This policy does not cover any costs or expenses for a person not insured by this policy. For example, if **you** pay for someone else's accommodation and have to cancel the trip. **You** won't be able to claim for 'the person who **you** are travelling with' accommodation costs.

RESIDENTIAL ELIGIBILITY

To be eligible to purchase this policy **your home** address must be in the **UK** and **you** must be registered with a General Practitioner in the **UK**.

RENEWING ANNUAL MULTI TRIP POLICIES

We will write to **you** at least 31 days before **your** policy is due to expire to provide **you** with details of the new premium and any changes to the policy terms and conditions. If **you** are still eligible and happy with the renewal information, **you** will need to contact us either by visiting our website or calling **us** to accept the quote. **We** will remind **you** to tell **us** about any changes to **your** personal circumstances, including any new or changes to existing medical conditions. Once payment has been taken **you** can still cancel the policy and obtain a full refund, provided **you** contact **us** within 14 days from the date **you** receive the policy documentation and **you** have not made or are intending to make a claim under the renewed policy. Refunds for the unused portion of premium outside the 14-day cooling off period are only available for exceptional circumstances. Policies can be renewed during a **trip**, however, **we** advise **you** avoid this where possible so that **you** have continuous cover in place.

PURCHASING AFTER YOUR TRIP HAS STARTED

If **you** are traveling solely within the **UK**, **you** cannot purchase a policy after **you** leave **home** to start **the trip**. If **you** are travelling outside the **UK**, then it is possible to purchase a policy up to the point **you** board **your** transportation for **your** international departure. However, if **you** are aware of a reason to make a claim at the time of purchase, **your** claim will not be covered.

AUTOMATIC POLICY EXTENSIONS

If **you** are unable to return **home** as planned due to a reason covered by this policy, **your** cover will automatically extend until **you** are able to return **home** or until **you** are admitted to a hospital or medical facility in the **UK**.

When **your** return is delayed by an insured reason other than a medical emergency, cover is only extended until travel arrangements can be made to return **home**. All cover will end under this policy if **you** choose not to return **home** as soon as **you** are able to.

WHEN COVER STARTS AND ENDS

Single Trip

From the time of buying this insurance to the time **you** leave **home** to start **your trip**, cover is only available under Cancelling **Your Trip**. Once **you** leave **home** to start the **trip**, Cancellation cover ends, and all other sections of the policy, begins.

Cover under all sections of the policy apart from Cancelling **Your Trip**, ends:

- At midnight on the end date shown on **your policy certificate** even if **you** have not returned **home**. Or
- When **you** return to **your home** address in the **UK** even if this is before **your** booked return date. Or
- Upon **your** admission to a hospital or medical facility in the **UK** if **we** are repatriating **you home** under Section B10 & B11 Emergency Medical Expenses, or if **we** require **you** to return **home** early for medical reasons. Cover ends even if this is before **your** booked return date, or before **your trip** is due to end.

Annual Multi Trip

Cover under Cancelling **Your Trip** is effective from the start date of **your** policy period as shown on **your policy certificate** or when **you** book a **trip**, depending on which happens last. Once **you** leave **home** to start the **trip**, Cancellation cover for that **trip** ends, while cover under all other sections of the policy, begins. If **you** have multiple **trips** booked, Cancellation cover is effective until **you** leave **home** to start each **trip**. If a booked **trip** falls after the date **your** policy is due to renew, **you** must pay the premium to renew **your** policy for cover to continue.

Cover under all sections of the policy apart from Cancelling **Your Trip** ends:

- At midnight on the end date shown on **your policy certificate** even if **you** have not returned **home**. Or
- At midnight of the day, **you** reach the policy maximum **trip** duration; or
- When **you** return to **your home** address in the **UK** even if this is before **your** booked return date. Or
- Upon **your** admission to a hospital or medical facility in the **UK** if **we** are repatriating **you home** under Section B10 & B11 Emergency Medical Expenses. Cover ends even if this is before **your** booked return date, or before **your trip** is due to end.

DECLARING EXISTING MEDICAL CONDITIONS

This policy does not automatically provide cover for medical conditions **you** are already experiencing when **you** purchase this policy or have experienced in the past. Please review the Medical Health Requirements and ensure **you** answer the Medical Screening questions fully and accurately for everyone insured on the policy.

SUMS INSURED AND EXCESSES

Each section of the policy has a limit on the amount **we** will pay for each insured person, called the sum insured. Claims under most sections of the policy will be subject to an excess. The sums insured, inner limits and excess amount for each section are set out in the Cover Table. Please check the Cover Table against **your policy certificate** to ensure the level of cover **you** have purchased meets **your** needs.

Excesses apply for each claim logged with **us**, for each section of the policy **you** are claiming under and for each **insured person** who is making a claim. When **we** are settling a claim directly with **you**, **we** will deduct the excess from the claim payment before **you** receive it. Where **we** are settling claims directly with a medical provider or other supplier, **you** will be responsible for paying **us** the excess. Unless **you** have purchased and paid the appropriate additional premium for an Excess Waiver.

UPGRADES / POLICY EXTENSIONS

The following upgrades are available to be purchased for an additional premium:

- Cruise Extension
 - Golf Extension
 - COVID-19 Extension
 - Natural Disaster & Terrorism Extension
 - Gadget Extension
 - 60 Day Multi Trip Extension
 - Winter Sports Extension
 - Excess Waiver
- (Maximum Age 70 years old)

COVERED AREA

The area **you** have selected to buy confirms the country/location **your** policy is valid for. Cover under this policy is not valid if **you** travel to an area that is higher than the area **you** purchased. For example, if **you** have purchased a policy to Europe, but **you** travel to the USA no cover will be in place. It is important to check the area of cover on **your policy certificate**.

TRIP AND AGE LIMITS

Single Trip

The maximum **trip** duration **you** can purchase varies by age as follows:

| Age at date of starting the policy | Europe Excluding Spain | Europe Including Spain | Australia & New Zealand | Worldwide Excluding USA, Caribbean, Canada & Mexico | Worldwide |
|------------------------------------|------------------------|------------------------|-------------------------|---|-----------|
| Up to 70 | 185 Days | 185 Days | 185 Days | 185 Days | 185 Days |
| 71-75 | 66 Days | 66 Days | 66 Days | 45 Days | 45 Days |
| 76-85 | 45 Days | 45 Days | 45 Days | 31 Days | 31 Days |
| 85-100 | 31 Days | 31 Days | 31 Days | 31 Days | 31 Days |

Annual Multi Trip

The maximum **trip** duration for this policy is 31 days. The maximum age for an annual multi trip is 79 years old.

We do have an option available on this product with allows **you** to increase the maximum **trip** duration to 60 days per **trip**. This will only be covered if **you** pay the appropriate additional premium and it is confirmed on **your** policy documents. The maximum age for this extension is 70 years old.

UK COVER

For Annual Multi Trip policies **you** must have booked and paid for 2 night's accommodation for **UK** cover to apply. Not all sections of cover apply if **your trip** is solely within the **UK**, the following sections of cover are available:

TRIP DISRUPTION

- Cancelling Your Trip.
- Cutting Short Your Trip (excluding COVID-19 Upgrade).

MEDICAL COVER

- Medical Repatriation, excluding Medical Expenses.
- Additional Travel and Accommodation Costs.
- Hospital Benefit.
- Repatriation of Remains.

PERSONAL BELONGINGS

- Personal Baggage.
- Money and Travel Documents.

OTHER

- Personal Accident.
- Personal Liability.

FINANCIAL SERVICE COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the FSCS, if **we** are unable to meet **our** obligations. More information can be obtained from the www.fscs.org.uk website.

MEDICAL SCREENING HEALTH REQUIREMENTS

This policy does not automatically provide cover for medical conditions **you** are already experiencing when **you** purchase this policy or have experienced in the past. If **you** answer “Yes” to any of the Medical Screening Questions, **you** must contact **us** and answer a series of further questions regarding **your** health to determine if **we** can provide cover. **You** may have to pay an additional premium for **your** conditions to be covered. If **you** do not wish to pay the additional premium, **we** will not be able to sell **you** a policy.

Have **you** or anyone named on the policy ever been diagnosed with or treated for any:

- cancerous, respiratory, heart or circulatory conditions (problems with blood flow, including strokes, high blood pressure, and cholesterol)?
- psychological conditions such as stress, anxiety, depressions, or psychiatric condition such as eating disorders, drug or alcohol abuse or mental instability?

Within the last 2 years, have **you** or anyone named on the policy:

- been prescribed medication, or received treatment or attended a medical practitioner’s surgery?
- attended a hospital or clinic as an out-patient or in-patient?

Have **you** or anyone named on the policy:

- been currently put on a waiting list for treatment or investigation?
- been given a terminal prognosis?

If the answer is YES to any of the above **you** must declare them to **us**; **you** cannot choose what **you** declare and what **you** don’t.

We need to understand **your** health as a whole to be able to assess the risk **you** present in the lead up to **your trip** and while **you** are travelling. If any of the above apply to **you** and **you** do not declare them, any claim **you** make whether it is related or not, may only be paid in part or declined altogether.

CHANGE IN HEALTH AFTER YOU HAVE PURCHASED YOUR POLICY

Similarly, if there is a **CHANGE IN HEALTH AFTER YOU HAVE PURCHASED YOUR POLICY**, such as new or increased medication, any referral for tests or a specialist appointment, or a new diagnosis/course of treatment, **you must tell us** or again any claim **you** make whether it is related or not, may only be paid in part or declined altogether.

If **we** feel that anything **you** tell **us** might increase the risk and chance of a claim, **we** may ask **you** to pay an additional premium, change the policy terms or withdraw cover altogether.

To declare an existing condition(s) or a change in health please call us on: 0345 90 80 121

Should **your** medical situation change before **you** travel, and **we** are unable to continue providing cover, **we** will either allow **you** to make a claim for cancellation or, **we** will allow **you** to cancel **your** policy as per the terms and conditions shown on page 4.

INDIRECTLY RELATED CLAIMS

This policy does not cover claims that are directly or indirectly related to an undeclared or incorrectly declared medical condition. An indirectly related medical condition means a medical problem that is more likely to happen because of another medical problem **you** already have. For example, if **you**:

- have high blood pressure, high cholesterol, or diabetes, **you** are more likely to have a heart attack or a stroke.
- suffer from asthma (diagnosed over 50), chronic obstructive pulmonary disease, or other lung disease, **you** are more likely to get a chest infection.
- have or have had cancer, **you** are more likely to suffer from a secondary cancer.

PREGNANCY

Pregnancy or medical conditions arising from pregnancy are covered provided **you** will not be more than 28 weeks pregnant by the time **your trip** is due to start (or 24 weeks for multiple births) and a **medical practitioner** or midwife confirms that **you** are fit to travel.

If **you** are confirmed not fit to travel, or if **you** will be more than 28 weeks pregnant at the start of **your trip**, (24 weeks for multiple births), **you** can make a claim under “Cancelling **Your Trip**” provided **you** purchased this policy/booked a **trip** before **you** were aware **you** would not be able to travel.

MAKING A CLAIM

First, check **your** policy certificate and the appropriate section of **your** policy wording to make sure that what **you** are claiming for is covered. **You** can set up a claim online or by telephone, **you** must ensure that **you** have all relevant documents and any receipts, please see claims evidence below.

- Online collinson.claimhere.co.uk
- Telephone **0333 005 1092**

All claims must be submitted within 60 days of **your** return from **your trip**. **You** must assist **us** in providing all requested information, including completing any requested forms, or **you** may experience a delay in the processing of **your** claim. When claims settlements are made by 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**, **we** 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**.

Claims & Assistance services are administered by Collinson Insurance Services Ltd.

24-hour Emergency Medical Assistance

You must contact the medical emergency service once **you** know **you** will be in a medical facility for at least 24 hours

- Telephone **0333 005 1093**

CLAIMS EVIDENCE

Before a claim can be paid, **you** may be asked to provide supporting documentation to validate cover and the circumstances of the loss. The table below sets out what documentation **you** may be asked to provide. Depending on the details of each claim **we** may ask for additional or different supporting documentation to that listed below.

| Section(s) | Documentation |
|---|---|
| All sections | <ul style="list-style-type: none"> - Policy Certificate. - Proof that you booked travel and accommodation, such as a booking invoice. |
| If you are unable to go on your trip , If you have to cut your trip short, If you need emergency medical treatment abroad, If you need to be brought home . | <ul style="list-style-type: none"> - Confirmation of all cancellation(s) including any refunds already given - Medical reports / medical certificates - Booking terms and conditions - Death certificates - Invoices and receipts for your expenses - Receipts or confirmation of payments you have made - Written confirmation of positive test results for Covid-19 provided by an independent authority including the date of the result. Photographic evidence of a test kit is not acceptable - A letter from your employer providing your redundancy - A police report for any lost or stolen travel documents |
| If you are delayed, If you choose to abandon your travel plans. | <ul style="list-style-type: none"> - Written confirmation from the carrier stating the period of and reason for any delay - Receipts confirming any additional transport costs |
| If a major incident happens while you are on your trip . | <ul style="list-style-type: none"> - Evidence from your original accommodation provider confirming the length and reason for closure of the accommodation - Evidence of any additional costs you have incurred |
| If you miss your departure, If you miss your connection. | <ul style="list-style-type: none"> - A police or motoring authority report stating any delay and the cause - Evidence of vehicle recovery or repairs - Evidence of the costs of any additional accommodation and transport |
| If your checked-in baggage is delayed, If your valuables are lost, stolen or accidentally damaged, If your other possessions are lost, stolen or accidentally damaged, If your cash is lost or stolen, If you need emergency travel documents. | <ul style="list-style-type: none"> - A police report or written report from your accommodation or travel provider detailing your reported loss - A police report for any lost/stolen item(s) - Property irregularity report from an airline - Written confirmation from the airline or travel company stating the length of delay - Proof of ownership and value of items claimed for such as receipts - When the claim is for loss or theft of mobile phones we will ask for proof that your service provider has been contacted and asked to discontinue the service - Evidence of withdrawal of bank notes or currency |

GENERAL CONDITIONS

The following conditions apply to all sections of the wording:

1. At the time of purchasing this insurance **you** will have been asked questions to enable **us** to assess **your** risk, failure to answer accurately and honestly could lead to **your** policy being invalid and all claims will be forfeited. If the answers given change after the policy was purchased **you** must notify **us** of this change.
2. **You** must pay the excess shown in the Cover Table (unless **you** have paid an additional premium to waive the excess)
3. **You** must take all reasonable steps to avoid or minimise any claim. At all times **you** must act as if **you** are not insured.
4. **We** can request specific information to assess **your** claim see Page 9 where **we** have set out what documentation **we** will ask **you** to provide. **We** are entitled to ask for any further evidence not listed on Page 9 if required due to the circumstances of **your** claim at **your** own cost.
5. If a claim is found to be fraudulent in any way, including use of fraudulent means to obtain any benefit, this policy shall become void meaning it no longer exists from the date of the fraudulent claim and the premium paid will be lost. Any benefits received by **you** for any claim found to be fraudulent, must be repaid to **us**. **We** may inform the police or other appropriate authorities of the circumstances.
6. **You** must not make any payment; admit liability, offer or promise to make any payment without written consent from **us**.
7. **We** are entitled to take over any rights in the defence or settlement of any claim and to take proceedings in **your** name for **our** benefit against another party.
8. If at the time of any incident, loss or damage there is any other indemnity or insurance which wholly or partly covers the same occurrence, the underwriters shall not be liable to pay or contribute towards the loss or damage except in excess of the sums recovered or recoverable under the other indemnity or insurance.
9. **You** must assist **us** in pursuing a recovery from any third party, government department or other insurers by providing all details required and by completing any necessary forms.
10. **You** are not covered for any cruise trips at all unless **you** have purchased the Cruise Extension and **you** have paid the appropriate additional premium.
11. **You** must follow the "Important Information" where listed under individual sections of the policy.

GENERAL DEFINITIONS

The words listed below when shown in bold text will always have the meaning set out below.

Home

The address where **you** live in the United Kingdom, Channel Islands or Isle of Man and where **you** are registered with a General Practitioner.

Home Country

The United Kingdom, Channel Islands or the Isle of Man

Immediate Relative

Your mother, father, sister, brother, spouse, civil partner, fiancé/e, **your** children (including adopted and fostered), grandparent, grandchild, parent-in-law, daughter-in-law; sister-in-law, son-in-law, brother-in-law, aunt, uncle, cousin, nephew, niece, step-parent, step-child, step-brother, step-sister or legal guardian.

Medical Practitioner

A registered practicing member of the medical profession who is not related to **you** or to a travelling companion or is anyone **you** are intending to stay with.

Policy Certificate

The document issued by **us** which sets out the names of the **insured persons**, area of cover, level of cover, type of policy, period of insurance, additional cover options and any other special conditions and terms used to confirm the correct cover is in place when a claim is made.

Public Transport

A company operating under a licence to carry passengers, working to a published timetable and /or published fares. This includes but is not necessarily limited to airlines, taxi firms, coach, ferry and rail operators.

Travelling Companion

The person **you** have booked to travel with on the **trip** but not insured on the same travel insurance policy and their **immediate relative**.

Trip

A single journey that begins and ends in the United Kingdom, starting when **you** leave **your home** address to travel to **your departure point** to begin **your** journey. The start and end dates when cover under all sections of this policy applies, (except for Cancelling **Your** Trip), are detailed on **your policy certificate** for single trip policies or in the case of annual multi **trip** policies, is the duration limit of each single journey taken in a 12-month period.

In certain circumstances cover will cease at a different time to the stated end date on **your policy certificate** or **your** stated duration limit. For clarification, cover under **your trip** ends:

- At midnight on the end date shown on **your policy certificate** even if **you** have not returned **home**, unless **you** have purchased an Annual Multi trip policy and **you** renew **your** policy while on **your trip** (**your** total **trip** duration including the renewed policy cannot exceed the maximum limit). This does not apply if **you** are unable to return **home** due to a claimable event, when **your** policy automatically extends; or
- For Annual Multi Trip policies, at midnight of the day **you** reach **your** stated maximum policy **trip** duration; or
- When **you** return to **your home** address in the **UK** even if this is before **your** booked return date.
- Upon **your** admission to a hospital or medical facility in the **UK** if **we** are repatriating **you home** under Section B10 & B11 Emergency Medical Expenses, or if **we** require **you** to return **home** early for medical reasons under a single trip policy. Cover ends even if this is before **your** booked return date, or before **your trip** is due to end.

War

Armed conflict between nations, invasion, act of foreign enemy, hostilities (whether war declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

We / Us / Our

Collinson Insurance.

You / Your / Insured Person

Each person named on the **Policy Certificate**.

UK

Your home country and place of residence as stated in the Residential Eligibility.

COVER TABLE

This table shows **you** what cover may be available under this insurance policy and is subject to the terms, conditions and exclusions already mentioned and detailed in the individual policy sections. **Please be aware** that if **your** circumstances do not fit those described, then there is no cover in place.

The amounts shown under '**We will pay up to**' are the maximum amounts payable under each policy section per insured person. **Please note:** Some sections have individual item limits, or limits to the amount paid per period; please refer to the individual policy sections for these limits.

