

Staysure[™] Worth doing right



Travel Insurance Policy

May 2023

Welcome to Staysure

Thank you for choosing Staysure and letting us protect you whilst you are on holiday. We hope we have given you all the information you need and we wish you a stress free and enjoyable trip. If there is anything else we can do for you, please call our Customer Services Team on the number below. We are here to help you should you need us.

Essential Information

It is important that **you** read this **policy** document and **your Validation Certificate** carefully to ensure that it meets **your** requirements and so that **you** understand the extent of cover provided, what is and is not covered along with any terms, or conditions of cover.

The **policy** document contains different levels of cover, some of which are optional and only apply where **you** have selected them and paid the required additional **premium**.

For information about **your** rights to cancel the **policy** and the cooling off period, please see Cancellation Provisions on page 51 of this **policy** booklet.

Please take this document with **you** when **you** travel in case **you** need assistance, or need to make a claim. If **you** have any questions about the cover provided please call our Customer Services Team on the number below, our opening hours can be found at staysure.co.uk

It is important that **you** call **us** as soon as **you** need to make a change to **your policy**, to ensure **you** are accurately covered.

Useful telephone numbers – we are here to help you

Call our **Customer Services Team**

If you have a query or need to amend your policy in any way

0333 006 8033

Or if calling from outside the UK

+44 1604 210 845

Call our 24 hour **Medical Emergency Support**

If you require medical assistance whilst on holiday

+44 1403 288 414

Freephone when calling from a landline within the USA and Canada. Call charges apply when calling from a mobile.

+1 844 780 0639

Please dial when calling from Mexico

+1 819 780 0639

To ensure we are consistent in providing our customers with quality service, we may record your telephone call.

If you need to make a claim – please see the back cover for the relevant telephone numbers and page 49 for our claims procedures.

Health Declaration

Your **policy** contains restrictions, conditions and exclusions that relate to **your** health and to the health of others on whom **your trip** might depend. **You** must read the following information and be satisfied that this **policy** meets **your** needs.

Pre-existing medical conditions will not be covered unless they have **ALL** been declared, and accepted by **us** in writing. **You** must therefore ensure that **you** answer all questions about **yourself** and anyone else insured under **your policy** fully, honestly, and to the best of **your** knowledge, as failure to answer **our** questions accurately may affect the cover **we** provide and **our** ability to pay **your** claim. Please see page 4 for what **you** must do if **you** have a change to **your** health after purchasing **your policy**.

We are unable to provide cover for any **pre-existing medical condition(s)** where **you** have an undiagnosed **medical condition**, or a condition where **you** are currently on a waiting list, undergoing treatment, or tests or, where **you** are awaiting the results of any tests. There are some instances **we** may be able to provide cover for **pre-existing conditions** if **you** are awaiting a procedure, (please see the Medical Declaration section on page 8 for more details).

If **you** have any questions about what cover will be provided by this **policy** in respect of **your** existing **medical conditions**, please contact Staysure Customer Services.

Please note: this **policy** does not **provide** cover for treatment that can be delayed and carried out after **your** repatriation **home** or for any private medical expenses where medically suitable state treatment is available. It is therefore a condition of this insurance **policy** that in the first instance **you** make use of any reciprocal health agreement between the **United Kingdom**, Channel Islands, or the Isle of Man and the country **you** have travelled to, should **you** require medical treatment whilst travelling.

For emergencies abroad call us first

(It may save you having to pay the policy excess)

For medical emergencies: if **you** are taken to hospital as an emergency by ambulance or other emergency service, **you** will need to make sure that **you** or a **travelling companion** call **us** within 48 hours.

For non-urgent medical help: if **you** need to see a **Doctor**, or need to go to Accident & Emergency or a clinic, **call us first**. This way **we** may be able to help **you** locate the safest and most appropriate source of treatment.

In either case **you** may reverse the call charges, or ask to be called back.

If **your** outpatient treatment is likely to cost more than £350 or **you** are admitted into hospital abroad, someone must call **Staysure Assistance** 24 hour medical emergency helpline as soon as possible. If **you** have to **cut short your trip** under Section 2 (**Cutting Short Your Trip and Trip Interruption**) or Section 3 (**Emergency Medical and Repatriation**) **Staysure Assistance** must authorise this in advance. Failure to contact **Staysure Assistance** may mean that **we** are not able to provide cover or **we** may reduce the amount **we** pay for **your** medical treatment, or additional travel expenses.

Where **you** have a valid claim and **your** medical expenses exceed £350 **we** will look to settle the bill directly with the medical provider where possible.

For non-medical emergencies: if something happens during **your trip**, and **you** need **our** help, please contact **us**. If **we** identify that the event causing the emergency is not covered by this **policy**, **we** will still try to assist **you** in resolving the problem, but it would be at **your** own cost.

PLEASE NOTE: This is a travel insurance policy and not private medical insurance.

Changes to your health after purchasing your policy

If after you purchase your policy, or before booking any new trips, any of the following happens:

- you are diagnosed with a new **medical condition**
- **your doctor**, or consultant changes **your** prescribed medication
- you receive inpatient medical treatment
- you are now awaiting a diagnosis, investigation, test results or medical treatment

then **you** must contact Staysure Customer Services. A member of the team will ask **you** specific questions about **your medical condition(s)**.

This may result in an additional **premium** to allow cover to continue, to add additional Terms and Conditions to **your policy** or to exclude cover for the newly diagnosed condition or for the condition that has undergone significant change.

If **we** are unable to continue to provide cover, or if **you** do not wish to pay the additional **premium** **you** will be entitled to make a claim under Section 1 (Cancellation) for costs which cannot be recovered elsewhere for **trips** booked prior to the change in health.

Alternatively, **you** will be entitled to cancel **your policy**, in which case, **we** will refund a proportionate amount of **your premium**.

Please note that **your doctor**, or consultant telling **you** that **you** are well enough to travel does not mean that **you** will be covered for **your pre-existing medical condition(s)**. If **you** have any concerns regarding whether, or not **you** will be covered please contact Staysure Customer Services.

Eligibility

In order to be eligible for cover under this policy you must also be:

- a resident of the **United Kingdom**, Channel Islands, or the Isle of Man for six of the last twelve months;
- registered with a **doctor** in the **United Kingdom**, Channel Islands, or the Isle of Man, if **you** live in England, Scotland, Wales or Northern Ireland **you** must have a National Insurance number (if aged 16 or older);
- travelling from and returning to the **United Kingdom**, Channel Islands, or the Isle of Man:

Countries with reciprocal health agreements

If **you** require medical treatment during **your trip** then in the first instance **you** must make use of any reciprocal health agreement between the **United Kingdom**, Channel Islands, or the Isle of Man and the country **you** have travelled to, such as the GHIC.

In the event of liability being accepted for a medical expense that have been reduced by the use of a reciprocal health agreement then **we** will not apply the deduction of the **excess** under Section 3 – Emergency Medical and Repatriation.

Australia and New Zealand

If **you** require medical treatment in;

- Australia – **you** must enrol with a local MEDICARE office
- New Zealand – **you** must go to a state medical facility and present **your** passport at the time of treatment

If **you** are admitted to hospital, contact must be made with Staysure Assistance as soon as possible.

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Table of benefits

| Section | Cover | Limits of cover Basic | Excess | Limits of cover Comprehensive | Excess | Limits of cover Signature | Excess |
|---------|--|---|--------|---|--------|---|--------|
| 1 | Cancellation | £500 (optional £1,000/£3,000)* | £129** | £5,000 | £99** | £10,000 (option to increase to £15,000***) | Nil |
| 2 | Cutting Short Your Trip | £500 (optional £1,000/£3,000)* | £129 | £5,000 | £99 | £10,000 (option to increase to £15,000***) | Nil |
| | • Trip Interruption | £500 | £129 | £1,500 | £99 | £2,000 | Nil |
| 3a | • Pre-booked excursions | £300 | Nil | £350 | Nil | £1,000 | Nil |
| | Emergency Medical & Repatriation Expenses | £5,000,000 | £129 | Unlimited | £99 | Unlimited | Nil |
| | • Emergency Dental treatment | £250 | £129 | £400 | £99 | £500 | Nil |
| 3a | • Additional Accommodation and Travelling Costs | £2,000 | Nil | £2,000 | Nil | £2,000 per trip | Nil |
| | 3b Hospital Daily Benefit | No cover available on Basic | | £50 per each full 24 hour period up to £1,000 | Nil | £50 per each full 24 hours up to £1,000 | Nil |
| 4a | Missed Departure | £500 | £129 | £1,500 | £99 | £1,500 | Nil |
| 4b | Missed Connection & Home Country Connection Assistance | £500 | Nil | £500 | Nil | £1,000 | Nil |
| 5 | Travel Delay | £20 after the first full 12 hours then £10 for each full 12 hours, up to £300 | Nil | £50 after the first full 12 hours then £10 for each full 12 hours, up to £1,500 | Nil | £50 after the first 6 hours then £20 every 6 hours up to £1,500 | Nil |
| 6a | Personal Baggage | £300 | £129 | £2,500 | £99 | £5,000 | Nil |
| | • Single article or pair | £250 | £129 | £400 | £99 | £500 | Nil |
| | • Valuables | £250 | £129 | £500 | £99 | £500 | Nil |
| 6b | Baggage Delay on your outward journey | No cover available on Basic | | £50 for first full 24 hours up to £150 after 48 hours | Nil | £100 for first full 24 hours up to £500 after 48 hours | Nil |
| 6c | Personal Money and Passport | £300 | £129 | £500 | £99 | £500 | Nil |
| | • Cash limit (18 years and over) | £250 | | £500 | | £500 | |
| | • Cash limit (under 18 years) | £150 | | £150 | | £200 | |
| | • Passport | £300 | | £500 | | £500 | |
| 7 | Personal Accident | No cover available on Basic | | | | | |
| | • Death | | | ****£20,000 | Nil | ****£30,000 | Nil |
| | • Loss of limb or Loss of sight | | | ****£20,000 | Nil | ****£30,000 | Nil |
| | • Permanent Total Disability | | | ****£20,000 | Nil | ****£30,000 | Nil |
| 8 | Personal Liability | Nil*(£2,000,000) | £129 | £2,000,000 | £99 | £2,000,000 | Nil |
| 9 | Legal Costs and Expenses | No cover available on Basic | | £25,000 per person (maximum £50,000 per policy) | Nil | £50,000 per policy | Nil |
| 10 | Hijack | No cover available on Basic | | £50 per full 24 hour period up to £5,000 | Nil | £100 per full 24 hour period up to £5,000 | Nil |
| 11 | Personal Assistance Services | No cover available on Basic | | £250 | Nil | £250 | Nil |
| 12 | Pet Care | No cover available on Basic | | £35 per full 24 hour period up to £350 | Nil | £50 per full 24 hour period up to £500 | Nil |
| 13 | End Supplier Failure | No cover available on Basic | | £3,000 | Nil | £3,000 | Nil |
| 14 | COVID-19 Cover | See Sections 1, 2, and 3a | | | | | |

Table of benefits – optional sections of cover

| Section | Cover | Limits of cover Basic | Excess | Limits of cover Comprehensive | Excess | Limits of cover Signature | Excess |
|---|--|--------------------------------|----------------------------------|--|----------------------------------|--|--------|
| Optional Cover (available subject to additional premium and if shown on your Validation Certificate) | | | | | | | |
| 15 | Optional Travel Disruption Extension | | | | | | |
| | • Extended Cancellation or Cutting Short Your Trip | £500 (optional £1,000/£3,000)* | £129 | £5,000 | £99 | £10,000 | Nil |
| | • Extended Travel Delay and Enforced Stay | up to £1,000 | Nil | up to £1,000 | Nil | up to £1,000 | Nil |
| | • Additional Overseas Accommodation and Repatriation cover | £1,000 | £129 | £1,000 | £99 | £1,000 | Nil |
| 16 | Optional Cruise Plus Cover | | | | | | |
| | • Missed Port Departure | No cover available on Basic | | £1,500 | Nil | £1,500 | Nil |
| | • Cabin Confinement | | £1,000 | Nil | £1,000 | Nil | |
| | • Itinerary Change | | £500 | Nil | £500 | Nil | |
| | • Unused Excursions | | £500 | £99 | £500 | Nil | |
| | • Cruise Interruption | | £750 | £99 | £750 | Nil | |
| | | | | | | | |
| 17 | Optional Winter Sports Cover† | | | | | | |
| | • Winter Sport Equipment | No cover available on Basic | | Up to £500 | £99 | up to £500 | Nil |
| | • Ski Pass | | £250 | £99 | £250 | Nil | |
| | • Winter Sports Equipment Hire | | £20 for each full day up to £300 | Nil | £20 for each full day up to £300 | Nil | |
| | • Ski Pack | | £250 | Nil | £250 | Nil | |
| | • Winter Sports Equipment Delay | | £20 for each full day up to £300 | Nil | £20 for each full day up to £300 | Nil | |
| | • Piste Closure | | £20 for each full day up to £200 | Nil | £20 for each full day up to £200 | Nil | |
| • Avalanche or Landslide | £20 for each full day up to £160 | | Nil | £20 for each full day up to £160 | Nil | | |
| 18 | Optional Golf Cover | | | | | | |
| | • Golf Equipment | No cover available on Basic | | £5,000 (single article £500) | £99 | £5,000 (single article £500) | Nil |
| | • Golf Equipment Hire | | £500 | Nil | £500 | Nil | |
| | • Non-Refundable Golfing fees | | £1,500 | Nil | £1,500 | Nil | |
| | • Hole-in-one cover | | £300 | Nil | £300 | Nil | |
| | | | | | | | |
| | Excess Waiver†† | No cover available on Basic | | This must be requested at the time you purchase your policy. This cannot be added retrospectively. | | Included as standard | |
| 19 | Optional European FCDO Travel Advice Extension | | | Please see Section 19 for details | | | |
| | Increased Single Article Limit | No cover available on Basic | | This must be requested prior to the commencement of your trip. | | This must be requested prior to the commencement of your trip. | |
| | 100 day upgrade††† | | | | | | |

PLEASE NOTE: limits of cover are per Insured person unless otherwise shown. *Only available subject to an additional premium being paid, and if shown on the Validation Certificate. **The excess for loss of deposit claims is reduced to £10. ***Cancellation cover can be increased to £15,000 subject to underwriting criteria. ****Limited to £1,000 if the Insured Person is under 18 year of age, or over 85 years of age. †Cover is only available to be added to a single-trip Comprehensive and Signature policies. ††Only applies to sections of cover within this policy document. †††Only available on Comprehensive and Signature AMT policies.

