

BACKPACKER POLICY WORDING

IMPORTANT

You must declare ALL pre-existing medical conditions for yourself (and for each insured person). Pre-existing medical conditions will only be covered if declared and accepted by us in writing. You must not be travelling against the advice of a medical practitioner, travelling specifically to receive medical treatment during the trip or in the knowledge that you are likely to need medical treatment.

For emergency medical assistance abroad or if you must cut short your trip, contact the 24-hour emergency advice line on +44 (0) 1733 300 876 or email Cega.Assistance@cegagroup.com.

For non-emergency claims you can set up a claim online at whitehorse.myclaimshub.co.uk or by calling +44 (0) 1733 224 861. You can also obtain a claim form by emailing ClaimsService@cegagroup.com.

For all sales & customer service enquiries please call Travel Insurance 4 Medical on +44 (0) 345 90 80 121.

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Travel Insurance – General information

About Your Policy Wording

We want **you** to get the most from **your** policy and to do this, **you** should read **your** policy wording, Insurance Product Information Document (IPID) and **policy schedule**. **You** must make sure that **you** (and anyone insured under this policy) understand the exclusions and conditions which apply to **your** policy because if **you** do not meet these conditions, it may affect the cover provided under this policy and any claim **you** make. If **you** have any queries about **your** cover, **you** can call **us** on +44 (0) 345 90 80 121. Please make sure **you** have **your** policy number when **you** call **us**.

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

- **Pre-existing medical conditions** as described in the Important Conditions Relating to Health section, unless **you** have contacted **us** and **we** have accepted **your medical conditions** in writing.
- Losses that **we** do not state are specifically covered under 'What is covered'.
- Any circumstances known to **you** before **you** purchased **your** policy or at the time of booking any **trip** which could reasonably have been expected to lead to a claim under this policy.
- The intention of this policy is to cover **your** entire **trip**. The policy will need to cover the date that **your** **trip** begins until the date **you** return to the **United Kingdom**.
- Any **trip** that has already begun when **you** purchased this insurance.

Events which are not covered by **your** policy are stated:

- In the 'General exclusions applying to all sections of the policy'.
- Under 'What is not covered' in each section of cover.

If **we** do not state that something is covered, **you** should assume that it is not covered.

Arranged by

This policy is arranged and administered by Rothwell & Towler Ltd trading as Travel Insurance 4 Medical. Rothwell & Towler Ltd is an Appointed Representative of Crispin Speers & Partners Ltd who are authorised and regulated by the Financial Conduct Authority Firm Reference Number 311507.

About Your Insurers - White Horse Insurance UK Limited

Except for Sections K1 and K2 – Gadget Cover, this policy is underwritten by White Horse Insurance UK Limited, a Branch of White Horse Insurance Ireland dac, a designated activity company incorporated in the Republic of Ireland. Registration No. 306045. Registered Office: Rineanna House, Shannon Free Zone, Shannon, County Clare, V14 CA36, Republic of Ireland. White Horse Insurance Ireland dac is authorised and regulated by the Central Bank of Ireland. White Horse Insurance UK Limited is a Branch registered in England and Wales. Registration No. FC039609. UK Branch Head Office: St Clare House 30-33 Minorities, London, EC3N 1PE. White Horse Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority, Firm Reference Number 203320. This information can be checked on the Financial Services Register website www.fca.org.uk.

Demands and Needs

This travel insurance policy meets the needs of those who wish to insure themselves for emergency medical and other similar expenses whilst on a **trip**. **We** have not provided **you** with any advice or recommendation as to whether this policy is suitable for **your** specific needs.

Cancelling Your Policy

Statutory Cancellation Rights

If, after reading this policy, this insurance does not meet **your** requirements, **you** may cancel this policy within 14 days ("cooling-off period") of purchasing this policy by writing to or calling **your issuing agent** as detailed within **your** policyholder cover letter during the cancellation period. Any premium already paid will be refunded to **you** providing **you** have not travelled and no claim has been made or is intended to be made and no incident likely to give rise to a claim has occurred. Any cancellations after this 14-day period will not be refunded.

Cancellation Outside the Statutory Period

You may cancel this policy at any time after the cancellation period by writing to **your issuing agent** as detailed within **your** policyholder cover letter. If **you** cancel after the cancellation period, no premium refund will be made.

Non-Payment of Premiums

We reserve the right to cancel this policy immediately if **you** do not pay the premium.

Cancellation by Us

We may, at any time, cancel any insurance policy by giving 14 days' notice in writing where there is a valid reason for doing so. A cancellation notice will be sent to **you** by post or email and also by post to **your** last known address.

Valid reasons may include but are not limited to:

- Where **we** reasonably suspect fraud
- Non-payment of premium
- Threatening and abusive behaviour
- Non-compliance with policy terms and conditions
- **You** have not taken reasonable care to provide complete and accurate answers to the questions **we** ask.

If **we** cancel the policy and/or any additional covers **you** will receive a refund of any premiums **you** have paid for the cancelled cover, less a proportionate deduction for the time **we** have provided cover. Where **our** investigations provide evidence of fraud or misrepresentation, **we** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **you** provided **us** with incomplete or inaccurate information. This may result in **your** policy being cancelled from the date **you** originally took it out and **we** will be entitled to keep the premium. If **your** policy is cancelled because of fraud or misrepresentation, this may affect **your** eligibility for insurance with **us**, as well as other insurers, in the future.

Your Travel Insurance Policy

Understanding This Policy

This is **your** travel insurance policy. It contains details of cover, conditions and exclusions relating to each **insured person** and is the basis on which **we** settle all claims. It is only valid if **we** have given **you** a personalised **policy schedule** which should be read in conjunction with this policy wording.

In return for having accepted **your** premium **we** will, in the event of **bodily injury**, death, **serious illness**, disease, loss, theft, damage, legal liability or other specified events happening within the **period of insurance**, provide insurance in line with the sections of **your** policy that apply.

Reasonable Care

When buying, renewing or making changes against this policy, **you** must take reasonable care to provide accurate and complete answers to all questions. **We** may ask **you** to provide further information and/or documentation to ensure that the information **you** provided when taking out, renewing or making changes to **your** policy was accurate and complete. If **you** need to make any changes to the details contained in **your policy schedule**, **you** should contact **us** as soon as possible. **We** will then advise if those changes can be made and whether any additional premium is required.

Residency

This policy is only available to **you** if **you** permanently live in the **United Kingdom** and have been for the six months prior to the date of buying this insurance and **you** are registered with a **medical practitioner** in the **United Kingdom**.

The Law Applicable to this Contract

Your policy is a legal contract between **you** and **us**. The laws of the **United Kingdom** allow both parties to choose the law which will apply to this contract. However, **your** policy will be governed by the law of England and Wales unless **you** and **we** have agreed otherwise.

Special Notice - This is not a private medical insurance policy

This is not a private medical insurance policy and only provides cover if **you** have an **accident** or a sudden **serious illness** that needs emergency treatment while **you** are abroad. If **you** plan to receive elective treatment (treatment that is not necessary, but which **you** have chosen to have) when **you** travel or choose to have any treatment abroad which is not an emergency, this will not be covered under the policy. If **you** need any medical treatment which results in a claim under this insurance, **we** will expect **you** to allow **us** or **our** representatives unrestricted and reasonable access to all of **your** medical records and information.

Pregnancy

This policy does not intend to cover the normal costs or losses otherwise associated with pregnancy (including multiple pregnancy) or childbirth. This policy will however, cover **you** should complications arise with **your** pregnancy which fall within the definition of **complications of pregnancy and childbirth** which occurs during **your period of insurance**.

Policy Excess

Under most sections of the policy, claims will be subject to an excess. This means that **you** will be responsible for paying the first part of each claim, per section and payable for each **insured person**. If **you** have purchased the excess waiver and this is shown on **your policy schedule**, **your** excess is reduced to zero except for claims related to Sports and Activity Grade 1 and Grade 2 and claims related to Sections K1 and K2 – Gadget Cover.

Optional Upgrades

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

1. Section K2 – Enhanced **Gadget** Cover
2. Section L – Golf Cover
3. Section M – **Natural Disaster** Cover
4. Excess Waiver Cover
5. Stop Over Extension – (This extension only applies to **insured persons** who have purchased the cover and is shown on **your policy schedule**. It allows for transit through, or temporary stays of up to 31 consecutive days, during the **period of insurance**.)

Features and Benefits Table

This table shows the limits of cover under each section of the policy. All limits are per **insured person**, except under Section G, which is per policy.

Section	Section of Cover	Description	Backpacker Lite	Backpacker Standard	Backpacker Extra
A	Cancellation or Curtailment	Cancelling your trip	Up to £1,000	Up to £2,000	Up to £3,000
		Curtailing your trip	Up to £500	Up to £1,000	Up to £3,000
		Excess	£100	£100	£70
		Loss of Deposit Excess	£75	£75	£50
B	Emergency Medical and Other Expenses	Emergency Medical Repatriation and Other Expenses	Up to £3,000,000	Up to £5,000,000	Up to £10,000,000
		Funeral costs outside the UK	Up to £5,000	Up to £5,000	Up to £5,000
		Returning your remains to the UK	Up to £25,000	Up to £25,000	Up to £25,000
		Emergency Dental Treatment Limit	Up to £400	Up to £500	Up to £600
		Emergency Replenishment of Prescribed Medication	Up to £150	Up to £200	Up to £200
		Excess	£100	£100	£70
		Excess where costs reduced by a Reciprocal Health Agreement	Nil	Nil	Nil
C	Hospital Benefit	Hospital Benefit (payment per complete 24-hour period in hospital) (No excess applicable)	£20 per 24 hrs, up to £200	£20 per 24 hrs, up to £200	£20 per 24 hrs, up to £600
D	Baggage and Baggage Delay	Baggage Limit	Up to £750	Up to £1,000	Up to £1,500
		Single Article Limit	Up to £100	Up to £150	Up to £200
		Valuables Limit	Up to £100	Up to £300	Up to £400
		Excess	£100	£100	£70
		Delayed Baggage (No excess applicable)	Up to £100	Up to £100	Up to £100
E	Personal Money, Passport and Documents	Cash Limit	Up to £100	Up to £200	Up to £250
		Passport and Documents Limit	Up to £250	Up to £250	Up to £250
		Excess	£100	£100	£70
F	Personal Accident	Limit per policy	Up to £5,000	Up to £15,000	Up to £15,000
G	Personal Liability (per policy)	Limit per policy	Up to £1,000,000	Up to £2,000,000	Up to £2,000,000
H	Delayed Departure and Trip Abandonment	Delayed Departure (payment per complete 12 hours' delay) (No excess applicable)	£20 per 12 hrs, up to £200	£20 per 12 hrs, up to £200	£20 per 12 hrs, up to £200
		Trip Abandonment (after 12 hours delay)	Up to £1,000	Up to £2,000	Up to £3,000
		Excess	£100	£100	£70
I	Missed Departure	Limit	Up to £500	Up to £500	Up to £500
		Excess	£100	£100	£70
J	Legal Expenses	Protection limit per insured person	Up to £15,000	Up to £25,000	Up to £25,000
		Excess	£100	£100	£70
K1	Gadget Cover	Accidental or malicious damage, loss or theft	Up to £1,500	Up to £1,500	Up to £1,500
		Unauthorised Usage	Up to £1,500	Up to £1,500	Up to £1,500
		Single Article Limit	Up to £1,500	Up to £1,500	Up to £1,500
		Excess	£100	£100	£70
This section is optional. The Enhanced Gadget Cover increases the standard benefit up to the amount listed below. If you have purchased this cover it will be shown on your policy schedule.					
K2	Enhanced Gadget Cover	Accidental or malicious damage, loss or theft	Up to £3,000	Up to £3,000	Up to £3,000
		Unauthorised Usage	Up to £2,000	Up to £2,000	Up to £2,000
		Single Article Limit	Up to £1,500	Up to £1,500	Up to £1,500
		Excess	£100	£100	£70

This section is optional, if you have purchased this cover it will be shown on your policy schedule.					
L	Golf Cover	Golf Equipment	Up to £3,000	Up to £3,000	Up to £3,000
		Hire & Green Fees	Up to £500	Up to £500	Up to £500
		Hire & Green Fees Per Day (complete 24-hour period)	£35	£35	£50
		Single Article Limit	Up to £500	Up to £500	Up to £500
		Pair or set of articles	Up to £500	Up to £500	Up to £500
		Excess	£100	£100	£70
		Hole in One (no excess applicable)	£75	£75	£75
This section is optional, if you have purchased this cover it will be shown on your policy schedule.					
M	Natural Disaster	Cancelling or Curtailing your trip	Up to £1,000	Up to £2,000	Up to £3,000
		Delayed Departure (payment per complete 12 hours' delay) (no excess applicable)	£20 per 12 hrs, up to £200	£20 per 12 hrs, up to £200	£20 per 12 hrs, up to £200
		Trip Abandonment	Up to £1,000	Up to £2,000	Up to £3,000
		Missed Departure/Missed Connection	Up to £500	Up to £500	Up to £500
		Excess	£100	£100	£70

Trip Duration and Maximum Age

The maximum duration of a single trip varies based on age, as follows:

Backpacker Trip

Policy Type	Maximum Age (Age at the policy issue date)	Maximum Trip Duration
Backpacker Lite	Up to 35 years	558 days
Backpacker Standard	Up to 55 years	558 days
Backpacker Extra	Up to 55 years	558 days

All **insured persons** must be no older than the ages specified on the table above when purchasing the cover. Cover is available to **insured persons** who reach their next birthday(s) during the policy for the full duration of the policy as specified on the **policy schedule**.

How to Claim

You must comply with conditions in the Claims Conditions section to be protected by **your** policy. If **you** do not comply with the conditions **we** may cancel **your** policy, refuse to deal with **your** claim or reduce the amount of **your** claim payment.

All Claims (other than a medical emergency) except Section K1 and K2 – Gadget Cover

If **you** want to make a claim under this policy, **you** can submit **your** claim online at whitehorse.myclaimshub.co.uk, phone **us** on +44 (0) 1733 224 861 or email **us** at claimsservice@cegagroup.com.

