

# South Wales Police Federation Travel Insurance Policy



**BENEFITS TABLE - POLICY REFERENCE VOY/PWSWP/2011**

**Arranged exclusively for the trustees of the South Wales Police Federation insurance scheme.**

Beneficiaries are covered in accordance with the full wording shown herein up to the limits indicated below. The limits apply per person for each separate trip. The excesses apply for each person and each section of each claim. Valid for issue no later than 29th February 2012.

DESCRIPTION OF COVER	LIMITS	EXCESS*
1 Cancellation or curtailment	£3,000	£50 (£20**)
2 Emergency medical expenses	£5,000,000	£50
3 Hospital stay benefit (amount per day) – including emergency repatriation – including relative's additional expenses – including emergency dental treatment	£500 (£20)  £350	Nil
4 Personal accident - loss of sight, limb(s) or permanent total disablement – maximum payable in the event of death – maximum payable in the event of death under 16	£20,000 £5,000 £2,000	Nil Nil Nil
5 Travel delay (£ each 12 hrs delay/£ each 12 hrs thereafter/max) Abandonment	£25 / £15 / £100 £3,000	Nil £50
6 Missed departure	£500	Nil
7 Hijack (amount per day)	£1,000 (£100)	Nil
8 Baggage – overall limit – maximum per item, pair or set – total limit for all valuables – emergency purchases	£1,500 £250 £400 £150	£50 £50 £50 Nil
9 Personal money – cash limit (£50 for under 18's)	£500 £300	£50 £50 (Nil for under 18's)
10 Loss of passport	£250	Nil
11 Public liability	£2,000,000	£100
12 Catastrophe cover	£500	Nil
13 Ski equipment - overall limit – maximum per item or pair owned or borrowed – maximum per item or pair hired	£400 £250 £150	£50 £50 Nil
14 Ski pack	£250	£50
15 Piste closure (amount per day)	£200 (£20)	Nil

## JOURNEY DISRUPTION FOR INDEPENDENT TRAVELLERS EXTENSION

16 Extended cancellation or curtailment charges	Up to £3,000	£50
Extended delayed departure cover - (£ 12hrs delay/£ each 12hrs thereafter/max) (or up to £3,000 - unused costs)	£25/£15/£100	Nil £50
Extended missed departure	Up to £500	£50
Accommodation cover	Up to £3,000	£50

## ANNUAL MULTI-TRIP POLICY FEATURES

Legal advice helpline	Yes (see page 12 for details)
Family members can travel independently	Yes
Business travel for main policyholder only	Yes
UK trips (minimum 1 night in paid accommodation)	Yes
Maximum age at start/renewal	69 years
Maximum duration per trip	31 days (extensions available up to 60 days for members aged under 65 years)
Wintersports - up to total maximum of	17 days

\*Maximum excess of £100 per policy per incident \*\*loss of deposit only

## Important conditions relating to health

**Existing health conditions** - In line with all travel insurance policies, there are situations that cannot be covered or they can only be covered if declared to and accepted by insurers. Failure to do so may result in a claim being denied. Hence please read the points below in respect of you and your travelling companions insured by us.

In respect of travel to all destinations you are not covered for any directly or indirectly related claims if you or a close relative or a travelling companion or a close business associate,

### At the time of taking out the policy

- Have been given a terminal diagnosis.
- Are on a waiting list for treatment or investigation or are awaiting the results of any tests or investigation.
- Are currently receiving ongoing treatment at a hospital.

### At any time

- Are planning to travel against the advice of your doctor or with a view to obtaining medical treatment.

**For ALL insured persons aged 65 or over, or if you are aged under 65 and are travelling outside of Europe (as defined on page 2), please answer the following questions.**

### At the time of taking out the policy;

- are any of you suffering from or have suffered from any form of cancer that has required any treatment in the past 12 months? Yes  No
- have any of you been treated for breathing difficulties (other than stable well-controlled asthma) or any heart related condition (including angina and hypertension) and are still taking medication or receiving follow up consultations? Yes  No
- do any of you have any other medical conditions that have required specialist referral to a consultant or hospital treatment within the last 6 months? Yes  No

If you have answered 'yes' to questions 1 to 3 there is no cover for claims related directly or indirectly to these conditions. However cover may be available by contacting our medical pre-screening service on 0845 003 8069 (9am-5.30pm Mon-Fri). You must quote reference South Wales Police Federation

In most cases, cover can be provided. If special terms are necessary we will explain them to you and confirm them in writing. If, during the period of the insurance (after you have taken out the insurance but before travel), there is a change in your health and you answer 'yes' to any of the medical screening questions, you must contact the medical pre-screening line as soon as possible on 0845 003 8069.

## MEDICAL AND OTHER EMERGENCIES

### Medical assistance abroad

The emergency assistance service has the medical expertise, contacts and facilities to help should you be injured in an accident or fall ill. The emergency assistance service will also arrange transport to your home country when this is considered to be medically necessary or when you have notice of illness or death of a close relative at home.

### Payment for medical treatment abroad

If you are admitted to a hospital/clinic while abroad, the emergency assistance service will arrange for medical expenses covered by the policy to be paid direct to the hospital/clinic. To take advantage of this benefit someone must contact the emergency assistance service for you as soon as possible.

### Outpatient treatment

If you need outpatient medical treatment, please provide a copy of your certificate of insurance to the doctor and your treatment will be paid for by HealthWatch S.A in line with your policy. You will need to pay any excess at the time of treatment. Note: some clinics may not wish to settle their bill directly with us and you may be asked to pay for your treatment and claim this back upon your return.

**In the case of medical emergency please contact the emergency assistance services on telephone number +44 (0) 207 902 7412**

### Instructions to outpatient clinics

Please send details of the treatment provided, costs after the excess deductions and a copy of the patients certificate of insurance to HealthWatch S.A: email: [newcase@healthwatch.gr](mailto:newcase@healthwatch.gr)

Outpatient department fax: 0030 2310 256455 or 0030 2310 254160

Outpatient department tel: 0030 2310 808052

You must include your bank account details, IBAN no's and/or Swift code for payment to be processed electronically.



### Reciprocal health agreements EU, EEA or Switzerland

If you are travelling to countries within the European Union (EU), the European Economic Area (EAA) or Switzerland you are strongly advised to obtain a European Health Insurance Card (EHIC) application from your local Post Office. You can also apply either online through [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers) or by telephoning 0845 606 2030. This will entitle you to benefit from the reciprocal health care arrangements which exist between countries within the EU/EAA or Switzerland.

In the event of liability being accepted for a medical expense which has been reduced by the use of a European Health Insurance Card we will not apply the deduction of excess under section 2 - emergency medical expenses.

### Australia

If you require medical treatment in Australia you must enrol with a local MEDICARE office. You do not need to enrol on arrival but you must do this after the first occasion you receive treatment. In-patient and out-patient treatment at a public hospital is then available free of charge. Details of how to enrol and the free treatment available can be found in the health advice for travellers booklet available from your local Post Office. Alternatively please call the emergency assistance service for guidance.

If you are admitted to hospital contact must be made with the emergency assistance service as soon as possible and their authority obtained in respect of any treatment NOT available under MEDICARE.

## SPECIAL NOTICE

This is not a private medical insurance and only gives cover in the event of an accident or sudden illness that requires

emergency treatment.

In the event of any medical treatment becoming necessary which results in a claim under this insurance, the insured person will be expected to allow insurers or their representatives unrestricted reasonable access to all their medical records and information.

## PERIOD OF INSURANCE

If you have paid the appropriate annual multi-trip travel insurance premium and you are under 70 years old, the overall period of insurance shall start from 1st January 2011 and shall expire on 29th February 2012. This insurance then covers an unlimited number of holiday/leisure trips within that period, except that no cover exists at all for a trip if it is intended to be for longer than 31 days. Wintersports (as defined) are covered up to a total of 17 days in each period of insurance.