Medical Declaration

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

This insurance operates on the following basis.

To be covered, **you** must be fit and able to undertake **your** planned **trip** and;

- **you** are **NOT** travelling against the advice of a **doctor** (or would be travelling against the advice of a **doctor** had **you** sought his/her advice);
- **you** are **NOT** travelling with the intention of obtaining medical treatment, tests or consultation abroad;
- **you** are **NOT** travelling having been given a **terminal prognosis**

The insurance will also **NOT** cover **you** for any of **your pre-existing medical conditions** whether diagnosed or not, if **you** have any undiagnosed symptoms that require attention, or investigation in the future (that is symptoms for which **you** are awaiting investigations/consultations, or awaiting results of investigations, where the underlying cause has not been established), or are awaiting any medical procedure, surgery, radiotherapy, chemotherapy, or dialysis.

One of the following can be covered as standard if **you** are either awaiting a procedure, or have not been fully signed off from all post-procedure follow ups providing **you** are not travelling against **your** UK **doctor's** advice. This must be accepted by **Staysure** and shown on **your Validation Certificate** and an additional **premium** may be required.

Adenoidectomy
Appendectomy
Arthroscopic ligament repair
Arthroscopy of ankle
Arthroscopy of knee
Arthroscopy of hip
Aspiration of joints (not of the spine or neck)
Audiogram
Blephoplasty (Ptosis repair)
Broken toe(s) (but can walk with a shoe on)
Carpal Tunnel Syndrome release
Cataracts removal
Cauterisation of the nose
Circumcision
Colposuspension
Correction of hydrocele
Cryotherapy for basal cell carcinoma of the skin
Cryotherapy for skin tag
Cryotherapy for skin wart

Debridement of burn injury (covering an area smaller than a tennis ball)
Diagnostic laparoscopy
Digital excision arthroplasty (hammer toe repair)
Dupuytren's repair
Ectropion repair
Endometrial sampling
Endovenous laser treatment of varicose vein(s)
Entropion repair
Evacuation of perianal haematomas
Excision of benign skin cyst
Excision of benign skin lesion
Excision of basal cell carcinoma of the skin
Excision of epididymal cyst
Excision of ganglion
Excision of skin tag
Excision of skin wart
FESS (Functional endoscopic sinus surgery)
Finger joint replacement / resurfacing
Haemorrhoidectomy
Hip replacement / resurfacing
Ingrown toenail repair
Injection to treat Carpal Tunnel Syndrome
Injection to treat Haemorrhoids
Injection to treat tennis and golfer's elbow
Injection to treat varicose veins
Knee replacement / resurfacing
Laparoscopic repair of hiatus hernia
Laparoscopic repair of inguinal hernia
Laparoscopic repair of umbilical hernia
Laser vision correction
Minor wounds not requiring stitches - no infection
Myomectomy
Myringoplasty
Osteotomy for hallux valgus (bunion)
Reduction turbinates of nose
Release of trapped nerve in shoulder
Removal of contraceptive implants
Removal of a thyroid nodule
Repair of vaginal prolapse
Retinal detachment (no blurriness and not flying within 60 days)
Septoplasty
Septo-rhinoplasty
Simple mole removal (no larger than 2cm)
Steroid injections into joints (not of the spine or neck)
Strabismus correction
Thyroidectomy for non-cancerous disease
Toenail removal
Tonsillectomy
Tooth Extraction (excluding wisdom teeth)
Trabeculectomy (no blurriness and not flying within 60 days)
Ultrasonic or laser treatment for Kidney stones under 4mm
Varicose vein ligation
Varicose vein stripping

Where you are awaiting one of the above procedures

Full cover will be provided except for cancellation or **cutting short your trip** as a result of the condition **you** are awaiting surgery for.

Where you have not been signed off from all post-procedure, or treatment follow-ups.

For the procedures listed on the previous page full cover will be provided except for medical and repatriation expenses arising as a result of, or related to the procedure **you** are awaiting to be signed off from. Cover for **cancellation and cutting short your trip** will also not apply if **you** have booked the **trip**, or purchased the **policy** (whichever is later) after being informed of the need for **you** to have the procedure.

It is a condition of this **policy** that should **you** be awaiting sign-off from follow-ups relating to any of the procedures listed above that:

1. All surgical wounds have fully healed and no longer require dressing
2. All external stitches, sutures, or staples have been removed
3. There have been no complications, or infections after having had the procedure
4. **Your** mobility is no worse than it was before **you** had the procedure
5. **You** obtain a letter from **your** GP (**doctor**) confirming that **you** are medically fit enough to undertake this **trip**
6. **You** understand that this **policy** will not cover the cost of any follow-ups required during the insured **trip**

We would not cover **you** for any claim arising directly or indirectly from a pre-existing medical condition unless:

you have declared (when **we** ask) ALL pre-existing medical conditions to **us**; and

you have declared (when **we** ask) any changes to **your** health or prescribed medications; and **we** have accepted the **medical condition(s)** for insurance in writing.

Each insured person who has a pre-existing medical condition must make a **medical health declaration** before each period of cover and, if there are any changes in their health or prescribed medication, prior to commencement of the period of cover, before departing on any **trip** and throughout the life of **your policy**. We will ask **you** specific questions which **you** must answer accurately and to the best of **your** knowledge. Failure to do so may invalidate **your** cover.

We may require **you** to obtain a Medical Report from **your doctor**, or consultant in order for **us** to assess whether cover applies. Obtaining this Medical Report shall be at **your** own expense. Based on **our** assessment of the medical information supplied to **us**, **we** will decide whether or not **we** can continue to insure **you**, and on what basis. Please see Changes to **your** health after purchasing **your policy** on page 4 for more details.

To declare a **pre-existing medical condition** or a change in **your** state of health or prescribed medication, **you** must call **our** Customer Services on 0333 006 8033 or 01604 210845.

You should also refer to the General Exclusions.

Important information Insurer

All sections of this insurance (with exception of Sections 9 & 13) are underwritten by Great Lakes Insurance UK Limited. Great Lakes Insurance UK Limited is a company incorporated in England and Wales with company number 13436330 and whose registered office address is 10 Fenchurch Avenue, London, United Kingdom, EC3M 5BN.

Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 955859. **You** can check this on the Financial Services Register by visiting: register.fca.org.uk

This **policy** is administered by ERGO Travel Insurance Services Limited: registered in the UK, company number 11091555. Authorised and regulated by the Financial Conduct Authority, register number 805870 and registered office: 10 Fenchurch Avenue, London, EC3M 5BN.

Sections 9 & 13 are underwritten by other insurers, as detailed within those sections. **You** can visit the Financial Conduct Authority website, which includes a register of all regulated companies, at www.fca.org.uk/register or **you** can telephone them on 0800 111 6768 (freephone).

Please note that sales of this insurance product in the Channel Islands and the Isle of Man do not fall within the jurisdiction of the Financial Conduct Authority, the Financial Ombudsman Service or the Financial Services Compensation Scheme. Local regulations apply.

Contract of Travel Insurance

This **policy**, together with the **Validation Certificate** forms a contract of insurance between **you** and **us**. It contains certain conditions and exclusions in each section and General Conditions

and General Exclusions that apply to all sections. **You** must meet these conditions or **we** may not accept **your claim**.

Conditions and exclusions will apply to individual sections of **your policy** while General Exclusions, Conditions and Notes will apply to the whole of **your policy**.

Your policy is a legal contract based on the information **you** supplied when applying for this insurance. **We** rely on that information when **we** decide if **we** can provide cover and what **premium** **you** will pay. Therefore it is essential that all the information given to **us** is correct and that **you** have answered **our** questions fully and accurately. Failure to do so may prejudice **your** entitlement to **claim**.

Age limits

There is no upper age limit if **you** have purchased single trip or annual multi-trip cover.

If **you** have purchased a long stay **policy**, for cover to apply **you** must be 75 years of age or under.

Maximum trip durations

Single trip policies –

Cover applies for the duration of **your trip** as stated on **your Validation Certificate** provided it does not exceed a maximum of 104 days.

Long stay policies –

Cover applies for the duration of **your trip** as stated on **your Validation Certificate** provided it does not exceed a maximum of;

| Age | Region 1&2 | Region 3 | Region 4 |
|-------|------------|----------|----------|
| 0-65 | 550 days | | |
| 66-70 | 366 days | 276 days | 184 days |
| 71-75 | | 184 days | 123 days |

Annual Multi-Trip policies –

| Age | Annual Multi-Trip | |
|------|----------------------------------|-------------------|
| 0-70 | Maximum 50 days in any one trip* | 183 days in total |
| 71+ | Maximum 35 days in any one trip | |

*If **you** are aged 70 or under **you** can increase **your 50 day trip** duration limit to 100 days for one **trip**, when an additional **premium** has been paid and this is shown on **your Validation Certificate**.

- irrespective of the number of individual **trips** **you** take in each period of cover, **you** must not exceed 183 days travelling

- trips** solely within **your home country** are only insured if **you** have pre-booked at least two consecutive nights' paid accommodation

Please note:

- if **you** have purchased an annual multi-trip **policy**, **you** are covered for up to two **winter sports trips**, with a combined total of no more than 21 days for Comprehensive policies and 28 days for Signature policies. All **trips** must take place during the period of cover shown on **your Validation Certificate**.
- any **trip** that had already begun when **you** purchased this insurance will not be covered, except where **you** renew an existing Staysure annual multi-trip **policy** with the same level of cover prior to its expiry, which fell due for renewal during the **trip**
- your policy** is automatically extended until **your** return to **your home country** due to an insured event
- If **your trip** spans two consecutive policies the maximum **trip** duration for those two policies is not added together
- if **you** travel for more than the number of days for which **you** have paid for cover **you** will not be covered after the last day for which **you** have paid, unless agreed by **us** in writing
- an insured adult can travel independently, however, an insured child must travel with a responsible adult over the age of 18 years for the duration of the **trip**.

Geographical Areas

Single trip and long stay policies:

Region 1 – England, Scotland, Wales and Northern Ireland, Channel Islands, the Isle of Man.

Region 2 – Europe: Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Morocco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia, San Marino, Serbia/Montenegro, Slovakia, Slovenia, Spain (including Balearic Islands, Canary Islands), Sweden, Switzerland, Tunisia, Turkey, Ukraine and Vatican City.

Region 3 – Worldwide excluding Bermuda, Canada, China, Hong Kong, Mexico, Singapore, Thailand, the islands of the Caribbean and the United States of America.

Region 4 – All countries of the world.

We do not provide cover to those countries or parts of countries where the Foreign, Commonwealth & Development Office (FCDO), or World Health Organisation (WHO) have advised against all, or all but essential travel.

For cover to apply **you** must have paid the required **premium** for the country, or countries **you** plan to travel, and this is shown on **your Validation Certificate**.

Policy limits

All sections of **your policy** have limits on the amount **we** will pay. Some sections also have other specific limits, for example: for any one item, or for **valuables** in total. Please check **your policy** carefully.

Period of cover

Cover under Section 1 (Cancellation) starts at the time **you** book the **trip** or pay the insurance **premium**, whichever is later. If **you** have purchased an annual multi-trip **policy**, cover under Section 1 (Cancellation) starts at the time that **you** book the **trip** or the first day of the period of cover as shown on **your Validation Certificate**, whichever is later. In every case cover under Section 1 (Cancellation) ends as soon as **you** start **your trip**.

Cover under all other sections starts when **you** leave **your home** (but not earlier than 24 hours before the booked departure time) or from the first day of the period of cover as shown on **your Validation Certificate**, whichever is the later.

Cover ends when **you** return to **your home** (but not later than 24 hours after **your** return to **your home country**) or at the end of the period of cover as shown on **your Validation Certificate**, whichever is earlier.

Cover cannot start after **you** have left **your home country**. Each **trip** must begin and end in **your home country**.

Cover is provided subject to the maximum trip durations shown on page 10.

Upgrades

This **policy** contains different levels of cover, some of which do not apply unless **you** have paid the appropriate additional **premium**.

Any extra benefit **you** have purchased will be shown on **your Validation Certificate**.

Please read the **policy** carefully and ensure the cover reflects **your** requirements.

Upon the payment of an additional **premium**, **you** may upgrade **your** travel insurance coverage

by purchasing any of the following upgrades prior to commencement of **your trip**:

Cruise cover

Cruise trips are not covered under this **policy** unless **you** have selected this option and paid the additional **premium** at the time of purchasing **your policy**. For cover to apply "Cruise: Covered" must appear on **your Validation Certificate**. Additional cover may also be purchased in the form of the optional **Cruise Plus Cover** extension.

Optional Cruise Plus Cover

Please refer to the Optional **Cruise Plus Cover** Section 16 in this **policy** for full details.

Optional Winter Sports Cover

Please refer to the Optional **Winter Sports Cover** Section 17 in this **policy** for full details.

Optional Golf Cover

Please refer to the Optional **Golf Cover** Section 18 in this **policy** for full details.

Optional 100 day Extension

This allows **you** to extend the 50 day **trip** duration limit to 100 days for one **trip** under this **policy**, provided **you** are aged 70 or under. Comprehensive and Signature policies only.

Optional European FCDO Travel Advice Extension Cover

Please refer to the Optional **European FCDO Travel Advice Extension Cover** Section 19 in this **policy** for full details.

Renewing your Annual Policy

Unless **you** have advised **us** that **you** do not want **your** annual multi-trip **policy** to be automatically renewed, or **you** no longer meet the eligibility criteria, **Staysure** will send **you** your renewal invitation at least 21 days before **your** renewal date which will include **your premium** for the next year based on **your** latest medical declaration.