You need to tell **us** about **your** claim as soon as possible after any **bodily injury, serious illness**, incident, event or **redundancy** or discovering any loss, theft or damage which may give rise to a claim under this policy.

To make a claim for Section K1 and K2 – Gadget Cover, please log **your** claim online on **our** portal <https://theoxfordclaimscompany.co.uk/make-a-claim>. Alternatively, **you** can contact the **Claims Administrator** on 01865 745566 (Lines are open between 9:00am and 5:00pm Monday to Friday) or by emailing claims@theoxfordclaimscompany.co.uk as soon as possible but ideally within 48 hours of **your** return to the UK. Please remember to keep copies of all correspondence **you** send to **us** for **your** future reference.

Medical emergency and medical service claims

If **you** suffer a **serious illness** or **bodily injury** on **your trip**, **you** must contact **our** Emergency Assistance Service if this leads to **hospital** treatment as an inpatient or before any arrangements are made to transport **you home**. For emergency assistance, contact our 24-hour emergency advice line on +44 (0) 1733 300 876 or email **us** on cega.assistance@cegagroup.com.

The service is available 24 hours a day, 365 days a year for advice and they will also help with making arrangements to admit **you** to **hospital** or to transport **you home** and for authorising medical expenses. If **you** cannot contact **our** Emergency Assistance Service at the time **we** specify because **you** need immediate emergency treatment, **you** must contact them as soon as **you** can.

Medical assistance abroad

Our Emergency Assistance Service has the medical expertise, contacts and facilities to help **you** if **you** are injured in an **accident** or become ill. They will also arrange to transport **you home** if this is considered to be medically necessary.

For emergency assistance, contact **our** 24-hour emergency advice line on +44 (0) 1733 300 876 or email **us** on cega.assistance@cegagroup.com.

Payment for medical treatment abroad

If **you** are admitted to a **hospital** or clinic while abroad, **our** Emergency Assistance Service will arrange for medical expenses covered by this policy to be paid direct to the **hospital** or clinic. To take advantage of this benefit, **you** or someone who **you** have requested must contact **our** Emergency Assistance Service for **you** as soon as possible.

For emergency assistance, contact **our** 24-hour emergency advice line on +44 (0) 1733 300 876 or email **us** on cega.assistance@cegagroup.com.

Simple outpatient treatment

For simple outpatient treatment, **you** can pay the **hospital** or clinic **yourself** and claim back medical expenses from **us**. Be cautious if **you** are asked to sign for excessive treatment or charges. If in doubt, call **our** Emergency Assistance Service for guidance.

If **you** want to make a claim under this policy, **you** can submit **your** claim online at whitehorse.myclaimshub.co.uk, phone **us** on +44 (0) 1733 224 861 or email **us** at claimsservice@cegagroup.com.

Please note that phone calls may be recorded and monitored.

Claims Conditions

You must meet the following conditions to be protected by **your** policy. If **you** do comply with the conditions, **we** may cancel **your** policy, refuse to deal with **your** claim or reduce the amount of any claim payment.

1. Claims

If **you** want to make a claim under this policy, **you** can submit **your** claim online at whitehorse.myclaimshub.co.uk, phone **us** on +44 (0) 1733 224 861 or email **us** at claimsservice@cegagroup.com.

For Section K1 and K2, please log **your** claim online on **our** portal <https://theoxfordclaimscompany.co.uk/make-a-claim>. Alternatively, **you** can contact the **Claims Administrator** on 01865 745566 (Lines are open between 9:00am and 5:00pm Monday to Friday) or by emailing claims@theoxfordclaimscompany.co.uk as soon as possible but ideally within 48 hours of **your** return to the UK.

You need to tell **us** about **your** claim as soon as possible after any incident or event which may give rise to a claim under this policy.

You must also tell **us** if **you** are aware of any writ, summons or possible prosecution against **you**. **You** must send **us** every communication relating to a claim without delay. **You** or anyone acting on **your** behalf must not negotiate, admit or reject any claim without **our** permission in writing.

You or **your** legal representatives must provide **us** with, at **your** own expense, all information, evidence, details of household or other insurances, medical certificates, medical history or any other relevant documents **we** ask for. **We** can ask **you** to have an independent medical examination, which **we** will pay for. **We** may also ask for, and will pay for, a post-mortem examination.

You must keep any property which is damaged and, if **we** ask, send it to **us** at **your** own expense. Once **we** have settled **your** claim, all items will become **our** property and if the property is later recovered, it will become **our** property.

We may refuse to refund **you** any expenses for which **you** cannot provide receipts, bills or proof of ownership such as an original receipt, bank or credit card statement.

All claim payments will be made in GBP.

2. Transferring of rights - Subrogation

We are entitled to take over any rights in defending or settling any claim and to take proceedings in **your** name for **our** benefit against any other person or organisation.

3. Fraud

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

- a) makes a claim under the policy knowing the claim to be false or fraudulently exaggerated in any way;
- b) makes a statement in support of a claim knowing the statement to be false in any way;
- c) submits a document in support of a claim knowing the document to be forged or false in any way; or
- d) makes a claim relating to any loss or damage caused by **your** wilful act or with **your** agreement;

we may do the following:

- a) not pay the claim.
- b) not pay any other claim which has been or will be made under the policy.
- c) declare the policy void (not valid).
- d) recover from **you** the amount of any claim already paid under the policy.
- e) not return any premiums.
- f) tell the police.

We, **our** agents and fraud-prevention agencies get and share information with each other to prevent and detect fraudulent claims, to help protect **our** customers and **ourselves**.

Important Conditions Relating to Health

This insurance is designed to cover **you** for unforeseen events, **accidents** and **serious illnesses** which happen during **your trip**. **You** must comply with the following conditions to have the full protection under **your** policy. If **you** do not comply, **we** may, at **our** option, cancel the policy or refuse to deal with **your** claim or reduce the amount of any claim payment.

You must tell **us** about ALL **your pre-existing medical conditions**. If **you** fail to declare any **pre-existing medical conditions** **we** may refuse to deal with **your** claim or reduce the amount of any relevant claims, even if a claim is not related to an undisclosed **pre-existing medical condition**.

It is a condition of this policy that **you** will not be covered under the following sections:

- Section A – Cancellation or Curtailment
 - Section B – Emergency Medical and Other Expenses
 - Section F – Personal Accident
1. at the time of taking out this policy for:
 - a) any **pre-existing medical condition(s)** that **you** have unless **we** have agreed, in writing, to cover **your pre-existing medical conditions**.
 - b) any **pre-existing medical condition(s)** that **you** have been diagnosed with and are either awaiting investigation for or on a waiting list for treatment, such as, but not limited to, surgery or other procedures except under Section B – Emergency Medical and Section F – Personal Accident if **we** have agreed, in writing, to cover **your pre-existing medical condition(s)**.
 - c) any undiagnosed **pre-existing medical condition(s)** or set of symptoms.
 - d) any **medical condition** affecting **you**, a **travelling companion** or a **close relative** that **you** are aware of, that could reasonably be expected to result in a claim on this policy.
 2. at any time from:
 - a) any **medical condition** **you** have which a **medical practitioner** has advised **you** not to travel (or would have done so had **you** sought their advice), but despite this **you** still travel.
 - b) any surgery, treatment or investigations for which **you** intend to travel to receive (including any expenses incurred due to the discovery of other **medical conditions** during and/or complications arising from these procedures).
 - c) any **medical condition** for which **you** are not taking the recommended treatment or prescribed medication as directed by a **medical practitioner**.
 - d) **your** travel against any health requirements stipulated by the carrier, their handling agents or any other **public transport** provider.

Change in health after purchasing the policy

If there is a change in **your** health after purchasing **your** policy, such as starting new or increased medication, being referred for tests or a specialist appointment or receiving a new diagnosis or course of treatment, **you** must inform **us**. Failure to do so may result in any claim **you** make, whether related or not, being partially paid or declined entirely.

If **we** determine that any changes in **your** health may increase the risk of a claim, **we** may require **you** to pay an additional premium, modify the policy terms or withdraw cover altogether.

You will not be covered under Section B – Emergency Medical and Other Expenses if **you** travel against medical advice. **You** may be able to claim under Section A – Cancellation or Curtailment if this is medically necessary.

Cover Relating to the Health of Others

This insurance does not cover claims arising from any **medical condition** of any person on whom travel depends, unless the person's **medical practitioner** can state that, at the date of **you** buying this insurance policy or booking **your trip** (whichever is later), he/she would have seen no substantial likelihood of the patient's condition deteriorating to such a degree to cause a necessary cancellation or **curtailment** claim. If a **medical practitioner** will not confirm this, any claim arising from a **medical condition** will be excluded.

All claims arising from a terminal prognosis or any set of symptoms where a diagnosis has not been made or any **medical condition** for which a non-traveller is on a waiting list or has knowledge of the need for surgery, treatment or investigation at a **hospital**, clinic or nursing home at the time of **you** buying this insurance policy or booking **your trip** (whichever is later) are excluded.

Emergency and Medical Service

If **you** suffer a **serious illness** or **bodily injury** on **your trip**, **you** must contact **our** Emergency Assistance Service if this leads to **hospital** treatment as an inpatient or before any arrangements are made to transport **you home**. The service is available 24 hours a day, 365 days a year for advice and help making arrangements to admit **you to hospital** or to transport **you home** and for authorising medical expenses. If **you** cannot contact **our** Emergency Assistance Service at the time **we** specify because **you** need immediate emergency treatment, **you** must contact them as soon as **you** can.

Reciprocal health agreements

If **you** are travelling to a country that has a reciprocal health agreement with the **United Kingdom**, it is a condition of this policy that **you** use this reciprocal health agreement if **you** suffer a **serious illness** or **bodily injury**.

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) online at www.ghic.org.uk. Under Section B – Emergency Medical and Other Expenses **we** will not deduct an excess in the event of a claim where the cost of treatment has been reduced by the use of a reciprocal health agreement. **You** can also ring **our** Emergency Assistance Service on +44 (0) 1733 300 876 for guidance.

Australia

If **you** need medical treatment in Australia, **you** must enrol with a local MEDICARE office. **You** do not need to enrol when **you** arrive in the country, but **you** must do so after the first time **you** receive treatment. Inpatient and outpatient treatment at a public **hospital** is then free.

You can find details of how to enrol, and the free treatment available, in the Health Advice for Travellers booklet available from **your** local post office. **You** can also ring **our** Emergency Assistance Service on +44 (0) 1733 300 876 for guidance.

If **you** are admitted to **hospital you**, or someone on **your** behalf, must contact **our** Emergency Assistance Service as soon as possible so that they can authorise any treatment that is not available under MEDICARE.

Please contact **our** Emergency Assistance Service on +44 (0) 1733 300 876 if **you** have any questions.

General Conditions Applicable to the Whole Policy

You must comply with the following conditions to be protected by **your** policy. If **you** do not comply with the conditions **we** may cancel **your** policy, refuse to deal with **your** claim or reduce the amount of any claim payment.

1. Dual insurance

If, at the time of any incident which results in a claim under this policy, there is another insurance covering the same loss, damage, expense or liability then **you** must disclose this to **us** at the time of submitting a claim. In these circumstances, **we** will not be liable to pay or contribute more than **our** proportional share (not applicable to Section F – Personal Accident).

2. Reasonable precautions

You must take all reasonable precautions to avoid **bodily injury, serious illness**, loss, theft or damage. **You** must also take all practical steps to protect **your** property from loss or damage and to recover property that has been lost or stolen.

3. Cooling Off Period and Cancellation

Statutory Cancellation Rights

You may cancel this policy within 14 days of purchasing or renewing this policy (the cooling-off period) by writing to the address shown in **your policy schedule** during the cancellation period. Any premium already paid will be refunded to **you** providing **you** have not travelled, no claim has been made or is intended to be made and no incident likely to result in a claim has occurred.

Please contact **your issuing agent** as detailed within **your** policyholder cover letter to cancel **your** policy.

Cancellation Outside the Statutory Period

You may cancel this policy at any time after the cooling-off period by writing to the address as detailed within **your** policyholder cover letter. If **you** cancel outside of the terms of the Statutory Cancellation Rights, referenced above, **you** will not receive a premium refund.

4. Duty of care

You must answer all questions honestly and to the best of **your** knowledge. **You** must not misrepresent any facts. This includes but is not limited to **your** destination, the length of **your trip** and the ages and state of health of all the people named on this policy.

5. Buying this cover

You can buy this cover before **you** depart for **your trip**. There is no cover for any claims that arise from circumstances that **you** were aware of (or could reasonably be expected to be aware of) at the time **you** bought this insurance policy. If **you** have any questions, please call **your issuing agent** as detailed within **your** policyholder cover letter.