Except as stated below, cover under this insurance starts when you leave your home or place of business in the United Kingdom at the start of your trip and finishes as soon as you return to your home or place of business in the United Kingdom for any reason.

For cancellation only (section 1), cover starts from 1st January 2011 or the date you book your trip, whichever is the latter. Personal money (section 9) will be covered from the time of collection but not more than 72 hours before you travel.

If you are going on a one-way trip all cover will finish 48 hours after your arrival in the country of final destination. If your return is unavoidably delayed for an insured reason, cover will be extended free of charge for the period of delay.

## HOW TO MAKE A CLAIM

For all claims other than medical emergencies please notify the claims handlers either by contacting the telephone number below or via their website. Please quote VOY/PWSWP/2011 South Wales Police Federation

### Rightpath Claims

Tel 0844 887 0305 (9am-5pm Mon-Fri)

Email [claim@rpclaims.com](mailto:claim@rpclaims.com)

Website [www.rpclaims.com](http://www.rpclaims.com)

Airport House, Purley Way, Croydon, CR0 0XZ

In relation to any benefit sought by you, the trustees authorise you to notify the insurer and make a claim under the policy on their behalf and to agree, receive and/or direct payment in relation to all benefits available under the policies. This authority does not extend to bringing legal proceedings against the insurer whether in your own name or in the name of the trustees of the South Wales Police Federation; such proceedings can only be commenced by the trustees of the South Wales Police Federation where a claim has been rejected by the insurer, the trustees of the South Wales Police Federation reserve the right to decide in their absolute discretion, whether or not to bring any such proceedings and whether or not to make any ex-gratia payments to you.

Please do not send in any documentation until you have a completed claim form to go with it. The claim form lists the additional documentation necessary to support your claim.

Always make sure that any loss or theft of valuables or any items are reported to the police within 24 hours, or as soon as possible after that, and a written report obtained in the country where the incident occurred. If your baggage is damaged or lost in transit whilst "checked-in" you must report it to the handling agents or airline as soon as possible on collection and obtain a Property Irregularity Report. These reports (if applicable to your claim), together with all available receipts and any other requested documentation, must be submitted with your claim form.

## DEFINITIONS

Listed below are certain words that appear throughout the policy. In all cases they will have the meanings shown below.

**Accident/accidental** means a sudden, unexpected,

unusual, specific, violent external event which occurs at a single identifiable time and place and independently of all other causes, resulting directly, immediately and solely in physical bodily injury which results in a loss.

**Baggage** means personal belongings, including clothing worn, and personal luggage owned or borrowed by you that you take with you or buy on your trip.

**Beneficiary** means subscribing member, their cohabiting partner and any number of their dependent children aged under 21 years, all normally residing together in their family home. Your membership of the scheme must be accepted by the trustees. You must be a permanent resident in the United Kingdom and registered with a medical practitioner in the United Kingdom. Each person is separately insured.

**Breakdown** means that the vehicle in which you are travelling stops as a result of mechanical or electrical failure due to any cause other than lack of fuel, oil or water.

**Business colleague** means any person that you work closely with whose absence for a period of one or more complete days necessitates the cancellation or curtailment of the trip as certified by a director of the business.

**Curtailed/curtail** means cutting your planned journey short by early return to your home country or admission to hospital as an inpatient so that you lose the benefit of accommodation you have paid for.

**Europe** means the continent of Europe West of the Ural mountains, any country with a Mediterranean coastline, the Canary Islands, Madeira and Iceland.

**Expert witness** means a person who testifies in a court of law because they have specialist knowledge in a particular field or area of expertise, entitling that person to testify about their opinion on the meaning of facts.

**Family** means subscribing member, their cohabiting partner and any number of their dependent children aged under 21 years, all normally residing together in their family home.

**Home country** means your usual place of residence in the United Kingdom, Channel Islands or Isle of Man.

**Medical condition** means any disease, illness or injury.

**Medical practitioner** means a registered practising member of the medical profession who is not related to you or any person with whom you are travelling.

**Non-traveller** means your relative or business colleagues who are not travelling with you, and people with whom you have arranged to stay.

**Personal money** means cash, being banknotes and coins, travellers' cheques and postal orders, travel tickets and accommodation vouchers carried by you for your personal use.

**Public transport** means any aeroplane, ship, train or coach on which you are booked to travel.

**Relative** means husband, wife, civil partner (or named partner with whom you are living at the same address), parent, grandparent, parent-in-law, brother, sister, child, grandchild, brother-in-law, sister-in-law, son-in-law, daughter-in-law or fiancé(e).

**Ski equipment** means skis, snowboards, ski-poles, bindings and ski-boots.

**Terrorism** means an act, including but not limited to the use of force or violence and/or 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.

**Trip** means any holiday, leisure or business trip for which you have paid the appropriate premium.

**Trustees** means the trustees for the time being of the South Wales Police Federation.

**Unattended** means when you are not in full view of and not in a position to prevent unauthorised interference with your property or vehicle.

**Valuables** means watches, furs, jewellery, photographic equipment, binoculars, telescopes, spectacles, sunglasses, video equipment, camcorders and audio equipment (including personal stereos, DVD

and mini-disc players, MP3 players), CD's, DVD's, tapes, films, cassettes, cartridges and headphones.

\*Please note that exclusions may apply for valuables that are lost, damaged or stolen whilst as checked-in baggage. It is therefore important that you store your valuables in your carry-on or hand luggage and they are under your supervision at all times.

**We, us and our** means AXA Insurance UK plc., registered office: 5 Old Broad Street, London, EC2N 1AD. Registered in England No. 78950.

**Wintersports** means cross country skiing (Nordic skiing), glacier skiing, recreational racing, snow-mobiling, mono-skiing, off-piste skiing or snow-boarding (provided local safety guidelines and warnings are observed), on-piste skiing, on-piste snow-boarding, snow blading and snow sledging.

**You and your** means the beneficiary.

## POLICYHOLDER

The appointed trustees for the time being of South Wales Police Federation Insurance Scheme as recorded in the Trust Deed. [The trustees.]

## INSURER

Arranged by Voyager Insurance Services Ltd and underwritten by AXA Insurance UK plc. Registered office: 5 Old Broad Street, London, EC2N 1AD. Registered in England No. 78950.

Voyager Insurance Services Ltd. and AXA Insurance UK plc, are authorised and regulated by the Financial Services Authority. This can be checked on the FSA's register by visiting the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting them on 0845 606 1234

AXA Insurance UK plc. is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)

## Governing Law

You and we can choose the law which applies to this policy. We propose that English law applies. Unless we and you agree otherwise, English Law will apply to this policy.

## SECTION 1 CANCELLATION OR CURTAILMENT

(Cover under this section starts from the date shown in your documentation or the date travel is booked, whichever is the latter).

**You are covered** up to the amount shown in the benefits table for your proportionate share of the unused travel and accommodation costs (including unused pre-booked excursions up to a value of £150) that have been paid or where there is a contract to pay that cannot be recovered from anywhere else if it is necessary to cancel or curtail the planned trip because of any of the following events involving you or a travelling companion that first occur during the period of insurance:-

- a.
  - i. unforeseen injury, illness or death or
  - ii unforeseen complications arising as a direct result of pregnancy suffered by you, a travelling companion or a non traveller.
- b. the accidental injury, illness or death of your relative or that of a travelling companion, a business colleague or person with whom you intended to stay.
- c. receipt of a summons for jury service, being subpoenaed as a court witness, called to court as a witness (but not as an expert witness) or being placed in compulsory quarantine.
- d. unexpected requirement for emergency and unavoidable duty as a member of the armed forces, police, fire, nursing, ambulance or coastguard services resulting in cancellation of previously agreed leave.
- e. redundancy, provided that you are entitled to payment under the current redundancy payments legislation and that at the time of booking your trip you had no reason to believe that you

would be made redundant.