The '**Excess**' is the amount that will be deducted for each insured person per claim incident under each policy section.

| Cover | | | | |
|-------|---|----------------|--------------------------|---------------|
| Page | Your Pre-Travel Policy – Trip Disruption Before You Travel | Section | We will pay up to | Excess |
| 15-16 | Cancelling your trip – If you are unable to go on your trip | A1 | £5,000 | £70 |
| | Your Travel Policy – Trip Disruption During Your Trip | Section | We will pay up to | Excess |
| 17-18 | Delay and Abandonment | | | |
| | - If you are delayed (per 12 hours / maximum) | B1 | £50/£100 | Nil |
| | - Additional transport costs outside the UK | B2 | £500 | Nil |
| | - If you decide to abandon your travel plans | B3 | £5,000 | £70 |
| 19 | Missed Departure from the UK – If you miss your departure | B4 | £1,000 | £70 |
| 20 | Missed Departure and Connection Outside the UK – If you miss your connection | B5 | £1,000 | £70 |
| 20 | Substitute Accommodation – If a major incident happens while you are away | B6 | £500 | Nil |
| 21-22 | Cutting Short Your Trip – If you have to cut short your trip | B7 | £5,000 | £70 |
| | Your Travel Policy – Medical | Section | We will pay up to | Excess |
| 25-26 | Emergency Medical Expenses and Medical Repatriation, including additional Accommodation and Travelling Expenses | B8 | £10,000,000 | £70 |
| | - Telephone charges you incur in contacting us | | £50 | |
| | - Taxi fares to receive medical treatment or collect prescription medication | | £150 | |
| | - Emergency replenishment of lost or stolen prescription medication | | £200 | |
| | - If you are buried or cremated abroad | B9 | £5,000 | Nil |
| | - If your body or ashes need to be brought home | B10 | £25,000 | Nil |
| 26 | Hospital Benefit | | | |
| | - If you are admitted to a hospital (per 24 hours / maximum) | B11 | £50/£1,000 | Nil |

| | Your Travel Policy – Personal Belongings | Section | We will pay up to | Excess |
|-----------|---|----------------|--------------------------|---------------|
| 29 | Baggage Delay – If your checked-in baggage is delayed | B12 | £250 | Nil |
| 29 | Personal Baggage – If your possessions are lost, stolen or accidentally damaged | B13 | £2,500 | £70 |
| | - Single item limit | | £250 | |
| | - Valuable and electronic equipment limit | | £400 | |
| 30 | Money and Travel Documents | | | |
| | - If your cash is lost or stolen | B14 | £300 | £70 |
| | - If you need emergency travel documents | B15 | £500 | Nil |
| | Your Travel Policy – Personal Accident, Personal Liability and Legal Expenses | Section | We will pay up to | Excess |
| 33 | Personal Accident – If you are killed, injured or disabled following an accident | B16 | £30,000 | Nil |
| 33 | Personal Liability – If you are held legally liable for injury or damage | B17 | £2,000,000 | £70 |
| 34 | Legal Expenses – If you need legal advice | B18 | £25,000 | £70 |

TRIP DISRUPTION BEFORE YOU TRAVEL AND DURING YOUR TRIP SECTIONS OF COVER

This policy offers cover if **your trip** is disrupted by one of the events listed in each section under “If this happened” before you travel.

IMPORTANT INFORMATION

- **Where to go first for a refund when cancelling your trip.** This policy is designed to provide a refund of **your unused travel and accommodation costs**, at the point **we** are satisfied that these expenses cannot be refunded elsewhere. If **your trip** has been booked or paid for via one or more of the following, **you** must contact them to discuss a refund before claiming from **us**:
 - A Tour Operator.
 - An Airline.
 - Any other travel, accommodation, or service provider.
 - Credit or debit card provider or other payment providers such as PayPal.If **you** are unable to obtain a refund at first (**we** consider vouchers as **you** are receiving a refund) and **we** assess that **your travel provider** is legally obliged to refund **you**, **we** will ask **you** to make a reasonable attempt to pursue payment from them before **we** consider **your** claim.
- **Compensation while travelling.** Regulations exist to assist and compensate **you** when delays occur **with air travel**. Regulation EU261 for example offers protection when **you** are travelling on a European based airline or with any airline in Europe. Please approach **your** airline as soon as **you** are aware of a delay impacting **your** flight. If **you** miss **your** departure, have problems connecting or need to cut **your trip** short, **you** should also check with **your travel provider**, (if **you** booked with a tour operator the Package Travel Directive, in most circumstances offers **you** financial/non-financial assistance) to discuss if they will arrange and compensate **you** for onward travel.
- **Essential Travel / Foreign, Commonwealth and Development Office (FCDO) travel advisories.** From time to time the FCDO will advise to only undertake *essential* travel to a particular destination. If **your trip** is not essential and **you** choose to travel contrary to the FCDO’s advice, **we** will only cover a claim if the cause is not linked to the reason for the advice. This limitation applies even if **you** have purchased a Natural Disaster & Terrorism Extension upgrade. **You** may be able to travel with full cover if **we** authorise in writing that **your trip** is essential before **you** depart. Please note there is no cover under this policy if other government regulations or actions are in place restricting travel (see Government Restrictions below). If the FCDO have advised against all travel to **your** destination, there is no cover under this policy apart from the Cancelling **Your** Trip section in the Natural Disaster & Terrorism Extension Optional upgrade.
- **Knowing your trip would be disrupted.** There is no cover if **you** bought this policy or booked **your trip** (whichever is last) when **you** were aware **your trip** would be cancelled or disrupted. For example, **you** buy a policy/book a **trip** after the FCDO announce against travelling to **your** destination or after the media announce air traffic control are striking at the time **you** will be travelling.
- **Government restrictions.** Apart from Cancelling **Your** Trip base section, there is no cover under this policy where the claim is the result of a regulation, or action of a government restricting travel such as locking down an area, out-lawing travel, shutting borders or revoking visas. This exclusion applies regardless of such restrictions not being in place at the time **you** booked the **trip**. This does not include governments putting health checks or medical testing requirements in place. Please refer to the exclusions listed under each section.

Trip Disruption Before You Travel and During Your Trip Definitions

The following list of definitions apply specifically to the Trip Disruption sections of cover and appear in bold throughout. See also General Definitions for the meaning of other bolded words.

Crew

Employed staff that work and operate on a ship, aircraft or train whilst in flight/motion (this does not include ground staff or baggage handlers).

Cyber Terrorism

The actual use or threat of use of disruptive activities against computers and networks, with the intention to cause harm, spread fear or cause severe disruption of infrastructure.

Event date

The point in time a **natural catastrophe** or **terrorism event** occurred as reported in the media or announced by a government, as determined by **us**.

Epidemic

An outbreak of disease that spreads quickly and affects many individuals at the same time in a community..

Natural Catastrophe

Volcanic activity, volcanic ash, earthquake, tsunami, hurricane, cyclone, flooding of more than 50 square kilometres, wildfire of more than 50 square kilometres.

Pandemic

An **epidemic** occurring worldwide, or over a very wide area which crosses international boundaries.

Prescription Medication

Medication prescribed by **your medical practitioner** which **you** need to prevent a deterioration or worsening of a medical condition.

Terrorism Event

An event that has been declared an act of terrorism by the **UK** government or by the government of the country where the event happened, not including a terrorist attack that involves the use or threat of nuclear, chemical, or biological devices or **cyber terrorism**.

Travel and Accommodation Costs

The following costs that have been paid or are contracted to pay; which include accommodation and travel costs including excursions, park tickets, ATOL fees, booking fees, administration fees, change fees, credit card fees, seat selections, check-in fees, baggage fees, car parking expenses, cattery and kennel fee's, car hire, and airport hotel.

Travel Provider

Accommodation provider, airline, cruise operator, ferry operator, hotel, online travel aggregator, travel agent, train operator, tour operator, package travel provider.

Trip Disruption Before You Travel and During Your Trip Exclusions

The following apply to all Trip Disruption sections of cover.

You are not covered for the following:

1. Unused **Travel and accommodation costs** that **you** can get refunded from another source.
2. Any claim where **you** bought this policy or booked the **trip**, knowing **you** would have to claim.
3. Any claim caused by an **epidemic or pandemic**, (apart from some cover for COVID-19 as set out in the sections to follow).
4. Claims which are the result of **you** not obtaining a visa or a visa being withdrawn.
5. **You** not wanting to go on or continue with the **trip**.
6. Where applicable, the excess for each section.
7. When **your trip** is cancelled or disrupted because **you** do not have the correct vaccinations or proof of vaccinations.
8. More than the maximum sum insured for each section. See the Cover Table.
9. When **you** do not provide the documentation, **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
10. Any claim resulting from the Foreign, Commonwealth and Development Office advising against all travel.
11. The insolvency or failure of any travel provider to provide a service due to inability to trade of any **travel provider**.
12. Anything not listed under "If this happened" under each section.
13. **We** will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.
14. Any claim caused by **Cyber Terrorism**.
15. Any claim arising from radioactive contamination, the use of, release of, or a threat to use any nuclear device, chemical or biological weapon.
16. Any claim arising from **war** and **war** like activities whether declared or not.

A1 Cancelling Your Trip – If you are unable to go on your trip

IMPORTANT INFORMATION

- **Telling your travel and accommodation provider you need to cancel.** **You** must tell **your travel provider** as soon as **you** know **you** must cancel. If **you** delay, the cancellation charges may increase, and **we** will not cover the additional charges. If **you** are claiming following a diagnosis from a **medical practitioner**, **you** should contact **your travel provider** within 7 days of being made aware that cancellation is necessary.
- **Health of non-travelling people.** **You** may have to cancel due to the poor health of an **immediate relative, travelling companion** or a person **you** are planning to stay with. For cover to apply **we** require that a **medical practitioner** confirms in writing that when **you** purchased this policy or booked the **trip**:
 - The non-insured party was not seriously ill in hospital or receiving palliative care and
 - There was no reason to expect their state of health to deteriorate so much that **you** would need to cancel.
- **Vouchers, credit notes and reward points.** **Trips** already refunded by a voucher or credit note cannot be claimed while still valid. For **trips** paid by reward points **we** will pay the face value of the points not the advertised value of a **trip**.

| If this happened: | There is no cover for: |
|---|--|
| <p>Cover applies before you leave home to start your trip. We will pay up to the sum insured for unused travel and accommodation costs when you are unexpectedly forced to cancel due to one of the reasons listed below:</p> <p><i>PART A Excluding COVID-19</i></p> <ol style="list-style-type: none"> 1. The death, injury, or illness of: <ol style="list-style-type: none"> a. You b. An immediate relative c. A travelling companion or their immediate relative d. A person you are planning to stay with 2. A medical practitioner advises against travel due to your or your travelling companions underlying health conditions, including pregnancy. 3. Discovering that you or your travelling companion are pregnant after the date you bought this policy or after the date the trip was booked (whichever you did last). The booked return date must be after you will be 28 weeks pregnant (24 weeks for multiple births). 4. You are called for jury service or as a witness in a court of law, but not as an expert witness or if your employment would normally require you to attend court. 5. You are made involuntarily redundant, provided you qualify for redundancy payment under current UK legislation. 6. You are a member of the Armed Forces, Police, Fire, certified medical professional you must stay in your home country because your leave is cancelled, or you must remain on official duty abroad. 7. Your home is damaged and unsafe to leave within 7 days of the start of your trip, as confirmed by an emergency service. 8. Yours or your travelling companions passport, visa or any other document that prevents you from leaving the UK are stolen within 7 days of the start of your trip, and you are unable to replace them before departure. 9. You are confirmed unable to participate in a pre-planned and pre-paid activity by a medical practitioner, provided the activity is the main purpose of your trip. <p><i>PART B COVID-19 Cover</i></p> <ol style="list-style-type: none"> 10. The death or hospitalisation of: <ol style="list-style-type: none"> a. You b. An immediate relative c. A travelling companion d. A person you are planning to stay with, due to COVID-19 11. Within 14 days of the start of your trip, you test positive for COVID-19 and self-isolation is required by a medical practitioner the NHS, or any UK government body. 12. You are certified as too ill to travel due to COVID-19 by a medical practitioner. | <ol style="list-style-type: none"> 1. Claims for illness or injury where a medical certificate has not been obtained from a medical practitioner confirming it was necessary to cancel the trip. 2. A claim for an existing medical condition suffered by you unless we have been told of the condition and accepted cover in writing (please see Medical Health Declaration on Page 7). 3. Air passenger duty (which can be reclaimed by you through your travel agent, tour operator or airline). 4. Any costs associated with timeshares, holiday property bonds or similar arrangements apart from direct rental charges for the period of your trip. 5. Alcohol and/or drug abuse or alcohol and/or drug dependency which is evidenced by your medical records or the opinion of a medical practitioner. 6. If you are under the influence and/or misuse of any prescribed/un-prescribed/illegal medication or drug. 7. Claims under “If this happened” Part B 11. if you purchase this policy or book a trip after you test positive for COVID-19 and the start date of your trip is within 14 days. 8. Claims under “If this happened” Part B 11. where you have tested positive for COVID-19 and the only evidence of this is a test taken at home that is not independently verified. 9. Claims when self-isolation is not mandated by a medical practitioner, the NHS, or any UK government body. 10. Anything listed under the Trip Disruption Exclusions. |

B1-B2 Delay and Abandonment – If you are delayed

| If this happened: | There is no cover for: |
|---|--|
| <p>This section pays out a set amount for each 12 hours your transport is delayed due to one of the reasons listed below.</p> <ol style="list-style-type: none"> 1. Industrial action. 2. Bad weather not including anything listed as a natural catastrophe. 3. Technical fault of transportation including bird strikes. 4. Shortage of crew. <p>We will pay up to the <u>sum insured</u> which applies to your trip, not each time you are delayed. Cover applies under the following circumstances:</p> <ol style="list-style-type: none"> 1) Delay Benefit <ol style="list-style-type: none"> a) Leaving the UK For costs you may incur whilst you are at the terminal, such as restaurant meals, refreshments, or even additional accommodation. Cover applies once you have arrived at your departure point and have checked in (or attempted to check in), in the event that your pre-booked public transport is delayed in its departure, this benefit will be awarded for each full 12 hours your transport is delayed up to the <u>sum insured</u>. b) Returning to the UK For costs you may incur whilst you are abroad, such as restaurant meals, refreshments, or even additional accommodation. Cover applies once you have arrived at your departure point and have checked in (or attempted to check in), in the event that your pre-booked public transport is delayed in its departure, this benefit will be awarded for each full 12 hours your transport is delayed up to the <u>sum insured</u>. c) Cancelled Departure In the event you have been notified by your transport provider that your pre-booked and paid transport has been cancelled by which means you are abroad and have incurred costs for additional nights' accommodation until your revised transport is scheduled to leave. The benefit will be awarded to go towards your additional costs. Cover is limited up to the <u>sum insured</u>, so any costs that you incur that exceed this amount will not be covered under this benefit. <p>Alternatively, you may wish to consider "Additional transport costs".</p> <p>We are unable to pay twice under this section for c) "Cancelled Departure" and 2 "Additional transport costs".</p> | <ol style="list-style-type: none"> 1. Claims caused by a government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. 2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 3. Delays caused by a natural catastrophe or a terrorism event. 4. When airspace is closed. 5. Trips taken just within the UK. 6. Claims also paid under Missed Departure. 7. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory, unless we provided cover in writing. See information on Essential Travel. 8. Anything listed under the Trip Disruption Exclusions. |

or;

2) Additional transport costs

If **you** are outside the **UK** and delayed by at least 24 hours beyond **your** original return date, **we** will pay up to the sum insured for additional transport costs to return **you home** when these are not paid by **your travel provider**. Any costs that **you** incur that exceed the sum insured will not be covered under this benefit. See information on compensation while travelling

B3 Delay and Abandonment – If you decide to abandon your travel plans

| If this happened: | There is no cover for: |
|--|---|
| <p>If you are on the outward leg of your journey (to your pre-booked final destination) from the UK and delayed by at least 12 hours due to one of the reasons listed below, you can claim for unused travel and accommodation costs.</p> <p>or;</p> <p>If the only reasonable alternative transport means you will lose more than 50% of your trip, you can claim for unused travel and accommodation costs under “Cutting Short Your Trip”.</p> <ol style="list-style-type: none">1. Industrial action.2. Bad weather not including anything listed as a natural catastrophe.3. Technical fault of transportation including bird strikes.4. Shortage of crew. | <ol style="list-style-type: none">1. Claims caused by a government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal.2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions.3. Delays caused by a natural catastrophe or a terrorism event.4. When airspace is closed.5. Trips taken just within the UK.6. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory, unless we provided cover in writing. See information on Essential Travel.7. Anything listed under the Trip Disruption Exclusions. |

B4 Missed Departure from the UK – If you miss your departure

| If this happened: | There is no cover for: |
|--|--|
| <p>We will pay up to the sum insured if the reason for you missing your departure is listed below for:</p> <p>Additional travel and accommodation costs to get you to your destination if you are delayed on the way to your departure point in the UK and this causes you to miss pre-booked transportation.</p> <p><u>Or</u></p> <p>If the only reasonable alternative transport means you will lose more than 50% of your trip you can claim for unused travel and accommodation costs under ‘Cutting Short Your Trip – If you have to cut short your trip’ section.</p> <ol style="list-style-type: none"> 1. Delay or cancellation of public transport due to: <ol style="list-style-type: none"> a. Industrial action b. Bad weather not including anything listed as a natural catastrophe c. Technical fault of transportation including bird strikes d. Shortage of crew 2. The vehicle you are travelling in is involved in an accident, breaks down, is delayed by an incident that causes traffic jams or road closures. 3. The flight you are travelling on is diverted. | <ol style="list-style-type: none"> 1. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. 2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 3. Costs associated with repair or recovery of a vehicle. 4. Delays caused by a natural catastrophe, or terrorism event. 5. When airspace is closed. 6. Trips taken just within the UK. 7. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory ,unless we provided cover. See information on Essential Travel. 8. Anything listed under the Trip Disruption Exclusions. |

Ensure **you** discuss additional travel and accommodation needs with **your travel provider** before claiming from **us**. See Compensation While Travelling.