General Exclusions Applicable to all Sections of the Policy

We will not pay for claims arising directly or indirectly from the following:

1. Any **pre-existing medical condition** which **you** have not declared or which **we** have not accepted, or **you** failing to keep to the terms of the 'Important Conditions Relating to Health' section.
2. **You** travelling to a country or specific area or event to which the Foreign, Commonwealth & Development Office (FCDO) or the World Health Organization has issued travel restrictions. If the Travel Advice Unit of the FCDO has issued travel restrictions specifically related to **COVID** and **you** commence **your trip** whilst **COVID** travel restrictions are in effect, **you** are insured to travel, however there is no cover whatsoever under any section of this policy for claims directly or indirectly related to **COVID** during **your trip**.
3. Any circumstances **you** knew about before the date **you** bought this insurance, or at the time **you** booked any **trip**, which could reasonably be expected to give rise to a claim.
4. The excess shown in the Features and Benefits Table for each and every claim, per incident, per section for each **insured person**, unless **you** have purchased the excess waiver option and this is shown on **your policy schedule**.
5. **You** taking part in a winter sports activity.
6. **You** taking part in any professional sports or professional entertaining.
7. **You** taking part in any other sport or activity, **manual work** or racing unless:
 - a) it is shown as covered without charge under the Sports and Activities Grade 1 and Grade 2 table; or
 - b) it is shown as covered on **your policy schedule**.
8. **You** using a motorised vehicle unless **you** have a full and valid **United Kingdom** driving licence that allows **you** to use the vehicle in the **United Kingdom**.
9. Deliberate, self-inflicted injury or **serious illness**, suicide or attempted suicide, solvent abuse, alcohol abuse or **your** alcohol dependency and use of drugs (other than drugs taken in accordance with treatment prescribed and directed by a **medical practitioner**, but not for the treatment of drug addiction or alcohol dependency).
10. **You** drinking 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 bodily injury** or **serious illness**.
 - b) a witness report from a third party or a police incident report.
 - c) **your** own admission.
 - d) **you** having drunk so much alcohol that **your** judgement is affected and **you** need to make a claim as a result.
11. **Pandemic** or **epidemic**.
12. Accommodation costs paid for using any timeshare, holiday property bond or other holiday points scheme.
13. **Your** self-exposure to needless peril (except in an attempt to save human life).
14. **You**:
 - a) jumping or diving from a pier, wall, bridge or rock, including tombstoning or shore diving;
 - b) climbing on top of or jumping from a vehicle;
 - c) climbing or jumping from a building or balcony;
 - d) climbing or moving from any external part of any building to another part (not including if **you** are using stairs) and falling, regardless of the height;unless **you** do this because **your** life is in danger, or **you** are attempting to save a human life.
15. **Your** own unlawful action or any criminal proceedings against **you**.
16. Any other loss, damage or extra expense following on from the event **you** are claiming for, unless **we** provide cover for this under this insurance. Examples of loss, damage or extra expense would be the cost of replacing locks after losing keys, costs arising from preparing a claim or loss of earnings following **bodily injury** or **serious illness**.
17. Any unused or additional costs incurred by **you** which are recoverable from other sources, including, but not limited to:
 - a) the providers of the accommodation, their booking agents, travel agent or other compensation scheme.
 - b) the providers of the transportation, their booking agents, travel agent, compensation scheme or Air Travel Organisers' Licensing (ATOL).
 - c) **your** credit or debit card provider or PayPal.
 - d) any other insurance.
18. Any claim that occurs outside of **your period of insurance**.
19. **You** placing **yourself** in unnecessary danger (for example, not wearing suitable head protection or protective clothing when taking part in a specific sport or activity or not wearing a seatbelt while in a moving vehicle).
20. **COVID** where **you** have not received a positive **COVID** diagnosis certified by a **medical practitioner**.
21. Any home or self-administered **COVID** rapid antigen test(s).

22. An outbreak of **COVID** resulting in a national or local lockdown or any restrictions of movement affecting the area where **your home** is located, the country, specific area or event to which **you** were travelling to or through, on the date **you** purchase this insurance or at the time of booking **your trip**.
23. **You** being unable to travel because **you** were forced to cancel **your trip**, abandon **your trip** or **your** return journey is delayed because **you** chose, were legally required to or were recommended to quarantine or isolate as a result of exposure to an infectious disease including **COVID**.
24. **You** choosing to cancel or abandon **your trip** as a result of the Foreign, Commonwealth & Development Office (FCDO) or a local government authority advising against travel because of any infectious disease, including **COVID**.
25. Operational duties of a member of the Armed Forces, Territorial Army, Police, Fire, Nursing or Ambulance services or employees of a government department (other than claims arising from authorised leave being cancelled due to operational reasons, as provided for under Section A – Cancellation or **Curtailement**).
26. Any virtual currency including, but not limited to, crypto currency, including fluctuations in value.
27. Any consequences of **cyber-terrorism** including, but not limited to, the delay or cancellation of flights due to the failure of critical systems.
28. Any claim for travel costs incurred to reach **your home** if **you** had not purchased a return ticket.
29. **Your** loss of enjoyment.
30. War, risk of war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, **terrorism**, revolution, insurrection, **civil commotion** or unrest assuming the proportions of or amounting to an uprising, military or usurped power, but this exclusion shall not apply to losses under Section B – Emergency Medical and Other Expenses, Section C – Hospital Benefit and Section F – Personal Accident cover unless such losses are caused by nuclear, chemical or biological attack, or the disturbances were already taking place at the beginning of any **trip**.
31. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste, from combustion of nuclear fuel, the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.
32. Loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
33. The failure or fear of failure or inability of any equipment or any computer programme, whether or not **you** own it, to recognise or to interpret correctly or process any date as its true calendar date, or to continue to function correctly beyond that date.

General Definitions

Certain words used in this policy have been defined below. These have the same meanings wherever they are used in the policy. They appear in **bold** print.

Accident(s) / Accidental / Accidentally - Means an event that is sudden and unexpected, which is caused by external and visible means at a time that can be identified.

Adverse Weather - Means fog, hail, rain, snow, sleet, wind, lightning storm or thunderstorm.

Baggage - Means luggage, clothing, personal effects and sports equipment which belong to **you** (or for which **you** are legally responsible) which are worn, used or carried by **you** during a **trip**, but excluding **gadgets, valuables, personal money** and documents of any kind. Please note that **baggage** claims are paid on the purchase price, less a deduction for wear, tear and depreciation. This cover, therefore, is not on a “new for old” basis and means that a deduction per item will be made during the assessment of **your** claim. Please also note that this policy only provides cover for **valuables** and **single article(s)** at low financial limits. **We** strongly recommend that **you** ensure **you** are adequately covered for these items through an alternative insurance policy.

Bodily Injury - Means an identifiable physical injury **you** suffer, which is caused by sudden, unexpected, external and visible means. **We** will consider an injury as a result of **your** unavoidable exposure to the elements a **bodily injury**.

Close Relative - Means mother, father, sister, brother, wife, husband, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, stepparent, stepchild, stepsister, stepbrother, foster child, legal guardian, partner, or fiancé/fiancée.

Complications of Pregnancy and Childbirth - Means a diagnosis of toxæmia, gestational hypertension, pre-eclampsia, ectopic pregnancy, hydatidiform mole (molar pregnancy), post-partum haemorrhage, retained placenta membrane, placental abruption, hyperemesis gravidarum, placenta prævia, per vaginal bleeding, stillbirths, miscarriage or threatened miscarriage, medically necessary emergency caesarean section, medically necessary termination and premature births. This definition only applies if the complication happens more than eight weeks (or 16 weeks in the case of a known multiple pregnancy) before the expected delivery date.

Connecting Flight - Means a flight that is scheduled to depart from **your** international arrival airport, within 12 hours of **your** arrival at the same international arrival airport.

COVID - Means **COVID-19**, coronavirus disease, severe acute respiratory syndrome coronavirus (SARS-COV-2) or any mutation or variation of these.

Curtailment / Curtail / Curtailed - Means abandoning or cutting short of **your trip** by **you** returning to the **United Kingdom** earlier than **your** booked return date. Claims will be calculated from the day **you** returned to the **United Kingdom** and **our** settlement will be based on the number of complete days of **your trip** that **you** have not used because of **your** early return to the **United Kingdom**. Please note that although **curtailment** cover extends to include reasonable additional travel expenses as well as **irrecoverable** and unused travel costs, it does not extend to cover the cost of **your** original booked flight. If **we** pay **your** claim for **curtailment**, and **you** do not recommence **your trip** within 21 days, then this insurance contract comes to an end and **you** will have no protection under it if **you** decide to travel again at a later date. To be covered for future travel, **you** will need to buy a new insurance policy.

Cyber-Terrorism - Means the use of disruptive activities, or the threat thereof, against computers and/or networks, with the intention to cause real-world harm or severe disruption of infrastructure.

Domestic Flight(s) - Means a flight that begins and ends within the **United Kingdom**.

Epidemic, Pandemic - Means any event(s) declared as an **epidemic** or a **pandemic** by the World Health Organization or its equivalent or by a relevant national government body.

Golf equipment - Means golf balls, golf clubs, golf bag, non-motorised golf trolley and golf shoes forming part of **your baggage**. For **golf equipment** claims, **we** will pay the purchase price less a deduction for loss in value due to wear and tear.

Home, Home Area - Means where **you** normally live in the **United Kingdom**.

Hospital - Means a licensed medical institution which meets the following criteria:

- it has facilities for medical diagnosis and/or for treating injured and sick people; and
- it is run by **medical practitioner(s)**; and
- it provides care supervised by state registered nurses or the local equivalent; and
- it is not a medical institution only specialised in training and education, a nursing or convalescent facility, a hospice or place for the terminally ill, a residential care facility or a place for drug and/or alcohol rehabilitation.

Incidental Basis - Means that the sport or activity **you** are taking part in on **your trip** is on a strictly amateur basis and is not the specific reason for **you** going on **your trip**.

International Departure Point - Means the final departure point in the **United Kingdom** on **your** outward journey or **your** final departure point overseas to return **you** back to the **United Kingdom** on **your** return journey.

International Inbound Trip - Means **your public transport** flight, sailing or train journey that departed (or was scheduled to depart) from another country to travel to **your** country of residence.

International Outbound Trip - Means **your public transport** flight, sailing or train journey that departed (or was scheduled to depart) from **your** country of residence to travel to another country.

Irrecoverable - Means that **we** will only cover costs that **you** have not already recovered and which **you** are not entitled to recover from another third party.

Issuing Agent - Means the agent from whom **you** purchased this policy.

Loss of Limb - Means the loss of an entire arm or leg or the total and permanent loss of use of an entire hand or foot.

Loss of Sight - Means the total and permanent **loss of sight** which **we** will consider as having happened:

- a) in both eyes, if **your** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist; and
- b) in one eye, if the degree of sight remaining after correction is 3/60 or less on the Snellen scale.

Manual Work - Means any work above ground level, work using cutting tools, power tools and machinery, work involving hands-on involvement with the installation, assembly, maintenance or repair of electrical, mechanical or hydraulic plant equipment, undertaking work of a plumber, electrician, lighting or sound technician, carpenter, painter/decorator or builder or manual labour of any kind.

Medical Condition(s) - Means any disease, **serious illness**, or **bodily injury**.

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

Natural Disaster - Means avalanche, earthquake, flood, hurricane, landslide, tornado, tropical cyclone, tsunami, volcanic eruption, wildfire or named (by an appropriate and relevant meteorological authority) storm.

Pair or Set - Means two or more items of **baggage** or **golf equipment** which are complimentary or used or worn together.

Period of Insurance - Means the period of **your trip** stated on **your policy schedule**.

Important Notes:

1. There is no cover for **trips** which exceed the maximum **trip** durations listed in the Trip Duration and Maximum Age tables.
2. Under these policies, cover under Section A – Cancellation will begin from the time **you** premium is paid and when **your policy schedule** is issued. Section A – Cancellation cover ends when **your trip** commences or in the event of a cancellation claim, all remaining cover for that **trip** will terminate.
3. This policy permits up to two return visits to the **United Kingdom**, each for a maximum duration of 21 days. During these return visits to the **United Kingdom**, all cover is suspended from the time **you** arrive at **your international departure point** until **you** reach **your** overseas destination again. No cover shall apply for the time that **you** spend in the **United Kingdom**. If **your trip** to the **United Kingdom** exceeds 21 days, **your** policy will terminate immediately and **you** will need to purchase a new policy should **you** wish to travel again. **You** cannot claim for any travel and/or accommodation expenses for **your** return visits to the **United Kingdom**. This excludes any return to the **United Kingdom** because of **you** claiming as a result of **your** medical emergency and the repatriation cover under Section B – Emergency Medical and Other Expenses. If **we** repatriate **you** or if **you** repatriate **yourself** because of a **medical condition**, then **your** insurance cover will cease in its entirety upon **your** return to the **United Kingdom**. If **you** subsequently decide to recommence **your** original pre-booked planned itinerary, **you** will need to purchase a new insurance policy.

In the event of **you** making a **curtailment** claim, cover will remain in place until the specified return date on **your policy schedule**. A claim for **curtailment** is calculated on the unused and pre-paid portion of **your** pre-booked **trip** between the dates when **you** return to the **United Kingdom** and the date if **you** recommence **your** original pre-booked planned itinerary. **You** must recommence **your trip** within 21 days of returning to the **United Kingdom** for cover to remain in place. No cover shall apply for the time that **you** spend in the **United Kingdom** and no further cover will be available under the **curtailment** section of **your** insurance policy with **us**, once **you** have made a claim.

Permanent Total Disability - Means a physical or mental impairment that has a substantial and long-term adverse effect on **your** ability to carry out any form of employment and all of the following normal day-to-day activities:

- Dressing and undressing;
- Getting up and down a flight of stairs;
- Getting in and out of a bed or chair;
- General household duties, including cleaning, ironing or shopping.

We will consider that **you** are unable to do any of the above activities when both of the following apply:

- **You** are unable to carry out the activity even with the use of equipment;
- **You** always need the help of another person to do the activity.

Personal Money - Means bank notes, currency notes and coins in current use, traveller's cheques and other cheques, postal or money orders, prepaid cards, coupons or vouchers, travel tickets, event and entertainment tickets, phone cards and credit, debit or charge cards all held for private purposes.

Policy Schedule - Means the document issued to **you** that confirms **your** unique insurance policy number, the date **you** purchased this insurance policy, the dates of **your trip** and the names of all **insured person(s)** under this insurance policy.

Pre-Existing Medical Condition - Means any of the following **medical conditions** from which **you** have suffered from or received medical advice, treatment (including surgery, tests, investigations by **your** doctor/consultant /specialist) or prescribed drugs or medication in the last five years:

- Any cancer condition
- Any heart-related or blood circulatory condition (including high blood pressure and high cholesterol)
- Any diabetic condition
- Any neurological condition
- Any breathing condition
- Any renal, kidney or liver condition
- Any psychiatric or psychological condition (including anxiety, stress and depression)

And/or

- Any other **medical condition** for which **you** have been prescribed medication or which **you** have received or are waiting to receive treatment (including surgery, tests, test results or investigations) within the last 12 months.

Public Transport - Means any publicly licensed aircraft, sea vessel, train, or coach on which **you** are booked to travel operating to a published timetable.

Redundancy, Redundant - Means **you** becoming unemployed under the Employment Rights Act 1996 (UK). **You** must have been given a notice of **redundancy** and be receiving payment under the current **redundancy** payments legislation.