- f. your presence being required to make your property safe and secure following fire, flood or burglary that causes damage at your home within 48 hours of departure, or whilst you are away.
- g. your car becoming unusable as a result of theft, fire or accident within 7 days of your departure. This only applies if you are planning to go on a self-drive trip in the car.

#### **You are not covered for**

- a. the amount of the excess shown in the benefits table.
- b. anything not included in the items **You are covered** above.
- c. claims arising directly or indirectly as a result of your failure to comply with the important conditions relating to health on the front page of this policy booklet.
- d. any costs incurred in respect of visas obtained in connection with the trip.
- e. disinclination to travel.

**Please note** that curtailment claims will be calculated from the day you return to your home country or you are hospitalised as an in-patient. Your claim will be based solely on the number of complete nights' accommodation lost. In respect of travel expenses, we will pay for any additional costs but not for the loss of your pre-booked arrangements.

#### **Conditions**

It is a requirement of this insurance that if you

- a. (for cancellation) become aware of any circumstances which make it necessary for you to cancel your trip, you must advise your tour operator or travel agent in writing within 48 hours. The maximum amount we will pay will be limited to the applicable cancellation charges at that time.
- b. (for curtailment) wish to return home differently to your original plans and claim any additional costs under this insurance, you must contact our nominated 24 hour emergency service and obtain their agreement to the new arrangements. Failure to do so will affect the assessment of your claim.

**Please also refer to the general exclusions and conditions.**

### **SECTION 2 EMERGENCY MEDICAL EXPENSES**

**You are covered** up to the amount shown in the benefits table for either the necessary and reasonable costs incurred as a result of your unforeseen bodily injury, illness, death or complications arising as a direct result of pregnancy during your trip in respect of:-

- a. emergency medical, surgical and hospital treatment and transportation. At the sole discretion of our nominated 24 hour emergency service, who reserve the right to make the final decision as to whether or not it is medically necessary, this also includes the cost of repatriation to your home country, by whatever means deemed medically necessary. The cost of emergency dental treatment to natural teeth is covered up to £350 provided that it is for the immediate relief of pain only.
- b. additional travel expenses and accommodation (on a bed and breakfast basis) to enable you to return home if you are unable to travel as originally planned.
- c. additional travel expenses and accommodation (on a bed and breakfast basis) for
  - i. a travelling companion to stay with you and accompany you home or,
  - ii. a relative or friend to travel from your home country to stay with you and accompany you home.
- d. returning your remains to your home or of a funeral in the country where you die, up to the equivalent cost of returning your remains to your home country.
- e. with the prior agreement of our nominated 24 hour emergency service your necessary additional travel expenses to return home following the death, injury or illness of a travelling companion or of your relative or business colleague in your home country.

#### **You are not covered for**

- a. the amount of the excess shown in the benefits table in respect of each claim unless a recovery can be made under the terms of the European Health Insurance Card (EHIC) or any other reciprocal agreement.

b. claims arising directly or indirectly as a result of your failure to comply with the important conditions relating to health on the front page of this policy booklet.

c. any treatment or surgery

- i. which is not immediately necessary and can wait until you return home. We may instruct you to return if our medical advisors and the doctors treating you decide that you can safely return home. If you refuse to be repatriated all cover under the policy will cease.
- ii. which in the opinion of our nominated 24 hour emergency service is considered to be cosmetic, experimental or elective.
- iii. carried out in your home country or more than 12 months after the expiry of this insurance.

d. normal pregnancy, without any accompanying bodily injury, illness or complication. This section is designed to provide cover for unforeseen events, accidents and illnesses and normal childbirth would not constitute an unforeseen event.

e. exploratory tests unless they are normally conducted as a direct result of the condition which required referral to hospital.

f. claims related to manual labour unless declared to and accepted by us.

g. the additional cost of accommodation in a single or private room, unless it is medically necessary or there is no alternative.

h. the costs of medication or treatment that you knew at the time of your departure would need to be continued during your trip.

i. the costs of replacing or repairing false teeth or of dental work involving the use of precious metals.

#### **Please note**

If you do not hold a return ticket to your home country we will only pay the additional cost of an economy class ticket in excess of the cost of a typical advance purchase discounted fare for the appropriate route.

#### **Important conditions**

Please note that it is essential under the terms of this insurance that:

a. in the event of any illness, injury, accident or hospitalisation involving anyone insured under this policy where the anticipated costs are likely to exceed £300 you must notify our nominated 24 hour emergency service. They will direct you to an appropriate medical facility and may be able to guarantee costs on your behalf.

If it is not possible to notify them in advance because the condition requires immediate treatment to save life or limb our nominated emergency service must be contacted as soon as possible. Failure to do so will affect the assessment of your claim.

b. wherever possible you must use medical facilities that entitle you to the benefits of any reciprocal health agreement such as the EHIC in Europe and Medicare in Australia.

c. we reserve the right to repatriate you to your home country when, in the opinion of the doctor in attendance and our medical advisors, you are fit to travel.

**Please also refer to the general exclusions and conditions.**

### **SECTION 3 HOSPITAL STAY BENEFIT**

**You are covered** for the amount shown in the benefits table for each night spent receiving in-patient hospital treatment outside of your home country that is covered under section 2 - emergency medical expenses.

**Please also refer to the exclusions and conditions relating to section 2 - emergency medical expenses and the general exclusions and conditions.**

### **SECTION 4 PERSONAL ACCIDENT**

**You are covered** for the amount shown in the benefits table if you have an accident whilst you are on your trip which is the sole and independent cause of your death, permanent total disablement, loss of sight or loss of limb(s) within 12 months of the accident.

If you are aged under 16 at the date of the accident, the amount you are covered for in the event of your death is shown in the benefits table.

Payment under this section in respect of all the consequences

of an accident shall be limited in total to the amount shown in the benefits table.

In the event of your death within 12 months of the accident, the total payment will be limited to the amount shown for death.

**“Accident”** means a sudden, unexpected, unusual, specific, violent, external event which occurs at a single identifiable time and place and independently of all other causes, resulting directly, immediately and solely in physical bodily injury which results in a loss.

**“Permanent total disablement”** means that for the twelve months following your accident you are totally unable to work in any relevant occupation, education or training and at the end of that time there is no prospect of improvement.

**“Loss of limb(s)”** means physical loss of a hand or foot or complete loss of use of a hand, arm, foot or leg.

**“Loss of sight”** means total and permanent loss of sight which shall be considered as having occurred:

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

#### **You are not covered for**

- a. claims arising out of manual labour.
- b. a “permanent total disablement” claim if at the date of the accident you are over the statutory retirement age and are not in full time paid employment.
- c. the contracting of any disease, illness and/or medical condition.
- d. the injection or ingestion of any substance.
- e. any event which directly or indirectly exacerbates a previously existing physical bodily injury.
- f. claims arising directly or indirectly as a result of your failure to comply with the important conditions relating to health on the front page of this policy booklet.
- g. more than one of the benefits relating to the same injury

**Please also refer to the general exclusions and conditions.**

### **SECTION 5 TRAVEL DELAY AND ABANDONMENT**

**You are covered** up to the amounts (a), (b) and (c) shown in the benefits table if the arrival of the public transport on which you are booked to travel is delayed by at least 12 hours (a) for the first complete 12 hour period of delay and (b) for each subsequent complete 12 hour period, up to the maximum payable (c).

However if you are delayed on your outward journey from your home country such that you will arrive at your destination more than 24 hours after the original scheduled arrival time and you choose to abandon your trip instead of a payment for delay you are covered for the cost of the trip, up to the maximum claimable under section 1 - cancellation or curtailment.