B5 Missed Departure and Connection Outside the UK – If you miss your connection

IMPORTANT INFORMATION

- **Planning Your Connections.** You must plan to leave enough time between arriving at **your** connection point and departing for the next leg of **your** journey, which should be at least the minimum time recommended for transfer by **your** transport provider. If **you** have purchased the Cruise Extension cover is extended to include each port on **your** cruise itinerary.
- **Return Journey.** For cover to apply on **your** return journey to the **UK**, **you** must have a return journey booked.
- **How we will pay you.** If **you** miss pre-booked transportation due to an event listed under 'If this happened' stranding **you** abroad. **We** will pay up to the sum insured which applies to **your trip** and not each time **your trip** is disrupted.
- **Compensation while travelling.** Ensure **you** discuss additional travel and accommodation needs with **your travel provider** before claiming from **us**.

| If this happened: | There is no cover for: |
|---|---|
| <p>We will pay up to the sum insured for the following:</p> <ol style="list-style-type: none"> 1. Additional travel and accommodation costs 2. The costs of essential prescription medication when your supply runs out <p>If the reason for you missing your pre-booked transportation whilst outside the UK due to one of the reasons listed below for:</p> <ol style="list-style-type: none"> 1. Delay or cancellation of public transport due to: <ol style="list-style-type: none"> a. Industrial action b. Bad weather not including anything listed as a natural catastrophe c. Mechanical fault of transportation including bird strikes d. Shortage of crew 2. The vehicle you are travelling in is involved in an accident, breaks down, is delayed by an incident that causes traffic jams or road closures. 3. Your flight being diverted. 4. Travel documents are lost or stolen whilst you are outside the UK. | <ol style="list-style-type: none"> 1. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making the travel illegal. 2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 3. Costs associated with repair or recovery of a vehicle. 4. Delays caused by natural catastrophe or terrorism event or airspace closure. 5. Trips taken just within the UK. 6. Claims for the return journey when you have no return trip booked. 7. The cost of prescription medication where you have not taken sufficient supplies with you to last for the original duration of your trip. 8. If you travelled against the advice of the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory unless we provided cover in writing. See information on Essential Travel. 9. Anything listed under the Trip Disruption Exclusions. |

B6 Substitute Accommodation – If a major incident happens while you are away

| If this happened: | There is no cover for: |
|--|--|
| <p>This section covers additional accommodation costs if you are forced to move from your pre-booked accommodation and into an alternative at the same destination. You must be on your trip and have checked in to your original accommodation, it must be uninhabitable for a reason listed below for at least 24 hours. We will pay up to the sum insured for the same standard of accommodation as you originally booked when your travel provider does not supply an alternative.</p> <ol style="list-style-type: none"> 1. An outbreak of food poisoning at your accommodation that forces it to close. 2. Fire or storm damage (not listed as a natural catastrophe). 3. The following key services not being provided at your booked accommodation; electricity, water (including no hot water), insufficient hotel staff available due to industrial action. <p>Cover is also provided for the emergency replenishment of prescription medication, up to a maximum of £150, if you are unable to access your prescription medication due to a problem with your trip accommodation.</p> | <ol style="list-style-type: none"> 1. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. 2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 3. Damage caused by natural catastrophe or a terrorism event. 4. Costs that go above the standard of accommodation you originally booked 5. Trips taken just within the UK. 6. The cost of prescription medication where you have not taken sufficient supplies with you to last for the original duration of your trip. 7. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory, unless we provided cover. See information on Essential Travel. 8. Anything listed under the Trip Disruption Exclusions. |

B7 Cutting Short Your Trip – If you have to cut short your trip

IMPORTANT INFORMATION

- **Health of non-travelling people.** You may have to cut short **your trip** due to the poor health of an **immediate relative, travelling companion** or a person **you** are planning to stay with. For cover to apply **we** require that a **medical practitioner** confirms in writing that when **you** purchased this policy or booked the **trip**:
 - The non-insured party was not seriously ill in hospital or receiving palliative care and
 - There was no reason to expect their state of health to deteriorate so much that **you** would need to cancel.
- **Vouchers, credit notes and reward points.** For **trips** paid by vouchers, credit notes or reward points **we** will pay the face value of the voucher / points not the advertised value of a **trip**.
- **Contacting Us.** If **you** need to return **home** early **you** must contact **us** before **you** travel back (Telephone **0333 005 1093**) so that **we** can authorise any additional travel costs.

| If this happened: | There is no cover for: |
|---|---|
| <p>If an emergency listed below forces you to end your trip earlier than your original return date, we will pay up to the sum insured for the following:</p> <ol style="list-style-type: none"> 1. The unused part of your travel and accommodation costs 2. Additional travel costs necessary to get you home before your original return date <p>For claims to be valid you must contact us before making travel arrangements back to the UK so that we can authorise additional costs to return home early.</p> <ol style="list-style-type: none"> 1. Unused Trip Cost The costs covered under this section must be pre-paid under contract before your trip begins. We pay for each full 24-hour period not used from the time you: <ul style="list-style-type: none"> ○ Start the return journey; or ○ go into hospital as an inpatient; or ○ are confirmed unable to participate in a pre-planned and pre-paid activity by a medical practitioner, provided the activity is the main purpose of your trip. Where we are also paying under (2) "Additional costs to Return Home Early", we will not pay for the cost of your unused return flight. 2. Additional Costs to Return Home Early We will pay necessary additional costs over and above the cost of your original return ticket, of the same class you were due to travel home on. There is no cover if you had not purchased a return fare at the time you cut short your trip, or if your travel provider transfers your original return ticket to a different flight. In the event that we are medically repatriating you and you have no pre-booked and paid return trip, the cost of the economy flight(s) will be deducted from your claim. <p><i>PART A Excluding COVID-19</i></p> <ol style="list-style-type: none"> 1. The death, injury, or serious illness of: <ol style="list-style-type: none"> a. You b. An immediate relative c. A travelling companion or their immediate relative d. A person you are planning to stay with | <p>There is no cover for:</p> <ol style="list-style-type: none"> 1. Early return home claims when we did not authorise the travel arrangements. 2. Claims where a medical certificate has not been obtained from the attending medical practitioner abroad confirming it was necessary to cut short the trip. 3. A claim arising directly or indirectly from an existing medical condition suffered by you unless we have been told of the condition and accepted cover in writing (see Medical Health Requirements on page 7). 4. Claims for death, illness or injury when you do not have a valid claim under Section B10 & B11 Emergency Medical Expenses. 5. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 6. Air passenger duty (which can be reclaimed by you through your travel agent, tour operator or airline). 7. Any additional costs arising from you deciding to travel to any other destination other than your home country 8. Any costs associated with timeshares, holiday property bonds or similar arrangements apart from direct rental charges for the period of your trip. 9. Claims under "If this happened" part B if you purchase this policy or book a trip after you test positive for COVID-19 and this led to your illness / hospitalisation. 10. Claims for additional accommodation costs incurred as a result of you having to self-isolate. 11. Claims under early return where you have not booked a return journey. 12. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory, unless we provided cover. See information on Essential Travel. 13. Anything listed under the Trip Disruption Exclusions. |

2. An emergency service confirms **you** need to return **home** early due to an unexpected event happening while **you** were on **your trip** that has made **your home** unsafe to be left uninhabited.
3. **You** are a member of the Armed Forces, Police, Fire, or a certified medical professional and **your** leave is cancelled necessitating the end of **your trip**.

PART B COVID-19 Cover

4. Following a positive diagnosis of COVID-19, The death or hospitalisation of:
 - a. **You.**
 - b. An **immediate relative**.
 - c. A **travelling companion**.
 - d. A person **you** are planning to stay with.
5. During **your trip**, **you** test positive for COVID-19 and advised self-isolation is required by a **medical practitioner**, health authority or government body.

MEDICAL SECTIONS OF COVER

The following sections provide cover when **you** are receiving emergency medical treatment because of the onset of an illness or injury during **your trip**.

Medical cover does not automatically apply when **you** take part in certain sports and activities. If **you** are taking part in winter sports, **you** must purchase a Winter Sports Extension. For other sports and activities please check the Sports and Activities section of this policy on page 36-37 to see if cover applies.

IMPORTANT INFORMATION

- **Medical Health Requirements.** This insurance does not automatically provide cover for medical conditions **you** are already experiencing when **you** purchase this policy or for conditions **you** experienced in the past. Please review the Medical Health Requirements on page 7.
- **Emergency Cover.** This policy is not private medical insurance; **we** cover treatment which cannot wait until **you** return **home** from **your trip**, with the aim of ensuring **you** are well enough to return to the **UK**, which may include cutting **your trip** short, or to continue **your trip** as planned.
- **Medical Treatment.** Cover applies if **you** are receiving medical treatment for a symptomatic illness or an injury. There is no cover if **you** test positive for a disease but require no medical treatment.
- **Essential Travel / Foreign, Commonwealth and Development Office (FCDO) travel advisories.** From time to time the FCDO will advise to only undertake essential travel to a particular destination. If **your trip** is not essential and **you** choose to travel contrary to the FCDO's advice, **we** will only cover a claim if the cause is not linked to the reason for the advice. **You** may be able to travel with full cover if **we** authorise in writing that **your trip** is essential before **you** depart. Please note there is no cover under this policy if other government regulations or actions are in place restricting travel (see Government Restrictions below). If the FCDO have advised against all travel to **your** destination, there is no cover under this policy apart from the 'Cancelling **Your Trip** Section in the Natural Disaster & Terrorism Extension optional upgrade'.
- **Requirement to Contact Us.** **You** or someone acting on **your** behalf must contact **us** once **you** are aware **you** will be admitted as an inpatient for at least one night's stay. If **you** do not contact **us** as soon as **you** are aware of **your** admittance and this causes **our** costs to increase, **we** will only pay for the costs **we** would have paid if **you** had contacted **us** straight away. Additional transportation or accommodation costs are only covered when they are pre-authorised by **us**. Telephone number **0333 005 1093**.
- **Outpatient Treatment.** If **you** are in SPAIN, GREECE, CYPRUS, PORTUGAL, MALTA, EGYPT, BULGARIA or TURKEY and need out-patient medical treatment please provide a copy of **your** policy documentation to the treating **medical practitioner** and **your** treatment will be paid by Global Excel Management Europe in line with the policy entitlements. **You** will be asked to fill in a simple form to confirm the treatment. The **medical practitioner** will send the form to Global Excel together with the balance of the medical bill after  deduction of the excess **you** may have paid to the **medical practitioner**. The **medical practitioner** can email these details to: europa@globalexcel.com
- **Reciprocal Health Agreements. Europe:** If **you** are a United Kingdom resident **you** are entitled to state-provided medical healthcare when temporarily visiting countries in the European Union (EU) only. **You** will have access to treatment at the same cost as residents of the country **you** are visiting. In some countries, state healthcare is not completely free to residents and there may be a cost for **your** treatment. **You** can apply for a GHIC (Global Health Insurance Card) for yourself, partner, and any dependent children under the age of 16. **You** can apply online at www.ghic.org.uk. If **we** agree to pay for a medical expense which has been reduced by a value at least equivalent to the excess because **you** have used a GHIC, **we** will not deduct the excess under Section B10 & B11 Emergency Medical Expenses, and Medical Repatriation.
Australasia: There are reciprocal medical treatment arrangements for United Kingdom nationals travelling in Australasia. If **you** need medical treatment in Australia, **you** must enrol with a local MEDICARE office. **You** do not need to enrol when **you** arrive, but **you** must do this after the first occasion **you** receive treatment. In-patient and out-patient treatment at a public hospital will then be available free of charge or at a minimal cost. Details of how to enrol and the free treatment available can be found by visiting the MEDICARE website www.medicareaustralia.gov.au.

Medical Definitions

The following list of definitions apply to all sections of the Medical Cover and appear in bold throughout. See also General Definitions for the meaning of other bolded words.

Manual Work

Work that is physical, including construction, installation, assembly and building work. Including working with domestic or wild animals, humanitarian, carer, or work in any medical capacity. This does not include bar and restaurant staff, non-professional musicians / singers and fruit pickers (who do not use machinery).

Medical Practitioner

A registered practicing member of the medical profession who is not related to **you** or to a travelling companion or is anyone **you** are intending to stay with.

Medical Exclusions

The following exclusions apply to all sections of the Medical Cover.

You are not covered for;

1. Where applicable, the excess for each section.
2. More than the maximum sum insured for each section. See the Cover Table.
3. When **you** do not provide the documentation, **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
4. Any claim relating directly or indirectly to an existing medical condition unless **you** have told **us** about the condition, and **we** have accepted cover in writing (see Medical Health Requirements on Page 7).
5. Any other loss, damage or additional expense resulting directly or indirectly from the cause of **your** claim, unless **we** provide cover under this insurance. For example, a claim for loss of earnings after **you** have been injured on a **trip** is not covered.
6. Unnecessary exposure to risk or danger, except in an endeavour to save a human life.
7. **You** knowingly putting yourself at risk, unless **you** were trying to save **your** own or someone else's life.
8. When **you** drink too much alcohol which is evidenced by one of the following:
 - a) a **medical practitioner** stating that **your** alcohol consumption has caused or actively contributed to **your** injury or illness.
 - b) the results of a blood test which shows that **your** blood alcohol level exceeds 0.19% which is approximately 2.5 times the legal drink driving limit in the **UK**.
 - c) a witness report from a 3rd party or a police incident report.
 - d) **your** own admission.
9. Medical claims arising from alcohol and/or drug abuse or alcohol and/or drug dependency which is evidenced by **your** medical records or the opinion of a **medical practitioner**.
10. When **you** are under the influence and/or misuse of any prescribed/un-prescribed/illegal medication or drug (including any solvents or substances).
11. **You** or any person climbing, jumping, or moving balcony to balcony or across the outside of a building, regardless of the height.
12. Claims if **you** travel against government restrictions which have been put in place to prevent or limit travel from where **you** live in the **UK** or to the destination **you** are travelling to. If **you** have travelled against the Foreign, Commonwealth and Development and Development Office (FCDO) advising against non-essential **trips** and there are no other government restrictions in place, cover is limited to claims where the cause is not linked to the reason for the FCDO advisory. See information on Essential Travel.
13. Any claim resulting from the Foreign, Commonwealth and Development Office advising against all travel to **your** destination.
14. Any claim arising as a result of **you** driving a motor car or riding a motorcycle unless **you** have a full **UK** licence, or a valid CBT certificate (DL196), are following the local safety laws, ride on recognised roads and in respect of motorcycling the engine capacity is 125cc or lower. Riding/use of quad bikes, ATVs or electronic scooters as a driver or passenger is not covered at any time.
15. Any claim caused by **you** undertaking **manual work**.
16. Any claim where **you** are taking part in or training for any sport or activity in a professional capacity.
17. Any claim arising from taking part in winter sports unless **you** have purchased a Winter Sports Extension.
18. Claims arising when **you** are taking part in a sport and activity that **we** do not cover.
19. Any claim arising or resulting from **you** being involved in any malicious, reckless, illegal, or criminal act including **your** failure to comply with the laws applicable to the country in which **you** are travelling.
20. We will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.
21. Any claim arising from radioactive contamination, the use of, release of, or a threat to use any nuclear device, chemical or biological weapon.
22. Any claim arising from **war** and **war** like activities whether declared or not.

B8 Emergency Medical Expenses and Medical Repatriation – If you need emergency medical treatment abroad & If you need to be brought home

| If this happened: | There is no cover for: |
|--|---|
| <p>Emergency Medical Expenses This section covers medical expenses, up to the sum insured, if during your trip abroad you become ill or suffer an injury and it is necessary to receive treatment from a medical practitioner as an inpatient or outpatient. Medical expenses incurred in the UK are not covered.</p> <p>Medical Repatriation If there is a valid claim for emergency medical expenses, this section provides cover up to the sum insured when you are not well enough to return home as planned or continue your journey as planned. If you choose not to follow our instructions to be repatriated home or to be moved to a medical facility in a different location, coverage under all sections of this policy will end. Costs must be pre-authorized by us, as soon as you are aware that you will be admitted as an inpatient for at least 1 nights stay you, or someone acting on your behalf must contact us. In the event that we are medically repatriating you and you have no pre-booked and paid return trip, the cost of the economy flight(s) will be deducted from your claim.</p> <p>Cover is provided under this section for:</p> <ol style="list-style-type: none"> 1. Medical costs arising from treatment received as either an inpatient or outpatient. 2. Medical repatriation or evacuation costs when arranged by us. 3. The cost of services provided by an ambulance or the taxi fare for the first journey to a medical facility. 4. Telephone charges that you incur contacting us up to a maximum of £50. 5. Taxi fares, to and from a medical facility provided the reason for the journey is for you to receive medical treatment or collect prescribed medication up to £150. 6. Emergency dental work for the relief of pain only. | <ol style="list-style-type: none"> 1. Any claim relating directly or indirectly to a pre-existing medical condition unless you have told us about the condition, and we have accepted cover in writing (see Medical Health Requirements on Page 7). 2. Any costs when you are travelling against the advice of a medical practitioner (or would be travelling against the advice of a medical practitioner had you asked for advice). 3. Any costs which in the opinion of the treating medical practitioner or in our opinion are not medically necessary or can be delayed until your return to your home country. If the treating medical practitioners' opinion is not the same as our doctor's opinion, then our doctor's opinion takes priority. 4. Additional costs incurred if you choose not to follow our repatriation plan. 5. If you have been diagnosed with a terminal illness before starting the trip. 6. A private room unless approved by us and we agree this is medically necessary. 7. Medication and/or treatment which at the time you started the trip you knew would be needed. 8. The cost of COVID-19 tests. 9. Any claim arising from anyone not taking prescribed medication correctly or not managing a condition correctly. 10. Any costs where you are travelling for the purposes of obtaining medical or dental treatment, or in the knowledge that you will need treatment, tests, or investigations. 11. Expenses incurred because you have not had vaccinations recommended to travel to your destination to protect against tropical diseases 12. Medical expenses incurred in the UK. 13. Search and rescue costs billed to you by a government, regulated authority or private organisation spent in connection with looking for and rescuing you 14. Costs if you are asymptomatic and not receiving treatment to deal with an illness. 15. Anything listed under the Medical Exclusions. |

B8 Emergency Medical Expenses and Medical Repatriation – Additional Accommodation and Travelling Expenses

| If this happened: | There is no cover for: |
|--|--|
| <p>If you have a covered claim under Emergency Medical Expenses and Medical Repatriation and we consider it is medically necessary, this section covers the following:</p> <ol style="list-style-type: none"> 1. Additional costs for one person to stay with you: or 2. Additional costs for one person to travel out from the UK to stay with you: or 3. Additional costs for accommodation of a similar standard originally booked (if you are unable to use your original booked accommodation) within the period of the planned trip, or if it is medically necessary for you to stay after the date you were due to return home. 4. Where it is necessary, we will pay to send one appropriate person to travel to you to help look after a child or to escort them home. <p>No transport or accommodation costs are covered unless they are pre-authorized by us.</p> | <ol style="list-style-type: none"> 1. Anything listed under the Medical Exclusions. |

B9-B10 Emergency Medical Expenses and Medical Repatriation – If you are buried or cremated abroad and If your body or ashes need to be brought home

| If this happened: | There is no cover for: |
|---|--|
| <p>In the event of your death outside the UK this section will cover up to the sum insured for either the cost of a funeral in the country in which you died or the costs of bringing your remains back to your home country. We will make all the funeral or repatriation arrangements. Please note costs not authorised by us are not covered.</p> | <ol style="list-style-type: none"> 1. Anything listed under the Medical Exclusions. |

B11 Hospital Benefit – If you are admitted to a hospital

| If this happened: | There is no cover for: |
|--|--|
| <p>This section pays a set monetary amount as shown in the Cover Table, for each full 24-hour period you are hospitalised as an in-patient, up to a maximum number of days, provided you have a covered claim under the Emergency Medical Expenses and Medical Repatriation Section.</p> | <ol style="list-style-type: none"> 1. Anything listed under the Medical Exclusions. |

PERSONAL BELONGINGS SECTIONS OF COVER

This policy offers cover if the personal belongings **you** own and take with **you** on a **trip** are lost, stolen, damaged or destroyed.

IMPORTANT INFORMATION

- **How we assess how much we will pay you:**

1. Wear tear and loss of value. What **we** pay is based on the value of the items when they were lost or damaged. A deduction will be made for wear, tear and loss of value based on the age of the property. The amount **we** will deduct is set out in the Depreciation Table below.
2. Limits on single items / valuables and electronic equipment. A limit is applied to each **single item** and to all **valuables and electronic equipment you** have taken with **you**. The limits are set out on the Cover Table.

Depreciation Table – the table below sets out the amount deducted from **your** claim.

| Age of Property | Clothing and Personal Effects | Jewellery | Electronic Equipment | Cosmetics, Toiletries & Perfumes |
|----------------------|-------------------------------|-----------|----------------------|----------------------------------|
| 0-1 month | 0% | 0% | 0% | 50% |
| 1-6 months | 5% | 0% | 5% | 50% |
| 6 – 12 months | 10% | 0% | 10% | 50% |
| 1 – 2 years | 15% | 5% | 20% | 60% |
| 2 – 3 years | 20% | 10% | 30% | 70% |
| 3 - 4 years | 25% | 15% | 40% | 80% |
| 4 – 5 years | 30% | 20% | 50% | 90% |
| 6 years + | 40% | 25% | 60% | 95% |

- **You must take reasonable steps to protect your personal baggage from loss, theft, or damage:**

- **Unattended items.** Do not leave **your** baggage **unattended**. There is no cover if **your** belongings are lost, stolen, damaged or destroyed while **unattended**.
 - **While you are in transit. Valuables and electronic equipment, money, travel documents and gadgets** should be carried with **you** whenever possible. There is no cover for **valuables and electronic equipment, money, travel documents and gadgets** that are lost or damaged when checked into the hold or left unattended unless the public transport carrier insists, they are checked in.
 - **Storing items while on the trip.** When **you** are not traveling and not present in **your** accommodation, **valuables and electronic equipment, money, travel documents and gadgets** not taken with **you** must be kept in a locked safety deposit. If no safety deposit box is available, they must be stored out of plain view.
- **Requirement to report lost or stolen baggage:** **You** must report lost or stolen items within 24 hours to the police and provide **us** with a police report. If **your** baggage goes missing while in the custody of a transport provider, **you** need to obtain a property irregularity report from them. This includes bags that are delayed in transit.