The following are not included in the definition:

- Any employment which has not been continuous and with the same employer for at least two years.
- Any employment which is not on a permanent basis.
- Any employment which is on a short-term fixed contract.
- Any instance where **you** had reason to believe that **you** would be made **redundant** at the time of booking **your trip** or on the date of buying this insurance policy.

Serious Illness(es) - Means any disease, infection or **bodily injury you** suffer unexpectedly before **your trip**, or which happens unexpectedly for the first time during **your trip**.

Single Article(s) - Means any one article, collection, **pair or set** (including golf clubs) or collection which are used or worn together.

Ski Equipment - Means skis (including bindings), ski boots, ski poles and snowboards owned by **you** forming part of **your baggage**.

Strike or Industrial Action - Means any form of industrial action which is carried out with the intention of stopping, restricting or interfering with the production of goods or provision of services.

Terrorism / Civil Commotion - Means an act, including, but not limited to, the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or governments, committed for political, religious, ideological, or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

Travelling Companion - Means any named person on **your insurance policy schedule** and/or booking invoice.

Trip - Means any holiday, pleasure **trip** or journey made by **you** within the area of travel shown in the **policy schedule** which begins and ends in the **United Kingdom** during the **period of insurance**.

Unattended - Means when **you** cannot see or are not close enough to **your baggage, valuables, personal money, property or vehicle** to stop it being damaged or stolen, it is classed as being **unattended**.

United Kingdom - Means England, Scotland, Wales and Northern Ireland.

Valuables - Means jewellery, gold, silver, precious metals, precious or semi-precious stone articles, watches (not including smart watches), items made of leather (including designer footwear, handbags or purses), sunglasses (not including smart sunglasses), reading glasses, prescription glasses and furs. **Valuables** exclude items defined as **gadgets**.

The most **we** will pay for **valuables** in total is shown on the Features and Benefits Table. If **you** are planning to take expensive items such as certain items of jewellery, photographic or telecommunications equipment or other items that **we** define as **valuables on your trip**, then **you** should check that **you** have adequate cover under an alternative insurance policy.

We / Us / Our / Ourselves - Means White Horse Insurance UK Limited, a branch of White Horse Insurance Ireland dac, or their agents or sub-agents (except Section K1 and K2 – Gadget Cover).

You/Your(s)/Yourself/Insured person(s) - Means each person travelling on a **trip** whose name appears on **your policy schedule**.

Sports and Activities Section

The following tables show the sports and activities that this policy will cover on an **incidental basis** (which means that the sport or activity **you** are taking part in on **your trip** is on a strictly amateur basis and is not the specific reason for **you** going on **your trip**). If **you** are taking part in any other sports or activities not mentioned in the Sports and Activities Grade 1 & Grade 2, **you** will not be covered by this policy.

If you are in any doubt as to whether cover will apply, please contact **your issuing agent** as detailed within **your** policyholder cover letter.

Important note for all activities: If **you** take part in any of the activities listed, **you** must wear the appropriate safety equipment for that activity (for example, protective clothing, suitable head protection, etc.) at all times. There is a general exclusion under **your** policy with **us** for claims arising directly or indirectly from putting **yourself** in unnecessary danger. **We** will not pay **your** claim if **you** do not meet this policy condition. If **you** use a motorised vehicle during **your trip**, please make sure **you** hold a full and valid **United Kingdom** driving licence that allows **you** to use that vehicle.

If **you** participate in any sports or activities not mentioned in these tables, **you** will not be covered by this policy.

Sports and Activities Grade 1		
Grade 1 Covers all of the following activities	Personal accident sum insured is reduced by	Personal liability cover
Aerobics	Standard	Standard
Amateur Athletic - Field Events	Standard	Standard
Amateur Athletic - Track Events	Standard	Standard
Angling/ Fishing (freshwater)	Standard	Standard
Animal Sanctuary (excludes big game)	Standard	Excluded
Archery	Standard	Standard
Badminton	Standard	Standard
Bamboo Rafting	Standard	Standard
Banana Boating / Donuts / Inflatables behind a power boat	Standard	Standard
Bar Work	Standard	Excluded
Baseball	Standard	Standard
Basketball	Standard	Standard
Billiards	Standard	Standard
Bird Watching	Standard	Standard
Blade Skating	Standard	Standard
Board Sailing	Standard	Standard
Body Boarding	Standard	Standard
Boules	Standard	Standard
Bowling	Standard	Standard
Bowls	Standard	Standard
Bridge Swinging	Standard	Standard
Bungee Jumping (up to a maximum of three jumps per trip)	Standard	Standard
Camel Riding/Trekking (organised in the United Kingdom)	Standard	Excluded
Camping	Standard	Standard
Canoeing (including white water canoeing, Grades 1 - 2 only, rivers only)	Standard	Standard
Caravanning	Standard	Standard
Catamaran Sailing (territorial waters only)	Standard	Excluded
Clay Pigeon Shooting	Standard	Excluded
Cricket	Standard	Standard
Croquet	Standard	Excluded
Curling	Standard	Standard
Cycling Touring / Leisure Biking (not racing or downhill racing, under 1,000 metres altitude)	Standard	Standard

Sports and Activities Grade 1		
Grade 1 Covers all of the following activities	Personal accident sum insured is reduced by	Personal liability cover
Dancing	Standard	Standard
Darts	Standard	Standard
Disc Golf	Standard	Standard
Diving (indoor up to 5 metres)	Standard	Excluded
Dragon Boat Racing	Standard	Standard
Elephant Riding/Trekking (organised in the United Kingdom)	Standard	Excluded
Fencing	Standard	Excluded
Fives	Standard	Standard
Flag Football	Standard	Standard
Flying as passenger (light aircraft not licensed for fare paying passengers)	Standard	Standard
Football/Soccer (practice and training)	Standard	Standard
Frisbee (recreational)	Standard	Standard
Golf	Standard	Standard
Gorilla Trekking (under 1,000 metres altitude)	Standard	Standard
Highland games	Standard	Standard
Horse Riding (no polo, hunting, jumping, or racing)	Standard	Standard
Hot Air Ballooning (organised pleasure rides only)	Standard	Standard
Indoor Skating (not ice-skating)	Standard	Standard
Jet Boating (passenger only and no racing or competition)	Standard	Excluded
Jet Skiing (no racing)	Standard	Excluded
Kiting	Standard	Standard
Korfball	Standard	Standard
Laser Tag	Standard	Standard
Low Ropes	Standard	Standard
Model sports	Standard	Standard
Marathons	Standard	Standard
Motorbiking (on road under 125cc, a helmet and protective clothing must be worn, no touring or using a motorbike as the main mode of transport on a trip)	Excluded	Excluded
Motorbiking pillion passenger (on road under 125cc, a helmet and protective clothing must be worn, no touring or using a motorbike as the main mode of transport on a trip)	Excluded	Excluded
Mountain biking (not BMX (on- or off-road) and not downhill racing, up to 1,000 metres)	Standard	Excluded
Netball	Standard	Standard
Orienteering	Standard	Standard
Pétanque	Standard	Standard
Peteca	Standard	Standard
Pigeon Racing	Standard	Standard
Pony Trekking	Standard	Standard
Pool/Snooker	Standard	Excluded
Quoit	Standard	Standard
Rackets	Standard	Standard
Racquetball	Standard	Standard
Rambling (under 1,000 metres altitude)	Standard	Standard
Rafting (white Water Grades 1-2)	Standard	Standard
Re-Enactment	Standard	Excluded
Ringos	Standard	Standard

Sports and Activities Grade 1		
Grade 1 Covers all of the following activities	Personal accident sum insured is reduced by	Personal liability cover
River Punting	Standard	Standard
Rounders	Standard	Standard
Rowing (inshore and recreational)	Standard	Standard
Safari (organised in the United Kingdom)	Standard	Standard
Sail Boarding / Wind Surfing / Board Sailing	Standard	Excluded
Sailing (inshore, recreational or as part of an organised activity in territorial waters)	Standard	Excluded
Scuba Diving (not solo, to a maximum depth of 30m). See special note at the end of these tables*	Standard	Standard
Segway (supervised, non-competitive)	Standard	Standard
Snorkelling	Standard	Standard
Soft Ball	Standard	Standard
Squash	Standard	Standard
Stoolball	Standard	Standard
Swimming (inside marked areas and/or with lifeguard present)	Standard	Standard
Swimming with dolphins (inside marked areas and/or with lifeguard present)	Standard	Standard
Sydney harbour bridge (organised and walking across clipped onto a safety line)	Standard	Standard
Table Tennis	Standard	Standard
Tennis	Standard	Standard
Tenpin Bowling	Standard	Standard
Theme Parks	Standard	Standard
Trekking/ Mountain Walking/ Hiking/ Rambling/ Mountaineering (in a group, under 1,000 metres altitude, no cover where ropes, picks or other specialist climbing equipment is required.)	Standard	Standard
Tubing	Standard	Standard
Tug of War	Standard	Standard
Unicycle riding	Standard	Excluded
Volleyball	Standard	Standard
Water Parks	Standard	Standard
Whale Watching (professionally organised)	Standard	Standard
Yachting (inshore – crewing)	Standard	Standard
Yoga	Standard	Standard

*Special note on scuba-diving

Scuba-diving is covered to the confirmed depths per grade in the tables above. **You** must be diving under the direction of an accredited dive marshal, instructor or guide. If **you** are suitably qualified, and are not diving alone, cover is provided within the guidelines of the relevant diving or training agency or organisation, as below.

- PADI Open Water - 18 metres
- PADI Advanced Open Water - 30 metres
- BSAC Ocean Diver - 20 metres

Sports and Activities Grade 2		
Grade 2 Covers all activities listed under Grade 1 and Grade 2	Personal accident sum insured is reduced by	Personal liability cover
Abseiling (indoor/outdoor climbing wall up to 25 metres)	50%	Excluded
Adventure Racing (up to 6 hours)	50%	Excluded
Airsoft	50%	Excluded
Angling/Fishing (sea)	50%	Excluded
Camel/Elephant Riding/Trekking (not organised in the United Kingdom)	50%	Excluded
Climbing (indoor/outdoor climbing wall up to 25 metres)	50%	Excluded
Cross Country Running	50%	Excluded
Diving (indoor up to 10 metres)	50%	Excluded
Dry Slope Skiing	50%	Excluded
Dry Slope Snowboarding	50%	Excluded
Falconry	50%	Excluded
Fell Running (under 2,000 metres altitude)	50%	Excluded
Fly boarding	50%	Excluded
Football/Soccer - Organised Amateur Match	50%	Excluded
Frisbee (ultimate Frisbee)	50%	Excluded
Gaelic Football (practice and training)	50%	Excluded
Gorilla Trekking (booked pre-trip and between 1,001 and 2,000 metres altitude)	50%	Excluded
Gymnastics	50%	Excluded
Handball (organised amateur match)	50%	Excluded
Ice Skating	50%	Excluded
Iron Man	50%	Excluded
Judo (organised training)	50%	Excluded
Karate (organised training)	50%	Excluded
Kendo (organised training)	50%	Excluded
Lacrosse	50%	Excluded
Martial Arts (organised training, no competition or bouts)	50%	Excluded
Mountain Biking (not downhill racing, not BMX (on- or off-road), between 1,001 and 2,000 metres altitude)	50%	Excluded
Paint Balling	50%	Excluded
Parascending (over water)	50%	Excluded
Rap Running/Jumping (Indoor/outdoor climbing wall up to 25 meters)	50%	Excluded
Rugby (practice and training)	50%	Excluded
Safari (not organised in the United Kingdom)	50%	Excluded
Safari Trekking (not organised in the United Kingdom)	50%	Excluded
Sand Yachting	50%	Excluded
Sea Canoeing/Kayaking (inshore)	50%	Excluded
Shark Diving/Swimming (cage)	50%	Excluded
Shinty	50%	Excluded
Street Hockey	50%	Excluded
Surf lifesaving (organised competition)	50%	Excluded
Surfing	50%	Excluded
Tough Mudder	50%	Excluded
Trampolining	50%	Excluded
Trekking/ Mountain Walking/ Hiking/ Rambling/ Mountaineering (in a group, between 1,001 and 2,000 metres altitude, no cover where ropes, picks or other specialist climbing equipment is required.)	50%	Excluded
Triathlon	50%	Excluded
War Games/Paint Balling	50%	Excluded
Water Polo	50%	Excluded
Water Skiing (no jumping)	50%	Excluded
Weightlifting	50%	Excluded
Wrestling (organised training)	50%	Excluded

Section A – Cancellation or Curtailment

This insurance policy provides cover for cancellation and **curtailment** for specific reasons only. Please note that even if **you** claim for a reason that is unforeseen or out of **your** control, there is no cover under this insurance policy unless the reason is listed under the “What is covered” section below.

What is covered

If **your trip** is cancelled or **curtailed** due to one of the reasons below, **we** will pay **you** up to the amounts shown in the Features and Benefits Table for the policy **you** have purchased for any **irrecoverable** unused travel and accommodation costs that **you** cannot recover. **We** will also cover other charges (for example, car parking charges or excursions) which **you** have paid or are contracted to pay.

Reasons for cancellation or curtailment:

1. The death, **bodily injury**, or **serious illness** of:
 - a) **you**;
 - b) **your travelling companion**;
 - c) any person with whom **you** have arranged to reside temporarily during **your trip**; or
 - d) **your close relative**.
2. **You** or **your travelling companion**
 - a) receiving a positive **COVID** diagnosis within 14 days of the start of **your trip** as certified by a **medical practitioner**; or
 - b) being admitted to **hospital** with a positive **COVID** diagnosis within 28 days of the start of **your trip** as certified by a **medical practitioner**.
3. **You**, or **your travelling companion**, are in quarantine, doing jury service, or attending as a witness at a court of law.
4. **You**, or **your travelling companion**, are made **redundant**.
5. **You** or **your travelling companion** are a member of the armed forces, police, fire, nursing or ambulance services or employees of a government department and **your**/their authorised leave is cancelled for operational reasons, as long as **you** could not reasonably have been expected to cancel or **curtail your trip** at the time **you** bought this insurance.
6. The police have asked **you** to stay at or return to **your home** due to serious damage to **your home** caused by fire, aircraft, explosion, storm, flood, subsidence, malicious persons or theft.