#### **You are not covered**

- a. for a claim caused by a strike if it had started or been announced before you arranged this insurance or booked your trip, whichever is the latter.
- b. if you fail to check-in on time.
- c. if transport services are withdrawn as the result of a recommendation or instruction from the Civil Aviation Authority, Port Authority or similar body.
- d. for the amount of the excess shown in the benefits table in respect of each claim for abandonment.
- e. to claim under this section if you have claimed under section 6 - missed departure from the same cause.

**Please also refer to the general exclusions and conditions.**

### **SECTION 6 MISSED DEPARTURE**

**You are covered** up to the amount shown in the benefits table for necessary additional accommodation and travel expenses that you incur in reaching your destination if you arrive at any

departure point shown on your pre-booked itinerary too late to board the public transport on which you are booked to travel as a result of:

- a. the failure of public transport or,
- b. a road traffic accident or vehicle breakdown delaying the vehicle in which you are travelling.

#### **You are not covered**

- a. for a claim caused by a strike if it had started or been announced before you arranged this insurance or booked your trip, whichever is the latter.
- b. to claim under this section if you have claimed under section 5 - travel delay from the same cause.
- c. for any claim for more than the cost of the original booked trip.

#### **Conditions**

It is a requirement of this insurance that you must:-

- a. have planned to arrive at your departure point in advance of your earliest scheduled check-in time and provide a written report from the carrier, police or relevant transport authority confirming the delay and stating its cause.
- b. obtain a report from repairers if your claim is because of breakdown or accident to your car.

**Please also refer to the general exclusions and conditions.**

### **SECTION 7 HIJACK**

**You are covered** up to the amounts shown in the benefits table if the aircraft on which you are travelling as a passenger or the crew of the aircraft are hi-jacked.

**You are not covered for** claims arising from you, your family or your business connections having been or being engaged in activities that could reasonably be expected to increase the risk of hijack.

**Please also refer to the general exclusions and conditions.**

### **SECTION 8 BAGGAGE**

**You are covered** up to the amounts shown in the benefits table, after making reasonable allowance for wear, tear and depreciation for the loss or theft of, or damage to,

- a. your baggage
- b. your valuables

**You are also covered** up to the amount shown in the benefits table in respect of emergency purchases for the reasonable cost of buying essential requirements if you are deprived of your baggage for more than 12 hours after arrival at your outbound destination. You must provide receipts for the items that you buy. If your baggage is permanently lost, any amount that we pay for emergency purchases will be deducted from the total claim.

#### **You are not covered for**

- a. the amount of the excess shown in the benefits table in respect of each claim, except for emergency purchases.
- b. more than the amount shown in the benefits table for any one item, pair or set in respect of baggage and valuables.
- c. any additional value an item may have because it forms part of a pair or set.
- d. baggage stolen from an unattended motor vehicle between the hours of 9 p.m. and 8 a.m. or, if the theft occurs at any other time of day, unless the vehicle is being used for travel between different points of overnight accommodation.
- e. loss or theft of or damage to valuables whilst they are out of your immediate control and supervision unless locked in a hotel safe (or equivalent facility) or locked in your private accommodation.
- f. breakage of fragile articles unless caused by fire or by an accident to the aeroplane, ship or vehicle in which they are being carried.
- g. loss or theft of or damage
  - i. to household goods, bicycles, waterborne craft and their fittings of any kind,
  - ii. to motor vehicles, trailers or caravans or any fixtures,

- iii. to watersports and ski equipment,
- iv. to contact lenses, dentures and hearing aids,
- v. baggage in transit unless reported to the carrier as soon as possible and a written Property Irregularity Report is obtained,
- vi. mobile telephones, computers and/or accessories, (including games and games consoles, PDA's personal organisers, laptops and electronic navigation equipment) and televisions.

PLEASE NOTE THAT THESE ITEMS ARE MORE APPROPRIATELY COVERED ON A HOUSEHOLD POLICY ALL RISK SECTION WHERE THE FULL VALUE MAY BE COVERED WORLDWIDE 365 DAYS A YEAR.

- vii. to baggage sent by post, freight or any other form of unaccompanied transit,
  - viii. to sports clothes and equipment whilst in use,
  - ix. caused by moth or vermin or by gradual wear and tear in normal use,
  - x. caused by any process of cleaning, repairing or restoring,
  - xi. caused by leakage of powder or fluid from containers carried in your baggage.
- h. mechanical or electrical breakdown.

**Please also refer to the special exclusions and conditions shown below and to the general exclusions and conditions.**

### SECTION 9 PERSONAL MONEY

(Cover under this section starts at the time of collection from the bank, or 72 hours prior to departure, whichever is the latter).

**You are covered** up to the amount shown in the benefits table for loss or theft of personal money.

**You are not covered for**

- a. the amount of the excess shown in the benefits table in respect of each claim.
- b. loss or theft from an unattended motor vehicle at any time.
- c. more than the amount shown in the benefits table in respect of cash carried by you whoever it may belong to.
- d. any loss resulting from shortages due to error, omission or depreciation in value.
- e. loss or theft of personal money whilst out of your immediate control or supervision unless locked in a hotel safe (or equivalent facility) or locked in your private accommodation.

**Please also refer to the special exclusions and conditions shown below and to the general exclusions and conditions.**

### SECTION 10 LOSS OF PASSPORT

**You are covered** up to the amount shown in the benefits table following loss or theft of your passport for any reasonable additional necessary costs incurred in obtaining a replacement to enable you to continue your trip or return to your home country.

**You are not covered** for loss or theft from an unattended motor vehicle at any time or from baggage whilst in transit unless you are carrying it.

**Please also refer to the special exclusions and conditions shown below and to the general exclusions and conditions.**

**Special exclusions applicable to sections 8, 9 and 10**

**You are not covered for**

- a. loss or theft of anything left unattended in a public place, including on a beach.
- b. loss or theft of valuables, personal money, passport and any item unless reported to the police within 24 hours of discovering the loss, or as soon as possible after that, and a written report obtained in the country where the incident occurred.
- c. loss of bonds or securities of any kind.
- d. delay, detention, seizure or confiscation by customs or other officials.

**Special conditions applicable to sections 8, 9 and 10**

It is a requirement of this insurance that you must:

- a. in the event of a claim,
  - i. provide receipts or other documentation to prove ownership and value, especially in respect of valuables and
  - ii. retain any damaged items for our inspection.
- b. take care of your property at all times and take all practical steps to recover any item lost or stolen. Failure to exercise all reasonable care may result in your claim being reduced or declined.

**Please also refer to the general exclusions and conditions.**

### SECTION 11 PUBLIC LIABILITY

**You are covered** up to the amount shown in the benefits table plus legal costs incurred with our written consent, if you are held legally liable to pay compensation for any claim or series of claims arising from any one event or source of original cause that results in:

- a. accidental bodily injury to someone else or
- b. accidental loss or damage to someone else's property, including your temporary trip accommodation and its contents.

**You are not covered for**

- a. the amount of the excess shown in the benefits table in respect of each claim.
- b. any liability arising from loss or damage to property that is
  - i. owned by you or a member of your family or your travelling companions, or
  - ii. in your care, custody or control, other than your temporary trip accommodation and its contents, not owned by you or a member of your family or your travelling companions.
- c. any liability for bodily injury, loss or damage
  - i. to your employees or members of your family or household or your travelling companions or to their property.
  - ii. arising out of or in connection with your trade, profession, business, or assumed under contract.
  - iii. arising out of the ownership, possession, use or occupation of land or buildings.
  - iv. arising directly or indirectly from or due to ownership, possession or use of any motorised or mechanical vehicles including any attached trailers or caravans, any aircraft (whatsoever), any watercraft or vessel (other than manually propelled watercraft or vessel) or any other form of motorised leisure equipment.
  - v. arising directly or indirectly from or due to ownership, possession or use of any firearms or weapons of any kind.
  - vi. arising directly or indirectly from or due to any animals belonging to you or in your care, custody or control
  - vii. arising out of your criminal, malicious or deliberate acts.
  - viii. arising out of dangerous sports or pastimes including contact sports unless declared to and accepted by us.
  - ix. arising directly or indirectly from the transmission of any contagious or infectious diseases or virus

### Conditions

If something happens that is likely to result in a claim, you must notify the claims handlers as soon as possible in writing. You must not discuss or negotiate your claim with any third party without the written consent of the claims handlers. Any related correspondence or documentation that you receive must be sent as soon as possible, unanswered, to the claims handlers.