If **you** renew on a continuous payment method, **we** will automatically renew **your policy** each year using the payment details **you** have given **us**. Please contact **us** prior to **your** renewal date if **you** wish to renew using a different payment method and/or if **you** need to update **your medical conditions** or personal circumstances.

Failure to notify **us** of any change in **your medical conditions**, or personal circumstances may invalidate the cover provided.

Residency

At the time **you** buy or renew this **policy**, **you** and all other **insured persons** must:

- have **your** main **home** in either England, Scotland, Wales, Northern Ireland, the Channel Islands or the Isle of Man
- have resided there for more than 6 of the previous 12 months
- be registered with a local **doctor**
- have a National Insurance number (if aged 16 or older)*

*not applicable if **you** are a resident of the Channel Islands or the Isle of Man.

Law

The **policy** will be governed by the law of England and Wales unless **you** and the **Insurer** agree otherwise; or

At the commencement of the **policy** **your home** is in Scotland, Northern Ireland, the Channel Islands or the Isle of Man in which case the law of that country will apply.

Language

The Terms and Conditions of this **policy** will only be available in English and all communication relating to this **policy** will be in English.

European Union (EU) Travel Regulations

Under the European Union (EU) travel regulations, **you** are entitled to claim compensation from **your carrier** if any of the following happen:

1. Denied boarding and cancelled flights if **you** check in on time but **you** are denied boarding because there are not enough seats available or if **your** flight is cancelled, the **carrier** must offer **you** financial compensation.
2. Long delays – If **your** flight is delayed for more than five hours, the airline must offer to refund **your** ticket.
3. Baggage – If **your** checked-in baggage is damaged or lost by an EU airline, **you** must claim compensation from the **carrier** within seven days. If **your** checked-in baggage is delayed, **you** must claim compensation from the **carrier** within 21 days of its return.

Please see page 50 for more information.

Personal liability

No liability cover will apply under this **policy** if **you** use any form of mechanically propelled vehicle, and **you** should ensure that **you** have alternative

cover for **third party** injury or property damage in place. Please see Section 8 for more details.

Reasonable care

You must take all reasonable care to protect **yourself** and **your** belongings, and generally act as if **you** were uninsured.

Definition of words

Wherever the following words and phrases appear in this **policy** in bold they will always have the meanings shown under them. Please also see Sections 7, 9 and 13.

Accident(s)/Accidental – An unexpected event which results in **your bodily injury**, which is due to a violent sudden and external cause occurring during a **trip**. This must occur at an identifiable time and place.

The following are also defined as **accidents** under the terms of this **policy**:

Asphyxia or injuries caused by gases or vapours, immersion or submersion, or from the consumption of liquid or solid matter other than foodstuffs.

Infections resulting from an **accident** covered by the **policy**.

Injuries sustained as a result of self-defence.

Injuries sustained as a result of unavoidable exposure to the elements.

Active participation – 1. The act of any person, whether combatant or non-combatant, supplying, transporting, or otherwise handling facilities, equipment, devices, vehicles, weapons, or other materials intended for use in **War and Civil Unrest**, or **Terrorism**.

2. The act of any person voluntarily entering an area known at the time to be subject to **War and Civil Unrest** or against the advice of the Foreign, Commonwealth & Development Office. See www.gov.uk/fcdo.

Bodily injury – An identifiable physical injury sustained by **you** caused by violent, sudden, unexpected, external and visible means.

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

Cash – Valid coins, bank and currency notes.

Close relative(s) – The following persons only:

- the person that **you** live with, in a relationship for at least 6 months at the same address, whether married or cohabiting (as if husband and wife) regardless of gender;
- **your** children (including step, fostered or adopted children), grandchildren, parents, grandparents, brothers, sisters, parents-in-law, sons/daughters-in-law and brothers/sisters-in-law

You may be required to demonstrate the existence of the relationship.

Complications of pregnancy and childbirth –

The following conditions only:

toxaemia, gestational hypertension, pre-eclampsia, ectopic pregnancy, hydatidiform mole (molar pregnancy), post-partum haemorrhage, retained placenta membrane, placental abruption, hyperemesis gravidarum, placenta praevia, stillbirths, and miscarriage, or any premature births more than 8 weeks (or 16 weeks in the case of a known multiple pregnancy) prior to the expected delivery date including; medically necessary emergency caesarean sections, or medically necessary terminations.

PLEASE NOTE: No cover will be provided for claims relating to **complications of pregnancy and childbirth** where the expected date of delivery is less than 8 weeks (16 weeks for a multiple birth) after the end date of **your booked trip**.

Contamination – Poisoning, or prevention and/or limitation of the use of objects due to the effects of nuclear, chemical, biological and/or radioactive substances.

Couple – **you** and **your** wife, husband, civil partner or partner who lives with **you** in a relationship for at least 6 months at the same address as **you**, regardless of gender. On an annual multi-trip **policy** insured adults can travel independently.

Cruise – **Trips** on ocean or river cruise-ships/boats. No cover is provided for **cruise** holidays unless **you** have declared this to **us** and “**Cruise: Covered**” is shown on **your Validation Certificate**. Payment of an additional **premium** may be required. A ferry crossing does not constitute a **cruise**.

Cut short/Cutting short – Either:

- a) the immediate direct early return from **your trip to your home country**, in which case claims will be calculated from the day **you** returned to **your home country** and based on the number of complete days of **your trip you** have not used, or
- b) being a hospital in-patient outside **your home country** for a period in excess of 48 hours.

Cyber-terrorism – 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.

Destination – The geographic area through or to which **you** travel during **your trip**.

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

Excess – An amount deducted per **insured person**, per **policy** section for each incident which results in a claim. The **excess** amount is shown under each section in the table of benefits on pages 6 to 7.

Family – **you** and **your** wife, husband, civil partner or partner who lives with **you** in a relationship for at least 6 months at the same address as **you**, regardless of gender, **your** unmarried dependent children (including adopted, fostered and step-children) under the age of 18 years (or under the age of 21 if in full-time education), living in the same household, including children living away from **home** in full time education.

Hijack – The unlawful seizure or wrongful exercise of control of an aircraft, train or sea vessel that **you** are travelling in as a fare paying passenger.

Home – **your** principal place of residence, which is used for domestic purposes, within the **United Kingdom**, Channel Islands or the Isle of Man.

Home country – **your** country of residence within the **United Kingdom**, Channel Islands or the Isle of Man.

Illness/illnesses – Any condition, disease, set of symptoms or sickness leading to a change in **your** health, and as diagnosed and confirmed by a **doctor** during the period of cover, which is not a **pre-existing medical condition** unless the **pre-existing medical condition** has been disclosed to **us** and accepted in writing by **us**.

Insured person/you/your/yourself – Each person named on the **Validation Certificate**, and for whom the required **premium** has been paid.

Limits of cover – Unless stated to the contrary, **our** maximum liability in any one period of cover is limited to the amount stated in each section, per **insured person**.

Manual work – Work involving physical labour (not including office and clerical work, bar and restaurant work, music performance and singing, or fruit picking which does not involve working at heights or the use of machinery).

Medical condition – Any medical or psychological disease, sickness, conditions (whether diagnosed, undiagnosed or a set of symptoms), **illness** or injury, that has affected **you**, or any other **insured person**.

Medical health declaration – The complete, true

and accurate answers to **our** questions regarding medical information that needs to be declared to **us** before each period of cover by any **insured person** who has suffered from a **pre-existing medical condition**.

Medical officer – An appropriately licensed and qualified medical professional employed or contracted by **us** or by **Staysure Assistance**, experienced in the assessment of the requirements of medical treatment abroad and repatriation.

Pair or set – A number of items of **personal baggage** considered as being, similar or complementary, to one another, or used together

Personal baggage – Baggage, clothing, personal effects (excluding **golf equipment**, **winter sports equipment**, **ski pass**, and **valuables**) and other articles which belong to **you** (or for which **you** are legally responsible) which are worn, used or carried by **you** during a **trip**, excluding any vehicle, caravan or trailer.

PLEASE NOTE: This travel insurance **policy** is not intended to cover expensive items for which **you** should take out full 'personal possessions' insurance under **your home contents policy**.

Personal money – **Cash**, travellers' and other cheques, travel tickets, event and entertainment tickets and **your** personal credit/debit or charge cards.

Policy – This contract of insurance, including the **Validation Certificate** and any endorsements, or appendices to it.

Premium – The sum that **you** must pay **us** for this **policy**, including any surcharges and taxes legally applicable. Except where otherwise stated, all amounts shall be expressed in Pound Sterling and the £ symbol will be used.

Pre-existing medical condition –

- any past or current **medical condition** that has given rise to symptoms, or for which any form of treatment, or prescribed medication, medical consultation, investigation, or follow-up/check-up, has been required, or received, during the 2 years prior to the commencement of cover under this **policy** and/or prior to any **trip**: and
- any cardiovascular or circulatory condition (e.g. heart condition, hypertension, blood clots, raised cholesterol, stroke, aneurysm, brain haemorrhage) that has occurred at any time prior to the commencement of cover under this **policy** and/or prior to any **trip**

Public transport – Any publicly licensed aircraft, sea

vessel, train or coach on which **you** are booked to travel, operating according to a published timetable.

Secure baggage area – Any of the following, as and where appropriate:

- the locked dashboard, boot or locked baggage compartment of a hatchback vehicle fitted with a lid closing off the baggage area, or of an estate car with a fitted and engaged tray or roller blind cover behind the rear seats
- the fixed storage units of a motorised or towed caravan
- a locked baggage box, locked to a roof rack which is itself locked to the vehicle roof

Single article – Any one article or **pair or set** of articles (including golf clubs) or collection which is used or worn together, except when the optional golf cover section is purchased and shown in the **Validation Certificate** (then the **single article** limit applies to each individual golf club and not the set as a whole).

Single parent family – One adult and all of his/her unmarried dependent children (including adopted, fostered and step-children) under the age of 18 years (or under the age of 21 if in full-time education), living in the same household, including children living away from **home** in full time education.

Sports and activities – The activities listed under Sport and Activities on page 48.

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

Terminal prognosis – Medically advised that life expectancy is reduced as a result of an incurable **medical condition**, and the condition, or related condition(s) will in all likelihood lead to death.

Terrorism – 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 government(s), committed for political, religious, ideological or ethnic purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public in fear.

Terrorist Event – An incident of **terrorism** specifically involving loss of life, or serious injury that results in a state of emergency being declared by the UK Government, or the government of the country to which **you** are booked to travel.

Theft – The dishonest appropriation of property by another person with the intention of permanently depriving **you** of it.

Third party – Any natural person or legal entity other than:

- you;
- your close relative(s);
- your business partners, directors and employees

Travelling companion – A person(s) with whom you have booked to travel on the same travel itinerary, and without whom your travel plans would be impossible.

Trip(s) – A holiday or journey for leisure purposes that takes place during the period of cover which begins when you leave home, and ends when you return home, or to a hospital or nursing home in your home country, whichever is earlier. For single trip cover, any other holiday or trip which begins after you get back home is not covered.

Unattended – When you cannot see and/or are not close enough to your property, or vehicle, to prevent unauthorised interference with, or theft of, your property or vehicle.

United Kingdom – England, Scotland, Wales, and Northern Ireland.

Validation Certificate – The document that sets out the names of the insured persons, the geographical limits, the period of cover, any other special conditions and terms, and which forms an integral part of this policy.

Valuables – Jewellery, antiques, articles made of gold or silver or other precious metals, precious or semi-precious stones, musical instruments, furs or leather clothing, watches, binoculars, telescopes, photographic equipment, electronic audio or digital media, games consoles, laptops, tablets and other computer equipment and hand-held electronic devices including but not limited to MP3 players, MP4 players, iPods, iPads, Kindles, and the like and associated software.

War and civil unrest – War or warlike operations (whether war is declared or not), civil war, invasion, acts of foreign enemies, hostilities, mutiny, uprising, rebellion, revolution, riot, insurrection, civil commotion, conspiracy, military or usurped power, martial law or state of siege.

We/our/us: ERGO Travel Insurance Services Limited on behalf of Great Lakes Insurance UK Limited.

Weapons of mass destruction – The use of atomic, biological or chemical weapons or contamination.

Winter sports – Glacier skiing, guided cross-country skiing (Nordic Skiing), ice-skating (outdoor), mono-skiing (on-piste), skiing or snowboarding (off-piste but within the confines of the ski resort on recognised and authorised areas only), skiing or snowboarding (on-piste), sledging, snowshoeing, tobogganing.

Winter sports equipment – Skis, mono-ski or snowboard, ski boots, ski bindings and ski poles.

Important limitations

Anyone your trip depends on – Cancellation & Cutting Short Your Trip

Cover is extended to claims relating to pre-existing medical conditions if the persons medical practitioner is able to confirm that at the time you bought the policy or booked the trip (whichever is later), there would not have been any substantial likelihood of the condition deteriorating so that cancellation or cutting short your trip would become necessary. If the medical practitioner cannot confirm this in writing, your claim will not be covered.

You should also refer to what is not covered under Sections 1 and 2 and the General Exclusions.

Section 1 Cancellation

Cancellation applies for booked trips taking place within the period of cover that you are forced to cancel because of one of the following, which are beyond your control, and of which you were unaware at the time you booked your trip or purchased the cover (whichever is later).

What is covered:

We will pay up to the amount shown in the table of benefits, per insured person, for the level of cover shown on your validation certificate for your non-refundable deposits and amounts you have paid (or you are contracted to pay), for your travel and accommodation which you cannot use as a result of one or more of the reasons listed below.

This section also includes cover for pre-paid excursions up to;

- £300 for Basic cover,
- £350 for Comprehensive cover, or
- £1,000 for Signature cover.

Pre-paid kennel or cattery fees which you cannot use are also covered up to £350 (£175 for loss of deposit), for Comprehensive and Signature cover only.