Special conditions relating to claims

1. **You** must tell **your** travel agent, tour operator, transport or accommodation provider as soon as **you** know it is necessary to cancel or **curtail your trip**. If **you** do not, **we** are only responsible for the cancellation charges or **curtailment** charges that would have applied at that date.
2. If **you** cancel **your trip** due to any **bodily injury** or **serious illness**, **you** must contact a **medical practitioner** immediately for treatment or advice (or both). **You** must also provide a medical certificate from a **medical practitioner** stating that **your bodily injury** or **serious illness** prevents **you** from travelling on **your booked trip**.
3. If **you** cut short **your trip** due to any **bodily injury** or **serious illness**, **you** must get a medical certificate from a **medical practitioner** immediately to confirm **you** need to return **home** before **your** booked return date.
4. This policy does not cover any claims arising from a **pre-existing medical condition** of any person on whom **your trip** depends, unless their **medical practitioner** can confirm that at the date of **you** buying this insurance policy or booking **your trip** (whichever is later), he/she would have seen no substantial likelihood of the patient’s **medical condition** deteriorating to such a degree to cause a necessary cancellation claim or a claim for cutting short **your trip**. If the **medical practitioner** will not confirm this, any claim arising from a **pre-existing medical condition** will not be covered.

All claims arising from a terminal prognosis, any set of symptoms where a diagnosis has not been made and any **medical condition** for which a non-traveller is on a waiting list for or has knowledge of the need for surgery, treatment or investigation at a **hospital** (as an inpatient or outpatient), clinic (a doctor’s surgery, a

medical specialist's or physiotherapist's clinic or a nursing home) at the time of booking a **trip** (whichever is later) are automatically not covered.

What is not covered

1. The excess shown in the Features and Benefits Table for each and every claim per incident, per section, for each **insured person**, unless **you** have purchased the excess waiver option, and this is shown on **your policy schedule**.
2. The cost of airport departure duty, taxes and fees.
3. Any claims arising directly or indirectly from:
 - a) **redundancy** caused by or resulting from misconduct leading to dismissal, resignation or voluntary **redundancy**, or if **you** were warned or told about **redundancy** before **you** bought this insurance, or the time **you** booked **your trip**;
 - b) circumstances **you** knew about before **you** bought this insurance, or at the time **you** booked **your trip**, which could reasonably have been expected to result in **you** cancelling **your trip** or **curtailing your trip**; or
 - c) any **pre-existing medical condition** which **you** have not declared, and **we** have not accepted or **you** failing to keep to the terms of the Important Conditions Relating to Health section.
 - d) any **pre-existing medical condition(s)** that **you** have been diagnosed with and are either awaiting investigation for or on a waiting list for treatment, such as, but not limited to, surgery or other procedures.
4. Travel tickets paid for using any airline mileage reward scheme, for example Avios.
5. **You** not wanting to travel, for any reason.
6. Losing or not having the correct documents (passport, visa, inoculation certificates, travel tickets and so on) that **you** need to travel.
7. Any claim for pregnancy which falls outside of the definition of **complications of pregnancy and childbirth**.
8. Any claim for travel costs incurred to reach **your home** if **you** had not purchased a return ticket.
9. Any claim relating to a cancellation, a delay or a missed departure involving **public transport**.
10. Any **COVID** claims arising within 28 days of the date **you** bought this policy or the time of booking any **trip**, whichever is the later, except where the insurance is bought within 48 hours of booking the **trip**.
11. Any claim for cancelling or **curtailment of your trip** due to:
 - a) restrictions implemented by any government or administration; or
 - b) actions taken by a transport or accommodation providerif those restrictions or actions relate to a **pandemic** and/or **epidemic**, including **COVID**.
12. Anything mentioned in the general exclusions section.

Section B – Emergency Medical and Other Expenses

What is covered

We will pay **you** up to the amount shown in the Features and Benefits Table for the following expenses which are necessary as a result of **you** suffering unforeseen **bodily injury, serious illness** or compulsory quarantine whilst on **your trip**.

1. Emergency medical, surgical, **hospital**, ambulance and nursing fees and charges incurred outside the **United Kingdom**.
2. Emergency dental treatment for the immediate relief of pain (to **your** natural teeth) **you** have to pay outside the **United Kingdom**, up to the amount shown in the Features and Benefits Table.
3. If **you** die outside the **United Kingdom**, the cost of funeral expenses and the reasonable cost of transporting **your** ashes to **your home**, or the extra costs of returning **your** body to **your home**.
4. Reasonable extra transport (economy class) and accommodation expenses (room only) **you** have to pay, up to the standard of **your** original booking, if it is medically necessary for **you** to stay beyond **your** scheduled return date. This includes, as long as **our** Emergency Assistance Service have authorised it, reasonable extra transport or accommodation expenses for either a **close relative** or a **travelling companion** to stay with **you** or travel to **you** from the **United Kingdom** to escort **you**, and extra travel expenses to return **you** to **your home** if **you** are unable to use the return ticket.

If **you** are delayed returning to the **United Kingdom** because of an event insured under this section of **your** policy, **we** will automatically extend **your** policy with **us** (at no extra premium) until **you** return **home**.

If a **travelling companion** stays with **you** after **your** booked return date to the **United Kingdom**, because of an event insured under this section of **your** policy, **we** will automatically extend their policy with **us** (at no extra

premium) until **you** return **home**, as long as they had previously bought a policy with **us** that covered this specific **trip**.

If someone travels to **you** from the **United Kingdom** to escort **you home**, they will need to make sure that they have taken out adequate travel insurance for their own needs.

5. The extra costs **you** have to pay for air transport or other suitable transport, including qualified attendants, to return **you** to the **United Kingdom** if it is medically necessary, as long as **our** Emergency Assistance Service have authorised this beforehand. **We** will only pay to transport **you home** in the same class of travel as **you** used on the outward journey, unless **our** Emergency Assistance Service agree otherwise.
6. The cost of emergency replenishment of lost or stolen prescription medication incurred outside the United Kingdom.

Special conditions relating to claims

1. **You** must tell **our** Emergency Assistance Service, as soon as possible, about any incident or event which may give rise to a claim under this policy.
2. If **you** suffer a **bodily injury** or **serious illness**, **we** have the right to move **you** from one **hospital** to another and arrange for **you** to be returned to the **United Kingdom** at any time during **your trip**. **We** will do this if, in the opinion of the doctor treating **you** overseas or **our** Emergency Assistance Service, **you** can be moved safely and travel safely to the **United Kingdom** to continue treatment.
3. For medical expenses incurred in the United States of America (USA), **we** will only pay for reasonable and necessary emergency treatment, surgical, **hospital** and transport costs in line with the negotiated rate with the provider, if one exists. If no negotiated rate with a provider exists, **we** will pay a maximum of 150% of the USA Medicare rate.
4. For lost or stolen prescription medication, you must provide proof of the original prescription and report the loss to our Emergency Assistance Service for authorisation.

What is not covered

1. The excess shown in the Features and Benefits Table for each and every claim per incident per section for each **insured person** unless:
 - a) **you** have purchased the excess waiver option, and this is shown on **your policy schedule**;
 - b) the excess is otherwise stated as not applicable;
 - c) **you** have successfully reduced **your** medical expenses bill by more than **your** excess amount by using **your** Global Health Insurance Card (GHIC), reciprocal health agreement or private health insurance policy.
2. Any claims arising directly or indirectly from the following:
 - a) the cost of phone calls, other than the cost of **your** first call to **our** Emergency Assistance Service telling them about **your bodily injury** or **serious illness** and for which **you** are able to provide a receipt or other reasonable evidence to show the cost of the call and the phone number dialled. **We** will also cover the cost of phone calls **you** receive from **our** Emergency Assistance Service and for which **you** are able to provide a receipt or other reasonable evidence to show **your** costs.
 - b) the cost of taxi fares, other than the cost of **your** first taxi fare that takes **you** to a **hospital** or an appropriate medical establishment to receive medical attention.
 - c) the cost of treatment or surgery, including exploratory tests, which is not directly related to the **bodily injury** or **serious illness** which **you** were admitted to **hospital** for.
 - d) any expenses which are not usual or reasonable to treat **your bodily injury** or **serious illness**.
 - e) any treatment or surgery which, in the opinion of the doctor treating **you** overseas or **our** Emergency Assistance Service, can be reasonably delayed until **you** return to the **United Kingdom**.
 - f) **your** expenses for getting or replacing medication which, at the time of **your** departure, **you** knew **you** would need or would need to be continued outside the **United Kingdom**.
 - g) treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre, unless **our** Emergency Assistance Service agree to this.
 - h) any expenses **you** have on **your** return to the **United Kingdom**.
 - i) any expenses **you** have outside the **United Kingdom** that can be recovered from the health authority in the **United Kingdom** or through a reciprocal health agreement.
 - j) expenses incurred as a result of a **medical condition** if **you** have not had the recommended inoculations or taken the recommended medication (or both).
 - k) **your** decision not to be returned to the **United Kingdom** on the date **our** Emergency Assistance Service believe it is safe to do so.
 - l) any claim for pregnancy which falls outside of the definition of **complications of pregnancy and childbirth**.

- m) any **pre-existing medical condition** which **you** have not declared and which **we** have not accepted, or **you** failing to keep to the terms of the Important Conditions Relating to Health section.
 - n) any claims arising directly or indirectly from **you** taking part in a winter sports activity.
3. Anything mentioned in the general exclusions section.

Section C – Hospital Benefit

What is covered

We will pay **you** up to the amount shown in the Features and Benefits Table for every complete 24 hours that **you** stay in **hospital** outside the **United Kingdom**, as an inpatient as a result of **your bodily injury** or **serious illness**. **We** will pay the amount shown in the Features and Benefits Table as well as any amount due under Section B – Emergency Medical and Other Expenses.

Special condition relating to claims

1. **You** must tell **our** Emergency Assistance Service as soon as possible about any **bodily injury** or **serious illness** which means **you** need to be admitted to **hospital** as an inpatient.

What is not covered

Any claims arising directly or indirectly from the following:

1. Any further period in **hospital** relating to treatment or surgery, including exploratory tests, which is not directly related to the **bodily injury** or **serious illness** which **you** were admitted to **hospital** for.
2. Time spent in **hospital** relating to any form of treatment or surgery which, in the opinion of the doctor treating **you** overseas or **our** Emergency Assistance Service, can be reasonably delayed until **you** return to the **United Kingdom**.
3. Any further period in **hospital** relating to treatment or services provided by a convalescent or nursing home or any rehabilitation centre.
4. Time spent in **hospital** as a result of a **medical condition** if **you** have not had the recommended inoculations or taken the recommended medication (or both).
5. Any further period in **hospital** following **your** decision not to be returned to the **United Kingdom** after the date **our** Emergency Assistance Service believe it is safe to do so.
6. Any time spent in a **hospital** in the **United Kingdom**.
7. Any **pre-existing medical condition** which **you** have not declared and which **we** did not accept, or **you** failing to keep to the terms of the Important Conditions Relating to Health section.
8. Anything mentioned in the general exclusions section.

Section D – Baggage and Baggage Delay

What is covered

1. **We** will pay **you** up to the amounts shown in the Features and Benefits Table for the **accidental** loss of, theft of or damage to **baggage** including **valuables**.
2. **We** will also pay **you** up to the amounts shown in the Features and Benefits Table for the emergency replacement of clothing, medication and toiletries if **your baggage** is temporarily lost during the outward journey (including a **connecting flight**) and not returned to **you** within 12 hours, as long as **you** get and send **us** written confirmation from the carrier confirming the number of hours that the **baggage** was delayed. If the loss is permanent, **we** will deduct the amount paid from the final amount **we** will pay under this section. **You** are not covered with **us** if **you** successfully claim through the responsible carrier.

Special conditions relating to claims

1. **You** must report the loss, theft or attempted theft of all **baggage** to the local police within 24 hours of discovering it has been lost or stolen and get a written report from them.
2. If **your baggage** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel, **you** must give them written details of the loss, theft or damage and get written confirmation from them that **you** reported the loss, theft or damage.
3. If **your baggage** is lost, stolen or damaged while in the care of an airline, **you** must do the following:
 - a) get a Property Irregularity Report from the airline (there may be a delay before the airline will provide this).

- b) give formal written notice of the claim to the airline within the time limit included in their conditions of carriage (please keep a copy of **your** notice). If **you** do not do this, **you** will not be covered under this insurance policy.
 - c) keep all travel tickets, tags and original receipts for **your** emergency purchases as **you** will need these to make a claim under this policy.
4. **You** must supply original receipts for delayed, lost, stolen or damaged items as these will help **you** to support **your** claim. The maximum payment for any **single article** for which an original receipt, proof of purchase or insurance valuation (obtained prior to the incident date of **your** claim) is not supplied is £100, subject to a maximum of £250 for all such items.
 5. All claims are settled on the purchase price less a deduction for wear, tear and depreciation as follows:

Wear, Tear, and Depreciation Table	
Baggage up to 1 year old	85% of purchase price
Baggage up to 2 years old	70% of purchase price
Baggage up to 3 years old	50% of purchase price
Baggage up to 4 years old	25% of purchase price
Baggage up to 5 years old	10% of purchase price
Baggage over 5 years old	No payment

What is not covered

1. The excess shown in the Features and Benefits Table for each and every claim, per incident, per section, for each **insured person** unless **you** have purchased the excess waiver option, and this is shown on **your policy schedule** (except claims under subsection 2. above).
2. Loss, theft of or damage to **valuables left unattended** at any time (including in a vehicle or while in the care of a carrier), unless they were in a locked hotel safe or locked safety deposit box or left in **your** locked (doors and all windows) accommodation.
3. Loss, theft of or damage to **baggage left unattended**, unless left in **your** locked (doors and all windows) accommodation or while in the care of a carrier.
4. Loss or theft of or damage to **baggage** in an **unattended** motor vehicle between 9pm and 9am (local time) or **baggage** in an **unattended** motor vehicle between 9am and 9pm (local time), unless it is in the locked boot, which is separate from the passenger compartment or, for those vehicles without a separate boot, locked in the vehicle and covered from view.
5. Loss or damage due to **your baggage** being delayed, confiscated or detained by customs or any other authority.
6. Loss, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, deeds, manuscripts, securities, perishable goods, bicycles, **ski equipment** and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).
7. Loss or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft or **accident** to the aircraft, sea vessel, train or vehicle in which they are being carried.
8. Loss or damage due to breakage of sports equipment (not applicable to **golf equipment** if cover is included) whilst in use or damage to sports clothing whilst in use.
9. Loss, theft of or damage to business goods, samples, tools of trade, motor accessories and other items used in connection with **your** business, trade, profession or occupation.
10. Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
11. Anything mentioned in the general exclusions section.