**Please also refer to the general exclusions and conditions.**

### SECTION 12 CATASTROPHE COVER

**You are covered** up to the amount shown in the benefits table in respect of necessary and reasonable additional travel and accommodation expenses incurred in the event that you are forced to move from pre-booked accommodation to continue your trip or, if the trip cannot be continued, to return home as a result of:

- a. fire, lightning or explosion rendering the pre-booked accommodation uninhabitable.

- b. local medical epidemic or directive from the responsible Government or local authority directly affecting the area where the pre-booked accommodation is.
- c. hurricane, storm or other natural disaster that threatens your safety such that official evacuation orders are issued or that the pre-booked accommodation is rendered uninhabitable.
- d. civil unrest, rebellion or war directly affecting the area where you are.

**You are not covered for**

- a. your own decision not to stay in your pre-booked accommodation when official directives from local or national authorities state that it is acceptable to do so, unless the Foreign and Commonwealth Office deem otherwise.
- b. any costs, expenses or compensation payable by or recoverable from a tour operator, airline, hotel or other service provider.
- c. any extra costs incurred for accommodation or transport of a higher standard or fare category than that which you originally booked.
- d. any expenses that would normally have been incurred during your trip including food and drink.
- e. any claim where you were travelling against the advice of the Foreign and Commonwealth Office or other local or national authorities.
- f. any claim where the circumstances giving rise to the claim were a matter of public knowledge prior to your departure for that area.

**Conditions**

It is a condition of this insurance that before any claim may be considered under this section:

- a. you must provide a statement from the appropriate local authority and/or accommodation provider confirming the reason, nature and duration of the catastrophe leading to a claim under this section.
- b. you must notify our nominated 24 hour emergency service and obtain their prior authority before you make any arrangements to return home early.

**Please also refer to the general exclusions and conditions.**

**SECTION 13 SKI EQUIPMENT AND OTHER EXPENSES**

**You are covered** up to the amounts shown in the benefits table, after making reasonable allowance for wear, tear and depreciation and subject to the special condition shown below, for

- a. loss or theft of, or damage to ski equipment owned or borrowed by you,
- b. loss or theft of, or damage to ski equipment hired by you,
- c. the cost of necessary hire of ski equipment following:
  - i. loss or theft of, or damage to, your ski equipment insured by us or,
  - ii. the delayed arrival of your ski equipment, subject to you being deprived of their use for not less than 12 hours.

**You are not covered for**

- a. the amount of the excess shown in the benefits table for each claim other than claims for hire costs
- b. ski equipment stolen from an unattended motor vehicle between the hours of 9 p.m. and 8 a.m. or, if stolen at any other time, unless they were forcibly removed whilst locked either inside the vehicle or to a purpose designed ski rack
- c. damage to ski equipment whilst in use for race training or racing
- d. your damaged ski equipment unless returned to the United Kingdom for our inspection
- e. loss or theft of ski equipment not reported to the police within 24 hours of discovering the the loss, or as soon as possible after that, and a written report or reference obtained in the country where the incident occurred
- f. loss or theft of, or damage to, ski equipment whilst in transit unless reported to the carrier and a Property Irregularity Report obtained
- g. loss or theft of, or damage to, ski equipment over 5 years old.

**Special condition applicable to section 13**

The maximum we will pay for any one article, pair or set of articles is the proportion of original purchase price shown below or the 'maximum per item' limit shown in the benefits table, whichever is the less.

**Age of equipment proportion of original purchase price**

Up to 1 year	85%
Up to 2 years	65%
Up to 3 years	45%
Up to 4 years	30%
Up to 5 years	20%
Over 5 years	NIL

**Please also refer to the general exclusions and conditions.**

**SECTION 14 SKI PACK**

**You are covered** up to the amounts shown in the benefits table for the proportionate value of any ski pass, ski hire or ski school fee that you are unable to use following

- a. accidental injury or sickness that prevents you from skiing, as medically certified, or
- b. loss or theft of your ski pass.

**You are not covered for**

- a. the amount of the excess shown in the benefits table for each claim.
- b. loss or theft of ski pass not reported to the police within 24 hours of discovering the loss, or as soon as possible after that, and a written report or reference obtained in the country where the incident occurred.

**Please also refer to the general exclusions and conditions.**

**SECTION 15 PISTE CLOSURE**

(Valid for the period 15th December to 31st March only).

**You are covered** for the daily amount shown in the benefits table for each day that it is not possible to ski because all pistes are closed due to a complete lack of snow, adverse conditions or avalanche danger in your pre-booked holiday resort, up to the total amount shown either.

- a. for the costs you have paid for travel to an alternative resort including the necessary additional cost of a ski pass or
- b. a compensation payment to you after you return where no alternative is available.

**You are not covered** if you arranged this insurance or booked your trip within 14 days of departure and at that time there was a lack of snow in your planned resort such that it was likely to be not possible to ski.

**Conditions**

- a. you must provide written confirmation from the resort authorities or ski lift operators for the period that there was no skiing available owing to the closure of all ski lifts.
- b. you must submit receipts for the travel and ski pass costs that you wish to claim.

**Please also refer to the general exclusions and conditions.**

**SECTION 16 JOURNEY DISRUPTION FOR INDEPENDENT TRAVELLERS EXTENSION**

This extension to the policy provides the following amendments to the insurance, specifically for trips that do not constitute a package (as described in the special definition below).

**Special definition relating to this section**

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

- a. transport
- b. accommodation
- c. other tourist services in addition to transport or accommo-

ation (such as car hire or airport parking) and accounting for a significant proportion of the package

### **Extended cancellation or curtailment charges cover**

#### **What is covered**

Section 1 – cancellation or curtailment charges is extended to include the following cover.

We will pay you up to £3,000 for any irrecoverable unused travel and accommodation costs (including excursions up to £150) and other pre-paid charges which you have paid or are contracted to pay, together with any reasonable additional travel expenses incurred if:

**a.** you were not able to travel and use your booked accommodation or

**b.** the trip was curtailed before completion

as a result of the Travel Advice Unit of the Foreign & Commonwealth Office (FCO) or the World Health Organisation (WHO) or regulatory authority in a country to/from which you are travelling issuing a directive:

**1.** prohibiting all travel or all but essential travel to or

**2.** recommending evacuation from

the country or specific area or event to which you were travelling, providing the directive came into force after you purchased this insurance or booked the trip (whichever is the later), or in the case of curtailment after you had left your home country to commence the trip.

### **Extended travel delay cover**

#### **What is covered**

Section 5 – travel delay is extended to include the following cover.

#### **We will pay you one of the following amounts:**

**1.** if the public transport on which you are booked to travel is cancelled or delayed, leading to your departure being delayed for more than 12 hours at the departure point of any connecting public transport in your home country or to your overseas destination or on the return journey to your home we will pay you

**a.** £25 for the first completed 12 hours delay and £15 for each full 12 hours delay after that, up to a maximum of £100 (which is meant to help you pay for telephone calls made and meals and refreshments purchased during the delay) provided you eventually continue the trip.