Personal Belongings Definitions

The following list of definitions apply specifically to the Personal Baggage sections of cover and appear in bold throughout. See also General Definitions for the meaning of other bolded words.

Gadget

Mobile/smart phones, tablets, laptops, computers, smart watches, games consoles (including handheld consoles), wearable activity trackers, including any accessory items, and drones.

Medical Fittings

Dentures, prosthesis and hearing aids.

Money

Hard currency, i.e. bank notes and coins.

Single Item

Each item carried in **your personal baggage** on a **trip**. A pair or set of items (for example earrings) will be considered a single item.

Travel Documents

Travel tickets, Green Card, driving licence, visas, prepaid car-hire or accommodation vouchers and passports.

Unattended

When not in transit where **you** or anyone travelling with **you**, who has **your** authority to be in control of **your** personal baggage, are not in full view of **your** property, or are not able to stop a third party from taking or interfering with **your** property. While in transit, baggage (excluding gadgets and valuables and electronic equipment) must be held in a hold or luggage area as required by the **public transport** carrier.

Valuables and electronic equipment

Watches, jewellery, items made of or containing precious stones, semi-precious stones, gold, silver or platinum, camcorders and accessories, all photographic/ digital/ optical/ audio/ video media and equipment, iPods, MP3/4 players or similar and/or accessories, E-book readers, satellite navigation systems.

Personal Belongings Exclusions

The following exclusions apply to all sections of the Personal Belongings Cover.

You are not covered for;

1. Where applicable, the excess for each section.
2. More than the maximum sum insured for each section. See the Cover Table.
3. When **you** do not provide the documentation **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
4. Sports equipment while in use. Winter sports equipment and/or golf equipment can be covered when the additional premium has been paid to purchase the appropriate extension.
5. Claims for winter sports equipment and/or golf equipment when **you** have not purchased the appropriate extension.
6. Claims for loss or theft when **you** are not able to provide **us** with a police report or a property irregularity report.
7. The following items: **medical fittings**, boats, pedal cycles, motorised vehicles, food or drink or goods containing tobacco.
8. Fragile items are not covered for damage while in transit. For example, anything made of china or glass.
9. Any secondary loss, damage or additional expense arising from **your** claim beyond the actual value of the item **you** are claiming for. For example, cost of replacing locks after losing **your** keys on a **trip** is not covered, or the cost of travelling to an airport to pick up **your** baggage after it has been delayed in transit.
10. Claims if **you** travel against government restrictions which have been put in place to prevent or limit travel from where **you** live in the **UK** or to the destination **you** are travelling to. If **you** have travelled against the Foreign, Commonwealth and Development Office (FCDO) advising against non-essential **trips** and there are no other government restrictions in place, cover is limited to claims where the cause is not linked to the reason for the FCDO advisory. See information on Essential Travel.
11. Any claim resulting from the Foreign, Commonwealth and Development Office advising against all travel to **your** destination.
12. Loss, damage, or delay caused by confiscation or detention by Customs or other officials or authorities.
13. Loss following any variation in exchange rates.
14. **We** will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.
15. Any **gadget(s)** when **you** have not purchased the appropriate extension.
16. Costs associated with downloaded content or unauthorised use of **your gadget**, such as calls.
17. Any claim arising from radioactive contamination, the use of, release of, or a threat to use any nuclear device, chemical or biological weapon.
18. Any claim arising from **war** and **war** like activities whether declared or not.
19. Items owned by a business or used for business purposes, including cash.

B12 Baggage Delay – If your checked-in baggage is delayed

| If this happened: | There is no cover for: |
|---|--|
| <p>Under this section we will pay up to the sum insured to contribute towards the purchase or hire of essential items if your baggage is delayed reaching you by at least 12 hours provided the delay does not happen in the UK or on your return journey to the UK.</p> <p>If your baggage is permanently lost, any claim under the Personal Baggage section will be reduced by the amount paid out under Baggage Delay. You must keep all receipts for the items you have purchased.</p> | <ol style="list-style-type: none"> 1. Anything listed under the Personal Belongings Exclusions. |

B13 Personal Baggage – If your valuables are lost, stolen or accidentally damaged and If your other possessions are lost, stolen or accidentally damaged

| If this happened: | There is no cover for: |
|--|--|
| <p>This section covers you for items owned by you that are lost, stolen, damaged or destroyed during your trip up to the sum insured.</p> <p>Personal baggage items that are lost, stolen, damaged or destroyed on the trip after a deduction is made for wear, tear and loss of value (see the Depreciation Table) and a limit is applied to each single item and to all valuables and electronic equipment.</p> <p>The single item limit for this section is £250.</p> <p>The maximum limit for valuables and electronic equipment is £400.</p> | <ol style="list-style-type: none"> 1. Personal baggage left unattended or in the custody of any person unless they are a family member, travelling companion or have an official responsibility for the safety and supervision of your property. 2. Valuables and electronic equipment lost, stolen or damaged in transit that have been checked in unless your carrier insisted the items were checked in. 3. Valuables and electronic equipment not carried with you or kept in a locked safety deposit box in your accommodation when one is available. If a safety deposit box is not available, there is no cover for valuables and electronic equipment not stored safely and hidden from plain view. 4. Items stolen from an unattended vehicle unless they were kept in a locked glove compartment, roof box, rear boot or luggage and is covered so as not to be visible from the outside of the vehicle and there are signs of forced entry. 5. Anything listed under the Personal Belongings Exclusions. |

B14-B15 Money and Travel Documents – If your cash is lost or stolen and If you need emergency travel documents

| If this happened: | There is no cover for: |
|---|--|
| <p>This section covers the following when your money or travel documents are lost or stolen during your trip:</p> <ol style="list-style-type: none">1. Money in any currency.2. the cost of replacement travel documents needed to get you home.3. Additional costs you incur to organise replacing travel documents apart from additional accommodation or transport costs to return home if you miss your certificated departure. You may be able to claim for these costs under Missed Departure Outside the UK. <p>The cash limit set out in the Cover Table relates to the amount carried by one person whether jointly owned or carried on behalf of another person.</p> | <ol style="list-style-type: none">1. Transaction or credit card fees.2. Money held on pre-paid currency cards, uncashed travellers' cheques.3. Losses arising due to debit or credit card fraud or any unauthorised use of such cards.4. Travel documents covered by the issuer.5. Replacement value of visas that only cover this trip.6. Money and travel documents not kept with you while you are travelling.7. Money and travel documents not kept with you or not kept in a locked safety deposit box in your accommodation.8. Anything listed under the Personal Belongings Exclusions. |

PERSONAL ACCIDENT, PERSONAL LIABILITY AND LEGAL EXPENSES SECTIONS OF COVER

The next three sections cover the following:

1. Personal Accident – Payment of a benefit if **you** are permanently injured or die as described in the section.
2. Personal Liability – Compensation **you** are legally responsible to pay someone **you** caused injury to or damage to their property.
3. Legal expenses – Legal costs if **you** have grounds to take legal action against a party.

IMPORTANT INFORMATION

There is no cover if **you** are participating in certain winter sports unless **you** have purchased a winter sports extension. Certain sports and activities do not include cover for Personal Accident or Personal Liability, see Sports and Activities Section on page 36-37.

Personal Accident, Personal Liability and Legal Expenses Definitions

The following list of definitions apply to the Personal Accident, Personal Liability and Legal Expenses sections of cover and appear in bold throughout the wording.

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**.

Immediate Relative

Your mother, father, sister, brother, spouse, civil partner, fiancé/e, **your** children (including adopted and fostered), grandparent, grandchild, parent-in-law, daughter-in-law; sister-in-law, son-in-law, brother-in-law, aunt, uncle, cousin, nephew, niece, step-parent, step-child, step-brother, step-sister or legal guardian.

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.

Manual Work

Work that is physical, including, but not limited to construction, installation, assembly and building work. Including working with domestic or wild animals. Humanitarian, carer or work in any medical capacity. This does not include bar and restaurant staff, non-professional musicians / singers and fruit / vegetable pickers.

Permanent Total Disablement

A disability which has lasted for at least 12 months from which **we** believe **you** will never recover, and which prevents **you** from carrying out any gainful occupation for which **you** are fitted by way of training, education, or experience.

Prospect of success

A view (when supported by independent legal advice) that **you** do have more than 51% chance of winning the case and achieving a positive outcome.

Personal Accident, Personal Liability and Legal Expenses Exclusions

The following exclusions apply to Personal Accident, Personal Liability and Legal Expenses Cover.

You are not covered for;

1. Where applicable, the excess for each section.
2. More than the maximum sum insured for each section. See the Cover Table.
3. When **you** do not provide the documentation **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
4. If at the time of the loss, injury or damage there is any other indemnity or insurance which wholly or partly covers the same occurrence, the underwriters shall not be liable to pay or contribute towards the loss or damage except in excess of the sums recovered or recoverable under the other indemnity or insurance.
5. Claims if **you** travel at a time when any government has imposed restrictions on travel to the geographical location **you** live in the **UK** or the area **you** are travelling to and **you** break the conditions of those restrictions.
6. Exposure to risk or danger, except in an endeavour to save a human life.
7. **You** knowingly putting yourself at risk, unless **you** were trying to save **your** own or someone else's life.
8. When **You** drink too much alcohol which is evidenced by one of the following;
 - a. a **medical practitioner** stating that **your** alcohol consumption has caused or actively contributed to **your** injury or illness.
 - b. the results of a blood test which shows that **your** blood alcohol level exceeds 0.19% which is approximately 2.5 times the legal drink driving limit in the **UK**.

- c. a witness report from a 3rd party.
 - d. **your** own admission.
9. If **you** are under the influence and/or misuse of any prescribed/un-prescribed/illegal medication or drug (including any solvents or substances).
 10. **You** or any person climbing, jumping, or moving balcony to balcony or across the outside of a building, regardless of the height.
 11. Claims if **you** travel against government restrictions which have been put in place to prevent or limit travel from where **you** live in the **UK** or to the destination **you** are travelling to. If **you** have travelled against the Foreign, Commonwealth and Development and Development Office (FCDO) advising against non-essential **trips** and there are no other government restrictions in place, cover is limited to claims where the cause is not linked to the reason for the FCDO advisory. See information on Essential Travel.
 12. Any claim resulting from the Foreign, Commonwealth and Development Office advising against all travel to **your** destination.
 13. Any claim caused by **you** undertaking **manual work**.
 14. Any claim where **you** are taking part in or training for any sport or activity in a professional capacity.
 15. Any claim arising from taking part in winter sports unless **you** have purchased a winter sports extension or travelling on a cruise when **you** have not paid to upgrade **your** cover.
 16. Claims arising when **you** are taking part in a sport or activity that **we** do not cover or excludes personal liability or personal accident cover.
 17. Any claim arising or resulting from **you** being involved in any malicious, reckless, illegal, or criminal act including **your** failure to comply with the laws applicable to the country in which **you** are travelling.
 18. **We** will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.
 19. Any claim arising from radioactive contamination, the use of, release of, or a threat to use any nuclear device, chemical or biological weapon.
 20. Any claim arising from **war** and **war** like activities whether declared or not.

B16 Personal Accident – If you are killed, injured or disabled following an accident

| If this happened: | There is no cover for: |
|---|--|
| <p>The amount shown in the Cover Table will be payable to you or your legal representative if during a trip you suffer accidental bodily injury that solely and directly results in one of the outcomes listed below. You can only claim for one benefit under this section.</p> <p>Your:</p> <ol style="list-style-type: none"> 1. Death or 2. Loss of limb or 3. Loss of sight or 4. Permanent total disablement <p>Arising within one year of you suffering accidental bodily injury.</p> | <ol style="list-style-type: none"> 1. If your disablement is caused by mental or psychological trauma not involving your accidental bodily injury. 2. If your death or disability happens over 1 year from the date of your accidental bodily injury. 3. Claims not supported by a medical report or a death certificate. 4. Any claim arising from a sports activity where Personal Accident cover is specifically excluded under this policy (see Sports and Activities on page 36-37). 5. Any claim arising as a result of you driving a motor car or riding a motorcycle unless you have a full UK licence, or a valid CBT certificate (DL196), are following the local safety laws, ride of recognised roads and in respect of motorcycling the engine capacity is 125cc or lower. Riding/use of quad bikes, ATVs or electronic scooters as a driver or passenger is not covered at any time. 6. Anything Specifically listed in the Personal Accident, Personal Liability and Legal Exclusions. |

B17 Personal Liability – If you are held legally liable for injury or damage

| If this happened: | There is no cover for: |
|---|---|
| <p>This section will cover you if during a trip you are involved in an accident which results in you becoming legally responsible to pay compensation for:</p> <ul style="list-style-type: none"> • Accidental bodily injury or death to a party other than an immediate relative or a travelling companion; and / or • Accidental loss or damage to property, which is not owned by you, an immediate relative or a travelling companion. <p>We will pay up to the sum insured which applies to all people named on the policy, not to each insured, and covers all events occurring on a trip.</p> <p>Cover is provided for:</p> <ol style="list-style-type: none"> 1. All sums you are legally responsible to pay as compensation up to the sum insured. 2. Reasonable and necessary legal costs and expenses incurred by you in relation to the accident if you have our agreement before incurring any cost. | <ol style="list-style-type: none"> 1. Any fines or exemplary damages (this means they are aimed at punishing the person responsible rather than awarding compensation). 2. Claims made by your family or people who work for you. 3. Claims resulting from: <ol style="list-style-type: none"> a. your work or involvement in paid or unpaid manual work of any kind. b. you taking part in any activity where this policy excludes Personal Liability cover (see Sports and Activities Page 36-37). c. you owning or occupying any land or building, unless you are occupying temporary holiday accommodation, not owned by you. d. any agreement unless liability would have existed without that agreement e. you owning, handling, riding or looking after any animal; or f. you owning, possessing or using a firearm, a horse drawn, mechanical, motorised or towed vehicle, a waterborne vessel or craft (except manually propelled watercraft, an aircraft of any description, including unpowered flight and drones. 4. Wilful or malicious acts. 5. Property belonging to you or held in trust by you. 6. Liability arising due to a contractual agreement which would not exist in law if such an agreement had not been made. 7. Any claims where you admit liability or promise to make payment without our prior written consent. 8. Anything Specifically listed in the Personal Accident, Personal Liability and Legal Exclusions. |

B18 Legal Expenses – If you need legal advice

IMPORTANT INFORMATION

- **We** shall have complete control over the legal proceedings, though **you** have the right not to agree to use the Lawyers **we** propose.
- **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 of the incident happening.
- Lawyers appointed must be qualified to practice in the country where the event happened or the defendant’s country of residence.
- If **we** cannot agree on which Lawyer to nominate, **we** will ask the relevant national law society to choose a suitably qualified party to represent **you**. While this process is on-going, **we** will appoint a Lawyer to protect **your** interests.
- If **you** are awarded damages, all sums advanced by **us** will be repaid out of the damages once **you** have received payment.
- **We** can choose to conduct legal proceedings instituted in the United States of America or Canada under the contingency fee system operating in North America.
- **We** will not begin legal proceedings in more than one country.

| If this happened: | There is no cover for: |
|--|---|
| <p>This section will cover legal costs up to the sum insured to undertake a civil action for damages if someone else causes you bodily Injury or death while you are on a trip. You must obtain our agreement to pursue the legal action if you are claiming under this section before you start proceedings.</p> <p>Cover is provided for: Reasonable and necessary legal costs to undertake a civil action, up to the sum insured provided you obtain our agreement to pursue the legal action before you start proceedings.</p> <p>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 £1,000.</p> | <ol style="list-style-type: none"> 1. The pursuit of a claim against us, our agent or an Insurer underwriting any section of this policy, or a travel agent, tour operator public transport provider. 2. Actions between Insured Persons, or actions pursued to obtain satisfaction of a judgement or legally binding decision. 3. Any advice or any claim arising in connection with a trip taken within your home country. 4. Any expenses spent before obtaining our agreement to pursue legal action. 5. Any claim arising as a result of you driving a motor car or riding a motorcycle unless you have a full UK licence, or a valid CBT certificate (DL196), are following the local safety laws, ride of recognised roads and in respect of motorcycling the engine capacity is 125cc or lower. Riding/use of quad bikes, ATVs or electronic scooters as a driver or passenger is not covered at any time. 6. Any claim where in our opinion there is an insufficient prospect of success in obtaining reasonable compensation. 7. Any claim where the legal costs and expenses are likely to be greater than the anticipated amount of compensation. 8. Any claims where the legal costs and expenses are variable depending on the outcome of the claim. 9. The costs of any appeal. 10. Anything Specifically listed in the Personal Accident, Personal Liability and Legal Exclusions. |

SPORTS AND ACTIVITIES

This policy automatically provides cover for a wide range of sports and activities which **you** may participate in during **your trip** without the need to pay an additional premium, provided the activity is accessible to the general public and does not require specialist training or qualifications. Cover is subject to **you** using recommended safety equipment (such as a helmet, harness, knee and/or elbow pads), and following safety procedures, rules and instructions of qualified instructors. If the sport or activity is provided by a local operator **you** must ensure they are appropriately qualified and licenced.

To see a full list of activities covered under this policy:- [click here](#) or go to <https://www.travelinsurance4medical.co.uk/quote/sports>

Eligibility

We are unable to provide cover for anyone participating in any sport or activity if **you** are participating in or training:

- For a competition or a tournament.
- On a professional or semi-professional basis.
- Water based activities outside 12 nautical miles from the coastline.
- For any sport or activity listed under [Sports and Activities not Covered](#).

There is no cover under Personal Accident or Personal Liability for any of the following sports and activities:

| | |
|---|---|
| Archery | Jet Boating/Power Boating (passenger only) |
| Athletics | Lacrosse |
| Baseball | Paint Balling/War Games (wearing eye protection) |
| Board Sailing | Racquet Ball/Rackets/Squash |
| Bungee Jumping/Reverse Bungee | Riding Motorcycles/mopeds (up to 125cc only)* |
| Canoeing/Kayaking/Rafting/White Water Rafting grade 4 and 5 | River Bugging/Tubing/Sledging |
| Clay Pigeon Shooting/small bore shooting/rifle range | Sandboarding/Sand Surfing/Sand Skiing/Sand Yachting |
| Cycling (not including Mountain Biking/BMX or Touring) | Sailing/Yachting/Catamaran/Dinghy/Hobie Cat |
| Camel/Elephant/Horse/Mule/Llama/Ostrich/Pony Riding/Trekking or working with wild animals | Skydiving/Parachuting (Tandem only) |
| Dragon Boat Racing | Swimming/Bathing with Elephants |
| Fencing | Tall Ship Crewing |
| Go Karting (up to 120cc, wearing a helmet) | |

*Motorcycling - **you** must have a full **UK** licence, or a valid CBT certificate (DL196), be insured under a motor policy, are following local safety laws and riding on recognised roads.

Sports and activities NOT covered – There is no cover available under ANY section of the policy, except for Section A1 – Cancelling Your Trip.