- a) you, a close relative, travelling companion or any person with whom you have arranged to stay during the trip suffers unforeseen illness, injury or, death.
- b) you abandon your trip following a delay of more than 12 hours to the departure of your outward trip that is covered within Section 5 Travel Delay.
- c) you or any person with whom you plan to travel being called for Jury Service or being summoned as a witness in a Court of Law (other than in a professional or advisory capacity).
- d) you being made redundant, provided you qualify for a redundancy payment under current legislation applicable within your home country.

- e) **your** presence is required by the Police because of **accidental** damage, burglary, flooding or fire which has affected **your home**, and has occurred within 48 hours before the start of **your trip**, when the damage is in excess of £1,500.
- f) the Foreign, Commonwealth and Development Office issue a directive advising against all, or all but essential travel to **your trip destination** because of an earthquake, fire, flood, or hurricane.
- hospitalisation due to serious **accident** or **illness**, of a **close relative**;
- b) **accidental** damage, burglary, flooding or fire affecting **your home** during **your trip**, when the loss relating to **your home** is in excess of £1,500 or **your** presence is required by the Police in connection with such events.

Note:

We will pay necessary additional travelling costs incurred in returning **you home** on condition that **you** contact us first, and **you** have a valid claim.

We will also pay necessary additional travel costs in transporting **you** back to the location abroad if the situation permits, assuming the period of **your** original booked **trip** has not expired.

Flights will be limited to one economy class ticket for each **insured person** as long as **you** have a return flight booked and the dates of the ticket cannot be changed.

We will compensate **you** for the proportionate cost of any non-refundable unused pre-paid accommodation.

The maximum **we** will pay under Section 2 in total for claims of **cutting short your trip** and **trip interruption** is the amount shown in the table of benefits, per **insured person**, for the level of cover shown on your **validation certificate** (unless upgraded under Section 1).

Section 2 Cutting Short Your Trip & Trip Interruption

Cover applies if **you** are forced to **cut short** a **trip you** have commenced, and return to **your home country**, because of one of the following, which are beyond **your** control, and of which **you** were unaware at the time **you** booked **your trip** or purchased the cover (if later):

a) Cutting Short Your Trip

What is covered:

We will pay up to the amount shown in the table of benefits, per **insured person**, for the level of cover shown on **your validation certificate** for **your** non-refundable deposits and amounts **you** have paid (or **you** have contracted to pay), for **your** travel and accommodation, including pre-paid excursions up to:

- £300 for Basic cover,
- £350 for Comprehensive cover, or
- £1,000 for Signature cover

which **you** do not use because of **your** inability to complete the **trip** due to:

- a) an unforeseen **illness**, injury or death of **you**, a **close relative**, **travelling companion** or any person with whom **you** have arranged to stay during the **trip**.
- b) **you** or any person with whom **you** plan to travel being called up for Jury Service or being summoned as a witness in a Court of Law (other than in a professional, or advisory capacity).
- c) **accidental** damage, burglary, flooding or fire affecting **your home**, occurring during **your trip**, when the loss relating to **your home** is in excess of £1,500 or **your** presence is required by the Police in connection with such events.

b) Trip Interruption

What is covered:

We will pay up to the amount shown in the table of benefits, per **insured person**, for the level of cover shown on **your validation certificate** if **you** need to return unscheduled to **your home country** during a **trip** because of:

- a) the death, imminent demise, or

Special conditions relating to claims under Sections 1 and 2

1. **You** must obtain a Medical Certificate specifying the unforeseen **illness** or injury from the **doctor** in attendance to confirm the necessity to cancel **your trip**, or return **home**.
2. If **you** have to **cut short** or interrupt **your trip**, **you** must contact us first to obtain our prior approval and allow us to make all the necessary travel arrangements to bring **you home**.
3. **We** will make all necessary repatriation arrangements at **your** cost and **we** will arrange appropriate reimbursement as soon as the claim has been validated in the event **you** are unable to provide a Medical Certificate.
4. **You** must notify the **carrier** or travel agent immediately that **you** know the **trip** is to be cancelled, or **cut short**, to minimise **your** loss as far as possible. If **you** fail to notify the **carrier** or travel agent immediately, our liability shall be restricted to the cancellation charges that would have applied had such a failure not occurred.

5. If **your** claim is because **your** presence is required by the Police in connection with **accidental** damage, burglary, flooding or fire affecting **your home** in the 48 hours before, or during **your trip**, you must provide **us** with written documentation from the Police confirming that the loss or damage occurred during the **trip** – otherwise no claim will be paid.
6. Claims where **you** have to **cut short your trip** will be calculated from the date **you** return to **your home country**, or the date **you** are hospitalised as an in-patient, for the rest of **your trip**.

10. **your** vehicle being stolen, broken into or vandalised or breaking down;
11. **you** no longer being able to afford to go on the planned **trip**;
12. any claim arising as a result of attendance of an **insured person**, or any other person on whom the **trip** depends, in a Court of Law. This exclusion will not apply if **you** are called up for Jury Service or are summoned as a witness (other than in any professional or advisory capacity);
13. any costs relating to airport taxes or air passenger duty. **You** should obtain a refund from **your carrier** for such charges;
14. travel tickets paid for using any airline mileage reward scheme, for example air miles;
15. any claim caused by work commitment or amendment of **your** holiday entitlement by **your** employer;
16. any claim resulting from **your** inability to travel, or continue travelling due to an **insured person's** failure to hold, obtain or produce a valid passport or any required visa in time for the booked **trip**;
17. prohibitive regulations by the Government of any country, or delay or amendment of the booked **trip** due to Government action;
18. the death or **illness** of any pet or animal;
19. anything mentioned in the General Exclusions.

What is not covered: under Sections 1 and 2

1. the **policy excess** per **insured person** per claim;
2. disinclination to travel, or continue travelling, unless **your** change of travel plans is caused by one of the circumstances listed under 'what is covered';
3. any claim arising directly or indirectly from a known **pre-existing medical condition** unless **you** have declared all **pre-existing medical conditions** to **us** and **we** have written to **you** accepting them;
4. cancellation, **cutting short your trip**, or **trip** interruption caused by pregnancy or childbirth where it was known at the time **you** booked the **trip**, or purchased the cover (if later), that the expected date of delivery is less than 8 weeks (16 weeks for a multiple birth) after the end date of **your** booked **trip**. Any change to **your** booked travel must be certified as medically necessary by a **doctor** due to **complications of pregnancy and childbirth**;
5. any claim for travel or accommodation expenses of any person not insured under this **policy**, regardless of whether **you** have paid those costs on their behalf.
6. claims arising from an actual or planned **strike or industrial action** which was common knowledge at the time **you** booked the **trip** or purchased the cover (if later);
7. any costs in respect of any unused pre-paid travel expenses when **we** have paid to repatriate **you**;
8. failure by the provider of any part of the booked **trip** to supply the service or transport (whether as the result of error, insolvency, bankruptcy, liquidation, omission, default or otherwise), unless the event is specifically covered by this **policy**. **You** should direct any claim in this case to the provider involved;
9. anything for which the company providing **your** transport or accommodation, their agents, or any person acting for **you** is responsible;

Section 3a Emergency Medical & Repatriation Expenses

If **you** have a medical emergency while on **your trip** or if **you** have to come **home** early or have to extend the length of **your trip** due to **illness** or injury, **you** must contact **Staysure Assistance** as soon as **you** can on +44 1403 288 414 or +1 844 780 0639 (when calling from within the USA and Canada), giving **your** name, **policy** number, and as much information as possible.

To comply with the Terms and Conditions of the insurance **you** must contact **us** as soon as possible. **You** MUST obtain **our** prior authorisation before incurring any expenses over £350, except in case of emergency. If **you** are physically prevented from contacting **us** immediately, **you** or someone designated by **you** must contact **us** within 48 hours.

What is covered:

We will pay up to the amount shown on the table of benefits for each **insured person** who suffers sudden and unforeseen **bodily injury**, or **illness**, or who dies during a **trip** outside **your home country** for the following:

- a) medical expenses (including transportation to the nearest suitable hospital) for the immediate

needs of an unforeseen medical emergency, when deemed necessary by a recognised **doctor** and agreed by **our medical officer**.

b) up to;

- £250 for Basic cover,
- £400 for Comprehensive cover, or
- £500 for Signature cover

in total for emergency dental treatment as long as it is for the immediate relief of pain only, or for emergency repairs to dentures, or orthodontic appliances carried out solely to alleviate distress in eating.

c) up to £5,000 for the usual and customary burial, or cremation of a deceased **insured person** should **you** die during a **trip** to a country outside of the **United Kingdom**; or the cost of returning an **insured person's** body or ashes to **your home country**.

d) additional travelling costs to repatriate **you home** when recommended by **our medical officer**.

e) the cost of a medical escort if considered necessary by **our medical officer**.

f) up to £2,000 for **you** to extend **your stay**, if **Staysure Assistance** agrees that it is medically necessary for:

i. extra accommodation (room only) and travel expenses (economy class travel unless an upgrade is deemed to be medically necessary and this is authorised by **Staysure Assistance**) to allow **you** to return to **your home country**; and

ii. extra accommodation (room only) for someone to stay with **you** and travel **home** with **you** if this is deemed necessary by a **doctor** and agreed by **our medical officer**; or

iii. economy class travel expenses for one relative or friend to travel from **your home country** to stay with **you** (room only) and travel **home** with **you** if this is deemed necessary by **our medical officer**; or

iv. economy class travel expenses to return **your children** who are under 18 years of age and insured under this **policy home**, if **you** are incapacitated and there is no other responsible adult to supervise them. If no one is available, a competent person will be provided to accompany the children **home**.

v. **we** will not deduct **your excess** if **you** use a reciprocal health agreement.

g) the cost of taxi fares, for travel to or from hospital relating to **your** admission, discharge, attendance for outpatient treatment, or appointments, or for collection of medication prescribed by the hospital only.

h) the cost of telephone calls to **Staysure Assistance** notifying and dealing with the emergency, or any costs incurred by **you** when **you** receive calls on **your mobile telephone** from **Staysure Assistance**.

We reserve the right to limit payment to what **our medical officer** deems to be reasonable.

If **our medical officer** advises a date when it is feasible and practical to repatriate **you**, but **you** choose instead to remain abroad, **our** liability to pay any further costs under this section after that date will be limited to what **we** would have paid if **your** repatriation had taken place.

What is covered when travelling within the United Kingdom, Channel Islands and the Isle of Man:

Where **you** are travelling solely within the **United Kingdom**, Channel Islands or the Isle of Man during **your trip** of 2 or more consecutive nights in pre-booked accommodation **we** will pay up to £10,000 for:

- a) extra transport and accommodation for **you** and one other person who stays with **you**, or who has to travel to **you** from within **your home country** and/or travel back with **you**, if this is necessary due to medical advice.
- b) **your** body or ashes to be transported **home**.

Special conditions relating to claims

1. **You** must give notice as soon as possible to **Staysure Assistance** of any **bodily injury, illness or complications of pregnancy and childbirth** which necessitates **your** admittance to hospital as an in-patient or before any arrangements are made for **your** repatriation.
2. In the **event of your bodily injury, illness, or complications of pregnancy and childbirth** **we** reserve the right to relocate **you** from one hospital to another and arrange for **your** repatriation to **your home country** at any time during the **trip**. **We** will do this if the **doctor** in attendance and **our medical officer** agree **you** can be moved safely and/or travel safely to **your home country** to continue treatment.
3. Funeral costs, or the costs of transporting mortal remains must be authorised in advance by **Staysure Assistance**.

What is not covered under Section 3a:

1. any medical costs within the **United Kingdom**, Channel Islands or the Isle of Man
2. the **excess**, unless **you** have used any kind of reciprocal health agreement.

3. medical, or repatriation costs greater than £350 which have not been authorised by **us** in advance.
4. treatment in a private hospital or clinic abroad where a suitable public or state facility is available.
5. any claim if **you** have not complied with the conditions of the medical declaration section.
6. the cost of replacing medication that **you** were using before **your trip**.
7. any claim for rehabilitation treatments.
8. the cost of cremation or burial in the **United Kingdom**, Channel Islands or the Isle of Man.
9. the replacement or repair of artificial or false teeth or dental work involving the use of precious metal.
10. the cost of telephone calls, or any costs incurred by **you** when **you** receive calls other than calls to and from **Staysure Assistance** notifying and dealing with the emergency, for which **you** are able to provide receipts or other reasonable evidence to show the cost of the calls and the numbers **you** telephoned.
11. the cost of treatment or surgery, including exploratory tests, which are not directly related to the **bodily injury** or **illness** which necessitated **your** admittance into hospital.
12. any expenses which are not usual, reasonable or customary to treat **your bodily injury** or **illness**.
13. any form of treatment, or surgery which in the opinion of the **doctor** in attendance and **our medical officer** can be delayed until **your** return to **your home country**.
14. expenses incurred in obtaining or replacing medication, which at the time of departure is known to be required or to be continued outside **your home country**.
15. additional costs arising from single or private room accommodation.
16. treatment or services provided by a health spa, convalescent or nursing **home** or any rehabilitation centre unless agreed by **Staysure Assistance**.
17. any expenses incurred within, or after **you** have returned to **your home country**.
18. any expenses for pregnancy, or **complications of pregnancy and childbirth** where the expected date of delivery is less than 8 weeks (16 weeks for a multiple birth) after the end date of **your booked trip**.
19. any claim for medical treatment for any complication as a result of a voluntary termination of pregnancy.
20. any costs incurred as a result of being airlifted from a **cruise ship** unless these have been authorised by **us** in advance.
21. the cost of returning to the **United Kingdom** if

you do not hold a return ticket. **We** will deduct from **your** claim the cost of a one-way airfare based on **your** original **carrier's** published prices in the same class of travel and using the same route as **your** outward journey.

22. anything mentioned in the General Exclusions.

Section 3b Hospital Daily Benefit

PLEASE NOTE: this section of cover is only included in Comprehensive and Signature Cover policies.