Section E – Personal Money, Passport and Documents

What is covered

1. **We** will pay **you** up to the amounts shown in the Features and Benefits Table for the theft of or damage to **personal money** and documents (including passports, visas, driving licenses and green cards) that happens during **your trip**.
2. **We** will pay **you** up to the amounts shown in the Features and Benefits Table for the **accidental** loss of **personal money** and documents (including passports, visas, driving licenses and green cards) that happens during **your trip**.
3. **We** will pay **you** up to the amounts shown in the Features and Benefits Table (under 'Passport limit') for

reasonable extra travel and accommodation expenses (room only) incurred by **you** abroad while having to get an emergency or temporary passport or visa (or both), and the cost of a temporary passport or visa (or both), to return to the **United Kingdom**.

4. **We** will pay **you** up to the amounts shown in the Features and Benefits Table for the theft or **accidental** loss of cash.

Special conditions relating to claims

1. **You** must report any loss, theft or attempted theft of all **personal money**, passports or documents to the local police within 24 hours of discovering they have been lost or stolen and get a written report from them.
2. **You** must keep all travel tickets and tags as **you** will need them to make a claim under this policy.
3. **You** must keep all receipts as these will help **you** to support **your** claim.

What is not covered

1. The excess shown in the Features and Benefits Table for each and every claim, per incident, per section, for each **insured person**, unless **you** have purchased the excess waiver option, and this is shown on **your policy schedule**.
2. Loss or theft of or damage to **personal money** or **your** passport or visa left **unattended** at any time (including in a vehicle or in the care of a carrier), unless it was in a locked hotel safe or locked safety deposit box or left in **your** locked (doors and all windows) accommodation.
3. Loss or theft of or damage to traveller's cheques if **you** have not kept to the issuer's conditions or if the issuer provides a replacement service.
4. Loss or damage due to **personal money**, passports or documents being delayed, confiscated or detained by customs or any other authority.
5. Loss or damage due to loss in value, variations in exchange rates or shortages due to an error or due to fraudulent or attempted fraudulent use of credit cards.
6. Anything mentioned in the general exclusions section.

Section F – Personal Accident

What is covered

We will pay **you** (or **your** estate in the event of your death) the relevant amount shown in the Features and Benefits Table, if **you** suffer a **bodily injury** which, on its own and independent of any other cause, results in **your**:

1. death, **loss of limb**,
2. **loss of sight** or
3. **permanent total disability**

Provisions

We will not pay **you**:

- a) under more than one of items 1, 2, or 3;
- b) under item 3 until one year after the date **you** suffer the **bodily injury**; or
- c) under item 3 if **you** are able or may be able to carry out any form of employment.

Special conditions relating to claims

1. If **you** make a claim, **our medical practitioner** may examine **you** as often as **we** consider necessary.
2. Under **permanent total disability**, **you** need to be receiving the appropriate disability benefit from **your** local government department.
3. Under **permanent total disability**, **our medical practitioner** needs to confirm that **your** condition is not likely to improve.
4. Under **permanent total disability**, **our medical practitioner** needs to confirm that in his or her professional medical opinion, **you** are medically unable to carry out any form of employment.

What is not covered

1. Any claims arising directly or indirectly from **your** participation in any sports and activities other than those listed as being covered within the Sports and Activities Section of this policy wording.
2. **Your** failure to comply with the terms of the Important Conditions Relating to Health section.
3. Any claims arising directly or indirectly from **COVID** or any claim that is not as a result of an accident
4. Anything mentioned in the general exclusions section.

Section G – Personal Liability

This insurance policy provides personal liability cover for specific reasons only. If **you** are using a mechanical or motorised vehicle, **you** should ensure that **you** are adequately insured for third party liability, as **you** are not covered under this insurance.

What is covered

We will pay, whilst on a **trip**, up to the amounts shown in the Features and Benefits Table, including legal costs and all other expenses, towards any amount **you** become legally liable to pay as compensation for any claim or series of claims arising from any one event or cause relating to the below.

The amount shown in the Features and Benefits Table is the most **we** will pay per policy.

1. **Bodily injury**, death or **serious illness** to any person **you** do not employ or who is not a **close relative** or **travelling companion** or member of **your** household.
2. Loss of or damage to property that does not belong to and is not in the charge of or under the control of **you**, a **close relative**, a **travelling companion**, anyone **you** employ or any member of **your** household, other than any temporary holiday accommodation occupied (but not owned) by **you**.

Special conditions relating to claims

1. **You** must give **us** written notice as soon as possible of any incident, which may give rise to a claim.
2. **You** must forward every letter, writ, summons and process to **us** as soon as **you** receive it.
3. **You** must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without **our** written permission.
4. **We** are entitled to take over and carry out in **your** name the defence of any claims for indemnity or damages. **We** will decide whether and how to carry out any negotiation or proceedings and settle any claim and **you** must give **us** all the necessary information and help **we** need.
5. If **you** die, **your** legal representatives will be protected by this cover, as long as they keep to the terms and conditions outlined in this policy.

What is not covered

1. Compensation or legal costs arising directly or indirectly from the following:
 - a) liability **you** have under an agreement, unless **you** would have that liability even if the agreement didn't exist.
 - b) **your** participation in any sports and activities other than those listed as being covered within the Sports and Activities Section of this policy wording.
 - c) **you** carrying out any business, trade, profession or occupation or supplying goods or services.
 - d) **you** owning or using mechanical/motorised vehicles, aircraft or watercraft (other than surfboards or manually propelled rowboats, punts or canoes).
 - e) any disease or virus (including **COVID**) being passed on.
 - f) **you** owning or occupying land or buildings (other than occupying any temporary holiday accommodation).
 - g) racing of any kind.
 - h) liability covered under any other insurance.
2. Anything mentioned in the general exclusions section.

Section H – Delayed Departure and Trip Abandonment

What is covered

If the departure of the flight on which **you** are booked to travel, according to **your** travel itinerary at the **international departure** point, is delayed by at least 12 hours due to:

- a) **strike or industrial action**;
- b) **adverse weather** conditions; or
- c) mechanical breakdown of or a technical fault in the flight **you** are booked to travel on;

we will pay **you**:

1. up to the amount shown under Delayed Departure in the Features and Benefits Table for the first completed 12 hours delay and for each full 12 hours delay thereafter (applies to scheduled **international outbound trip** or **international inbound trips** only).

- or
- up to the amount shown under Trip Abandonment in the Features and Benefits Table for any **irrecoverable** unused travel and accommodation costs and other pre-paid charges which **you** have paid or are contracted to pay if after a minimum 12 hours has elapsed, **you** choose to cancel **your trip** (applies to scheduled **international outbound trip** only).

You can claim only under points 1 or 2 above for the same event.

You can claim only under Section H – Delayed Departure and Trip Abandonment or Section I – Missed Departure for the same event.

Special conditions relating to claims

- You** must check in according to the itinerary **you** have been given.
- You** must get written confirmation from the carriers (or their handling agents) of the number of hours **you** were delayed and the reason for the delay.
- You** must keep to the terms of contract of the travel agent, tour operator or transport provider.

What is not covered

- The excess shown in the Features and Benefits Table for each and every claim, per incident, per section, for each **insured person**, unless **you** have purchased the excess waiver option, and this is shown on **your policy schedule** (except claims under subsection 1. above).
- Claims arising from delays which are not **your international departure point**.
- A missed departure or a late arrival at **your** destination.
- Claims arising directly or indirectly from:
 - strike or industrial action** taking place or made public by the date **you** bought this insurance or the time **you** book any **trip**;
 - an aircraft being withdrawn from service (temporarily or permanently) on the recommendation of the Civil Aviation Authority or any similar body in any country; or
 - a **trip** within the **United Kingdom**.
- Claims arising directly or indirectly from:
 - any delay of a **domestic flight**.
 - any delay of a **connecting flight**.
- Anything mentioned in the general exclusions section.

Section I – Missed Departure

What is covered

You are covered if **you** are unable to reach the **international departure point** where **your** booked travel itinerary departs on the initial outward or final return journey due to:

- The failure of other **public transport**;
- The vehicle **you** are travelling in breaking down or being involved in an **accident**;
- An **accident** or breakdown which happens ahead of **you** on a motorway or dual carriageway, and which causes an unexpected delay to the vehicle **you** are travelling in; or
- Strike or industrial action** or **adverse weather** conditions.

We will pay **you** up to the amount shown in the Features and Benefits Table for **your** reasonable extra costs of travel and accommodation (room only) that are necessary to:

- reach **your** booked destination; or
- return **you** to **your home**.

You can claim only under Section I – Missed Departure or Section H – Delayed Departure and Trip Abandonment for the same event.

Special conditions relating to claims

- If **your** claim arises from any delay on a motorway or dual carriageway, **you** must get written confirmation from the police or emergency breakdown services of the location of the delay, the reason for the delay and how long **you** were delayed for.
- You** must allow enough time for the **public transport** or other transport to arrive on schedule and to take **you** to

- the departure point.
3. Cover under this section is only applicable if **you** have incurred additional travel and/or accommodation (room only) expenses in either:
 - a) reaching **your** booked destination; or
 - b) returning **you** to **your home**.

What is not covered

1. The excess shown in the Features and Benefits Table for each and every claim, per incident, per section, for each **insured person**, unless **you** have purchased the excess waiver option and this is shown on **your policy schedule**.
2. Claims arising directly or indirectly from:
 - a) **strike or industrial action** existing or declared publicly by the date this insurance is purchased by **you**.
 - b) an **accident** to or breakdown of the vehicle in which **you** are travelling for which a professional repairers report is not provided.
 - c) breakdown of any vehicle in which **you** are travelling if the vehicle is owned by **you** and has not been serviced properly and maintained in accordance with manufacturer's instructions.
 - d) withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a port authority or any similar body in any country.
 - e) a **trip** solely within **your home area**.
 - f) additional expenses where the scheduled **public transport** operator has offered reasonable alternative travel arrangements.
3. Extra expenses where the scheduled **public transport** operator has offered reasonable alternative travel arrangements.
4. Anything mentioned in the general exclusions section.

Section J – Legal Expenses

What is covered

We will pay **you** up to the amounts shown in the Features and Benefits Table for the legal costs to take civil action for compensation if someone else causes **you** **bodily injury, serious illness** or death.

If two or more people are insured by this policy, the maximum amount that **we** will pay for all such claims will not be more than the policy maximum shown in the Features and Benefits Table.

Special conditions relating to claims

1. **We** will appoint an agent **we** choose on **your** behalf who has the expertise to deal with **your** claim.
2. **You** must follow **our** agent's advice and provide any information and help they need within a reasonable timescale.
3. **You** must tell **us** about any offers the third party makes to settle **your** claim and **you** must not accept any offer without **our** permission.
4. **We** will decide the point at which **your** legal case cannot usefully be taken any further. After that, no further claims can be made against **us**.
5. **We** may include a claim for **our** legal costs and other related expenses.
6. **We** may, at **our** own expense, take proceedings in **your** name to recover compensation from any third party for any payment made under this policy. **You** must give **us** any help **we** reasonably need, and any amount recovered will belong to **us**.

What is not covered

We shall not be liable for the following:

1. The excess shown in the Features and Benefits Table for each and every claim per incident, per section, for each **insured person**, unless **you** have purchased the excess waiver option, and this is shown on **your policy schedule**.
2. Any claim where, in **our** opinion, **we** are unlikely to get reasonable compensation.
3. Legal costs and expenses incurred in any claim against a travel agent, tour operator, carrier, airline, medical establishment, **us**, **our** Emergency Assistance Service or their agents, someone **you** were travelling with, a **close relative**, a person related to **you**, a **travelling companion** or another **insured person**.
4. Legal costs and expenses incurred before **we** accepted the case in writing.
5. Any claim where the legal costs and expenses are likely to be greater than the anticipated amount of

- compensation.
6. Any claim that is under a contingency fee agreement (this is when a lawyer agrees to accept a fixed percentage of an award to cover their fees).
 7. Legal costs and expenses incurred in any claim which is capable of being pursued under a conditional fee agreement.
 8. Legal costs and expenses if an action is brought in more than one country.
 9. Any claim where, in **our** opinion, the estimated amount of compensation payment is less than £5,000 for each **insured person**.
 10. Travel, accommodation and related costs for making a civil action for compensation.
 11. Costs of any appeal.
 12. Claims relating to incidents in the **United Kingdom**.
 13. Any claim, unless it is a private claim, made by **you**.
 14. Any claims arising directly or indirectly from **COVID**.
 15. Anything mentioned in the general exclusions section.

Section K1 and K2 – Gadget Cover (Including optional Enhanced Gadget Cover Extension)

This section is underwritten by Collinson Insurance. Collinson Insurance (a trading name of Astrenska Insurance Limited) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the **United Kingdom**, under Firm Reference Number 202846

Bastion Insurance Services are authorised and regulated by the Financial Conduct Authority. This can be checked on the Financial Services Register at <https://www.fca.org.uk/firms/financial-services-register>

Introduction

You are automatically covered for **gadget** cover as standard. The increased limits under the Enhanced **Gadget** Cover extension in the Table of Benefits only apply if the appropriate additional premium has been paid and Enhanced **Gadget** Cover is shown on **your policy schedule**.

We have not provided **you** with a personal recommendation as to whether this product is suitable for **your** needs so **you** must decide **yourself** whether it is or not. **You** have made a decision based on the information made available to **you**.

This policy meets the demands and needs of those who wish to insure their **gadgets** during their trip against **theft, accidental damage, breakdown and accidental loss**.