**2.** we will pay you up to £3,000 for either:

**a.** any irrecoverable unused accommodation and travel costs (including excursions up to £150) and other pre-paid charges which you have paid or are contracted to pay because you were not able to travel and use your booked accommodation as a result of:

i) the public transport on which you were booked to travel from your home country being cancelled or delayed for more than 12 hours or

ii) you being denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 12 hours

and you choose to abandon your trip because the alternative transport to your overseas destination offered by the public transport operator was not reasonable or

**b.** suitable additional accommodation (room only) and travel expenses necessarily incurred in reaching your overseas destination and/or in returning to your home country as a result of:

i) the public transport on which you were booked to travel being cancelled, delayed for more than 12 hours, diverted or re-directed after take-off or

ii) you being denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 12 hours

and you choose to make other travel arrangements for your trip because the alternative transport offered by the public transport operator was not reasonable. The amount payable will be

calculated after deduction of the amount of the refund on your ticket(s) together with any compensation from the public transport operator.

You can only claim under subsections 1. or 2. for the same event, not both.

If the same costs, charges or expenses are also covered under section 5 – travel delay you can only claim for these under one section for the same event.

### **Extended missed departure cover**

#### **What is covered**

Section 6 – missed departure cover is extended to include the following cover.

**a.** we will pay you up to £500 for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching your overseas destination or returning to your home country if you fail to arrive at the departure point in time to board any onward connecting public transport on which you are booked to travel, following completion of the initial international journey, including connections within your home country on the return journey to your home as a result of:

**1.** the failure of other public transport or

**2.** strike, industrial action or adverse weather conditions or

**3.** you being denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 12 hours.

If the same expenses are also covered under section 6 – missed departure you can only claim for these under one section for the same event.

### **Accommodation cover**

#### **What is covered**

We will pay you up to £3,000 for either:

**1.** any irrecoverable unused accommodation costs (including excursions up to £150) and other pre-paid charges which you have paid or are contracted to pay because you were not able to travel and use your booked accommodation or

**2.** reasonable additional accommodation and transport costs incurred:

**a.** up to the standard of your original booking, if you need to move to other accommodation on arrival or at any other time during the trip because you cannot use your booked accommodation or

**b.** with the prior authorisation of our nominated 24 hour emergency service to repatriate you to your home if it becomes necessary to curtail the trip as a result of the insolvency of the providers of the accommodation, fire, flood, earthquake, explosion, tsunami, landslide, avalanche, volcanic eruption, hurricane, storm or an outbreak of food poisoning or an infectious disease affecting your accommodation or resort.

You can only claim under one of subsections 1. or 2. of what is covered for the same event, not both.

If the same costs and charges are also covered under section 1 – cancellation or curtailment charges you can only claim for these under one section for the same event.

### **Special conditions relating to claims**

**1.** if you fail to notify the travel agent, tour operator or provider of transport or accommodation as soon as you find out it is necessary to cancel the trip, the amount we will pay will be limited to the cancellation charges that would have otherwise applied.

**2.** you must get (at your own expense) written confirmation from the provider of the accommodation (or their administrators), the local police or relevant authority that you could not use your accommodation and the reason for this.

**3.** you must tell the emergency assistance service as soon as possible of any circumstances making it necessary for you to return home and before any arrangements are made for your repatriation.

4. you must check in, according to the itinerary supplied to you unless your tour operator has requested you not to travel to the airport.
5. you must get (at your own expense) written confirmation from the public transport operator (or their handling agents) of the cancellation, number of hours of delay or denied boarding and the reason for these together with details of any alternative transport offered.
6. you must comply with the terms of contract of the public transport operator and seek financial compensation, assistance or a refund of your ticket from them, in accordance with the terms and/or (where applicable) your rights under EU Air Passengers Rights legislation in the event of denied boarding, cancellation or long delay of flights.

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

1. the first £50 of each and every claim, per incident claimed for, under this section by each insured person (except claims under subsection 1. a) of what is covered under the extended delayed departure cover above)
2. the cost of Airport Departure Duty/Tax (whether irrecoverable or not).
3. travel tickets paid for using any airline mileage reward scheme, for example Air Miles.
4. accommodation costs paid for using any Timeshare, Holiday Property Bond or other holiday points scheme.
5. claims arising directly or indirectly from:
  - a. strike, industrial action or a directive prohibiting all travel or all but essential travel, to the country or specific area or event to which you were travelling, existing or being publicly announced by the date you purchased this insurance or at the time of booking any trip.
  - b. an aircraft or sea vessel being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority, Port Authority or any such regulatory body in a country to/from which you are travelling.
  - c. denied boarding due to your drug use, alcohol or solvent abuse or your inability to provide a valid passport, visa or other documentation required by the public transport operator or their handling agents.
6. 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.
7. any costs incurred by you which are recoverable from the public transport operator or for which you receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.
8. any accommodation costs, charges and expenses where the public transport operator has offered reasonable alternative travel arrangements.
9. any costs for normal day to day living such as food and drink which you would have expected to pay during your trip.

- A letter from the carriers (or their handling agents) confirming the number of hours delay, the reason for the delay and confirmation of your check in times.
- Written confirmation from the public transport operator (or their handling agents) of the cancellation, number of hours of delay or denied boarding and the reason for these together with details of any alternative transport offered.
- Written confirmation from the company providing the accommodation (or their administrators), the local police or relevant authority that you could not use your accommodation and the reason for this.
- Receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.
- Any other relevant information relating to your claim under this section that we may ask you for.

**Please also refer to the general exclusions and conditions.**

#### **Claims evidence**

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

- A copy of the advice against all travel or all but essential travel issued by the Foreign & Commonwealth Office (FCO) or the World Health Organisation (WHO) or the regulatory authority in a country to/from which you are travelling.
- Booking confirmation together with a cancellation invoice from your travel agent, tour operator or provider of transport/accommodation.
- In the case of curtailment claims, written details from your travel agent, tour operator or provider of transport/accommodation of the separate costs of transport, accommodation and other pre-paid costs or charges that made up the total cost of the trip.
- Your unused travel tickets.