Battle re-enactment
Canoeing/Kayaking/Rafting/White water rafting grade 6
Canyoning
Cave diving or pot holing
Cliff or base diving/jumping
Flying (as a pilot)
Gliding/Hang gliding/Paragliding
Hot air ballooning (as a pilot)
Hunting, any use of firearm
Jet skiing
Jousting
Kite Surfing
Marathon running
Martial arts
Mechanically assisted and electronic bicycles
Micro lighting
Motorcycling/mopeds with an engine capacity over 125cc

Motor Sports/Racing of any kind Land/Sea
Mountain/BMX biking/Cycle Touring
Polo
River Bugging/Sledging/Tubing grades 4 and above
Rock Climbing
Sailing/Boating/yachting of any kind outside of 12 nautical miles from the coastline or outside of European Waters
Sand Duning/Sand Buggy
Scuba Diving deeper than 30 metres
Segway/Electronic Scooters
Slacklining
Tightrope/High rope walking
Quad Biking/ATV's
Walking/Fell Walking/Running/Trekking/Hiking/ Orienteering/Rambling above 4,000 metres

Walking/Fell Walking/Running/Trekking/Hiking/ Orienteering/Rambling that requires specialised equipment/ropes/guides/crampons. Including any Sahara/Desert/Polar (or other extreme climate) treks/runs/walks/hikes

MAKING A COMPLAINT

If **your** complaint relates to the sales literature, the way in which **your** policy was sold to **you**, the Medical Screening Service or regarding information about **your** policy, please contact:

Complaints Manager

Rothwell & Towler Ltd
Tourism House
Woodwater Park
Pynes Hill
Exeter
EX2 5WS

Email: quality@rothwellandtowler.co.uk

Telephone: 0354 90 80 171

If **your** complaint relates to a claim, or assistance **you** received whilst travelling, please contact:

Quality Department

Collinson Insurance Services Limited
Sussex House
Perrymount Road
Haywards Heath
West Sussex
RH16 1DN

Email: Complaints@collinsoninsurance.com

Telephone: 0333 005 1092

Our promise of service – **We** will aim to provide **you** with a full response within 4 weeks of the date **we** receive **your** complaint, and **our** response will be **our** final decision based on the evidence presented. If for any reason there is a delay in completing **our** investigations, **we** will explain why and tell **you** when **we** hope to reach a decision. In any event, should **you** remain dissatisfied or fail to receive a final answer within 8 weeks of **us** receiving **your** complaint, **you** may have the right to refer **your** complaint to an independent authority for consideration. That authority is:

Financial Ombudsman Service (FOS)

Exchange Tower
Harbour Exchange Square
London
E14 9SR

Email: complaints.info@financial-ombudsman.org.uk

Telephone: (Landline) 0800 0234 567 or (Mobile) 0300 1239 123

More information can be found on their website – www.financial-ombudsman.org.uk. 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 above procedure before the FOS will consider **your** case. **Your** legal rights are not affected.

DATA PROTECTION

How we use the information about you

As an insurer and data controller: **We** collect and process information about **you** so that **we** can provide **you** with the products and services **you** have requested. **We** also receive personal information from Travel Insurance 4 Medical, a trading name of Rothwell & Towler Ltd, on a regular basis while **your** policy is still live. This will include **your** name, address, health information, risk details and other information which is necessary for **us** to:

- Meet **our** contractual obligations to **you**.
- issue **you** this insurance policy.
- deal with any claims or requests for assistance that **you** may have; service **your** policy including claims and policy administration, payments, and other transactions); and detect, investigate, and prevent activities which may be illegal or could result in **your** policy being cancelled or treated as if it never existed.
- Protect our legitimate interests.

Some of the personal information that **you** provide may be sensitive information. This includes details about **your** health or medical records. Where **we** need **your** consent to collect and process **your** sensitive information, this will be obtained from **you** at the relevant time. Please note that, in these cases, **we** may not be able to sell **you** an insurance policy or deal with a claim if **you** do not agree to **us** processing relevant sensitive information.

In order to administer **your** policy and deal with any claims, **your** information may be shared with trusted third parties. This will include members of The Collinson Group, contractors, investigators and claims management organisations where they provide administration and management support on **our** behalf. Some of these companies are based outside of the European Union where different Data privacy laws apply. Wherever possible, **we** will have strict contractual terms in place to make sure that **your** information remains safe and secure.

We will not share **your** information with anyone else unless **you** agree to this, or **we** are required to do this by **our** regulators (e.g. the Financial Conduct Authority) or other authorities. The personal information **we** have collected from **you** will be shared with fraud prevention agencies and databases who will use it to prevent fraud and money-laundering and to verify **your** identity. If fraud is detected, **you** could be refused certain services, finance, or employment. Further details of how **your** information will be used by **us** and these fraud prevention agencies and databases, and **your** data protection rights, can be found by visiting www.cifas.org.uk/fpn and www.insurancefraudbureau.org/privacy-policy/.

Processing your data:

Your data will generally be processed on the basis that it is: necessary for the performance of the contract that **you** have with **us**; is in the public or **your** vital interest: or for **our** legitimate business interests. If **we** are not able to rely on the above, **we** will ask for **your** consent to process **your** data.

How we store and protect your information:

All personal information collected by **us** is stored on secure servers which are either in the United Kingdom or European Union. **We** will need to keep and process **your** personal information during the period of insurance and after this time so that **we** can meet **our** regulatory obligations or to deal with any reasonable requests from **our** regulators and other authorities. **We** also have security measures in place in **our** offices to protect the information that **you** have given **us**.

How you can access your information and correct anything which is wrong

You have the right to request a copy of the information that **we** hold about **you**. If **you** would like a copy of some or all of **your** personal information, please contact **us** by email or in writing as shown below.

Data Protection Officer, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN

Email: data.protection@collinsongroup.com.

We may make a reasonable charge for this service or refuse to give **you** this information if **your** request is clearly unjustified or excessive. **We** want to make sure that **your** personal information is accurate and up to date. **You** may ask **us** to correct or remove information **you** think is inaccurate. If **you** wish to make a complaint about the use of **your** personal information, please contact our Data Protection Officer using the details above. **You** can also complain directly to the Information Commissioner's Office (ICO). Further information can be found at <https://ico.org.uk>.

READY TO GO?

So, you're all packed and just about ready to go. We have included a check list to help ensure that you haven't forgotten anything!

- **Check that your travel insurance covers the whole duration of your trip and any activities that you plan on trying.**
- **Check your travel documents:**
 - Is **your** passport up to date, and is it valid for a least 6 months after the date **you** are due to come **home**?
 - Make two photocopies of **your** passport, tickets and travel insurance documents and leave one set at **home** (maybe let family/friends know where they are kept in case of an emergency). Take the other set with **you** but keep them separate from the originals.
 - Make sure **you** have important contact numbers in **your** phone just in case.
- **Check with your GP to ensure that you have had any necessary vaccinations and/or medications.**
- **Know your destination:**
 - It is always worth checking out any local laws and customs before **you** get there.
 - Pack a guide book.
 - Check the FCDO website www.gov.uk/browse/abroad
- **Tell family/friends about your trip and make sure they know where you are going and how to get hold of you in an emergency.**
- **When you are abroad:**
 - Make sure **your** travel documents, passport, money and insurance documents are kept in a safe place.
 - Stick to safe filtered water and keep yourself well hydrated when **you** are out in the sun.
 - Always wear protective sunscreen when **you** are out and about, even if **you** are on the ski slopes! (but make sure the one **you** buy doesn't contain the chemical Oxybenzone as it bleaches the sea coral).
 - Check out local information in **your** guidebook or online so that **you** are aware of any local holidays and nearby public medical facilities.
 - It is always a good idea to keep all **your** receipts just in case **you** need them for future reference.
- **Getting medical treatment abroad**
 - Often the best doctors, treatment and optimal care are found in the regulated state and public hospitals and medical facilities no matter where **you** are in the world. They might not always look as nice as some private facilities, but **we** have seen numerous good clinical outcomes which don't come with the risk of immoral and dangerous practices, extortion, over treatment, detainment and withdrawal of treatment which **we** have seen happen in some private facilities all over the world.
 - Some medical facilities will raise charges that are far in excess of what is customary and reasonable. **We** will deal with such bill directly with the facility and there is no need for **you** to pay them. **You** simply need to pass any and all correspondence about such bills to **us** to ensure **we** can provide financial protection.

Policy Extensions

For policies issued between
01/03/2024 to 28/02/2025

Master Policy Number:
COLTM-24-010-C

This policy is for residents of the United Kingdom and the Channel Islands only.

TRAVEL INSURANCE
4MEDICAL.CO.UK

These extensions have been specially arranged and is administered by Rothwell & Towler Ltd.

Travel Insurance 4 Medical is a trading name of Rothwell & Towler Ltd.

Rothwell & Towler Ltd is an Appointed Representative of Crispin Speers & Partners Ltd who are authorised and regulated by the Financial Conduct Authority FRN:311507.

Unless otherwise stated your policy is insured by Collinson Insurance. Collinson Insurance is a trading name of Astrenska Insurance Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Their Financial Services Register Number is 202846.

All of the details above can be checked on the Financial Services Register at: <https://register.fca.org.uk/s/>

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POLICY EXTENSIONS INFORMATION

ABOUT YOUR POLICY EXTENSION

This section in this booklet is an extension of **your** main Travel Insurance 4 Medical Travel Insurance Policy Wording.

Please Note: The chosen extensions will only apply if **you** have paid the appropriate additional premium and it is listed on **your policy certificate**. All the things **we** told **you** about in the main policy wording will also apply to this extension.

This booklet provides details of the extra cover **you** have if the appropriate additional premium has been paid. It will also tell **you** about any new terms and conditions that apply.

This extension booklet forms part of the contract of insurance between the underwriters, Collinson Insurance and those people specified on **your policy certificate** and must be read together with the main policy wording and **your policy certificate**. Please check **your policy certificate** carefully to ensure the cover **you** have purchased meets **your** needs. This contract is only valid when **you** have a valid **policy certificate** and have paid the appropriate premium.

Both **we** and **you** are entitled to choose the law applicable to the insurance. **We** propose English Law and in the absence of any agreement to the contrary, English Law will apply.

This policy is insured by Collinson Insurance. Collinson Insurance is a trading name of Astrenska Insurance Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Their Financial Service Register Number is 202846. These details can be checked on the Financial Services Register website www.fca.org.uk.

FRAUD

If a claim is found to be fraudulent in any way, including use of fraudulent means to obtain any benefit, this policy shall become void meaning it no longer exists from the date of the fraudulent claim and the premium paid will be lost. Any benefits received by **you** for any claim found to be fraudulent, must be repaid to **us**. **We** may inform the police or the appropriate authorities of the circumstances.

TRAVELLING COMPANION NOT INSURED WITH US

This policy does not cover any costs or expenses for a person not insured by this policy. For example, if **you** pay for someone else's accommodation and have to cancel the trip. **You** won't be able to claim for 'the person who **you** are travelling with' accommodation costs.

RESIDENTIAL ELIGIBILITY

To be eligible to purchase this policy **your home** address must be in the **UK** and **you** must be registered with a General Practitioner in the **UK**.

SUMS INSURED AND EXCESSES

Each section of the policy has a limit on the amount **we** will pay for each insured person, called the sum insured. Claims under most sections of the policy will be subject to an excess, which also varies by level of cover. The sums insured, inner limits and excess amount for each section are set out in the Cover Table. Please check the Cover Table against **your policy certificate** to ensure the level of cover **you** have purchased meets **your** needs.

Excesses apply for each claim logged with **us**, for each section of the policy **you** are claiming under and for each **insured person** who is making a claim. When **we** are settling a claim directly with **you**, **we** will deduct the excess from the claim payment before **you** receive it. Where **we** are settling claims directly with a medical provider or other supplier, **you** will be responsible for paying **us** the excess.

FINANCIAL SERVICE COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the FSCS, if **we** are unable to meet **our** obligations. More information can be obtained from the www.fscs.org.uk website.

MAKING A CLAIM

First, check **your policy certificate** and the appropriate section of **your** policy wording to make sure that what **you** are claiming for is covered. **You** can set up a claim online or by telephone, **you** must ensure that **you** have all relevant documents and any receipts, please see claims evidence below.

- Online collinson.claimhere.co.uk or via the link on our website www.travelinsurance4medical.co.uk/information/claim
- Telephone **0333 005 1092**

All claims must be submitted within 60 days of **your** return from **your trip**. **You** must assist **us** in providing all requested information, including completing any requested forms, or **you** may experience a delay in the processing of **your** claim. When claims settlements are made by 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**, **we** 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**.

Claims & Assistance services are administered by Collinson Insurance Services Ltd.

24-hour Emergency Medical Assistance

You must contact the medical emergency service once you know you will be in a medical facility for at least 24 hours

- Telephone **0333 005 1093**

Depreciation Table – the table below sets out the amount deducted from **your** claim.

| Age of Property | Winter Sports Equipment | Golf Equipment | Gadgets |
|-----------------|-------------------------|----------------|---------|
| 0-1 month | 5% | 5% | 0% |
| 1-6 months | 10% | 10% | 5% |
| 6 – 12 months | 15% | 15% | 10% |
| 1 – 2 years | 35% | 35% | 20% |
| 2 – 3 years | 55% | 55% | 30% |
| 3 - 4 years | 70% | 70% | 40% |
| 4 – 5 years | 80% | 80% | 50% |
| 6 years + | 100% | 100% | 60% |

CLAIMS EVIDENCE

Before a claim can be paid, **you** may be asked to provide supporting documentation to validate cover and the circumstances of the loss. The table below sets out what documentation **you** may be asked to provide. Depending on the details of each claim **we** may ask for additional or different supporting documentation to that listed below.

| Section(s) | Documentation |
|--|---|
| All Sections | <ul style="list-style-type: none"> - Policy Certificate. - Proof that you booked travel and accommodation, such as a booking invoice - Confirmation of all cancellation(s) including any refunds already given - Booking terms and conditions - Death certificates - Invoices and receipts for your expenses - Receipts or confirmation of payments you have made - Written confirmation of positive test results for Covid-19 provided by an independent authority including the date of the result - Written confirmation of positive test results for Covid-19 provided by an independent authority including the date of the result. Photographic evidence of a test kit is not acceptable - Written confirmation from an appropriate authority of the length and place of compulsory quarantine for Covid-19 - Written confirmation confirming that you have been contacted by official NHS Track and Trace or a medical practitioner for Covid-19 within 14 days of the start date of your trip - A letter from your employer providing your redundancy - A police report for any lost or stolen travel documents - Written confirmation from the carrier stating the period of and reason for any delay - Receipts confirming any additional transport costs |
| If you need to hire winter sports equipment, If your owned or hired winter sports equipment is lost, stolen or accidentally damaged, If your ski pass is lost or stolen, If you need to hire golf equipment, If your golf equipment is lost, stolen or accidentally damaged, If your gadgets are lost, stolen or accidentally damaged. | <ul style="list-style-type: none"> - A police report or written report from your accommodation or travel provider detailing your reported loss - A police report for any lost/stolen item(s) - Property irregularity report from an airline - Written confirmation from the airline or travel company stating the length of delay - Proof of ownership and value of items claimed for such as receipts - When the claim is for loss or theft of mobile phones we will ask for proof that your service provider has been contacted and asked to discontinue the service |

ESSENTIAL TRAVEL & FOREIGN, COMMONWEALTH AND DEVELOPMENT OFFICE TRAVEL ADVISORIES

- **Essential Travel / Foreign, Commonwealth and Development Office (FCDO) travel advisories.** From time to time the FCDO will advise to only undertake essential travel to a particular destination. If **your trip** is not essential and **you** choose to travel contrary to the FCDO's advice, **we** will only cover a claim if the cause is not linked to the reason for the advice. This limitation applies even if **you** have purchased an optional trip disruption upgrade. **You** may be able to travel with full cover if **we** authorise in writing that **your trip** is essential before **you** depart. Please note there is no cover under this policy if other government regulations or actions are in place restricting travel (see Government Restrictions below).
If the FCDO have advised against all travel to **your** destination, there is no cover under this policy apart from the Cancelling Your Trip section in the Natural Disaster & Terrorism Extension optional upgrade.

GENERAL DEFINITIONS

The words listed below when shown in bold text will always have the meaning set out below.

Home

The address where **you** live in the United Kingdom, Channel Islands or Isle of Man and where **you** are registered with a General Practitioner.

Home Country

The United Kingdom, Channel Islands or the Isle of Man

Immediate Relative

Your mother, father, sister, brother, spouse, civil partner, fiancé/e, your children (including adopted and fostered), grandparent, grandchild, parent-in-law, daughter-in-law; sister-in-law, son-in-law, brother-in-law, aunt, uncle, cousin, nephew, niece, step-parent, step-child, step-brother, step-sister or legal guardian.

Medical Practitioner

A registered practicing member of the medical profession who is not related to **you** or to a travelling companion or is anyone **you** are intending to stay with.

Policy Certificate

The document issued by **us** which sets out the names of the **insured persons**, area of cover, level of cover, type of policy, period of insurance, additional cover options and any other special conditions and terms used to confirm the correct cover is in place when a claim is made.

Public Transport

A company operating under a licence to carry passengers, working to a published timetable and /or published fares. This includes but is not necessarily limited to airlines, taxi firms, coach, ferry and rail operators.

Travelling Companion

The person **you** have booked to travel with on the **trip** but not insured on the same travel insurance policy and their **immediate relative**.

Trip

A single journey that begins and ends in the United Kingdom, starting when **you** leave **your home** address to travel to **your departure point** to begin **your** journey. The start and end dates when cover under all sections of this policy applies, (except for Cancelling Your Trip), are detailed on **your policy certificate** for single trip policies or in the case of annual multi **trip** policies, is the duration limit of each single journey taken in a 12-month period.

In certain circumstances cover will cease at a different time to the stated end date on **your policy certificate** or **your** stated duration limit. For clarification, cover under **your trip** ends:

- At midnight on the end date shown on **your policy certificate** even if **you** have not returned **home**, unless **you** have purchased an Annual Multi trip policy and **you** renew **your** policy while on **your trip** (**your total trip** duration including the renewed policy cannot exceed the maximum limit). This does not apply if **you** are unable to return **home** due to a claimable event, when **your** policy automatically extends; or
- For Annual Multi Trip policies, at midnight of the day **you** reach **your** stated maximum policy **trip** duration; or
- When **you** return to **your home** address in the **UK** even if this is before **your** booked return date.
- Upon **your** admission to a hospital or medical facility in the **UK** if **we** are repatriating **you home** under the Emergency Medical Expenses Section of **your** main policy, or if **we** require **you** to return home early for medical reasons under a single trip policy. Cover ends even if this is before **your** booked return date, or before **your trip** is due to end.

War

Armed conflict between nations, invasion, act of foreign enemy, hostilities (whether war declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

We / Us / Our

Collinson Insurance.

You / Your / Insured Person

Each person named on the **Policy Certificate**.

UK

Your home country and place of residence as stated in the Residential Eligibility.

COVER TABLE

This table shows **you** what cover is available under this insurance policy extension and is subject to the terms, conditions and exclusions already mentioned in the main policy and detailed in the individual policy sections. **Please be aware** that if **your** circumstances do not fit those described, then there is no cover in place.

The amounts shown under '**We will pay up to**' are the maximum amounts payable under each policy section for each insured person. **Please note:** Some sections have individual item limits, or limits to the amount paid per period; please refer to the individual policy sections for these limits.