What is covered:

We will pay **you** £50 per complete 24 hour period of in-patient treatment up to a maximum under this **policy** of £1,000 for a valid claim under Section 3a (Emergency Medical & Repatriation), if **you** are admitted to a recognised hospital abroad as an in-patient for more than 24 continuous hours and **you** are treated under a reciprocal health agreement, such as the Medicare scheme when travelling within Australia.

This payment is to contribute towards additional expenses such as taxi fares and phone calls incurred during **your** stay in hospital.

Special conditions relating to claims

You must call **Staysure Assistance** where possible before **you** are admitted to hospital.

What is not covered under Section 3b:

1. any claims arising directly or indirectly from **your** hospitalisation in a private medical facility where no part of **your** medical costs have been covered by any reciprocal health agreement.
2. any claims arising directly or indirectly from:
 - a) any additional period of hospitalisation, compulsory quarantine or confinement to **your** accommodation:
 - b) relating to treatment or surgery, including exploratory tests, which are not directly related to the **bodily injury** or **illness** which necessitated **your** admittance into hospital.
 - c) relating to treatment or services provided by a convalescent or nursing **home** or any rehabilitation centre.
 - d) following **your** decision not to be repatriated after the date when in the opinion of **Staysure Assistance** it is safe to do so.
3. hospitalisation, compulsory quarantine or confinement to **your** accommodation:
 - a) relating to any form of treatment or surgery which in the opinion of the **doctor** in attendance and **our medical officer** can be delayed reasonably until **your** return to **your home country**.

- b) occurring in England, Scotland, Wales or Northern Ireland and relating to either private treatment or tests, surgery or treatment, the costs of which are funded by, or are recoverable from the Health Authority in **your home country**.
- 4. any claim if **you** have not complied with the conditions of the medical declaration section.
- 5. anything mentioned in the General Exclusions.

Section 4a Missed Departure

What is covered:

We will pay **you** up to £500 for Basic cover and £1,500 for Comprehensive and Signature cover, for reasonable additional travelling and accommodation expenses necessarily incurred to reach **your** overseas **destination** or to return to **your home country** by the most direct route.

If **you** arrive at the airport, port or international coach or rail terminal too late to commence the first part of **your** pre-booked international **trip**, as a result of:

- a) breakdown of or **accident** directly involving the vehicle in which **you** are travelling; or
- b) cancellation or curtailment of scheduled **public transport** due to adverse weather conditions, **strike**, or **industrial action**, or mechanical breakdown, or **accident**.

We will provide assistance by liaising with the **carrier** and/or tour operator to advise of **your** late arrival. If necessary, **we** will make arrangements for overnight hotel accommodation and alternative international travel.

Section 4b Missed Connection & Home Country Departure Assistance

What is covered:

We will pay up to the amount shown in the table of benefits, for the level of cover shown on **your validation certificate** for costs incurred should **you** be delayed or miss **your** connection as follows:

Missed Connection:

If **your** air, sea, coach or rail **carrier** is delayed as a result of disruption, cancellation, delay, suspension, failure, or alteration of or breakdown, or **accident** immobilising the vehicle in which **you** are travelling and **you** miss **your** pre-booked travel connection by scheduled **public transport** **we** will:

- a) assist **you** to reach **you**:
 - i. next ticketed connection or **destination** on **your** outward journey, or
 - ii. next ticketed connection or **your home** on **your** return journey.
- b) liaise with the onward transport provider to advise of **your** late arrival and will, if necessary, make alternative travel arrangements to enable **you** to get **home**.

Should **you** arrive at **your home country** transfer point on time but **you** are unable to continue **home** as planned due to the disruption, cancellation, delay, suspension, failure or alteration of **your** planned internal travel connection by scheduled **public transport**; or the immobilisation or **theft** of the private vehicle in which **you** proposed to travel **we** will:

- a) provide necessary alternative transport, local emergency assistance, recovery of the private vehicle and the passengers to their **home** or overnight accommodation whilst awaiting repairs to the private vehicle.

Departure Assistance on your outward journey:

If **you** are delayed in reaching **your** United Kingdom international airport, port, coach, or rail terminal, as a result of disruption, cancellation, delay, suspension, failure, or alteration of **public transport**, or breakdown, or **accident** immobilising the private vehicle in which **you** are travelling:

- a) **we** will provide assistance to enable **you** to continue **your** journey to **your** United Kingdom international departure point;
- b) **we** will provide alternative transport or emergency local help where necessary, including the towing of **your** vehicle to the nearest garage.

Special conditions relating to claims under Sections 4a and 4b

1. **You** must make every effort to commence and complete the journey to **your** departure point and check in for the flight, sea crossing, coach or train journey on time.
2. **You** must obtain written confirmation from the **carrier** stating the period of, and the reason for, the delay.
3. For claims arising from an **accident** to, or breakdown of a private vehicle in which **you** are travelling, **you** must obtain written confirmation from the emergency breakdown services or repairers of the location and reason for the breakdown or the Police **Accident Report**.
4. Where **your** private vehicle in which **you** are travelling or intending to travel cannot be used as a result of breakdown or **accident**, **we** will pay for 1 hour's roadside assistance (excluding any replacement parts) and towing charges to the nearest garage. For claims under Section 4b only.
5. Claims arising from traffic congestion must be evidenced with written confirmation from the Highways Agency of the location and duration of the delay. For claims under Section 4b Departure Assistance on **your** outward journey only.

What is not covered under Sections 4a and 4b:

1. claims arising from actual or planned **strike or industrial action** which was common knowledge at the time **you** booked the **trip** or purchased, renewed or extended this insurance;
2. additional costs where the scheduled **public transport** operator has offered or contractually has to provide alternative travel arrangements;
3. breakdown of the private vehicle in which **you** are travelling if it has not been regularly serviced;
4. claims under Section 4b in addition to claims under Section 5 (travel delay);
5. claims due to **you** allowing insufficient time to complete **your** journey to the departure point or allowing less than 2 hours between connecting flights;
6. anything mentioned in the General Exclusions.

Section 5 Travel Delay

What is covered:

We pay up to the amount shown in the table of benefits, for the level of cover shown on **your validation certificate** if the intended departure of **your** first outward or final inward international flight, sea crossing or coach or train journey forming part of a booked **trip**, is delayed as a direct result of **strike or industrial action**, adverse weather conditions, failure of air traffic control systems, or mechanical breakdown of aircraft, sea vessel, coach or train.

Alternatively **you** can choose to abandon **your trip** and submit a Cancellation claim under Section 1, should **you** experience a delay as specified above, of more than 12 hours beyond the intended departure time.

Special conditions relating to claims

1. If **you** decide to abandon **your trip** no benefit under this section will apply.
2. **You** must check in according to the itinerary supplied to **you**.
3. Compensation for flight delays will only be payable if **you** were a pre-booked fare paying passenger on a fully licensed passenger aircraft.

What is not covered:

1. claims where **you** have not obtained written confirmation from the **carrier** stating the period and reason for delay;
2. claims under this section in addition to claims under Section 1 (cancellation) and Section 4 (missed departure);
3. anything mentioned in the General Exclusions.

Section 6a Personal Baggage

What is covered under Section 6a:

We will pay up to the amount shown in the table of benefits, per **insured person**, for the level of cover shown on **your validation certificate**, if **your personal baggage** is damaged, stolen, destroyed, or lost (and not recovered) during the course of a **trip**.

Within this amount the following sub-limits apply:

- a) **we** will pay up to;
 - £250 for Basic cover,
 - £400 for Comprehensive cover, or
 - £500 for Signature coverfor any **single article**, or for any one **pair or set** of articles, where **you** are able to provide the original receipt, or proof of ownership.
- b) **we** will only pay up to £250 for all articles lost, damaged or stolen per incident if **you** cannot provide satisfactory proof of ownership and value.
- c) **we** will only pay up to £50 for any **single article**, or for any one **pair or set** of articles, if **you** cannot provide an original receipt or other satisfactory proof of ownership and value (for example, a photograph of **you** wearing the article) to support the claim. Evidence of replacement value is insufficient.
- d) **we** will pay up to;
 - £250 for Basic cover and
 - £500 for Comprehensive and Signature coverin total for **valuables** owned by **you**, whether jointly owned or not. **We** will only pay up to £100 for **valuables** owned by **you** if **you** are under 18 years of age.
- e) **we** will only pay up to £150 in total for sunglasses or prescription glasses of any kind.
- f) **we** will only pay up to £100 for mobile telephones.
- g) **we** will only pay up to £100 for **personal baggage** or **valuables** lost, damaged or stolen from a beach or pool-side.
- h) **we** will only pay up to £50 for any cigarettes or alcohol that are lost, damaged or stolen.

Special conditions relating to claims under Section 6a

1. **We** will either pay **you** for the loss, or to **replace, reinstate** or repair the items concerned.
2. Claims are not paid on a 'new for old', or replacement cost basis. A deduction, therefore will be made for wear and tear and depreciation.

3. Your **personal baggage** must not be left unsecured, **unattended**, or beyond **your** reach at any time in a place to which the public have access.
4. You must report the loss, or **theft** of **personal baggage** within 24 hours of discovery, to the local Police and to the **carrier**, if appropriate. Damage to **personal baggage** in transit must be reported to the **carrier** before **you** leave the baggage hall and a Property Irregularity Report (PIR) must be obtained. Loss, or **theft** of **personal baggage** during **your trip** must be reported to **your** hotel, accommodation provider, or tour operator representative if appropriate. **You** must provide **us** with written documentation from one of the parties listed above confirming that the loss, or **theft** occurred during the **trip** – otherwise no claim will be paid.
5. **Baggage** shall be considered to have been lost after 21 days have passed since the loss was reported.
6. For items damaged whilst on **your trip**, **you** must obtain an official report from an appropriate local repairer confirming the item is damaged and beyond repair.
7. **You** must report the loss, **theft** or damage to the local Police and obtain written confirmation, if **your valuables** are lost, stolen or damaged whilst in a hotel safe, or safety deposit box.
If **your baggage** is recovered, **we** will either forward it to **you** at **your** location on the **trip** or, if the **trip** has ended, to **your home**. Any compensation **you** received under Section 6a must be returned to **us** within 14 days of the receipt of **your baggage**.

Section 6b Baggage Delay on your Outward Journey

PLEASE NOTE: this section of cover is only included in Comprehensive and Signature Cover policies.

No cover is provided under Section 6b for **trips** taken solely within the **United Kingdom**, Channel Islands or the Isle of Man.

What is covered:

We will pay up to the amount shown in the table of benefits, for the level of cover shown on **your validation certificate** if **your baggage** is certified by the **carrier** to have been lost, or misplaced on the outward journey of a **trip**.

We will not pay claims under this section in addition to claims under Section 6a (**Personal Baggage**).

Special conditions relating to claims under Section 6b

If **baggage** is delayed while in the care of a **carrier**, transport company, authority or hotel **you** must report to them, in writing, details of the delay or eventual loss, **theft** or damage and obtain written confirmation. If **baggage** is lost, stolen or damaged whilst in the care of an airline **you** must:

1. Obtain a Property Irregularity Report (PIR) from the airline.
2. Give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
3. Retain all travel tickets and tags for submission if a claim is to be made under this **policy**.

Section 6c Personal Money & Passport

What is covered:

We will pay **you** up to the amount shown in the table of benefits, for the level of cover shown on **your validation certificate**, if during a **trip**, the **Personal Money** **you** are carrying on **your person** or **you** have left in a safety deposit box is lost, stolen, damaged or destroyed, subject to the following conditions and exclusions:

- a) **we** will pay up to £250 for Basic cover or £500 for Comprehensive and Signature cover for **cash** belonging to **you**. If **you** are under 18 years of age, the maximum **we** will pay is, £150 for Basic and Comprehensive cover and £200 for Signature cover.
- b) **we** will pay up to £300 for Basic cover or £500 for Comprehensive and Signature cover for additional travel and accommodation expenses **you** incur abroad to obtain a replacement if **your passport** is lost, or stolen outside the **United Kingdom**, Channel Islands or the Isle of Man during **your trip**.
- c) **we** will pay **you** a proportionate refund of the unused part of the passport's original value calculated upon how many complete years it was to remain valid for.

Special conditions relating to claims under Section 6c

1. **You** must report loss, or **theft** of **money**, or **your passport** to the local Police and obtain written confirmation within 24 hours of discovery of the incident. A tour operator Representative Report is insufficient.
2. The Police Report must confirm that the loss, or **theft** occurred during the **trip**.
3. **You** must provide **us** with evidence of the withdrawal of **cash** – otherwise no payment will be made.

What is not covered under Sections 6a, 6b and 6c:

1. the policy excess;
2. any item loaned, hired or entrusted to you;
3. loss, theft of, or damage to, **personal baggage, valuables, personal money, or passport** left **unattended** in a public place, or location that the public has access to at any time;
4. any loss, theft of, or damage to **personal baggage** left in an **unattended** motor vehicle if:
 - they have not been locked out of sight in a **secure baggage area**;
 - no forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and no evidence of such entry is available;
5. loss, theft of, or damage to, **valuables, personal money, or passport**:
 - from a motor vehicle left **unattended** at any time; or
 - left in checked-in baggage, whilst in the custody of a **carrier**; and/or
 - packed in baggage left in the baggage hold, or storage area of a **carrier**;
6. any loss, theft of, or damage to **personal baggage** left **unattended** at **your** accommodation other than in a hotel room, or private accommodation for **your** sole private use, or the sole private use of **your** travelling party;
7. any loss, theft of, or damage to **personal money, valuables or passport** left **unattended** at any time unless deposited in a hotel safe, or safety deposit box;
8. wear and tear, depreciation, damage caused by moth or vermin, or any process of cleaning, or restoration, or alteration, atmospheric, or climate conditions, or any gradual occurrence.
9. electrical or mechanical breakdown, or malfunction of the article insured;
10. damage to china, pottery, glass, or other fragile, or brittle articles, other than photographic equipment and telescopic lenses, unless by fire, or resulting from an **accident** to a seagoing vessel, aircraft, or vehicle;
11. liability in respect of a **pair or set** of articles where **we** shall be liable only for the value of that part of the **pair or set** which is lost, or damaged;
12. equipment used in connection with any **winter sports or sports and activities** unless you have paid the required additional **premium** to extend **your policy**;
13. any loss, theft of, or damage to the following items;
 - a) contact or corneal lenses, dentures, hearing aids, bonds, securities, stamps or documents of any kind, including driving licences, musical instruments, typewriters, antiques, pictures, coupons, unset precious stones, cycles, mobility scooters, motor vehicles and their accessories, water craft and their accessories, caravans, trailers and trailer tents and their accessories, and property carried in connection with any business, profession, or trade;
 - b) any unused mobile or satellite telephone, contract charges, rental charges, or pre-payments;
14. any claim for **baggage**, or the contents of any **baggage** containing perishable goods.
15. checked-in baggage that has not been retrieved and taken to **your** accommodation address.
16. any claim where **you** are able to claim from another insurance covering this risk, or the airline with which **you** travelled, **we** will only pay for any balance outstanding.
17. confiscation, or detention by Customs, or other lawful officials and authorities;
18. loss, theft of, or damage to, travellers' cheques if **you** have not complied with the issuers' conditions or where the issuer provides a replacement service.
19. loss or damage due to depreciation in value, variations in exchange rates or shortages due to error, or omission.
20. anything that can be replaced by the issuer;
21. daily living expenses when obtaining a replacement passport;
22. anything mentioned in the General Exclusions.