## SPORTS & ACTIVITIES

Level 1	Level 2 (if required, please call Philip Williams & Co on 0845 230 1650)
Abseiling (max 100m) (a,c)	Aerial Safari (a)
Angling	American Football (c,d)
Archery (a,b)	Ballooning (a)
Badminton	Black Water Rafting (Grades 4-5) (a) life jacket and helmet must be worn
Black Water Rafting (Grades 1-3) (a) life jacket and helmet must be worn	Bouldering
Bowling	Bungee Jumping (3 or more jumps) (a,c)
Bungee Jumping (max 2 jumps) (a,c)	Canoeing White Water (Grade 1-3) (a) life jacket and helmet must be worn
Camel/ Elephant riding/trekking (main purpose of trip) (b)	
Canoeing (inland/coastal, no White Water) (a) life jacket and helmet must be worn	
Clay Pigeon Shooting (a,b)	
Cycling	
Deep Sea Fishing (a) life jacket must be worn	Equestrian activities other than trekking and hacking riding hat must be worn
Fell Running/Walking (without ropes, picks or guides)	Football (including 5 a side) (d)
Golf	Go-Karting (a,b) within organisers guidelines
Gymnastics (a)	
Hiking without ropes, picks or guides up to 1500m	Hiking without ropes, picks or guides up to 3000m (a)
Horse Riding (Hacking only - incidental to trip, no jumping) riding hat must be worn	Hockey (d)
Hot-Air Ballooning (a,b) organised pleasure rides only	Horse Riding/Trekking (main purpose of trip) riding hat must be worn
	Hunting on foot, animal or machine (a,b,c)
Ice Skating (in-door only)	
Jet Boating / Jet Skiing (inland/coastal waters, no White Water) (a,b) life jacket must be worn	Jet Boating / Jet Skiing White Water (Grades 1-2) (a,b)
Kayaking (inland/coastal waters, no White Water) (a) life jacket and helmet must be worn	Kayaking White Water (Grades 1-3) (a) life jacket and helmet must be worn
	Kite Surfing (c)
Martial Arts (non-contact)	Martial Arts (d)
Motor Biking (you must wear a helmet and hold a licence allowing you to ride an equivalent motorcycle in the UK.) (b,c)	Mountain Biking (off-road) (b,c) wearing a helmet
Orienteering (a)	
Outdoor Endurance (a)	
Outward Bound (a)	
Paint balling (a,b) wearing eye protection	
Parasailing (a)	Quad Biking (a,b,c) helmet must be worn
Parascending (over water only) (a)	
Passenger private small aircraft/helicopter (a)	
Rambling	
Roller Skating/Blading (no stunting)	Rugby (c,d)
Rowing / Sculling (inland/coastal waters, no White Water)	
Rifle range shooting (a,b)	
Safari Tours (a)	Sailing outside coastal waters (Europe ONLY) (a,b)
Sailing (coastal waters only) (a,b)	Scrambling
Scuba Diving (30m) (a)	Sea Canoeing (coastal waters only) life jacket and helmet must be worn
Snorkeling	Surfing (main purpose of trip)
Speed Boating (inland/coastal waters ONLY, no White Water) (a,b) life jacket must be worn	
Squash	
Surfing (not main purpose of the trip)	
Swimming	
Table Tennis	Trekking (without ropes, picks or guides up to 3000m)
Ten Pin Bowling	
Tennis	
Trekking (without ropes, picks or guides up to 1500m)	
Volleyball	
Water Skiing (no jumps) (a,b)	White Water Rafting (Grades 4-5) (a,c) wearing life jacket and helmet
White Water Rafting (grades 1-3) (a,c) life jacket must be worn	War Games (a,b)
Wind Surfing (incidental to trip) (b).	Wind Surfing (main purpose of holiday) (b)
Yachting (coastal waters only) (a,b) life jacket must be worn	Yachting outside coastal waters (Europe ONLY) (a,b) life jacket must be worn

## CONDITIONS APPLICABLE TO SPORTS & ACTIVITIES COVER

### Covered

You are covered when participating in sports and activities listed under level 1. You are covered when participating in sports and activities listed under level 2 if you have paid the appropriate additional premium. The following conditions and exclusions apply to individual sports and activities where highlighted in the sport and activities list.

- Provided you are supervised by a qualified instructor or have subscribed to an accredited organisation for the activity.
- Personal liability cover is excluded.
- Personal accident cover is excluded.
- Excludes participant to participant liability

### Conditions

You must act in a reasonable way and use all recommended safety equipment and protective clothing that is necessary.

### Not covered

Anything listed in the general exclusions.

**NOTE: YOU ARE NOT COVERED WHEN PARTICIPATING IN PROFESSIONAL OR ORGANISED SPORTS, RACING, SPEED OR ENDURANCE TESTS AND DANGEROUS PURSUITS**

## GENERAL CONDITIONS

You must comply with the following conditions to have the full protection of your policy. If you do not comply we may refuse to deal with your claim or reduce the amount of any claim payment.

**1. You must** read the important conditions relating to health on the front page of this policy booklet and consider the medical declaration carefully, and contact us if required.

**2. You must** tell us as soon as possible about any change in circumstances which affects your policy including you or a person you are travelling with or a non-traveller receiving confirmation of a new or changed medical condition or currently being under medical investigation, change in sporting activity or leisure activities you intend to participate in during your trip or any additional person(s) to be insured under this policy. If you do not advise us of any change then any related claim may be reduced or rejected or your policy may become invalid.

**3. You must** tell us if your plans for your trip include travel to areas affected or threatened by war or similar risks as set out in general exclusion 1. You will not be covered if you choose to travel to a specific area against the advice issued by the Foreign & Commonwealth Office. Telephone: 0845 850 2829 website: [www.fco.gov.uk](http://www.fco.gov.uk). We reserve the right not to cover such trips or, if we will cover them, to apply special terms or conditions and/or charge an additional premium as we think appropriate. No cover for such trips shall attach unless you accept such terms, including any additional premium, before you depart

**4. You must** advise the claims handlers of any possible claim within 31 days of your return home or as soon as possible. You must supply them with full details of all the circumstances and any other information and documents we may require. If we require any medical certificates, information, evidence and receipts, these must be obtained by you at your expense.

**5. You must** keep any damaged articles that you wish to claim for and, if requested, send them to the claims handlers at your own expense. If we pay a claim for the full value of an article, it will become our property.

**6. You must** agree to have medical examination(s) if required. In the event of your death, we are entitled to have a post mortem examination. All such examinations will be at our expense.

**7. You must** assist us to obtain or pursue a recovery or contribution from any third party or other insurers (including the Department of Work & Pensions) by providing all necessary details and by completing any forms.

**8. You must** take all reasonable steps to avoid or minimise any loss that might result in you making a claim under this Insurance.

**9. You must** comply with all the terms, provisions, conditions and endorsements of this insurance. Failure to do so may result in a claim being declined.

**10.** Except for claims under sections 3 - hospital stay benefit, 4 - personal accident & for travel delay under section 5, this insurance shall only be liable for its proportionate share of any loss or damage that is covered by any other insurance.

**11. We may** take action in your name but at our own expense to recover for our benefit the amount of any payment made under this Insurance.

**12. We may** at our option discharge any liability under this insurance by replacing or repairing any article or articles lost or damaged, or by issuing you with a credit voucher.

**13.** This insurance is non-transferable. If a trip is cancelled for any reason other than that described in section 1 - cancellation or curtailment then the cover for that trip terminates immediately and no refund of premium in whole or part will be made.

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

**a.** make a claim under the policy knowing the claim to be false or fraudulently exaggerated in any way, or

**b.** make a statement in support of a claim knowing the statement to be false in anyway or,

**c.** Submit a document in support of a claim knowing the document to be forged or false in any way, or

**d.** make a claim for loss or damage caused by your wilful act or

with your connivance.

then

**a.** we will not pay the claim.

**b.** we will not pay any other claim which has been or will be made under the policy.

**c.** we may make the policy void from the date of the fraudulent act.

**d.** we will be entitled to recover from you the amount of any claim already paid under the policy.

**e.** we will not refund any premium.

**f.** we may inform the police of the circumstances.

## GENERAL EXCLUSIONS

**You are not covered** for claims arising out of:

**1.** loss or damage directly or indirectly occasioned by, happening through or in consequence of war, terrorism, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation, or requisition or destruction of or damage to property by or under the order of any government or public or local authority. However cover is provided in respect of claims under section 2 - emergency medical expenses of the policy arising through terrorism other than losses arising from nuclear, chemical or biological exposures unless you planned to travel to areas that were publicly known to be affected or threatened by such risks (Please see general condition 3)

**2.** loss, damage or expense incurred as a result of travelling to an area that the Foreign and Commonwealth Office have advised against travel provided that such loss, damage or expense is directly or indirectly related to any such circumstances that are the reason for the advice.

**3.** loss, damage or expense directly or indirectly resulting from or attributable to radioactive contamination of any nature.

**4.** loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other flying objects travelling at sonic or supersonic speeds.

**5.** you travelling in an aircraft other than as a fare paying passenger in a fully licensed passenger carrying aircraft.

**6.** your suicide or attempted suicide or your deliberate exposure to unnecessary danger (except in an attempt to save human life).

**7.** your anxiety, depression, or stress unless you provide a medical certificate from a consultant.

**8.** sexually transmitted diseases or the excessive consumption of alcohol or use of drugs.

**9.** your participation in sports & activities except as listed on page 10 of the policy wording (and an additional premium paid in respect of level 2 where appropriate), unless declared to and accepted by us. We reserve the right to apply special terms and conditions (which may include additional premiums) and coverage will be subject to your compliance with them.