The '**Excess**' is the amount that will be deducted for each insured person per claim incident under each policy section. This will mirror the Excess on **your** main policy.

| Cover | Section | We will pay up to | Excess |
|---|--|-------------------|-------------------------|
| Your Travel Policy – Winter Sports Cover | | | |
| 11 | Piste Closure | | |
| | - If your ski resort is closed (per 24 hours / maximum) | WS1 | £25/£300 |
| 11 | Ski Pack | | |
| | - If you are unable to use your pre-paid ski pack | WS2 | As per your main policy |
| 11 | Ski Hire | | |
| | - If you need to hire winter sports equipment | WS3 | £100 |
| 11-12 | Ski Equipment and Lost or Stolen Lift Pass | | |
| | - If your owned or hired winter sports equipment is lost, stolen or accidentally damaged | WS4 | £1,000 |
| | - If your ski pass is lost or stolen | WS5 | £300 |
| Your Golf Extension Sections of Cover | | | |
| 14 | Golf Equipment Hire | | |
| | - If you need to hire golf equipment | GO1 | £500 |
| 14 | Golf Equipment | | |
| | - If your owned or hired golf equipment is lost, stolen or accidentally damaged | GO2 | £3,000 |
| 14 | Loss of Green Fees | | |
| | - If you are unable to play golf | GO3 | £500 |
| 14 | Hole in One | | |
| | - If you get a hole in one | GO4 | £75 |
| Your Cruise Extension Sections of Cover | | | |
| 16 | Missed Departure and Missed Connection including Port Connections | | |
| | - If you miss your sailing | CR1 | £500 |
| 16 | Cabin Confinement | | |
| | - If you are confined to you cabin (per 24 hours / maximum) | CR2 | £40/£400 |
| | - If you are unable to use your pre-paid excursions | CR3 | As per your main policy |
| 17 | Missed Port Visit | | |
| | - If your ships itinerary changes (per port / maximum) | CR4 | £100/£500 |

| Your Natural Disaster & Terrorism Extension Sections of Cover | | Section | We will pay up to | Excess |
|--|---|----------------|--------------------------|-------------------------|
| 20 | Cancelling Your Trip | | | |
| | - If you are unable to go on your trip | LSE1 | As per your main policy | As per your main policy |
| 20-22 | Delay and Abandonment | | | |
| | - If you are delayed (per 12 hours / maximum) | LSE2 | As per your main policy | Nil |
| | - Additional transport costs outside the UK | LSE3 | As per your main policy | Nil |
| | - If you decide to abandon your travel plans | LSE4 | As per your main policy | As per your main policy |
| 22 | Missed Departure from the UK | | | |
| | - If you miss your departure | LSE5 | As per your main policy | As per your main policy |
| 23 | Missed Departure and Connection Outside the UK | | | |
| | - If you miss your connection | LSE6 | As per your main policy | As per your main policy |
| | - If you miss your connection daily benefit (per 24 hours / maximum) | LSE7 | £40/£400 | Nil |
| 24 | Cutting Short Your Trip | | | |
| | - If you have to cut short your trip | LSE8 | As per your main policy | As per your main policy |
| 25 | Substitute Accommodation | | | |
| | - If a major incident happens while you are away | LSE9 | As per your main policy | As per your main policy |
| Your COVID-19 Extension Sections of Cover | | Section | We will pay up to | Excess |
| 28 | Cancelling Your Trip | | | |
| | - If you are unable to go on your trip | CV1 | As per your main policy | As per your main policy |
| 28 | Missed Departure from the UK | | | |
| | - If you miss your departure | CV2 | As per your main policy | As per your main policy |
| 29 | Missed Departure and Connection Outside the UK | | | |
| | - If you miss your connection | CV3 | As per your main policy | As per your main policy |
| | - If you miss your connection daily benefit (per 24 hours / maximum) | CV4 | £40/£400 | Nil |
| 30 | Cutting Short Your Trip | | | |
| | - If you have to cut short your trip | CV5 | As per your main policy | As per your main policy |
| 31 | Changes to Quarantine Requirements to Enter the UK | | | |
| | - If you have to stay in mandatory quarantine accommodation | CV6 | £1,000 | Nil |
| 31 | Extended COVID-19 Medical Cover | | | |
| | - If you travel to a country where the FCDO advise against all but essential travel | CV7 | As per your main policy | As per your main policy |
| Your Gadget Extension Sections of Cover | | Section | We will pay up to | Excess |
| 32 | Gadget Cover | | | |
| | - If your gadgets are lost, stolen or accidentally damaged | GA1 | £1,500 | As per your main policy |

WINTER SPORTS EXTENSION SECTIONS OF COVER

IMPORTANT INFORMATION

Which activities are covered: Skiing and Snowboarding On-Piste and Off-Piste within Resort Boundaries, Air Boarding, Big Foot Skiing, Cross Country Skiing on Recognised Paths, Dry Slope Skiing and Snowboarding, Glacier Walking and Skiing, Ice Cricket*, Ice Windsurfing*, Kick Sledging, Langlauf, Mono-Skiing, Nordic Skiing on Recognised Paths, Ski Randonnée, Ski Run Walking, Ski Skimming, Ski Touring, Skidooing*‡, Sledging, Snow Blading, Snow Shoeing, Snow Tubing, Snow Zorbing, Snowcat Skiing with a Professional Guide, Snowmobiling*‡, Tobogganing.

This Winter Sports Extension will cover you for up to 31 days on a Single Trip policy or for up to 17 days per trip on a Multi Trip policy.

‡No Cover Under the Personal Accident Section

*No Cover Under the Personal Liability Section

Provided **you** are not:

- Participating in or training for a competition or
- Taking part on a professional or semi-professional basis or
- Taking part contrary to local advice or warnings.

Requirement to report lost, stolen or delayed items. You must report lost or stolen **ski equipment** within 24 hours to the police and provide us with a police report (lift passes can be reported to resort management). If **your ski equipment** goes missing while in the custody of a transport provider, **you** need to obtain a property irregularity report from them within 24 hours, this includes **ski equipment** delayed in transit.

Winter Sports Extension Definitions

The following list of definitions apply specifically to the Winter Sports Extension sections of cover and appear in bold throughout. See also General Definitions for the meaning of other bolded words.

Ski Equipment

Skis, including bindings, ski boots, ski poles and snowboards.

Unattended

When not in transit where **you** or anyone travelling with **you**, who has **your** authority to be in control of **your** personal baggage, are not in full view of **your** property, or are not able to stop a third party from taking or interfering with **your** property. While in transit, baggage (excluding gadgets and valuables and electronic equipment) must be held in a hold or luggage area as required by the **public transport** carrier.

Winter Sports Extension Exclusions

The following apply to all Winter Sports Extension sections of cover.

You are not covered for the following:

1. Where applicable, the excess for each section.
2. More than the maximum sum insured for each section. See the Cover Table.
3. When **you** are unable to provide the documentation **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
4. Claims if **you** travel against government restrictions which have been put in place to prevent or limit travel from where **you** live in the **UK** or to the destination **you** are travelling to. If **you** have travelled against the advice of the Foreign, Commonwealth and Development Office (FCDO) and there are no other government restrictions in place, cover is limited to claims where the cause is not linked to the reason for the FCDO advisory. See information on Essential Travel.
5. Any claim resulting from the Foreign, Commonwealth and Development Office advising against all travel to **your** destination.
6. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making travel illegal.
7. There is no cover if **you** bought this policy or booked **your trip** (whichever is last) if **you** were aware at the time of an event that led to **you** making a claim.
8. **We** will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.
9. Any claim arising from radioactive contamination, the use of, release of, or a threat to use any nuclear device, chemical or biological weapon.
10. Any claim arising from **war** and **war** like activities whether declared or not.

WS1 Piste Closure – If your ski resort is closed

| If this happened: | There is no cover for: |
|---|--|
| <p>This section pays a daily benefit, up to the sum insured, when your pre-booked ski resort is shut for at least 24 hours preventing you from taking part in winter sports due to a lack of snow, adverse weather conditions or avalanche.</p> <p>Cover is valid if you can give us evidence from the holiday company or resort management of the reason and length of time the slopes were shut.</p> <p>If your trip is within the Northern Hemisphere cover applies if your dates of travel fall between the months of December and April, and in the Southern Hemisphere between the months of May and October.</p> | <ol style="list-style-type: none"> 1. Anything Specifically listed in the Winter Sports Exclusions. |

WS2 Ski Pack – If you are unable to use your pre-paid ski pack

| If this happened: | There is no cover for: |
|---|--|
| <p>If you have a valid claim under the 'Cancelling Your Trip' or 'Cutting Short Your Trip' Sections for unexpected illness, injury or death we will pay for the unused ski pack (ski school and lift pass and hired ski equipment) costs you have paid or are contracted to pay provided these costs are not refundable from any other source.</p> | <ol style="list-style-type: none"> 1. Anything Specifically listed in the Winter Sports Exclusions. |

WS3 Ski Hire – If you need to hire winter sports equipment

| If this happened: | There is no cover for: |
|--|---|
| <p>Under this section we will pay up to the sum insured to contribute towards the hire of winter sports equipment in the event that your winter sports equipment is lost or stolen during your trip.</p> <p>You must keep all receipts for the items you have hired.</p> | <ol style="list-style-type: none"> 1. Claims for hiring replacement items when you cannot provide a receipt. 2. Anything Specifically listed in the Winter Sports Exclusions. |

WS4 Ski Equipment and Lost or Stolen Lift Pass – If your owned or hired winter sports equipment is lost, stolen or accidentally damaged

| If this happened: | There is no cover for: |
|--|--|
| <p>This section covers you for ski equipment owned or hired by you if it is lost, stolen or accidentally damaged during your trip.</p> <p>Cover is provided for winter sports equipment that is lost, stolen or accidentally damaged on the trip after a deduction is made for wear, tear and loss of value (see the Depreciation Table) and a limit is applied to each single item. This limit is £500.</p> | <ol style="list-style-type: none"> 1. Claims for loss or theft not reported to the police, the cruise operator or carrier within 24 hours and a written report obtained. 2. Items stolen from an unattended vehicle unless they were kept in a locked glove compartment, roof box, rear boot or luggage and is covered so as not to be visible from the outside of the vehicle and there are signs of forced entry. 3. Loss, damage, or delay caused by confiscation or detention by Customs or other officials or authorities. 4. Anything Specifically listed in the Winter Sports Exclusions. |

WS5 Ski Equipment and Lost or Stolen Lift Pass – If your ski pass is lost or stolen

| If this happened: | There is no cover for: |
|---|---|
| This section covers you for the unused proportion of your lift pass if it is lost or stolen during your trip . | <ol style="list-style-type: none">1. Claims for loss or theft not reported to the police, the cruise operator or carrier within 24 hours and a written report obtained.2. Items stolen from an unattended vehicle unless they were kept in a locked glove compartment, roof box, rear boot or luggage and is covered so as not to be visible from the outside of the vehicle and there are signs of forced entry.3. Loss, damage, or delay caused by confiscation or detention by Customs or other officials or authorities.4. Anything Specifically listed in the Winter Sports Exclusions. |

GOLF EXTENSION SECTIONS OF COVER

Golf Extension Definitions

The following list of definitions apply specifically to the Golf Extension sections of cover and appear in bold throughout. See also General Definitions for the meaning of other bolded words.

Golf Equipment

Golf clubs, golf balls, golf bag, golf trolley, golf shoes and waterproof clothing.

Unattended

When not in transit where **you** or anyone travelling with **you**, who has **your** authority to be in control of **your** personal baggage, are not in full view of **your** property, or are not able to stop a third party from taking or interfering with **your** property. While in transit, baggage (excluding gadgets and valuables and electronic equipment) must be held in a hold or luggage area as required by the **public transport** carrier.

Golf Extension Exclusions

The following apply to all Golf Extension sections of cover.

You are not covered for the following:

1. Where applicable, the excess for each section.
2. More than the maximum sum insured for each section. See the Cover Table.
3. When **you** are unable to provide the documentation **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
4. Claims if **you** travel against government restrictions which have been put in place to prevent or limit travel from where **you** live in the **UK** or to the destination **you** are travelling to. If **you** have travelled against the advice of the Foreign, Commonwealth and Development Office (FCDO) and there are no other government restrictions in place, cover is limited to claims where the cause is not linked to the reason for the FCDO advisory. See information on Essential Travel.
5. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making travel illegal.
6. There is no cover if **you** bought this policy or booked **your trip** (whichever is last) if **you** were aware at the time of an event that led to **you** making a claim.
7. **We** will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.
8. Any claim where property is lost or damaged due to radioactive contamination, the use of, release of, or a threat to use any nuclear device, chemical, or biological weapon.
9. Any claim arising from **war** and **war** like activities whether declared or not.

GO1 Golf Equipment Hire – If you need to hire golf equipment

| If this happened: | There is no cover for: |
|--|--|
| <p>If your golf equipment is lost, stolen or accidentally damaged during your trip or delayed by at least 12 hours, you can claim for the cost of hiring replacement golf equipment up to the sum insured.</p> <p>For cover to apply for delay, you must be able to evidence the length of time your golf equipment is delayed by obtaining a report from your carrier or if your claim relates to loss, theft or accidental damage you must have a valid claim under the 'Golf Equipment' Section.</p> <p>You must keep all receipts for the items you have hired.</p> | <ol style="list-style-type: none"> 1. Claims for hiring or purchasing replacement items when you cannot provide a receipt. 2. Anything listed under the Golf Extension Exclusions. |

GO2 Golf Equipment – If your owned or hired golf equipment is lost, stolen or accidentally damaged

| If this happened: | There is no cover for: |
|---|---|
| <p>This section covers you for golf equipment items owned or hired by you that are lost, stolen or accidentally damaged during your trip up to the sum insured.</p> <p>Cover is provided for golf equipment that is lost, stolen or accidentally damaged on the trip after a deduction is made for wear, tear and loss of value (see the Depreciation Table) and a limit is applied to each single item. This limit is £500.</p> | <ol style="list-style-type: none"> 1. Claims for loss or theft not reported to the police, the cruise operator or carrier within 24 hours and a written report obtained. 2. Items left unattended. 3. Loss, damage, or delay caused by confiscation or detention by Customs or other officials or authorities. 4. Anything listed under the Golf Extension Exclusions. |

GO3 Loss of Green Fees – If you are unable to play golf

| If this happened: | There is no cover for: |
|--|--|
| <p>If you have a valid claim under the 'Cancelling Your Trip' or 'Cutting Short Your Trip' Section of your main policy for unexpected illness, injury or death we will pay for the unused green fees you have paid or are contracted to pay provided these costs are not refundable from any other source.</p> | <ol style="list-style-type: none"> 1. Claims where you cannot provide written confirmation from the organisers, trainers or the resort management confirming the unused green fees. 2. Anything listed under the Golf Extension Exclusions. |

GO4 Hole in One – If you get a hole in one

| If this happened: | There is no cover for: |
|---|---|
| <p>This section pays up to the sum insured if you complete a hole in one on a full-sized golf course during your trip provided the secretary of the golf course confirms in writing that the hole in one occurred and you provide the original score card fully completed and signed.</p> | <ol style="list-style-type: none"> 1. Anything listed under the Golf Extension Exclusions. |

CRUISE EXTENSION SECTIONS OF COVER

Cruise Extension Information

This extension will provide you with cover for the entire duration of your single trip policy, or if you have purchased a multi trip policy, the amount of cruise days covered during the 12 month policy period is 45 days.

Please be aware that this extension cannot be added to a Backpacker and Longstay policy.

Cruise Extension Definitions

The following list of definitions apply specifically to the Cruise Extension sections of cover and appear in bold throughout. See also General Definitions for the meaning of other bolded words.

Crew

Employed staff that work and operate on a ship, aircraft or train whilst in flight/motion (this does not include ground staff or baggage handlers).

Cruise

A **trip** involving a sea voyage of more than 3 days in total duration, where transportation and accommodation is primarily on an ocean going passenger ship.

Unattended

When not in transit where **you** or anyone travelling with **you**, who has **your** authority to be in control of **your** personal baggage, are not in full view of **your** property, or are not able to stop a third party from taking or interfering with **your** property. While in transit, baggage (excluding gadgets and valuables and electronic equipment) must be held in a hold or luggage area as required by the **public transport** carrier.

Cruise Extension Exclusions

The following apply to all Cruise Extension sections of cover.

You are not covered for the following:

1. Where applicable, the excess for each section.
2. More than the maximum sum insured for each section. See the Cover Table.
3. Any claim for a **cruise trip** where **you** have not purchased this extension and paid the appropriate additional premium.
4. When **you** are unable to provide the documentation, **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
5. Claims if **you** travel against government restrictions which have been put in place to prevent or limit travel from where **you** live in the **UK** or to the destination **you** are travelling to. If **you** have travelled against the Foreign, Commonwealth and Development Office (FCDO) advising against non-essential **trips** and there are no other government restrictions in place, cover is limited to claims where the cause is not linked to the reason for the FCDO advisory. See information on Essential Travel.
6. Any claim resulting from the Foreign, Commonwealth and Development Office advising against all travel to **your** destination.
7. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making travel illegal.
8. There is no cover if **you** bought this policy or booked **your trip** (whichever is last) if **you** were aware at the time, of an event that led to **you** making a claim.
9. **We** will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.
10. Any claim arising from radioactive contamination, the use of, release of, or a threat to use any nuclear device, chemical or biological weapon.
11. Any claim arising from **war** and **war** like activities whether declared or not.

CR1 Missed Departure and Missed Connection including Port Connections – If you miss your sailing

IMPORTANT INFORMATION

- **Planning Your Connections.** You must plan to leave enough time between arriving at **your** connection point and departing for the next leg of **your** journey, which should be at least the minimum time recommended for transfer by **your** transport provider. If **you** have purchased the Cruise Extension cover is extended to include each port on **your** cruise itinerary.
- **Return Journey.** For cover to apply on **your** return journey to the **UK**, **you** must have a return journey booked.
- **Compensation while travelling.** Ensure **you** discuss additional travel and accommodation needs with **your travel provider** before claiming from **us**.

| If this happened: | There is no cover for: |
|--|--|
| <p>We will pay up to the sum insured if the reason for you missing your pre-booked cruise transportation before you travel or whilst outside the UK, including each port on your cruise itinerary due to one of the reasons listed below for:</p> <ol style="list-style-type: none"> 1. Additional travel and accommodation costs 2. The costs of essential prescription medication when your supply runs out <p>If the reason for you missing your pre-booked transportation whilst outside the UK due to one of the reasons listed below for:</p> <ol style="list-style-type: none"> 1. Delay or cancellation of public transport due to: <ol style="list-style-type: none"> a. Industrial action b. Bad weather not including anything listed as a natural catastrophe c. Mechanical fault of transportation including bird strikes d. Shortage of crew 2. The vehicle you are travelling in is involved in an accident, breaks down, is delayed by an incident that causes traffic jams or road closures. 3. Your flight being diverted. 4. Travel documents are lost or stolen whilst you are outside the UK. | <ol style="list-style-type: none"> 1. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making the travel illegal. 2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 3. Costs associated with repair or recovery of a vehicle. 4. Delays caused by natural catastrophe or terrorism event or airspace closure. 5. Trips taken just within the UK. 6. Claims for the return journey when you have no return trip booked. 7. If you travelled against the advice of the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory unless we provided cover in writing. See information on Essential Travel. 8. Anything listed under the Cruise Extension Exclusions. |

CR2-CR3 Cabin Confinement – If you are confined to your cabin

| If this happened: | There is no cover for: |
|--|---|
| <p>This section pays for the following when you are ill or injured while on a cruise:</p> <ol style="list-style-type: none"> 1. A set monetary amount for each 24-hour period you are confined to your cabin. 2. The cost of excursions you do not take while confined to your cabin. Please see the 'Cutting Short Your Trip' Section of your main policy wording. <p>For cover to be valid You must provide a written report from the ship's Medical Officer confirming the cause and the length of the confinement and have a valid claim under Emergency Medical Expenses and Repatriation section of your main policy.</p> | <ol style="list-style-type: none"> 1. COVID-19. 2. Anything listed under the Cruise Extension Exclusions. |

CR4 Missed Port Visit – If your ships itinerary changes

| If this happened: | There is no cover for: |
|---|---|
| This section will provide a payment for each port on your cruise itinerary that you are unable to disembark at due to adverse weather or timetable restrictions up to the sum insured. For cover to be valid you must provide evidence from the cruise company confirming the port was missed and the reason why. | 1. Anything listed under the Cruise Extension Exclusions. |

NATURAL DISASTER & TERRORISM EXTENSION SECTIONS OF COVER

Natural Disaster & Terrorism Extension Definitions

The following list of definitions apply specifically to the Natural Disaster & Terrorism Extension sections of cover and appear in bold throughout. See also General Definitions for the meaning of other bolded words.

Cyber Terrorism

The actual use or threat of use of disruptive activities against computers and networks, with the intention to cause harm, spread fear or cause severe disruption of infrastructure.