Section 7 Personal Accident

PLEASE NOTE: this section of cover is only included in Comprehensive and Signature Cover policies.

Definitions relating to words that appear in Section 7.

Loss of limb – Loss by physical severance, or the total and irrecoverable permanent loss of use or function of, an arm (or both arms) at or above the wrist joint(s), or a leg (or both legs) at or above the ankle joint(s).

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

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

What is covered:

We will pay to **you** or **your** legal personal representatives if **you** suffer **accidental bodily injury** during the **trip**, which within 12 months is the sole and direct cause of death or disablement, one of the following benefits:

Comprehensive policies only:

| Cover | Benefit per insured person | |
|--------------------------------|----------------------------|------------------------------|
| | Aged 18 to 85 | Aged under 18 or 86 and over |
| Death | £20,000 | £1,000 |
| Loss of limb, or loss of sight | £20,000 | £1,000 |
| Permanent total disablement | £20,000 | £1,000 |

Signature policies only:

| Cover | Benefit per insured person | |
|--------------------------------|----------------------------|------------------------------|
| | Aged 18 to 85 | Aged under 18 or 86 and over |
| Death | £30,000 | £1,000 |
| Loss of limb, or loss of sight | £30,000 | £1,000 |
| Permanent total disablement | £30,000 | £1,000 |

What is not covered:

- injury not caused solely by outward, violent and visible means;
- your** disablement caused by mental or psychological trauma not involving **your bodily injury**;
- disease or any physical defect, infirmity or **illness** which existed prior to the commencement of the **trip**;
- any payment per **insured person** in excess of the amount shown in the tables above for the level of cover shown on **your validation certificate**;
- death, or disablement arising from an **insured person** engaging in any **sports and activities**, or **winter sports** where this **policy** specifically states that Personal Accident cover is excluded (regardless of whether the **sports and activities**, or **winter sports premium** has been paid), or where the sports, or activity is not listed as covered, or is where it is specifically excluded;

- any **accident** that **you** suffer before **you** go on **your trip**;
- you** travelling in an aircraft (except as a passenger in a fully-licensed, passenger carrying aircraft);
- you** travelling on a motorcycle as either the rider or passenger;
- you** taking part in **manual work** or dangerous work, unless **we** have agreed in writing beforehand;
- anything mentioned in the general exclusions.

Section 8 Personal Liability

PLEASE NOTE: this section of cover is only included in Comprehensive and Signature Cover policies. Cover may also be provided in Basic Cover policies subject to payment of the required additional premium, as shown on the Validation Certificate.

No cover is provided under Section 8 for **trips** taken solely within the **United Kingdom**, Channel Islands or the Isle of Man.

What is covered:

If as a result of **your** act or omission occurring during a **trip** **you** become legally liable for **accidental bodily injury** to, or the death of, any person and/or **accidental** loss of or damage to their property, then:

We will cover **you** (or, in the event of **your** death, **your** personal legal representatives) where there is no other insurance in force covering the loss, the material damage, or **your** liability against:

- all sums which **you** shall become legally liable to pay as compensation; and
- all legal costs awarded to any claimant or incurred in the defence of any claim that is contested by **us** or with **our** consent.

We will pay up to £2,000,000, including costs under this **policy**. This limit applies to any and all claimants in any one period of cover affected by any and all occurrences with any one original cause.

Special conditions relating to claims

- Our** liability shall not exceed the sum insured in respect of any or all occurrences in a series resulting from one original cause.
- If **you** receive any communication from any person in connection with any event which may result in a claim under this section, **you** must immediately pass this to **us** without acknowledging the communication to the party who sent the communication.
- You** must make no admission of liability, offer, promise of payment, or payment, without **our** written consent.

What is not covered:

1. the policy excess;
2. injury to, or the death of, any member of **your family** or household, **your travelling companion**, or any person in **your service**;
3. property belonging to, or held in trust by **you** or **your family**, household or servant;
4. loss of or damage to property which is the legal responsibility of **you** or **your family**, household or servant. (this exclusion will not apply to temporary hotel and similar accommodation which **you** occupy and for which **you** assume contractual responsibility during **your trip**);
5. any liability which attaches by virtue of a contractual agreement, but which would not exist in law in the absence of such an agreement;
6. claims for injury, loss or damage arising directly or indirectly from:
 - ownership or use of: airborne craft; horse-drawn, motorised, mechanically-propelled or towed vehicles; vessels, sail or powered boats (other than row boats, punts or canoes); animals (other than domestic dogs or cats); firearms; weapons;
 - the pursuit or exercise of any trade, profession or gainful occupation, or the supply of goods and services by **you**;
 - the ownership or occupation of any land or building;
 - wilful or malicious acts;
7. liability or material damage for which cover is provided under any other insurance or guarantee;
8. **accidental** injury or loss not caused through **your** negligence;
9. any injury, **illness**, death, loss, expense or other liability attributable to the transmission of any communicable disease or virus however caused;
10. an **insured person** engaging in any **sports and activities** or **winter sports** where this **policy** specifically states that personal liability cover is excluded (regardless of whether the **sports and activities** or **winter sports premium** has been paid);
11. any claim arising in connection with a **trip** solely within **your home country**;
12. any action not brought under the jurisdiction of the courts of the country where the incident giving rise to the claim occurred;
13. anything mentioned in the General Exclusions.

Section 9 Legal Costs & Expenses

PLEASE NOTE: this section of cover is only included in Comprehensive and Signature Cover policies.

Cover under this section is underwritten and administered by DAS Legal Expenses Insurance Company Limited (**DAS**). The legal advice service is provided by DAS Law Limited and or a **preferred law firm** on behalf of **DAS**.

DAS Legal Expenses Insurance Company

DAS Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FRN202106) and the Prudential Regulation Authority, DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH, Registered in England and Wales, Company Number 103274,

Website: www.das.co.uk

Definitions relating to words that appear in Section 9.

Appointed Representative: the **preferred law Firm**, law firm or other suitably qualified person which **we** will appoint to act on **your** behalf.

Costs and Expenses

- a) All reasonable and necessary costs chargeable by **your appointed representative** and agreed by **us** in accordance with **our Standard Terms of Appointment**.
- b) The costs incurred by opponents in civil cases if **you** have been ordered to pay them, or **you** pay them with **our** agreement.

Countries Covered: A county or countries that fall within the geographical area show on **your validation certificate**.

DAS/we/our/us: DAS Legal Expenses Insurance Company Limited.

Date of Occurrence: The date of the event that leads to a claim. If there is more than one event arising at different times from the same originating cause, the **date of occurrence** is the date of the first of these events. (This is the date the event happened, which may be before the date **you** first became aware of it).

Insured Incident: a specific or sudden **accident** which causes **your** death or **bodily injury**.

Preferred Law Firm: a law firm or barristers' chambers which **we** choose to provide legal services. These legal specialists are chosen based on their proven expertise to deal with claims like **yours** and must comply with **our** agreed service levels, which **we** audit regularly. They are appointed according to **our Standard Terms of Appointment**.

Reasonable Prospects: for civil cases, the prospects that **you** will recover losses or damages (or obtain any other legal remedy that **we** have agreed to, including an enforcement of judgment), make a successful defence or make a successful appeal or defence of an appeal, must be at least 51%. **We**, or a **preferred law firm** on our behalf, will assess whether there are **reasonable prospects**.

Standard Terms of Appointment: the Terms and Conditions (including the amount **we** will pay to **your appointed representative**) that apply to the relevant type of claim, which could include a conditional fee agreement (no win, no fee). Where a law firm is acting as an **appointed representative** the amount is currently £100 per hour. This amount may vary from time to time.

DAS agrees to provide the insurance described in this section, in return for payment of the **premium** and subject to the terms, conditions, exclusions and limitations set out in this section and within the General Exclusions, provided that:

1. **reasonable prospects** exist for the duration of the claim
2. the **date of occurrence** of the **insured incident** is during the insured trip
3. any legal proceedings will be dealt with by a court, or other body which **DAS** agree to, within the **countries covered** and
4. the **insured incident** happens within the **countries covered**.

What DAS will pay

We will pay an **appointed representative**, on your behalf, **costs and expenses** incurred following an **insured incident**, provided that:

- a. the most **we** will pay for all claims resulting from one or more events arising at the same time or from the same originating cause is shown in the table of benefits.
- b. the most **we** will pay in **costs and expenses** is no more than the amount **we** would have paid to a **preferred law firm**. The amount **we** will pay a law firm (where acting as an **appointed representative**) is currently £100 per hour. This amount may vary from time to time.
- c. in respect of an appeal or the defence of an appeal, **you** must tell **us** within the time limits allowed that **you** want to appeal. Before **we** pay the **costs and expenses** for appeals, **we** must agree that **reasonable prospects** exist.
- d. for an enforcement of judgment to recover money and interest due to **you** after a successful claim under this section, **we** must agree that **reasonable prospects** exist, and

- e. where an award of damages is the only legal remedy to a dispute and the cost of pursuing legal action is likely to be more than any award of damages, the most **we** will pay in **costs and expenses** is the value of the likely award.

What DAS will not pay

In the event of a claim, if **you** decided not to use the services of a **preferred law firm**, then **you** will be responsible for any costs that fall outside the **DAS standard terms of appointment** and these will not be paid by us.

What is covered

1. **Costs and expenses** up to the amount shown in the table of benefits to pursue **your** legal rights following an **insured incident**.

What is not covered

Exclusions applying to this section

We will not pay for the following:

1. a claim where at any point, **we** or the **appointed representative** assess that there are not **reasonable prospects** of success.
2. any legal proceedings not dealt with by a court of law or by another body agreed by **us**.
3. a claim where **you** have failed to notify **us** of the **insured incident** within a reasonable time of it occurring and where this failure adversely affects the **reasonable prospects** of a claim or **we** consider that **our** position has been prejudiced.
4. an **insured incident** arising before the start, or after the end of an **insured journey**.
5. **costs and expenses** incurred before **our** written acceptance of a claim.
6. any claim relating to any **illness** or **bodily injury** that happens gradually or is not caused by a specific or sudden **accident**.
7. any claim relating to psychological injury or mental **illness** unless the condition follows a specific or sudden **accident** that has caused **your** physical **bodily injury**.
8. defending **your** legal rights (**we** will however, cover defending a counter claim).
9. any claim relating to clinical negligence.
10. fines, penalties, compensation or damages that a court or other authority orders **you** to pay.
11. any legal action which **you** take which **we** or the **appointed representative** have not agreed to, or where **you** do anything that hinders **us** or the **appointed representative**.
12. a dispute with **us** which is not otherwise dealt with under Section 9 condition 7.

13. **costs and expenses** arising from or relating to judicial review, a coroner's inquest or fatal accident inquiry.
14. any **costs and expenses** which are incurred where the **appointed representative** handles the claim under a contingency fee arrangement.
15. Any claim against **us**, ERGO Travel Insurance Services Limited, Great Lakes Insurance UK Limited, or their respective agents.
16. any **claim** where **you** are not represented by a law firm or barrister.

any other person and **you** must give **us** all the information and help **we** need to do so.

Where a settlement is made on a without-costs basis **we** will decide what proportion of that settlement will be regarded as **costs and expenses** and payable to **us**.

- 4.a) **you** must instruct the **appointed representative** to have costs and expenses taxed, assessed or audited if **we** ask for this.
- b) **you** must take every step to recover **costs and expenses** and court attendance that **we** have to pay and must pay **us** any amounts that are recovered.

5. if the **appointed representative** refuses to continue acting for **you** with good reason, or if **you** dismiss the **appointed representative** without good reason, the cover **we** provide will end immediately, unless **we** agree to the appointment of another **appointed representative**.

6. if **you** settle or withdraw a claim without **our** agreement, or do not give suitable instructions to the **appointed representative**, **we** can withdraw cover and will be entitled to reclaim from **you** any **costs and expenses** **we** have paid.

7. in respect of an appeal or the defence of an appeal, **you** must tell **us** within the time limits allowed to appeal, before **we** pay the **costs and expenses** for appeals, **we** must agree that **reasonable prospects** exist.

8. for an enforcement of judgment to recover money and interest due to **you** after a successful claim under this section, **we** must agree that **reasonable prospects** exist, and where an award of damages is the only legal remedy to a dispute and the cost of pursuing legal action is likely to be more than any award of damages, the most **we** will pay in **costs and expenses** is the value of the likely award.