**10.** wintersports if you are aged over 65.

**11.** your failure to obtain any recommended vaccines, inoculations or medications prior to your trip departure and take the complete course of any recommended medications.

**12.** scuba diving if you are

i. not qualified for the dive undertaken unless you are accompanied by a properly qualified instructor or,

ii. diving to a greater depth than 30 metres or,

iii. diving alone,

iv. diving on or in wrecks or at night.

**13.** racing of any kind (other than on foot and recreational wintersports racing).

**14.** you taking part in civil commotions or riots of any kind.

**15.** any other loss, damage or additional expense following on from the event for which you are claiming unless we provide cover under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, cost incurred preparing a claim or loss of earning following bodily injury, illness or disease.

**16.** you breaking or failing to comply with any law whatsoever.

**17.** any financial incapacity, whether directly or indirectly related to the claim.

18. the bankruptcy or insolvency of a tour operator, travel agent, transport company or accommodation supplier.
19. a tour operator failing to supply advertised facilities.
20. any Government regulation or Act.
21. you travelling against any health requirements stipulated by the carrier, their handling agents or any other public transport provider.

## CUSTOMER SERVICES

Our aim at all times is to provide a first class standard of service. However, there may be times when you feel that this objective has not been achieved. When this happens, we want to hear about it so we can try and put things right. Should you have any query or complaints regarding this insurance or the way a claim has been dealt with, the trustees authorise you in the first instance to write to;

**Customer Services Department,  
Voyager Insurance Services Ltd.,  
13-21 High Street, Guildford,  
Surrey GU1 3DG  
Tel 01483 562662  
Fax 01483 569676  
Email enquiries@voyagerins.com**

Please always quote your insurance reference and claim number and enclose copies of relevant documentation. We expect that the majority of claims will be quickly and satisfactorily resolved at this stage, but if you are not satisfied, you may take up the complaint by writing to AXA Head Office:

**The Head of Customer Care  
AXA Insurance  
7th Floor, Civic Drive  
Ipswich, IP1 2AN  
Tel 01473 205923, Fax 01473 205101  
Email customercare@axa-insurance.co.uk**

If you are still not satisfied, you have the right to make an appeal to the Financial Ombudsman Service to review your case. This will not affect your right to take action against us. The address is;

**Financial Ombudsman Service  
South Quay Plaza, 183 Marsh Wall  
London E14 9SR  
Tel: 08000 234 567**

The FOS is an independent body that arbitrates on complaints about general insurance products. It will only consider complaints after we have provided you with written confirmation that our internal complaints procedure has been exhausted.

Please always quote your insurance reference and claim number and enclose copies of relevant documentation. Your statutory rights are not affected if you choose to follow the complaints procedure above. For further information about your statutory rights contact your local authority, Trading Standards Service or Citizens Advice Bureau.

## IMPORTANT FEATURES

We would like to draw your attention to some important features of your insurance including:

### 1. Insurance document

You should read this document carefully. It gives full details of what is and is not covered and the conditions of the cover. Cover can vary from one policy to another so you should familiarise yourself with this particular insurance.

### 2. Conditions and exclusions

Specific conditions and exclusions apply to individual sections of your insurance, whilst general exclusions and conditions will apply to the whole of your insurance.

### 3. Health

This insurance contains restrictions regarding conditions relating to the health of the people travelling and of other people upon whose health the trip depends. You are advised to read the document carefully.

## 4. Property claims

These claims are paid based on the value of the goods at the time you lose them and not on a 'new for old' or replacement cost basis. Allowance will be made for their age and likely condition.

## 5. Limits

This insurance has limits on the amount the insurer will pay under each section. Some sections also include other specific limits, for example, for one item or for valuables in total.

## 6. Excesses

Under some sections of this insurance, claims will be subject to an excess. This means you will be responsible for paying the first part of the claim under each applicable section.

## 7. Reasonable care

You need to take all reasonable care to protect yourself and your property, as you would if you were not insured. Any amounts the insurers will pay for property left unattended in a public place or unattended vehicle is very limited, as specified in the wording.

## 8. Sports & activities

You may not be insured if you are going to take part in certain sports or activities where there is a generally recognised risk of injury. Please check that this insurance covers you, or ask your agent, by referring to the list of sports & activities on page 10.

## 9. Residency

This policy is only available to you if you are permanently resident in the United Kingdom and registered with a medical practitioner in the United Kingdom.

## DATA PROTECTION ACT 1998

To set up and administer your policy we will hold and use information about you, supplied by you and medical providers. We may send it in confidence for processing to other companies acting on our instructions including those located outside the European Economic Area.

## TERRITORIAL LIMITS

You are covered to travel anywhere in the world outside your home country. Trips wholly within your home country are also insured but only if they include one night away from home in paid accommodation or involve an internal flight.

## EXTENSIONS TO POLICY

1. Longer trips - extensions for trips over 31 days are available for members aged under 65 years upon request to a maximum of 60 days. An additional charge will be made.

2. Sports and activities - Please check the list of activities on page 10. If you are planning to take part in any activity listed in level 1 you will automatically be covered under this policy. If you are planning to take part in any activity listed in level 2 you will need to pay an additional premium. If the activity in which you are participating is not listed or you need to pay an additional premium for those activities listed in level 2, please contact Philip Williams & Co on 0845 230 1650.

## LEGAL ADVICE HELPLINE

If you require legal advice you should telephone the helpline provided through your group insurance scheme on 0844 800 0129 quoting LES/256/0634. They will provide practical advice and should you be injured, they can investigate the feasibility of making a claim for compensation on your behalf.

Should you have a contractual problem with a holiday provider, cover may be available under the Legal Expenses section of your Group Insurance Scheme, should you be a member.

This helpline does not form part of the travel insurance contract.

## HELPFUL SAFETY HINTS

1. Never leave your belongings unattended or with strangers, especially at airports and on the beach, nor in vehicles.
2. If you are taking valuable items such as jewellery or camcorders on holiday, you should insure them under an All Risks section of your household contents insurance.
3. Do not pack valuables, money and fragile items in the baggage that you intend to check in at the airport etc. Keep them with you at all times during your journey.
4. If you need regular medication, take enough with you to last your holiday. You should also take an extra supply that should be packed separately in case you lose your first supply.
5. Check that the tap water is safe to drink. Unless you know it is safe, always drink bottled water and avoid ice in your drinks or cold food that may have been washed, such as salads.
6. The sun abroad can be much more powerful than you are used to at home, particularly if you are on the water. To prevent sunburn and sunstroke, use plenty of sun cream and take care not to stay out in strong sunlight for long.
7. Think before you dive into water, check the depths of swimming pools and the sea and only dive if you are sure the water is deep enough.
8. Check your baggage for damage each time you reclaim it. Any damage should be reported immediately and a Property Irregularity Report obtained.
9. Leave in plenty of time to get to the airport/port by the earliest stated check-in time, allowing for the time of day and available travel information.
10. Do not carry more cash than you need and use travellers cheques or charge cards if possible. Use safety deposit boxes whenever they are available.

## TOP TIPS TO PROTECT YOUR HOME WHILST YOU ARE AWAY

- Put timers on some light switches. This may give the impression that people are home during the night.
- If you are away from your house for more than a few days, arrange for a friend or neighbour to collect your mail so it does not build up near the front door.
- Never leave an outgoing message on your answer phone saying you are away. You never know who may be calling!
- Always check that window and door locks are in full working order.
- Make sure you have adequate home insurance. Many people are underinsured without realising it. Walk around your home room by room and add up the cost. Often direct home insurance providers offer cheaper premiums for less cover. You may not get the cover you expect. Also if you deal direct with an insurer, whose side will they be on when it comes to a claim? Philip Williams & Company have policies available with a panel of several insurers and will always mediate if there is ever a dispute.

# NOTES





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