Event date

The point in time a **natural catastrophe** or **terrorism event** occurred as reported in the media or announced by a government, as determined by **us**.

Natural Catastrophe

Volcanic activity, volcanic ash, earthquake, tsunami, hurricane, cyclone, flooding of more than 50 square kilometres, wildfire of more than 50 square kilometres.

Prescription Medication

Medication prescribed by **your medical practitioner** which **you** need to prevent a deterioration or worsening of a medical condition.

Terrorism Event

An event that has been declared an act of terrorism by the **UK** government or by the government of the country where the event happened, not including a terrorist attack that involves the use or threat of nuclear, chemical, or biological devices or **cyber terrorism**.

Travel and Accommodation Costs

The following costs that have been paid or are contracted to pay; which include accommodation and travel costs including excursions, park tickets, ATOL fees, booking fees, administration fees, change fees, credit card fees, seat selections, check-in fees, baggage fees, car parking expenses, cattery and kennel fee's, car hire, and airport hotel.

Travel Provider

Accommodation provider, airline, cruise operator, ferry operator, hotel, online travel aggregator, travel agent, train operator, tour operator, package travel provider.

Natural Disaster & Terrorism Extension Exclusions

The following apply to all Natural Disaster & Terrorism Extension sections of cover.

You are not covered for the following:

1. Where applicable, the excess for each section.
2. More than the maximum sum insured for each section. See the Cover Table.
3. Unused **Travel and accommodation costs** that **you** can get refunded from another source.
4. Any claim where **you** bought this policy or booked the **trip**, knowing **you** would have to claim.
5. **You** not wanting to go on or continue with the **trip**.
6. When **your trip** is cancelled or disrupted because **you** do not have the correct vaccinations or proof of vaccinations.
7. When **you** do not provide the documentation, **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
8. Any claim resulting from the Foreign, Commonwealth and Development Office advising against all travel.
9. The insolvency or failure of any travel provider to provide a service due to inability to trade of any **travel provider**.
10. Anything not listed under "If this happened" under each section.
11. **We** will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.
12. Any claim caused by **Cyber Terrorism**.
13. Any claim arising from radioactive contamination, the use of, release of, or a threat to use any nuclear device, chemical or biological weapon.
14. Any claim arising from **war** and **war** like activities whether declared or not.

IMPORTANT INFORMATION

- **Where to go first for a refund when cancelling your trip.** This policy is designed to provide a refund of **your** unused **travel and accommodation costs**, at the point **we** are satisfied that these expenses cannot be refunded elsewhere. If **your trip** has been booked or paid for via one or more of the following, **you** must contact them to discuss a refund before claiming from **us**:
 - A Tour Operator.
 - An Airline.
 - Any other travel, accommodation, or service provider.
 - Credit or debit card provider or other payment providers such as PayPal.If **you** are unable to obtain a refund at first (**we** consider vouchers as **you** are receiving a refund) and **we** assess that **your travel provider** is legally obliged to refund **you**, **we** will ask **you** to make a reasonable attempt to pursue payment from them before **we** consider **your** claim.
- **Compensation while travelling.** Regulations exist to assist and compensate **you** when delays occur **with air travel**. Regulation EU261 for example offers protection when **you** are travelling on a European based airline or with any airline in Europe. Please approach **your** airline as soon as **you** are aware of a delay impacting **your** flight. If **you** miss **your** departure, have problems connecting or need to cut **your trip** short, **you** should also check with **your travel provider**, (if **you** booked with a tour operator the Package Travel Directive, in most circumstances offers **you** financial/non-financial assistance) to discuss if they will arrange and compensate **you** for onward travel.
- **Essential Travel / Foreign, Commonwealth and Development Office (FCDO) travel advisories.** From time to time the FCDO will advise to only undertake essential travel to a particular destination. If **your trip** is not essential and **you** choose to travel contrary to the FCDO's advice, **we** will only cover a claim if the cause is not linked to the reason for the advice. This limitation applies even if **you** have purchased an optional trip disruption upgrade. **You** may be able to travel with full cover if **we** authorise in writing that **your trip** is essential before **you** depart. Please note there is no cover under this policy if other government regulations or actions are in place restricting travel (see Government Restrictions below).
If the FCDO have advised against all travel to **your** destination, there is no cover under this policy apart from the Cancelling Your Trip section in the Natural Disaster & Terrorism Extension optional upgrade.
- **Knowing your trip would be disrupted.** There is no cover if **you** bought this policy or booked **your trip** (whichever is last) when **you** were aware **your trip** would be cancelled or disrupted. For example, **you** buy a policy/book a **trip** after the FCDO announce against travelling to **your** destination or after the media announce air traffic control are striking at the time **you** will be travelling.
- **Government restrictions.** Apart from Cancelling Your Trip base section, there is no cover under this policy where the claim is the result of a regulation, or action of a government restricting travel such as locking down an area, out-lawing travel, shutting borders or revoking visas. This exclusion applies regardless of such restrictions not being in place at the time **you** booked the **trip**. This does not include governments putting health checks or medical testing requirements in place. Please refer to the exclusions listed under each section.
- **Telling your travel and accommodation provider you need to cancel.** **You** must tell **your travel provider** as soon as **you** know **you** must cancel. If **you** delay, the cancellation charges may increase, and **we** will not cover the additional charges. If **you** are claiming following a diagnosis from a **medical practitioner**, **you** should contact **your travel provider** within 7 days of being made aware that cancellation is necessary.
- **Vouchers, credit notes and reward points.** **Trips** already refunded by a voucher or credit note cannot be claimed while still valid. For **trips** paid by reward points **we** will pay the face value of the points not the advertised value of a **trip**.

LSE1 Cancelling your trip – If you are unable to go on your trip

| If this happened: | There is no cover for: |
|--|---|
| <p>Cover applies before you leave home to start your trip. We will pay up to the sum insured for unused travel and accommodation costs when you are unexpectedly forced to cancel because:</p> <ol style="list-style-type: none"> Up to 7 days before the certificated departure of your trip the Foreign, Commonwealth and Development Office advise against all or all but essential travel to an area you are travelling to due to a reason other than COVID-19, provided there are no other government travel restrictions in place. A natural catastrophe or terrorism event occurs within 20 kilometres of your booked accommodation and your trip start date is within 14 days of the event date. | <ol style="list-style-type: none"> Claims arising because a government has imposed travel restrictions to the geographical location you live in the UK or that impact your trip, such as, but not limited to; locking down geographical regions, making your travel illegal, revoking visas, or closing borders. This does not include an FCDO advisory against essential travel when that is the only restriction in place. Air passenger duty (which can be reclaimed by you through your travel agent, tour operator or airline). Any costs associated with timeshares, holiday property bonds or similar arrangements apart from direct rental charges for the period of your trip. Any claim arising from COVID-19. Claims under “If this happened 1”, where you purchased the policy or booked the trip (whichever you did last) after the Foreign, Commonwealth and Development Office advise against all or all but essential travel to your destination. Anything listed under the Natural Disaster & Terrorism Extension Exclusions. |

LSE2-LSE3 Delay and Abandonment – If you are delayed

| If this happened: | There is no cover for: |
|---|--|
| <p>This section pays out a set amount for each 12 hours your transport is delayed due to one of the reasons listed below.</p> <ol style="list-style-type: none"> A natural catastrophe A terrorism event. The presence of unauthorised, unmanned aircraft Air traffic control restrictions including airspace closure. Failure of air traffic control or airport computer systems, not including system failure caused by cyber terrorism. An event occurring at your departure point that causes its closure or evacuation. <p>We will pay up to the <u>sum insured</u> which applies to your trip, not each time you are delayed. Cover applies under the following circumstances:</p> <p>1) Delay Benefit</p> <p>Leaving the UK For costs you may incur whilst you are at the terminal, such as restaurant meals, refreshments, or even additional accommodation. Cover applies once you have arrived at your departure point and have checked in (or attempted to check in), in the event that your pre-booked public transport is delayed in its departure, this benefit will be awarded for each full 12 hours your transport is delayed up to the <u>sum insured</u>.</p> | <ol style="list-style-type: none"> Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. Trips taken just within the UK. Claims also paid under the Missed Departure sections. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory, unless we provided cover in writing. See information on Essential Travel. Anything listed under the Natural Disaster & Terrorism Extension Exclusions. |

b) Returning to the **UK**

For costs **you** may incur whilst **you** are abroad, such as restaurant meals, refreshments, or even additional accommodation. Cover applies once **you** have arrived at **your** departure point and have checked in (or attempted to check in), in the event that **your** pre-booked **public transport** is delayed in its departure, this benefit will be awarded for each full 12 hours **your** transport is delayed up to the sum insured.

c) Cancelled Departure

In the event **you** have been notified by **your** transport provider that **your** pre-booked and paid transport has been cancelled by which means **you** are abroad and have incurred costs for additional nights' accommodation until **your** revised transport is scheduled to leave. The benefit will be awarded to go towards **your** additional costs. Cover is limited up to the sum insured, so any costs that **you** incur that exceed this amount will not be covered under this benefit.

Alternatively, **you** may wish to consider "Additional transport costs".

We are unable to pay twice under this section for c) "*Cancelled Departure*" and 2 "*Additional transport costs*".

or;

2) Additional transport costs

If **you** are outside the **UK** and delayed by at least 24 hours beyond **your** original return date, **we** will pay up to the sum insured for additional transport costs to return **you home** when these are not paid by **your travel provider**. Any costs that **you** incur that exceed the sum insured will not be covered under this benefit. See information on [compensation while travelling](#).

LSE4 Delay and Abandonment – If you decide to abandon your travel plans

| If this happened: | There is no cover for: |
|---|---|
| <p>If you are on the outward leg of your journey (to your pre-booked final destination) from the UK and delayed by at least 12 hours due to one of the reasons listed below, you can claim for unused travel and accommodation costs.</p> <p>or;</p> <p>If the only reasonable alternative transport means you will lose more than 50% of your trip, you can claim for unused travel and accommodation costs under “Cutting Short Your Trip”.</p> <ol style="list-style-type: none"> 1. A natural catastrophe. 2. A terrorism event. 3. The presence of unauthorised, unmanned aircraft 4. Air traffic control restrictions including airspace closure. 5. Failure of air traffic control or airport computer systems, not including system failure caused by cyber terrorism. 6. An event occurring at your departure point that causes its closure or evacuation. | <ol style="list-style-type: none"> 1. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. 2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 3. Trips taken just within the UK. 4. Claims paid under the Missed Departure sections. 5. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory, unless we provided cover in writing. See information on Essential Travel. 6. Anything listed under the Natural Disaster & Terrorism Extension Exclusions. |

LSE5 Missed Departure from the UK – If you miss your departure

| If this happened: | There is no cover for: |
|--|--|
| <p>We will pay up to the sum insured if you miss your departure because of the below:</p> <ol style="list-style-type: none"> 1. Delay or cancellation of public transport due to <ol style="list-style-type: none"> a. A natural catastrophe. b. A terrorism event. c. The presence of unauthorised, unmanned aircraft d. Air traffic control restrictions including airspace closure. e. Failure of air traffic control or airport computer systems, not including system failure caused by cyber terrorism. f. An event occurring at your departure point that causes its closure or evacuation. <p>Cover is in place for:</p> <p>Additional travel and accommodation costs to get you to your destination if you are delayed on the way to your departure point in the UK and this causes you to miss pre-booked transportation.</p> <p><u>Or</u></p> <p>If the only reasonable alternative transport means you will lose more than 50% of your trip you can claim for unused travel and accommodation costs under ‘Cutting Short Your Trip – If you have to cut short your trip’ section.</p> | <ol style="list-style-type: none"> 1. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. 2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 3. Trips taken just within the UK. 4. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory, unless we provided cover in writing. See information on Essential Travel. 5. Anything listed under the Natural Disaster & Terrorism Extension Exclusions. |

LSE6 Missed Departure and Connection Outside of the UK – If you miss your connection

| If this happened: | There is no cover for: |
|---|---|
| <p>We will pay up to the sum insured for the following:</p> <ol style="list-style-type: none"> 1. Additional travel and accommodation costs 2. The costs of essential prescription medication when you supply runs out <p>If the reason for you missing your pre-booked transportation whilst outside the UK is due to one of the reasons listed below for:</p> <ol style="list-style-type: none"> 1. A natural catastrophe. 2. A terrorism event. 3. The presence of unauthorised, unmanned aircraft 4. Air traffic control restrictions including airspace closure. 5. Failure of air traffic control or airport computer systems, not including system failure caused by cyber terrorism. 6. An event occurring at your departure point that causes its closure or evacuation. <p>In addition to the above, we will pay a daily benefit of £40 for each 24-hour period you are abroad beyond your original return date up to a maximum of 10 days.</p> | <ol style="list-style-type: none"> 1. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. 2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 3. Trips taken just within the UK. 4. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory, unless we provided cover in writing. See information on Essential Travel. 5. Claims for the return journey when you have no return trip booked. 6. Anything listed under the Natural Disaster & Terrorism Extension Exclusions. |

LSE7 Cutting Short Your Trip – If you have to cut short your trip

| If this happened: | There is no cover for: |
|--|---|
| <p>If an emergency listed below forces you to end your trip earlier than your original return date, we will pay up to the sum insured for the following:</p> <ol style="list-style-type: none"> 1. The unused part of your travel and accommodation costs 2. Additional travel costs necessary to get you home before your original return date <p>For claims to be valid you must contact us before making travel arrangements back to the UK so that we can authorise additional costs to return home early.</p> <p>a) Unused Trip Cost The costs covered under this section must be pre-paid under contract before your trip begins. We pay for each full 24-hour period not used from the time you:</p> <ul style="list-style-type: none"> ○ Start the return journey; or ○ go into hospital as an inpatient; or ○ are confirmed unable to participate in a pre-planned and pre-paid activity by a medical practitioner, provided the activity is the main purpose of your trip. <p>Where we are also paying under (B) “Additional costs to Return Home Early”, we will not pay for the cost of your unused return flight.</p> <p>b) Additional Costs to Return Home Early We will pay necessary additional costs over and above the cost of your original return ticket, of the same class you were due to travel home on. There is no cover if you had not purchased a return fare at the time you cut short your trip, or if your travel provider transfers your original return ticket to a different flight. In the event that we are medically repatriating you and you have no pre-booked and paid return trip, the cost of the economy flight(s) will be deducted from your claim.</p> <p>Emergencies:</p> <ol style="list-style-type: none"> 1. During your trip the Foreign, Commonwealth and Development Office advise against all or all but essential travel to your destination for a reason other than COVID-19 and advise trips are cut short and return to the UK. 2. If a natural catastrophe or terrorism event occurs within 20 kilometres of your accommodation during your trip. | <ol style="list-style-type: none"> 1. Early return home claims when we did not authorise the travel arrangements. 2. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. This does not include an FCDO advisory when that is the only restriction in place. 3. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 4. Air passenger duty (which can be reclaimed by you through your travel agent, tour operator or airline). 5. Any additional costs arising from you deciding to travel to any other destination other than your home country. 6. Any costs associated with timeshares, holiday property bonds or similar arrangements apart from direct rental charges for the period of your trip. 7. Claims under early return where you have not booked a return journey. 8. Any claim arising from COVID-19. 9. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory, unless we provided cover. See information on Essential Travel. 10. Anything listed under the Natural Disaster & Terrorism Extension Exclusions. |

LSE8 Substitute Accommodation – If a major incident happens while you are away

| If this happened: | There is no cover for: |
|---|--|
| <p>This section covers additional accommodation costs if you are forced to move from your pre-booked accommodation and into an alternative at the same destination. Your original accommodation must be uninhabitable for a reason listed below for at least 24 hours. We will pay up to the sum insured for the same standard of accommodation as you originally booked when your travel provider does not supply an alternative.</p> <ol style="list-style-type: none">1. Natural catastrophe.2. A terrorism event. <p>Cover is also provided for the emergency replenishment of prescription medication, up to a maximum of £150, if you are unable to access your prescription medication due to a problem with your trip accommodation.</p> | <ol style="list-style-type: none">1. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making travel illegal.2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions.3. Costs in excess of the standard of accommodation you originally booked.4. Trips taken just within the UK.5. If you travelled against the advice of the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory unless we provided cover in writing. See information on Essential Travel.6. The cost of prescription medication where you have not taken sufficient supplies with you to last for the original duration of your trip.7. Anything listed under the Natural Disaster & Terrorism Extension Exclusions. |

COVID-19 EXTENSION SECTIONS OF COVER

COVID-19 Extension Definitions

The following list of definitions apply specifically to the COVID-19 Extension sections of cover and appear in bold throughout. See also General Definitions for the meaning of other bolded words.

Event date

The point in time a **natural catastrophe** or **terrorism event** occurred as reported in the media or announced by a government, as determined by **us**.

Epidemic

An outbreak of disease that spreads quickly and affects many individuals at the same time in a community.

Medical Practitioner

A registered practicing member of the medical profession who is not related to **you** or to a travelling companion or is anyone **you** are intending to stay with.

Pandemic

An **epidemic** occurring worldwide, or over a very wide area which crosses international boundaries.

Travel and Accommodation Costs

The following costs that have been paid or are contracted to pay; which include accommodation and travel costs including excursions, park tickets, ATOL fees, booking fees, administration fees, change fees, credit card fees, seat selections, check-in fees, baggage fees, car parking expenses, cattery and kennel fee's, car hire, and airport hotel.

Travel Provider

Accommodation provider, airline, cruise operator, ferry operator, hotel, online travel aggregator, travel agent, train operator, package travel provider.

COVID-19 Extension Exclusions

The following apply to all COVID-19 Extension sections of cover.

You are not covered for the following:

1. Where applicable, the excess for each section.
2. More than the maximum sum insured for each section. See the Cover Table.
3. Unused **Travel and accommodation costs** that **you** can get refunded from another source.
4. Any claim where **you** bought this policy or booked the **trip**, knowing **you** would have to claim.
5. **You** not wanting to go on or continue with the **trip**.
6. When **your trip** is cancelled or disrupted because **you** do not have the correct vaccinations or proof of vaccinations.
7. When **you** do not provide the documentation, **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
8. Any claim resulting from the Foreign, Commonwealth and Development Office advising against all travel.
9. The insolvency or failure of any **travel provider** to provide a service due to inability to trade of any **travel provider**.
10. Anything not listed under "If this happened" under each section.
11. **We** will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.