9. if there is a disagreement between **you** and **us** about the handling of a claim and it is not resolved through **our** internal complaints procedure, **you** can contact the Financial Ombudsman Service for help. If the dispute is not covered by the Financial Ombudsman Service there is a separate arbitration process. The arbitrator will be a barrister, solicitor or other suitably qualified person chosen jointly by **you** and **us**. If there is a disagreement over the choice of arbitrator, **we** will ask the Chartered Institute of Arbitrators to decide. The arbitrator will decide who will pay the costs of the arbitration. For example, costs may be split between the **you** and **us** or may be paid by either **you** or **us**.

Additional conditions applying to this section

- 1 a) on receiving a claim, if legal representation is necessary, **we** will appoint a **preferred law firm** or in-house lawyer as the **appointed representative** to deal with **your** claim. They will try to settle **your** claim by negotiation without having to go to court.
- b) if the **appointed preferred law firm** or our in-house lawyer cannot negotiate settlement of **your** claim and it is necessary to go to court and legal proceedings are issued or there is a conflict of interest, then **you** may choose a law firm to act as **your appointed representative**.
- c) if **you** choose a law firm as the **appointed representative** who is not a **preferred law firm**, **we** will give **your** choice of law firm the opportunity to act on the same terms as a **preferred law firm**. However if they refuse to act on this basis, the most **we** will pay is the amount **we** would have paid if they had agreed to **our standard terms of appointment**.
- d) the **appointed representative** must co-operate with **us** at all times and must keep **us** up to date with the progress of the claim.
- 2 a) **you** must co-operate fully with **us** and with the **appointed representative**.
- b) **you** must give the **appointed representative** any instructions that **we** ask **you** to.
- 3 a) **you** must tell **us** if anyone offers to settle a claim, **you** must not negotiate or agree to a settlement without **our** written consent.
- b) if **you** do not accept a reasonable offer to settle a claim, **we** may refuse to pay any further **costs and expenses**.
- c) **we** may decide to pay **you** the reasonable value of **your** claim, instead of starting or continuing legal action. In these circumstances **you** must allow **us** to take over and pursue or settle any claim on **your** behalf. **You** must also allow **us** to pursue at **our** own expense and for **our** own benefit, any claim for compensation against

10. **we** may require **you** to obtain, at **your** expense, an opinion on the merits of the claim or proceedings or on a legal principle from a legal expert. The expert must be approved in advance by **us** and the cost agreed in writing between **you** and **us**. Subject to this, **we** will pay the cost of getting the opinion if the expert's opinion indicates that it is more likely than not that **you** will recover damages (or obtain any other legal remedy that **we** have agreed to) or make a successful defence.
11. **you** must:
 - a) keep to the terms and conditions of this section;
 - b) take reasonable steps to avoid and prevent claims;
 - c) take reasonable steps to avoid incurring unnecessary costs;
 - d) send everything **we** ask for, in writing;
 - e) report to **us** full and factual details of any claim as soon as possible;
 - f) give **us** any information **we** need.
12. **we** will, at **our** discretion, void this section (make it invalid) from its start date or from the date of claim, or alleged claim, or **we** will not pay the claim if:
 - a) a claim **you** have made to obtain benefit under this section is fraudulent or intentionally exaggerated; or
 - b) a false declaration or statement is made in support of a claim.
13. if any claim covered under this section is also covered by another **policy**, or would have been covered if this section did not exist, **we** will only pay **our** share of the claim even if the other insurer refuses the claim.
14. in the event of **your** death as a result of an **insured incident** the benefits of this cover will attach to **your** personal representative (next of kin).
15. this section is governed by the law that applies in the part of the **United Kingdom**, Channel Islands or Isle of Man where the **you** normally live. Otherwise, the law of England and Wales applies. All Acts of Parliament mentioned in this section include equivalent laws in Scotland, Northern Ireland, the Isle of Man and the Channel Islands as appropriate.
16. apart from **DAS**, an **insured person** is the only person who may enforce all or any part of this section and the rights and interests arising from or connected with it. This means that the Contracts (Rights of Third Parties) Act 1999 does not apply to this section in relation to any **third party** rights or interest.

Eurolaw Legal Advice

We will give **you** confidential legal advice over the phone on any personal legal problem under the laws of the member countries of the European Union, the Isle of Man, the Channel Islands, Switzerland and Norway.

You can contact **our** UK based call centres 24 hours a day, seven days a week. However, **we** may need to call **you** back depending on the enquiry. Advice about the Law in England and Wales is available 24 hours a day, seven days a week. Legal advice for the other countries is available 9am – 5pm, Monday to Friday, excluding public and bank holidays. If **you** call outside these times, a message will be taken and **we** will call **you** back within operating hours.

To help check and improve service standards, **we** record all inbound and outbound calls.

To contact the above service, phone **us** on **+44 (0) 117 934 0548**. When phoning, please quote **your policy** number.

We will not accept responsibility if the Helpline Service fails for reasons which **we** cannot control.

Data Protection

To comply with data protection regulations **DAS** are committed to processing personal information fairly and transparently. This section is designed to provide a brief understanding of how **we** collect and use this information. **We** may collect personal details including name, address, date of birth, email address and, on occasion, dependent on the type of cover in place, sensitive information such as medical records. This is for the purpose of managing the products and services in place and this may include underwriting, claims handling and providing legal advice. **We** will only obtain personal information either directly from **you**, the third party dealing with **your** claim or from the authorised partner who sold this **policy**.

Who DAS are

DAS is part of DAS UK Holdings Limited (DAS UK Group). The uses of personal data by **us** and members of the DAS UK Group are covered by **our** individual company registrations with the Information Commissioner's Office. **We** have a Data Protection Officer who can be contacted at dataprotection@das.co.uk

How DAS will use Your Information

We may need to send personal information to other parties, such as lawyers or other experts, the court, insurance intermediaries, insurance companies, appointed service providers, specialist agencies or other members of the DAS UK Group, so they may contact **you** for **your** feedback. If the **policy** includes legal advice **we** may have to send the personal information outside of the European Economic Area (EEA) in order to give legal advice on non-European Union law. Dependent on the type of cover in place, the personal information may also be sent outside the EEA so the service provider can administer the claim.

We will take all steps reasonably necessary to ensure the personal data is treated securely and in accordance with this Privacy Notice. Any transfer outside of the EEA will be encrypted using SSL technology.

We will not disclose the personal data to any other person or organisation unless **we** are required to by **our** legal and regulatory obligations. For example, **we** may use and share the personal data with other organisations and public bodies, including the police and antifraud organisations, for the prevention and detection of crime, including fraud and financial sanctions. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. Further details explaining how the information held by fraud prevention agencies may be used can be obtained by writing to, or telephoning **us**. A copy is also accessible and can be downloaded via **our** website.

What is DAS' legal basis for processing Your information?

It is necessary for **us** to use the personal information to perform **our** obligations in accordance with any contract that **we** may have with the person taking out this **policy**. It is also in **our** legitimate interest to use the personal information for the provision of services in relation to any contract that **we** may have with the person taking out this **policy**.

How long will Your information be held for?

We will retain personal data for 7 years. **We** will only retain and use the personal data thereafter as necessary to comply with **our** legal obligations, resolve disputes, and enforce **our** agreements. If **you** no longer want **us** to use the personal data, please contact **us** at dataprotection@das.co.uk

What are Your rights?

The following rights are available in relation to the handling of personal data:

- the right to access personal data held

- the right to have inaccuracies corrected for personal data held
- the right to have personal data held erased
- the right to object to direct marketing being conducted based upon personal data held
- the right to restrict the processing for personal data held, including automated decision-making
- the right to data portability for personal data held

Any requests, questions or objections should be made in writing to the Data Protection Officer:

Data Protection Officer,
DAS Legal Expenses Insurance Company Limited,
DAS House, Quay Side,
Temple Back,
Bristol,
BS1 6NH

Or via Email: dataprotection@das.co.uk

How to make a complaint

If there is any dissatisfaction with the way in which personal data has been processed, the Data Protection Officer can be contacted in the first instance using the details above.

If **you** remain dissatisfied, the Information Commissioner's Office can be approached directly for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Website: www.ico.org.uk

Section 10 Hijack

PLEASE NOTE: this section of cover is only included in Comprehensive and Signature Cover policies.

What is covered:

We will pay **you** the amount shown in the table of benefits, per **insured person**, for the level of cover shown on **your validation certificate** per complete 24 hours up to £5,000 in total if the aircraft or sea vessel in which **you** are travelling, as a fare paying passenger, is **hijacked** for more than 24 hours on the original, pre-booked, outward, or return journey.

Special conditions relating to claims

You must provide **us** with a written statement from an appropriate authority confirming the **hijack**, **your** involvement in it, and how long it lasted.

What is not covered:

1. any claim resulting from **you** acting in a way which could cause a claim under this section.
2. anything mentioned in the General Exclusions.

Section 11 Personal Assistance Services

PLEASE NOTE: this service is only included in Comprehensive and Signature Cover policies.

What we can provide:

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

a) Information about your destination

We can provide information on:

- i. current visa and entry permit requirements for any country if **you** hold a British passport. If **you** hold a passport from a country other than Great Britain, Northern Ireland, the Isle of Man, or the Channel Islands, **we** may need to refer **you** to the Embassy, or Consulate of that country;
- ii. current requirements for inoculations and vaccinations for any country in the world and advice on current World Health Organisation warnings;
- iii. arranging relevant inoculations and vaccinations before the commencement of a **trip** abroad.
- iv. climate;
- v. local languages;
- vi. time differences;
- vii. main bank opening hours, including whether or not a Bank Holiday falls within **your** intended **trip**;
- viii. motoring restrictions, regulations, Green Cards and other insurance issues.

b) Transfer of emergency funds

We will transfer emergency funds of up to £500 to **you** in case of urgent need, only when access to **your** normal financial/banking arrangements are not available locally, to cover **your** immediate emergency needs where international money transfer services are available.

You must arrange to have the equivalent funds deposited in **our** account in the **United Kingdom**, before **we** can release such emergency funds.

c) Message relay

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

d) Drug replacement

We will assist **you** in replacing lost prescription

drugs or other essential medication, or lost or broken prescription glasses or contact lenses, which are unobtainable overseas. **We** can source and deliver to **you** compatible blood supplies.

e) Tracing lost baggage

We will help with tracing and re-delivering **your** lost or misdirected baggage, where the **carrier** has failed to resolve the problem. **You** will need to have **your** baggage tag number available.

f) Replacement travel documents

We will help **you** replace lost or stolen tickets and travel documents and refer **you** to suitable travel offices.

g) Homecall referral

We can arrange for a reputable repairer to contact **you** if **your home** suffers damage during **your trip**. They can carry out emergency repairs to the domestic plumbing or drainage system, the domestic gas, or electricity supply, the roofing, external locks, doors, or windows, or the fixed heating system.

You can call **us** for help up to 7 days after **you** have returned **home** from a **trip**.

You will be responsible for the payment of all charges associated with carrying out the repair, including any call-out fee, and **you** should make arrangements to pay the repairer or **us** at the time the work is carried out.

What we cannot provide:

1. payment for any items or, for blood (unless insured under another section of this **policy**), and the costs of supplying any medication inadvertently not carried by the **insured person** on the **trip**.
2. payment for any medical consultations, inoculations, or vaccinations.

Section 12 Pet Care

PLEASE NOTE: this section of cover is only included in Comprehensive and Signature Cover policies.

What is covered:

We will pay **you** the amount shown in the table of benefits, per **insured person**, for the level of cover shown on **your validation certificate** per complete 24 hour period up to a maximum under this **policy** of £350 for Comprehensive cover and £500 for Signature cover, for additional kennel or cattery charges that **you** incur if **you** have a valid claim under Section 3a (Emergency Medical & Repatriation), and **your** return to **your home** is delayed by more than 24 hours as a result of **you** being admitted to a recognised hospital abroad as an in-patient.

Special conditions relating to claims

1. You must obtain a **Medical Certificate** from the **doctor** in attendance specifying the unforeseen **illness** or injury that prevented **you** from returning **home** as planned.

Please see Section 1 Cancellation for the loss of pre-booked kennel or cattery fees.

Section 13 End Supplier Failure Cover

PLEASE NOTE: this section of cover is only included in Comprehensive and Signature Cover policies.

This cover is provided by International Passenger Protection Limited, IPP House, 22-26 Station Road, West Wickham, Kent BR4 0PR, United Kingdom and is underwritten by Liberty Mutual Insurance Europe SE (**The Insurer**).

The Insurer is authorised and regulated by the Luxembourg Minister of Finance and the Commissariat aux Assurances. Deemed authorised by the Prudential Regulation Authority (registered number 829959). Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

The Insurer will pay up to £3,000 in total for each **insured person** named on the Invoice for:

1. Irrecoverable sums paid prior to **Financial Failure** of the Scheduled Airline, hotel, train operator including Eurostar, car ferries; villas abroad & cottages in the UK; coach operator, car or camper hire company, caravan sites, campsites, mobile home, safaris; excursions; Eurotunnel; theme parks or attractions all known as the **End Supplier** of the travel arrangements not forming part of an inclusive holiday prior to departure or
2. In the event of **Financial Failure** after departure:
 - a) additional pro rata costs incurred by the **insured person(s)** in replacing that part of the travel arrangements to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangementsor
 - b) if curtailment of the holiday is unavoidable – the cost of return transportation to the **United Kingdom**, Channel Islands, the Isle of Man or Northern Ireland to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements.

Financial Failure means the **End Supplier** becoming Insolvent or has an administrator appointed and being unable to provide agreed services.

End Supplier means the company that owns and operates the services listed in point 1 above.

The Insurer will not pay for:

1. Travel or Accommodation not booked within the **United Kingdom**, Channel Islands, Isle of Man or Northern Ireland prior to departure.
2. Any **End Supplier** which is, or which any prospect of **Financial Failure** is known by the Insured or widely known publicly at the date of the **Insured's** application under this **policy**.
3. Any loss or part of a loss which at the time of the happening of the loss is **insured** or guaranteed by any other existing **Policy, Policies**, bond, or is capable of recovery from under section 75 of the Consumer Credit Act or from any bank or card issuer or any other legal means.
4. The **Financial Failure** of any travel agent, tour organiser, booking agent or consolidator with whom the **Insured** has booked travel or accommodation.
5. Any losses which are not directly associated with the incident that caused the **Insured** to claim. For example, loss due to being unable to reach **your** pre-booked hotel following the **Financial Failure** of an airline.