Your Gadget must be in good condition and full working order prior to taking out this policy. If there is evidence that the damage, theft or loss occurred prior to the policy start date **your** claim will be refused and no premium refund will be due.

You must read this policy document and the **policy schedule** together. The **policy schedule** tells **you** the period during which the policy is in force and if any increased limit applies to **your** insurance. Please check both documents carefully to make certain they give **you** the cover **you** want.

In return for the payment of **your** premium **we** will provide insurance for **your gadgets** during **your** trip, as stated in **your policy schedule**. This policy only covers **your gadgets** when in the care of **you** or a member of **your immediate family**.

Cover under this insurance is subject to the terms, conditions, and limitations shown below or as amended in writing by **us**.

Special definitions applying to this section:

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

Accessories – means items such as but not limited to, chargers, protective cases, headphones and hands-free devices, below the value of £150, that are used in conjunction with your insured **gadget** but excludes SIM cards and wearables. **Evidence of ownership** for **accessories** will need to be provided at point of claim. Cover is only in place for **accessories** purchased in the UK.

Accidental damage/accidentally damaged – means unintentional and unexpected damage that happens to **your gadget**.

Accidental loss/accidentally lost – means that the **gadget** has been accidentally left by **you** in a location and **you** are permanently deprived of its use.

Accommodation – **your** hotel, resort, or other main residence where **you** are staying during **your trip**.

Claims Administrators – The Oxford Claims Company.

Criteria: We can only insure **gadgets** if **you** are able to provide **Evidence of Ownership**, and if they are:

1. Purchased or leased by **you** as new in the UK, or;
2. Purchased by **you** as refurbished in the UK as long as the refurbished **gadget** was sold with a minimum 12-month warranty (which **you** will be required to provide evidence of), or
3. Gifted to **you** as long as it meets the above criteria, and **you** are able to provide a UK Gift receipt, and;
4. Are not more than 6 years old (18 months for laptops) at the time this policy is initially purchased, and;
5. Are in **your** possession and in good working condition (not accidentally damaged) and;
6. Have not previously been repaired using non-manufacturer parts.

Evidence of ownership – A document to evidence that the **gadget you** are claiming for belongs to **you**. This can be a copy of the till receipt, delivery note, UK gift receipt or, if the **gadget** is a mobile phone, confirmation from **your** Network Provider that the mobile phone has been used by **you**.

Excess – An amount **you** have to pay towards the cost of a claim under this insurance. **You** have to pay this amount regardless of the circumstances leading to the claim.

Gadget(s) – the portable electronic **gadget/s** that meet the **Criteria**, are insured by this policy. **Gadgets** include: laptops, mobile phones, smart phones, iPhones, iPads, tablets, e-readers, MP3 Players, CD/DVD players, head/ear phones, satellite navigation devices, PDAs, handheld games, consoles, cameras, video cameras and smart watches. Please note we do not provide cover for drones or wearables other than smart watches.

Immediate family – **your** mother, father, son, daughter, spouse, domestic partner, or other family member who resides with **you** at **your home**.

Limit of liability – the maximum **we** will pay in respect of any one claim in relation to **your gadget**, will be limited to the replacement cost of each **gadget** being claimed for and, in any event, shall not exceed the maximum value of cover as shown on **your policy schedule**.

Precautions – all measures that would be deemed appropriate to expect a person to take in circumstances to prevent **accidental loss**, accidental damage or **theft** of **your gadgets**, such as keeping the **gadget** concealed when **you** are in a public place and the **gadget** is not in use.

Proof of usage – means evidence that the **gadget** has been in use since policy inception. Where the **gadget** is a mobile phone, this information can be obtained from **your** Network Provider. For other **gadgets**, in the event of an accidental damage claim this can be verified when the **gadget** is sent to our repairers for inspection.

Policy Schedule – the document provided to **you** following the purchase of this policy by **you** which confirms your chosen level of insurance cover, **your period of cover**, and if any increased limit has been paid for under this policy.

Single article limit – the maximum amount that **we** will pay out for a single **gadget** that is damaged, lost, or stolen.

Trip – means a **trip** you make that is outside of United Kingdom, and that occurs within the dates on **your policy schedule**.

Terrorism – the use or threat of serious violence to advance some kind of cause.

Unattended – not within **your** sight at all times or out of **your** arms-length reach when away from **your accommodation**

We, us, our – Collinson Insurance

You, your, yourself – the person, who is over 18 years old, who owns the **gadget(s)** as stated on the **policy schedule**.

What is covered

A. Accidental Damage / Malicious Damage

We will arrange a repair if **your gadget** is damaged as the result of an accident or malicious damage whilst on **your trip**. If **your gadget** cannot be economically repaired, it will be replaced.

B. Theft

If **your gadget** is **stolen** whilst on **your trip**, **we** will replace it. Where only a part or parts of **your gadget** have been **stolen**, **we** will only replace that part or those specific parts.

C. Accidental Loss

If **you** accidentally or unintentionally lose **your gadget** whilst on **your trip**, **we** will replace it.

D. Breakdown

If **your gadget** suffers electrical breakdown whilst on **your trip**, which occurs outside of the manufacturers guarantee period, **we** will repair it. If **your gadget** cannot be economically repaired, it will be replaced. This cover is not available on laptops.

E. Unauthorised Call/Data Use

If **your** mobile phone is lost or **stolen** whilst on **your trip** and is used fraudulently, and **your** claim is covered by **your** policy, **we** will reimburse **you** for the costs upon receipt of **your** itemised bill up to a maximum value as stated in the table of benefits for any one claim. This includes calls, messages, downloads and data made / used from the time it was **accidentally lost** or **stolen** up to a maximum of 24 hours from discovery of the incident.

F. Liquid Damage

If **your gadget** is damaged as a result of accidentally coming into contact with any liquid whilst on **your trip**, **we** will repair it. If it cannot be repaired **we** will replace it.

G. Accessories

If **your** claim for **your gadget** is approved, **we** will replace any **accessories** that were **accidentally lost**, **stolen** or accidentally damaged at the same time as **your gadget** up to a maximum value of £150.

If **we** replace **your gadget** with a different make or model and this means that **you** can no longer use **your** existing **accessories**, **we** will replace them too, up to a maximum value of £150.

What is not covered

Your gadget is not covered for:

1. **Theft:**
 - a) from any motor vehicle where **you** or someone acting on **your** behalf is not in the vehicle, unless the **gadget** has been concealed in a locked boot, closed glove compartment or other closed internal compartment and all the vehicle's windows and doors have been closed and locked and all security systems have been activated. A copy of the receipt for any repairs made following the damage caused in gaining entry to the locked vehicle must be supplied with any claim;
 - b) the theft is from building or premises without the use of force resulting in damage to the property. A copy of the receipt for any repairs made for such damage must be supplied with any claim.
 - c) when away from **your accommodation**, or when in **your accommodation** with invited guests or other people; unless the **gadget** is concealed on or about **your** person when not in use, or it is stored in a locked room or secured receptacle (such as a locked safe, locked locker or closed desk drawer);
 - d) where **your gadget** was in the possession of a third party (other than a member of **your immediate family**) at the time of the event giving rise to a claim under this insurance;
 - e) where the **gadget** has been left **unattended** when it is away from **your accommodation** (including being in luggage during transit); or
 - f) where all available **precautions** have not been taken to prevent **theft**;
2. Loss or damage caused by:
 - a) **you** deliberately damaging the **gadget**;
 - b) **you** not following the manufacturer's instructions;
 - c) the use of non-manufacturer approved **accessories**;
3. Repair or other costs for:
 - d) routine servicing, inspection, maintenance or cleaning;
 - e) loss caused by a manufacturer's defect or recall of the **gadget**;
 - f) repairs carried out by persons not authorised by us;

- g) liquid damage to **your gadget** where the event causing the need to claim involved **you** taking **your gadgets** on a boat, other water vessels, or whilst taking part in water activities.
 - h) wear and tear or gradual deterioration of performance;
 - i) cosmetic damage of any kind, including scratches, dents and other visible defects that do not affect safety or performance;
4. Any kind of damage whatsoever unless the damaged **gadget** is provided for repair.
 5. Any loss of a SIM (subscriber identity module) card.
 6. Any expense incurred as a result of not being able to use the **gadget**, or any loss other than the repair or replacement costs of the **gadget** unless relating to unauthorised call/data use for **your** mobile phone up to the maximum value of £2,000 based on your level of cover.
 7. The policy **excess** - if **you** make a claim, an **excess** fee applies which must be paid to us before **your** claim can be settled.
 8. Loss of or damage to **accessories** that were not attached or connected to **your gadget** at the time of the incident.
 9. Any claim for a **gadget** where **proof of usage** cannot be provided or evidenced.
 10. Any claim for **accidental loss** where the circumstances of the loss cannot be clearly identified, i.e. where **you** are unable to confirm the time and place **you** last had **your gadget**.
 11. Any claim for any **gadget** that was purchased as second hand or used, that is not a refurbished **gadget**, sold with a minimum 12 month warranty
 12. Reconnection costs or subscription fees of any kind.
 13. War Risk. **Terrorism**, war, invasion, acts of foreign enemies, hostilities whether war is declared or not, civil war, rebellion, revolution insurrection, military or usurped power, confiscation, nationalism or requisition or destruction or damage to property by or under the order of any government or public or legal authority.
 14. Nuclear Risk. Damage or destruction caused by, contributed to or arising from:
 - a) ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
 - b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or component thereof.
 15. Sonic Boom. Damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices traveling at sonic or supersonic speeds.
 16. Loss of Data or Software. Any loss of or damage to information or data or software contained in or stored on the **gadget** whether arising as a result of a claim paid by this insurance or otherwise.
 17. Any indirect loss or damage resulting from the event which caused the claim under this policy.
 18. Any liability of whatsoever nature arising from ownership or use of the **gadget**, including any illness or injury resulting from such ownership or use.
 19. Value Added Tax (VAT) where **you** are registered with HM Revenue and Customs for VAT.
 20. **We** will not provide cover, pay any claim or provide any benefit if doing so would expose **us** to any sanction, prohibition or restriction.
 21. Any loss or damage to **your gadget** whilst in transit with a third party such as a courier or postal service.
 22. Any claim over and above the **limit of liability**.
 23. Any claim for a **gadget** over the **single article limit** shown on the table of benefits.
 24. Any claim for a **gadget** that does not meet the **criteria**.
 25. Any electronic device that is not included within the definition of **gadget(s)** in this policy wording.

Claim Settlement

1. The intention of this policy is to put **you** back in the same position as immediately prior to the loss or damage. It is not a replacement as new policy. If the **gadget** cannot be replaced with an identical **gadget** of the same age and condition, **we** will replace it with one of comparable specification or the equivalent value taking into account the age and condition of the original **gadget**. **We** cannot guarantee that the replacement **gadget** will be the same colour as the original item.
2. Repairs will take place on **your** return to the UK and will be carried out using readily available parts. Where possible **we** will use original parts but in some cases, unbranded parts may be used. In the event that any repairs authorised by us under this policy invalidate **your** manufacturer's warranty, **we** will repair or replace **your gadget** for the remaining period of **your** manufacturer's warranty in line with **your** manufacturer's warranty terms and conditions. Please note that for mobile phones or other small **gadgets**, the cost of posting **your gadget** will be borne by **you**.
3. In the event of a valid claim resulting in the replacement of the **gadget**, this policy will automatically cover the replacement **gadget**.
4. All blocks must be removed from **your gadget** before being sent for repair. This includes any personal pin locks or operator specific security blocks, including Find My iPhone. Failure to do so will result in **your** claim being delayed, and/or, **your gadget** being returned to **you**.
5. **We** will ask **you** to block the IMEI number of any lost or stolen **gadget** and will monitor this on an on-going basis after **your** claim has been settled. If it is discovered the IMEI has been unblocked at a later date, **we** will investigate this and seek to recover its property.

Conditions and Limitations

1. Unless **we** have agreed differently with **you**, English law and the decisions of English courts will govern this insurance.
2. This insurance only covers **gadgets** bought in the UK. Cover automatically extends to include use of the **gadgets** anywhere in the world for **your trip** and is subject to any repairs being carried out in the UK by repairers approved by us. No cover is provided for claims where **you** are travelling to a country where the Foreign, Commonwealth and Development Office (FCDO) have advised against all but essential travel. **You** can check the FCDO travel advice at <https://www.gov.uk/foreign-travel-advice>.
3. The **gadget(s)** must not be more than 6 years old (18 months if the **gadget** is a laptop), must be purchased in the UK as new, or if refurbished, purchased with a minimum warranty period of 12 months, and **you** must be able to provide **evidence of ownership** when it is requested. **Evidence of ownership** should include the make, model and IMEI/serial number of the **gadget** and must be in **your** name or, **you** must be in possession of a UK gift receipt.
4. **You** must provide us with any receipts, documents or **evidence of ownership**, that it is reasonable for us to request.
5. This insurance may only be altered, varied or its conditions altered or premium changed by us giving **you** 30 days' notice in writing.
6. **You** cannot transfer the insurance to someone else or to cover any other **gadget(s)** without **our** written permission.
7. **You** must take all available **precautions** to prevent any loss or damage.
8. Cover excludes costs or payments recoverable from any party, under the terms of any other contract, guarantee, warranty, or insurance.

Claims Procedure

1. **You** must:
 - a) log **your** claim online on **our** portal <https://theoxfordclaimscompany.co.uk/make-a-claim>. Alternatively, **you** can contact the **Claims Administrator** on 01865 745566 (Lines are open between 9:00am and 5:00pm Monday to Friday) or by emailing claims@theoxfordclaimscompany.co.uk as soon as possible but ideally within 48 hours of **your** return to the UK.
 - b) report the **theft** or **accidental loss** of any **gadget**, within 24 hours of discovery to **your** Airtime Provider and black-list **your** handset;
 - c) report the **theft** or loss of any **gadgets** to the Police within 48 hours of discovery and obtain a crime reference number in support of a **theft** claim and a lost property number in support of an **accidental loss** claim;
 - d) provide **us** with details of the claim and any other contract, guarantee, warranty or insurance that may apply to the loss including but not limited to household insurance. Where appropriate a rateable proportion of the claim may be recovered direct from these Insurers.Please note any delay in reporting an incident to the **claim administrators**, **your** Airtime Provider or the Police may invalidate **your** right to claim under the policy.
2. If **we** replace **your gadget(s)** the damaged or lost item becomes **our** property. If it is returned or found **you** must notify **us** and send it to **us** if **we** ask **you** to.
3. There is a policy **excess** which must be paid before **your** claim can be approved.