IMPORTANT INFORMATION

- **Where to go first for a refund when cancelling your trip.** This policy is designed to provide a refund of **your** unused **travel and accommodation costs**, at the point **we** are satisfied that these expenses cannot be refunded elsewhere. If **your trip** has been booked or paid for via one or more of the following, **you** must contact them to discuss a refund before claiming from **us**:
 - A Tour Operator.
 - An Airline.
 - Any other travel, accommodation, or service provider.
 - Credit or debit card provider or other payment providers such as PayPal.If **you** are unable to obtain a refund at first (**we** consider vouchers as **you** are receiving a refund) and **we** assess that **your travel provider** is legally obliged to refund **you**, **we** will ask **you** to make a reasonable attempt to pursue payment from them before **we** consider **your** claim.
- **Compensation while travelling.** Regulations exist to assist and compensate **you** when delays occur **with air travel**. Regulation EU261 for example offers protection when **you** are travelling on a European based airline or with any airline in Europe. Please approach **your** airline as soon as **you** are aware of a delay impacting **your** flight. If **you** miss **your** departure, have problems connecting or need to cut **your trip** short, **you** should also check with **your travel provider**, (if **you** booked with a tour operator the Package Travel Directive, in most circumstances offers **you** financial/non-financial assistance) to discuss if they will arrange and compensate **you** for onward travel.
- **Essential Travel / Foreign, Commonwealth and Development Office (FCDO) travel advisories.** From time to time the FCDO will advise to only undertake essential travel to a particular destination. If **your trip** is not essential and **you** choose to travel contrary to the FCDO's advice, **we** will only cover a claim if the cause is not linked to the reason for the advice. This limitation applies even if **you** have purchased an optional trip disruption upgrade. **You** may be able to travel with full cover if **we** authorise in writing that **your trip** is essential before **you** depart. Please note there is no cover under this policy if other government regulations or actions are in place restricting travel (see Government Restrictions below). If the FCDO have advised against all travel to **your** destination, there is no cover under this policy apart from the Cancelling Your Trip section in the Natural Disaster & Terrorism Extension optional upgrade.
- **Knowing your trip would be disrupted.** There is no cover if **you** bought this policy or booked **your trip** (whichever is last) when **you** were aware **your trip** would be cancelled or disrupted. For example, **you** buy a policy/book a **trip** after the FCDO announce against travelling to **your** destination or after the media announce air traffic control are striking at the time **you** will be travelling.
- **Government restrictions.** Apart from Cancelling Your Trip base section, there is no cover under this policy where the claim is the result of a regulation, or action of a government restricting travel such as locking down an area, out-lawing travel, shutting borders or revoking visas. This exclusion applies regardless of such restrictions not being in place at the time **you** booked the **trip**. This does not include governments putting health checks or medical testing requirements in place. Please refer to the exclusions listed under each section.
- **Telling your travel and accommodation provider you need to cancel.** **You** must tell **your travel provider** as soon as **you** know **you** must cancel. If **you** delay, the cancellation charges may increase, and **we** will not cover the additional charges. If **you** are claiming following a diagnosis from a **medical practitioner**, **you** should contact **your travel provider** within 7 days of being made aware that cancellation is necessary.
- **Health of non-travelling people.** **You** may have to cancel or cut short **your trip** due to the poor health of an **immediate relative, travelling companion** or someone **you** are planning to stay with. For cover to apply **we** require that a **medical practitioner** confirms in writing that when **you** purchased this policy or booked the **trip**:
 - The non-insured party was not seriously ill in hospital or receiving palliative care and
 - There was no reason to expect their state of health to deteriorate so much that **you** would need to cancel.
- **Vouchers, credit notes and reward points.** **Trips** already refunded by a voucher or credit note cannot be claimed while still valid. For **trips** paid by reward points **we** will pay the face value of the points not the advertised value of a **trip**.

CV1 Cancelling your trip – If you are unable to go on your trip

| If this happened: | There is no cover for: |
|---|--|
| <p>Cover applies before you leave home to start your trip. We will pay up to the sum insured for unused travel and accommodation costs when you are unexpectedly forced to cancel because within 14 days of the start of your trip, you, a travelling companion, or the person you are staying with are required by a medical practitioner, a UK government body or health authority to self-isolate due to COVID-19.</p> | <ol style="list-style-type: none"> 1. Claims arising because any government has imposed travel restrictions to the geographical location you live in the UK or are travelling to such as, but not limited to, locking down geographical regions, making your travel illegal, revoking visas, or closing borders. 2. Claims under “If this happened” if you purchase this policy or book a trip after you test positive for COVID-19 and the start date of your trip is within 14 days. 3. Air passenger duty (which can be reclaimed by you through your travel agent, tour operator or airline). 4. Any costs associated with timeshares, holiday property bonds or similar arrangements apart from direct rental charges for the period of your trip. 5. Claims when self-isolation is not mandated by a medical practitioner, the NHS, or any UK government body. 6. The cost of COVID-19 tests. 7. Anything listed under the COVID-19 Extension Exclusions. |

CV2 Missed Departure from the UK – If you miss your departure

| If this happened: | There is no cover for: |
|--|---|
| <p>We will pay up to the sum insured if you miss your departure because you are required to produce a negative COVID-19 test result before exiting the UK and the result is delayed causing you to miss your departure.</p> <p>This cover is restricted to tests taken on the day your trip is due to start which are administered at your departure point. Cover is valid if you arrive at the airport at least 4 hours before you are due to depart.</p> <p>Cover is in place for:</p> <p>Additional travel and accommodation costs to get you to your destination if you are delayed on the way to your departure point in the UK and this causes you to miss pre-booked transportation.</p> <p><u>Or</u></p> <p>If the only reasonable alternative transport means you will lose more than 50% of your trip you can claim for unused travel and accommodation costs under ‘Cutting Short Your Trip – If you have to cut short your trip’ section.</p> | <ol style="list-style-type: none"> 1. If you do not arrive at the airport 4 hours before departure. 2. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. 3. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 4. Trips taken just within the UK. 5. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory. See information on Essential Travel. 6. The cost of COVID-19 tests. 7. Anything listed under the COVID-19 Extension Exclusions. |

CV3-CV4 Missed Departure and Connection Outside of the UK – If you miss your connection

| If this happened: | There is no cover for: |
|---|---|
| <p>We will pay up to the sum insured if the reason for you missing your pre-booked transportation whilst outside the UK is due to one of the reasons listed below for:</p> <ol style="list-style-type: none">1. You, a travelling companion, or a person you are staying with test positive for COVID-19 and this necessitates your self-isolation as mandated by a medical practitioner or government body.2. Localised compulsory quarantine cover - the hotel you have pre-booked to stay in is put into compulsory quarantine by a medical practitioner or government body, due to COVID-19. This cover does not apply if a government or government body such as a local health authority has applied quarantine / travel restrictions to a wider geographical area than your booked accommodation. <p>In addition to the above, we will pay a daily benefit of £40 for each 24-hour period you are abroad beyond your original return date up to a maximum of 10 days.</p> | <ol style="list-style-type: none">1. Claims under “If this happened 2.” caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal.2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions.3. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory. See information on Essential Travel.4. Claims for the return journey when you have no return trip booked.5. Claims also paid under “Cutting Short Your Trip – If you have to cut short your trip”.6. Anything listed under the COVID-19 Extension Exclusions. |

CV5 Cutting Short Your Trip – If you have to cut short your trip

| If this happened: | There is no cover for: |
|--|---|
| <p>If an emergency listed below forces you to end your trip earlier than your original return date, we will pay up to the sum insured for the following:</p> <ol style="list-style-type: none"> 1. The unused part of your travel and accommodation costs 2. Additional travel costs necessary to get you home before your original return date <p>For claims to be valid you must contact us before making travel arrangements back to the UK so that we can authorise additional costs to return home early.</p> <p>a) Unused Trip Cost The costs covered under this section must be pre-paid under contract before your trip begins. We pay for each full 24-hour period not used from the time you: <ul style="list-style-type: none"> o Start the return journey; or o go into hospital as an inpatient; or o are confirmed unable to participate in a pre-planned and pre-paid activity by a medical practitioner, provided the activity is the main purpose of your trip. Where we are also paying under (B) “Additional costs to Return Home Early”, we will not pay for the cost of your unused return flight.</p> <p>b) Additional Costs to Return Home Early We will pay necessary additional costs over and above the cost of your original return ticket, of the same class you were due to travel home on. There is no cover if you had not purchased a return fare at the time you cut short your trip, or if your travel provider transfers your original return ticket to a different flight. In the event that we are medically repatriating you and you have no pre-booked and paid return trip, the cost of the economy flight(s) will be deducted from your claim.</p> <p>Emergencies:</p> <ol style="list-style-type: none"> 1. A travelling companion or a person you are staying with test positive for COVID-19 and this necessitates your self-isolation abroad as mandated by a medical practitioner, health authority or government body. 2. Localised compulsory quarantine cover - the pre-booked accommodation you are staying in is put into compulsory quarantine by a medical practitioner or health authority or government body, due to COVID-19. This cover does not apply if a government or government body such as a local health authority has locked down a wider geographical area than your booked accommodation. 3. COVID testing in the UK – If you are delayed departing from the UK because results of your COVID-19 test is late causing you to miss your pre-booked transport. This cover is restricted to tests taken on the day of your booked departure, which are administered at your departure point. For cover to be valid you must arrive at the airport at least 4 hours before you are due to depart. 4. During your trip, the UK government changes quarantine requirements impacting your destination so that you are unexpectedly required to pay to quarantine in a place outside your home on your return to the UK. This cover applies if you cut short your trip and fly home before the quarantine restriction comes into force. | <ol style="list-style-type: none"> 1. Claims under “If this happened 2” which were caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making your travel illegal. 2. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 3. Claim under “If this happened 3”, if you do not arrive at the airport 4 hours before 4. Early return home claims when we did not authorise the travel arrangements. 5. Air passenger duty (which can be reclaimed by you through your travel agent, tour operator or airline). 6. Any additional costs arising from you deciding to travel to any other destination other than your home country. 7. Any costs associated with timeshares, holiday property bonds or similar arrangements apart from direct rental charges for the period of your trip. 8. Claims under early return where you have not booked a return journey. 9. The cost of a COVID-19 test. 10. If you purchase this policy or book a trip after receiving a positive COVID-19 test result and this has led to your illness or requirement to self-isolate 11. Claims when self-isolation is not mandated by a medical practitioner, health authority, or any government body. 12. If you travelled against a non-essential advisory from the Foreign, Commonwealth and Development Office and the cause of the claim is related to the advisory. See information on Essential Travel. 13. The cost of quarantining in the UK. 14. If when you booked the trip or purchased the insurance, there was a warning from the UK government that your destination could require you to quarantine outside your home when you return to the UK and your trip starts within 14 days. 15. Trips taken in the UK. 16. Claims for localised compulsory quarantine of less than 24 hours 17. Anything listed under the COVID-19 Extension Exclusions. |

CV6 Changes to Quarantine Requirements to Enter the UK – If you have to stay in mandatory quarantine accommodation

IMPORTANT INFORMATION

- **Warning of change in requirements.** There is no cover if the **UK** government had warned the status for **your** destination could change at the time **you** booked **your trip** or purchased this policy, and **your trip** was due to start within 14 days.
- **Quarantine Accommodation.** This section will pay a contribution if **you** are unexpectedly mandated to quarantine in accommodation outside **your** home at your own cost. This cover only applies if **you** were unable to cut short **your trip** and get back to the **UK** before the change came into force.
- **During trip requirement.** There is no cover if the **UK** government changes the COVID-19 quarantine requirements before **your trip** starts.
- **Costs covered elsewhere.** There is no cover for costs covered by another source including **your** transport or accommodation provider.

| If this happened: | There is no cover for: |
|---|--|
| <p>This section covers specified additional costs if during your trip, the UK government unexpectedly changes the COVID-19 testing or quarantine requirements applying to your destination impacting your entry back into the UK.</p> <p>Cover if provided for costs up to the sum insured for mandatory quarantine accommodation when you return to the UK.</p> | <ol style="list-style-type: none"> 1. Any additional costs other than those outlined under “If this happened”. 2. Costs you were aware of having to pay when you started your trip. 3. Any costs if the government had issued a warning at the time you booked your trip or purchased the policy, and your trip is starting within 14 days. 4. When you start your trip in the UK you are living in an area where travel has been restricted by the government and you are travelling against those restrictions. 5. Costs covered elsewhere 6. Claims if you have also been paid under “Cutting Short Your Trip – If you have to cut short your trip”. 7. Trips taken solely within the UK. 8. Anything listed under the COVID-19 Extension Exclusions. |

CV7 Extended COVID-19 Medical Cover – If you travel to a country where the FCDO advise against all but essential travel

IMPORTANT INFORMATION

- **Red Status Destinations and FCDO Advisories.** Medical Cover is not extended to cover COVID-19 if at the start of **your trip**:
 - **Your** destination is designated ‘Red’ by the **UK** Government; or
 - The FCDO have advised against all travel to **your** destination.

| If this happened: | There is no cover for: |
|---|---|
| <p>Cover under the ‘Medical Expenses and Medical Repatriation - If you need emergency medical treatment abroad & If you need to be brought home’ sections of your main policy is extended if the Foreign, Commonwealth and Development Office (FCDO) advise against all but essential travel to your planned destination due to COVID-19, and you have travelled against the advisory.</p> | <ol style="list-style-type: none"> 1. Claims where your destination is designated ‘Red’ by the UK Government. 2. The FCDO have advised against all travel to your destination. |

GADGET EXTENSION SECTIONS OF COVER

Gadget Extension Definitions

The following list of definitions apply specifically to the Gadget Extension sections of cover and appear in bold throughout. See also General Definitions for the meaning of other bolded words.

Gadget

Mobile/smart phones, tablets, laptops, computers, smart watches, games consoles (including handheld consoles), wearable activity trackers, including any accessory items, and drones.

Unattended

When not in transit where **you** or anyone travelling with **you**, who has **your** authority to be in control of **your** personal baggage, are not in full view of **your** property, or are not able to stop a third party from taking or interfering with **your** property. While in transit, baggage (excluding gadgets and valuables and electronic equipment) must be held in a hold or luggage area as required by the **public transport** carrier.

Gadget Extension Exclusions

The following apply to all Gadget Extension sections of cover.

You are not covered for the following:

1. Where applicable, the excess for each section.
2. More than the maximum sum insured for each section. See the Cover Table.
3. When **you** are unable to provide the documentation **we** ask for to support **your** claim. Please refer to the Claims Evidence section.
4. Claims for loss or theft when **you** are not about to provide **us** with a police report.
5. Loss, damage, or delay caused by confiscation or detention by Customs or other officials or authorities.
6. Items owned by a business or used for business purposes.
7. Claims if **you** travel against government restrictions which have been put in place to prevent or limit travel from where **you** live in the **UK** or to the destination **you** are travelling to. If **you** have travelled against the advice of the Foreign, Commonwealth and Development Office (FCDO) and there are no other government restrictions in place, cover is limited to claims where the cause is not linked to the reason for the FCDO advisory. See information on Essential Travel.
8. Claims caused by any government taking action to restrict travel, such as, but not limited to, locking down a geographical region, closing borders, or making travel illegal.
9. There is no cover if **you** bought this policy or booked **your trip** (whichever is last) if **you** were aware at the time of an event that led to **you** making a claim.
10. **We** will not be held liable to provide cover or make any payments or provide any service or benefit to any **insured person** or other party to the extent that such cover, payment, service, benefit and/or business or activity of the **insured person** would violate any trade or economic sanctions law or regulation.
11. Costs associated with downloaded content or unauthorised use of **your gadget**, such as calls.
12. Any claim arising from radioactive contamination, the use of, release of, or a threat to use any nuclear device, chemical or biological weapon.
13. Any claim arising from **war** and **war** like activities whether declared or not.

GA1 Gadget Cover – If your gadgets are lost, stolen or accidentally damaged

| If this happened: | There is no cover for: |
|--|--|
| <p>Gadget(s) that are lost, stolen or damaged on a trip. What we pay is calculated on the value of the gadget at the time it is lost, damaged or stolen (see Depreciation Table). The sum insured applies to all gadget(s) owned by all insureds named on the policy.</p> | <ol style="list-style-type: none"> 1. Gadgets left unattended or in the custody of any person unless they are a family member, travelling companion or have an official responsibility for the safety and supervision of your property. 2. Gadgets lost, stolen or damaged in transit that have been checked in. 3. Gadgets not locked in a safety deposit box in your accommodation. 4. Gadgets stolen from an unattended vehicle. 5. Claims for loss or theft of mobile phones when you cannot provide proof of usage and disconnection. 6. Anything listed under the Gadget Extension Exclusions. |

MAKING A COMPLAINT

If **your** complaint relates to the sales literature, the way in which **your** policy was sold to **you**, the Medical Screening Service or regarding information about **your** policy, please contact:

Complaints Manager

Rothwell & Towler Ltd
Tourism House
Woodwater Park
Pynes Hill
Exeter
EX2 5WS

Email: quality@rothwellandtowler.co.uk

Telephone: 0354 90 80 171

If **your** complaint relates to a claim, or assistance **you** received whilst travelling, please contact:

Quality Department

Collinson Insurance Services Limited
Sussex House
Perrymount Road
Haywards Heath
West Sussex
RH16 1DN

Email: Complaints@collinsoninsurance.com

Telephone: 0333 005 1092

Our promise of service – **We** will aim to provide **you** with a full response within 4 weeks of the date **we** receive **your** complaint, and **our** response will be **our** final decision based on the evidence presented. If for any reason there is a delay in completing **our** investigations, **we** will explain why and tell **you** when **we** hope to reach a decision. In any event, should **you** remain dissatisfied or fail to receive a final answer within 8 weeks of **us** receiving **your** complaint, **you** may have the right to refer **your** complaint to an independent authority for consideration. That authority is:

Financial Ombudsman Service (FOS)

Exchange Tower
Harbour Exchange Square
London
E14 9SR

Email: complaints.info@financial-ombudsman.org.uk

Telephone: (Landline) 0800 0234 567 or (Mobile) 0300 1239 123

More information can be found on their website – www.financial-ombudsman.org.uk. 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 above procedure before the FOS will consider **your** case. **Your** legal rights are not affected.

DATA PROTECTION

How we use the information about you

As an insurer and data controller: **We** collect and process information about **you** so that **we** can provide **you** with the products and services **you** have requested. **We** also receive personal information from Travel Insurance 4 Medical, a trading name of Rothwell & Towler Ltd, on a regular basis while **your** policy is still live. This will include **your** name, address, health information, risk details and other information which is necessary for **us** to:

- Meet **our** contractual obligations to **you**.
- issue **you** this insurance policy.
- deal with any claims or requests for assistance that **you** may have; service **your** policy including claims and policy administration, payments, and other transactions); and detect, investigate, and prevent activities which may be illegal or could result in **your** policy being cancelled or treated as if it never existed.
- Protect our legitimate interests.

Some of the personal information that you provide may be sensitive information. This includes details about your health or medical records. Where we need your consent to collect and process your sensitive information, this will be obtained from you at the relevant time. Please note that, in these cases, we may not be able to sell you an insurance policy or deal with a claim if you do not agree to us processing relevant sensitive information.

In order to administer **your** policy and deal with any claims, **your** information may be shared with trusted third parties. This will include members of The Collinson Group, contractors, investigators and claims management organisations where they provide administration and management support on our behalf. Some of these companies are based outside of the European Union where different Data privacy laws apply. Wherever possible, **we** will have strict contractual terms in place to make sure that your information remains safe and secure.

We will not share **your** information with anyone else unless **you** agree to this, or **we** are required to do this by **our** regulators (e.g. the Financial Conduct Authority) or other authorities. The personal information **we** have collected from **you** will be shared with fraud prevention agencies and databases who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, **you** could be refused certain services, finance, or employment. Further details of how **your** information will be used by **us** and these fraud prevention agencies and databases, and your data protection rights, can be found by visiting www.cifas.org.uk/fpn and www.insurancefraudbureau.org/privacy-policy/.

Processing your data:

Your data will generally be processed on the basis that it is: necessary for the performance of the contract that **you** have with **us**; is in the public or **your** vital interest: or for **our** legitimate business interests. If **we** are not able to rely on the above, **we** will ask for your consent to process **your** data.

How we store and protect your information:

All personal information collected by **us** is stored on secure servers which are either in the United Kingdom or European Union. **We** will need to keep and process **your** personal information during the period of insurance and after this time so that **we** can meet **our** regulatory obligations or to deal with any reasonable requests from **our** regulators and other authorities. **We** also have security measures in place in **our** offices to protect the information that **you** have given **us**.

How you can access your information and correct anything which is wrong

You have the right to request a copy of the information that **we** hold about **you**. If **you** would like a copy of some or all of **your** personal information, please contact **us** by email or in writing as shown below.

Data Protection Officer, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN

Email: data.protection@collinsongroup.com.

We may make a reasonable charge for this service or refuse to give you this information if **your** request is clearly unjustified or excessive. **We** want to make sure that **your** personal information is accurate and up to date. **You** may ask **us** to correct or remove information **you** think is inaccurate. If **you** wish to make a complaint about the use of **your** personal information, please contact our Data Protection Officer using the details above. **You** can also complain directly to the Information Commissioner's Office (ICO). Further information can be found at <https://ico.org.uk>.