Please address all claims correspondence to the **Claims Administrators**:

The Oxford Claims Company
Temple Court Mews
109 Oxford Road
Oxford
OX4 2ER

claims@theoxfordclaimscompany.co.uk

To help us improve **our** service **we** may record or monitor telephone calls.

WARNING

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

- Fails to reveal or hides a fact likely to influence whether we accept **your** proposal, **your** renewal, or any adjustment to **your** policy.
- Fails to reveal or hides a fact likely to influence the cover **we** provide.
- Makes a statement to **us** or anyone acting on our behalf, knowing the statement to be false.
- Sends **us** or anyone acting on **our** behalf a document, knowing the document to be forged or false.
- Makes a claim under the policy, knowing the claim to be false or fraudulent in any way.
- Makes a claim for any loss or damage you caused deliberately or with **your** knowledge.

If **your** claim is in any way dishonest or exaggerated, we will not pay any benefit under this policy or return any premium to **you**, and we may cancel your policy immediately and backdate the cancellation to the date of the fraudulent claim. We may also take legal action against **you** and inform the appropriate authorities.

Consumer Insurance Act

You are required to take care to supply accurate and complete answers to all the questions in the declaration and to make sure that all information supplied is true and correct. **You** must tell us of any changes to the answers **you** have given as soon as possible.

Under the Consumer Insurance (Disclosure and Representations) Act 2012 **your** failure to take reasonable care to avoid misrepresentation in relation to the information provided (including subsequent changes to any such information) could result in **your** policy being cancelled or **your** claim being rejected or not fully paid.

Compensation Scheme

The Financial Services Compensation Scheme covers this policy. **You** may be entitled to compensation from this scheme if **we** cannot meet our liabilities under this policy. Further information about compensation scheme arrangements is available at www.fscs.org.uk or by telephoning 0207 741 4100.

Data Protection

How **we** use the information about **you**

As **your** insurer and a 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 **your** agent on a regular basis while **your** policy is still live. This will include **your** name, address, 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);
- 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

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, Bastion Insurance Services Ltd, The Oxford Claims Company, contractors, investigators, crime prevention organisations 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 <https://www.cifas.org.uk/fpn> and <https://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 letter as shown below:

Email address: data.protection@collinsongroup.com

Postal Address: 5th floor, 3 More London Riverside, London, SE1 2AQ

This will normally be provided free of charge, but in some circumstances, **we** may either 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** Complaints manager 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/>

Section L – Golf Cover – Optional Cover

Cover in respect of Section L - Golf Cover only applies if **you** have bought the optional golf cover and have paid us the extra premium and this is shown on **your policy schedule**.

What is covered

We will pay **you**;

1. up to the amount shown in the Features and Benefits Table for the **accidental** loss of, **theft** of or damage to **your golf equipment**; or
2. the Features and Benefits Table for the reasonable cost of hiring replacement **golf equipment** as a result of the **accidental** loss of, theft of, damage to or temporary loss (more than 24 hours) of **your own golf equipment** during the outward journey.
3. up to the amount shown in the Features and Benefits Table, for the proportionate value of any nonrefundable, pre-paid green fees, **golf equipment** hire or tuition fee necessarily unused due to the following:
 - a) **your bodily injury** or **serious illness**; or
 - b) the loss or theft of **your** pre-booked and pre-paid documentation which prevents **your** participation in the pre-paid golfing activity; or
 - c) the closure is due to **adverse weather** conditions of the golf course.
4. a reward, up to the amount shown in the Features and Benefits Table, for achieving a hole-in-one during a round of golf on a pre-booked, pre-paid golf course.

The maximum payment for any **single item** is shown in the Features and Benefits Table.

Special condition relating to claims

1. **You** must report the loss, theft or attempted theft of all **golf equipment** to the local police within 24 hours of discovering it has been lost or **stolen** and get a written report from them.
2. If **your golf equipment** is lost, **stolen** or damaged while in the care of a carrier, transport company, authority or hotel, **you** must report to them, in writing, details of the loss, theft or damage and get written confirmation from them that **you** reported the loss, theft or damage.
3. If **your golf equipment** is lost, **stolen** or damaged while in the care of an airline, **you** must:
 - a) get a property irregularity report from the airline;
 - b) give formal written notice of the claim to the airline within the time limit included in their conditions of carriage (keep a copy of **your** notice); and
 - c) keep all travel tickets and tags as **you** will need them to make a claim under this policy.
4. Keep receipts for lost, **stolen** or damaged items as these will help **you** to support **your** claim.

5. We will pay the purchase price less a deduction for loss in value due to wear and tear as follows

Wear, Tear, and Depreciation Table	
Golf Equipment up to 1 year old	85% of purchase price
Golf Equipment up to 2 years old	70% of purchase price
Golf Equipment up to 3 years old	50% of purchase price
Golf Equipment up to 4 years old	25% of purchase price
Golf Equipment up to 5 years old	10% of purchase price
Golf Equipment over 5 years old	No payment

6. For claims under 'What is Covered', point 3:
- you** must report to the police within 24 hours of discovery or as soon as possible after that and obtain a written report of the loss, theft or attempted theft of **your** documentation.
 - for claims as a result of **your bodily injury** or **serious illness** **you** must obtain a report substantiating **your medical condition**, it's occurrence and **your** inability to play golf from the treating doctor.
 - you** must obtain written confirmation from the golf club of the time(s) and date(s) of the golf course closure due to **adverse weather** conditions.
7. If **you** achieve a hole-in-one, **you** must provide evidence, such as a signed scorecard or confirmation from the golf course, to support your claim.

What is not covered

- The excess shown in the Features and Benefits Table for each and every claim per incident, per section, for each **insured person**, unless **you** have purchased the excess waiver option, and this is shown on **your policy schedule**.
- Loss, theft of or damage to **your golf equipment** contained in an **unattended** motor vehicle between 9pm and 9am (local time) or **your golf equipment** contained in an **unattended** motor vehicle between 9am and 9pm (local time), unless it is in the locked boot, which is separate from the passenger compartment or, for those vehicles without a separate boot, locked in the vehicle and covered from view.
- Loss or damage due to delay, confiscation or detention by customs or other authority.
- Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning, repairing or restoring, mechanical or electrical breakdown.
- Claims arising for loss, theft or damage of **golf equipment** were carried on a vehicle roof rack.
- Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **baggage**.
- For claims under 'What is Covered', point 3, any claims arising directly or indirectly as a result of **your** failure to comply with the Important Conditions Relating to Health section
- Anything mentioned in the general exclusions section.

Section M – Natural Disaster – Optional Cover

Cover in respect of Section M – **Natural Disaster** only applies if you have bought the optional **Natural Disaster** cover and have paid us the extra premium and this is shown on your policy schedule.

What is covered

We will pay **you** up to the amount shown in the Features and Benefits Table if, due to a **natural disaster**:

- the **natural disaster** occurs within 20 kilometres of **your** booked accommodation and **your trip** start date is within 14 days of the event date, **we** will cover unused travel and accommodation costs.
- the Emergency Assistance Service agrees that it is necessary to **curtail your trip**, **we** will cover reasonable additional travel costs to return **you home** early.
- your** flight is delayed by more than 12 hours, a set benefit is then payable for each 12-hour period of delay.
- the outward leg of **your** journey is delayed by more than 12 hours, and **you** choose to abandon **your** trip, **we** will cover unused travel and accommodation costs.
- you** miss **your** departure or connection, **we** will cover additional travel and accommodation costs. If this results in losing more than 50% of your trip, **you** can claim for unused travel and accommodation costs.

Special conditions relating to claims

1. **You** must get written confirmation from the provider of **your** accommodation (or their administrators), the local police or relevant authority that **you** could not use **your** accommodation and the reason for this.
2. **You** must give notice as soon as possible to the Emergency Assistance Service of any circumstances making it necessary for **you** to return **home** and before any arrangements are made for **your** repatriation.
3. **You** must check in according to the itinerary supplied to **you**.

What is not covered

1. The excess shown in the Features and Benefits Table for each and every claim, per incident, per section, for each **insured person**, unless **you** have purchased the excess waiver option, and this is shown on **your policy schedule**.
2. **Trips in the United Kingdom**.
3. Any claim if alternative arrangements have been made by the hotel or tour operator.
4. Accommodation costs paid for using any timeshare, holiday property bond or other holiday points scheme.
5. Any costs incurred by **you** which are recoverable from the providers of the accommodation (or their administrators) or for which **you** receive or are expected to receive compensation or reimbursement.
6. Any accommodation or travel costs incurred by **you** which cannot be substantiated by a written report from the local or national authority who ordered **your** relocation, which confirms the exact cause for the relocation.
7. Any costs or expenses if **you** decide not to remain in **your** booked accommodation, although it is considered safe and acceptable to continue living there.
8. Any costs which **you** would have expected to pay during **your trip**.
9. Anything mentioned in the general exclusions section.

You can claim only under Section A – Cancellation or Curtailment or Section M – Natural Disaster for the same event.

Making a Complaint

We intend to give **you** the best possible service, but if **you** have any questions or concerns about this insurance or how **your** claim has been handled, please follow the complaints procedure below:

If **you** have a complaint regarding the SALE of this insurance, please contact Rothwell & Towler as follows:

By writing to:	The Customer Services Manager Rothwell & Towler Ltd Tourism House Woodwater Park Pynes Hill Exeter EX2 5WS
Email:	quality@rothwellandtowler.co.uk
Telephone:	0345 90 80 121 Lines are open Monday to Friday between 9am and 5pm.

If **you** have a complaint regarding a CLAIM **you** have made (except Section K1 and K2 – Gadget Cover), please contact White Horse Insurance UK Limited as follows:

By writing to:	The Customer Experience Manager White Horse Insurance UK Limited c/o White Horse Insurance Ireland dac Rineanna House Shannon Free Zone Shannon County Clare V14 CA36 Republic of Ireland
Email:	complaints@white-horse.ie

If **you** have a complaint regarding a CLAIM **you** have made under Section K1 and K2 – Gadget Cover, please contact The Oxford Claims Company as follows:

By writing to:	The Oxford Claims Company Temple Court Mews 109 Oxford Road Oxford OX4 2ER
Email:	complaints@theoxfordclaimscompany.co.uk
Telephone:	01865 745 566 Lines are open Monday to Friday between 9am and 5pm.

We will endeavour to deal with any complaint as quickly as possible. If we cannot agree on a solution, or if after 8 weeks, we have not answered **your** complaint, **you** may contact the Financial Ombudsman Service. Please note that if **you** wish to refer a complaint to the Financial Ombudsman Service, **you** must have completed the above procedure before the Financial Ombudsman Service will consider **your** complaint.

By writing to:	The Financial Ombudsman Exchange Tower, Harbour Exchange Square, London E14 9SR
Website:	www.financial-ombudsman.org.uk
Telephone:	0800 023 4567 / 0300 123 9123

Your legal rights are not affected, and the above complaints procedure is in addition to **your** statutory rights.

Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme in the unlikely event **we** cannot meet **our** obligations to **you**. This depends upon the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS by contacting them as follows:

- Telephone: 0800 678 1100 or 020 7741 4100
- Email: enquiries@fscs.org.uk
- Website: www.fscs.org.uk

Data Protection – White Horse Insurance UK Limited

White Horse Insurance UK Limited, a branch of White Horse Insurance Ireland dac, holds **your** personal information in accordance with all applicable data protection laws.

To administer **your** policy White Horse Insurance UK Limited, a branch of White Horse Insurance Ireland dac will collect and use information about **you** provided by **you**. This notice applies to anyone who is insured under this insurance policy and whose personal information may be processed for the provision of insurance and related services.

Personal information may be used by **us** for the purposes of administering **your** policy including decision making on provision of insurance cover, underwriting, processing and claims handling.

We may also use **your** personal information for other related matters such as customer service, analysis, complaints handling and the detection and prevention of crime. The information **you** have supplied may be passed to other insurers and reinsurers for underwriting and claims purposes or to other third-party service providers used by **us** in fulfilling **your** insurance contract.

We may send **your** personal information in confidence to other companies who provide services to **us** for processing and storage. This may mean sending information to countries outside of the United Kingdom, European Union or European Economic Area that may not have the same levels of privacy legislation as in the United Kingdom, European Union or European Economic Area. When **we** do this, **we** will ensure that **we** transfer the data securely and accordingly to regulatory requirement. **You** have various rights in relation to personal information that is held by **us**, including the right to request access to **your** personal information, the right to correct inaccurate personal information, or the right to request the deletion or suppression of personal information where this is not restricted by any conflicting legitimate interest. This notice explains certain aspects of how **we** use **your** information and what rights **you** have in relation to **your** personal information however, **you** can obtain more information about how **we** use **your** data by reviewing **our** full privacy policy. **Our** privacy policy is available to read on **our** website www.whitehorseinsurance.eu.

Your data will be treated in accordance with **our** privacy policy.

USEFUL INFORMATION

TRAVEL INSURANCE 4 MEDICAL CUSTOMER SERVICE

Monday to Friday

09:00 to 17:00

0345 90 80 121

travelinsurance4medical.co.uk/contact

NON-EMERGENCY CLAIMS SERVICE

You can set up a claim online at whitehorse.myclaimshub.co.uk

+44 (0) 1733 224 861

ClaimsService@cegagroup.com

24/7 EMERGENCY MEDICAL ASSISTANCE

+44 (0) 1733 300 876

Cega.Assistance@cegagroup.com



TRAVEL AWARE

Get advice about travelling abroad, including the latest safety and security information, entry requirements and travel warnings.

www.travelaware.campaign.gov.uk

GADGET CLAIMS

Please log your claim online at <https://theoxfordclaimscompany.co.uk/make-a-claim/>

Monday to Friday

09:00 to 17:00

+44 (0) 1865 745 566

claims@theoxfordclaimscompany.co.uk

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