How to make a complaint

Compliance Officer
Liberty Mutual Insurance Europe SE
20 Fenchurch Street
London EC3M 3AW
Tel: +44 (0) 20 3758 0840

Email: complaints@libertyglobalgroup.com
quoting **your** policy and/or claim number;
If after making a complaint **you** are still not satisfied **you** may be entitled to refer the dispute to an independent organisation. This will depend on where **you** are based, please see below:

For policyholders and insured persons based in the UK

The Financial Ombudsman Service is a free and impartial service, who may be contacted at:

Exchange Tower
Harbour Exchange
London
E14 9SR

Tel: 0800 023 4567

Website: www.financial-ombudsman.org.uk

To confirm whether **you** are eligible to ask the Financial Ombudsman Service to review **your** complaint find out more at www.financial-ombudsman.org.uk

Data Protection

We will deal with any information **you** provide to us in compliance with the provisions of relevant Data Protection Legislation. For the purposes of providing this insurance and handling of any claims or complaints, **we** may need to transfer certain information which **you** have provided to other parties.

Sanctions

We will not provide any benefit under this insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

Non-Assignment

No title, right or interest under this policy may be assigned, transferred, conveyed or otherwise disposed of without the consent in writing of the Insurer hereon. Any attempt to assign rights or interests without the Insurer's written consent is null and void.

Section 14 COVID-19 Cover

PLEASE NOTE: Your policy will not cover you if you travel against the advice of the Foreign, Commonwealth & Development Office (FCDO), unless **you** have purchased the European FCDO Travel Advice Extension cover and the advice is only against all but essential travel solely as a result of COVID-19.

This section of cover extends the Emergency Medical and repatriation section, the Cancellation or **Cutting Short Your Trip** sections of this policy as follows:

What is covered for Emergency Medical and Repatriation Expenses:

We will pay up to the amount shown in the table of benefits under section 3a Emergency Medical & Repatriation expenses for each **insured person** who contracts COVID-19, as proven by a medically approved test showing a positive result for COVID-19, during an **insured trip** outside the **United Kingdom** for the following:

- a) medical expenses (including transportation to the nearest suitable hospital) for the immediate needs of an unforeseen medical emergency, when deemed necessary by a recognised **Doctor** and agreed by **our Medical Officer**.

- b) additional travelling costs to repatriate **you** **home** when recommended by **our Medical Officer**.
- c) additional travel and accommodation costs as authorised by **our** Assistance Company up until **our Medical Officer** advises that **you** can be repatriated **home**.
- d) additional travelling costs to repatriate **you** **home** when **you** are denied boarding on **your** pre-booked return travel due to **you** contracting COVID-19.
- e) a benefit payment of £20 per complete 24 hour period up to £300 where **you** are ordered into self-isolation in **your** holiday accommodation by a relevant Government authority, as a result of **you** contracting COVID-19.

Or, where **you** are travelling solely within the **United Kingdom**, Channel Islands or the Isle of Man during **your trip** of 2 or more consecutive nights in pre-booked accommodation **we** will pay up to £10,000 for:

- a) extra transport and accommodation for **you** and one other person who stays with **you**, or who has to travel to **you** from within **your home country** and/or travel back with **you**, if this is necessary due to medical advice.
- b) **your** body or ashes to be transported **home**.

What is covered for Cancellation and Cutting Short Your Trip:

We will pay **you** up to the amount shown in the table of benefits for either Section 1. Cancellation, or Section 2. **Cutting Short Your Trip**, per **insured person** for any irrecoverable unused travel and accommodation costs (and other prepaid charges) which **you** have paid or are contracted to pay, if **you** were not able to travel and use **your** booked accommodation or undertake the **trip** as a result of:

- a) **you**, a **close relative**, a member of **your** household, **travelling companion** or any person with whom **you** have arranged to stay during the **trip** has a diagnosis of COVID-19 in the 14 days prior to **your** booked departure date.
- b) **you** are denied boarding on **your** pre-booked outbound travel due to **you** contracting COVID-19, or having a confirmed temperature above 38 degrees Celsius.
- c) **you** are contacted by a representative of the UK Government's Test and Trace service due to the probability of **you** having contracted COVID-19, and are instructed to self-isolate for a period of time which prevents **you** from starting **your trip** using **your** pre-booked outward travel arrangements.

- d) **you** experiencing an adverse reaction to the COVID-19 vaccine in the 2 weeks before **your** scheduled departure date and are advised that **you** are no longer fit to travel by a medical practitioner.
- e) **you**, or **your travelling companion** being unable to complete the course of COVID-19 vaccinations before **your** scheduled departure date due to unforeseen **illness** of **you** or **your travelling companion**.

or where **you** have to **Cut short your trip** as a result of:

- a) the death as a result of COVID-19, of a **close relative** or a member of **your** household living in the **United Kingdom**.
- b) the hospitalisation as a result of COVID-19 for treatment with mechanical ventilation, of a **close relative** or a member of **your** household living in the **United Kingdom**.
- c) **you** are unable to continue with a pre-booked excursion following **your** self-isolation as ordered by a relevant Government authority due to contracting COVID-19, up to a maximum of £350 for all excursions.

What is not covered

(applicable in addition to any exclusion listed under Sections 1. Cancellation, 2. **Cutting short your Trip** and 3a. Emergency Medical & Repatriation Expenses of **your policy**):

- 1. the **excess**
- 2. claims relating to any person contracting COVID-19, where this is not proven by either a medically approved test showing a positive result for COVID-19, or a formal written diagnosis by a **Doctor**.
- 3. claims arising directly or indirectly from an outbreak of COVID-19, resulting in a lockdown, travel warnings or restricting freedom of movement in **your home country**, the country or specific area or event to which **you** were travelling to or through before, after or during **your trip**.
- 4. any claim where **you** are experiencing symptoms of an infectious disease, or have been told to self-isolate at the time **you** purchased, renewed or extended this insurance, or at the time of booking any **trip**, whichever is later. Or in the case of Emergency Medical or Repatriation Expenses claims, started **your trip** whichever was later.
- 5. **Your** quarantine when it has been imposed on a community, geographic location, vessel, or travellers returning to the **United Kingdom**

- from a specific location, by a Government or public authority.
- 6. the cost of airport departure duty/tax (whether irrecoverable or not).
- 7. travel tickets paid for using any airline mileage reward scheme, for example air miles.
- 8. travel or accommodation costs where a credit or voucher has been provided in lieu of a **cash** refund.
- 9. travel or accommodation costs paid for using any timeshare, holiday property bond or other holiday points scheme.
- 10. 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.
- 11. 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.
- 12. any accommodation costs, charges and expenses where the **public transport** operator has offered reasonable alternative travel arrangements.
- 13. any costs for normal day to day living such as food and drink which **you** would have expected to pay during **your trip**.
- 14. any claim where **you** contract COVID-19 and **you** have not had the recommended vaccination(s) (consideration will be given where **you** were medically unable to have the vaccination, and this is shown in **your** medical records).
- 15. any claim where **you** have not returned to the **United Kingdom** when advised to do so by the UK Government including the Foreign, Commonwealth & Development Office (FCDO).
- 16. any claim arising as a result of **you**, or **your** travel companion being unable to complete the full COVID-19 vaccination course before **your** scheduled departure date due to delays in supply, or changes in Government policy.
- 17. any claim where **you** have travelled during a Government imposed lockdown.
- 18. any claim where **you** do not hold the required confirmation of vaccination documentation, for example a vaccination passport.
- 19. any claim for cancelling or **cutting short your trip** due to Government restrictions placed

upon you during your booked trip which may impact your enjoyment or access to amenities.

20. any claim made under Section 14 in addition to a claim under either Sections 1, 2 or 3a of this policy.
21. anything mentioned in the General Exclusions.

Claims evidence

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

1. a copy of the positive test result for COVID-19 you received from a registered medical practitioner
2. booking confirmation together with a cancellation invoice from your travel agent, tour operator or provider of transport/ accommodation.
3. for claims where you cut short your trip, we will require a breakdown of your paid costs and charges that make up the total cost of the trip from your travel agent, tour operator or provider of transport/ accommodation.
4. your unused travel tickets.
5. a letter from the carriers (or their handling agents).
6. written confirmation from the scheduled public transport operator (or their handling agents) confirming the exact reason for which you were denied boarding, together with details of any alternative transport offered.
7. receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.
8. any other official document or medical report confirming your diagnosis for COVID-19 which leads to your self-isolation, or the need to cancel or cut short your trip.
9. a copy of any official document, email, or itemised telephone bill showing that you were contacted by the UK Government's Test and Trace service and instructed to self-isolate.

Section 15 Optional Travel Disruption Extension

PLEASE NOTE: this section of cover will only apply if you have paid the required additional premium and it is shown on your Validation Certificate. Cover under this section is included as standard under Signature policies.

COVID-19: No cover is provided under this section of cover for claims arising as a result of COVID-19, or any mutated form of the virus.

Extended Cancellation or Cutting Short Your Trip cover

What is covered:

We will pay you the amount shown in the table of benefits, per insured person, for the level of cover shown on your validation certificate for any irrecoverable unused travel and accommodation costs (and other prepaid charges) which you have paid or are contracted to pay, plus any reasonable additional travel expenses incurred if you were not able to travel and use your booked accommodation or the trip was cut short before completion as a result of the Travel Advice Unit of the Foreign Commonwealth & Development Office (FCDO) or the World Health Organisation (WHO) or regulatory authority in a country to/from which you are travelling issuing a directive:

- a) prohibiting all travel or all but essential travel to; or
- b) recommending evacuation from the country, or specific area or event to which you were travelling, providing the directive came into force after you purchased, renewed or extended this insurance or booked the trip (whichever is the later), or in the case of cutting short your trip after you had left your home country to commence the trip.

PLEASE NOTE: You will not be covered where the travel advice or restrictions arise as a result of COVID-19 or any mutated form of the virus.

Extended Travel Delay and Enforced Stay cover

What is covered:

If the scheduled 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 the United Kingdom or to your overseas destination or on the return journey to your home, we will pay:

- a) £20 for the first completed 12 hours delay and £10 for each full 12 hours delay after that, up to a maximum of £100 provided you eventually continue the trip.
- b) up to £1,000 for any of your irrecoverable unused accommodation and travel costs (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 the scheduled public transport on which you were booked to travel is cancelled or delayed for more

than 24 hours, as long as **you** still go on the remainder of the **trip**;

- c) up to £1,000 for **your** additional accommodation (room only) and travel expenses necessarily incurred in reaching **your** overseas **destination** and/or in returning to **your home** as a result of the **public transport** on which **you** were booked to travel being cancelled, delayed for more than 24 hours, diverted or re-directed after take-off;

You can only claim under subsections b) or c) for the same event, not both.

Additional Overseas Accommodation and Repatriation cover

What is covered:

If as a result of a **terrorist event**, fire, flood, earthquake, explosion, tsunami, landslide, avalanche, volcanic eruption, snow, hurricane, storm or an outbreak of food poisoning affecting **your** accommodation or resort.

We will pay **you** up to £1,000 for either:

- a) any of **your** irrecoverable unused accommodation costs 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;
- b) **your** additional accommodation (room only) and travel expenses necessarily incurred:
- i) 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
- ii) with the prior authorisation of **Staysure Assistance** to repatriate **you** to **your home** if it becomes necessary to **cut short** the **trip**;

You can only claim under one of subsections b)i or b)ii for the same event, not both.

Special conditions relating to claims (applicable to all of Section 15)

1. **You** must notify the travel agent, tour operator or provider of transport or accommodation as soon as **you** find out it is necessary to cancel **your trip**. If **you** fail to do this, **our** liability shall be restricted to the cancellation charges that would have applied at that time.

2. **You** must provide (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. Claims where **you cut short your trip**: **you** must tell **Staysure Assistance** 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 have checked in for **your** flight, unless **your** tour operator, or airline has requested **you** not to travel to the airport.
5. **You** must provide (at **your** own expense) written confirmation from the scheduled **public transport** operator (or their handling agents) of the cancellation, number of hours, and the reason for delay, together with details of any alternative transport offered.
6. **You** must comply with the terms of contract of the scheduled **public transport** operator and attempt to recover **your** costs elsewhere before making a claim.
7. **You** must provide (at **your** own expense) written confirmation from the scheduled **public transport** operator/accommodation provider that reimbursement has not been and will not be provided.
8. **You** must provide (at **your** own expense) written confirmation from the relevant authority of any insured event which prevents **you** from travelling to **your** pre-booked **destination**, or that requires **you** to alter **your** pre-booked travel plans.
9. Costs, charges or expenses, if they are also covered under any other section of this **policy**. **You** can only claim for these under one section for the same event.

What is not covered

(applicable to all of Section 15):

1. the **excess** (except claims under subsection a) under the extended travel delay).
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. any claim for travel or accommodation expenses of any person not insured under this **policy**, regardless of whether **you** have paid those costs on their behalf.
6. claims arising directly or indirectly from **strike or industrial action**, cancellation of **public transport**, a directive prohibiting all travel or all but essential travel, **Terrorist event**, fire, flood, earthquake, explosion, tsunami, landslide, avalanche, volcanic eruption, snow, hurricane, storm or an outbreak of food poisoning affecting the country or specific area or event to which **you** were travelling to or through, existing or being publicly announced by the date **you** purchased, renewed or extended this insurance or at the time of booking any **trip**, whichever is later.
7. 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.
8. 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.
9. any accommodation costs, charges and expenses where the **public transport** operator has offered reasonable alternative travel arrangements.
10. any costs for normal day to day living such as food and drink which **you** would have expected to pay during **your trip**.
11. any claim arising as a result of COVID-19 or any mutated form of the virus.
12. anything mentioned in the General Exclusions.
3. for claims where **you cut short your trip**, we will require a breakdown of **your** paid costs and charges that make up the total cost of the **trip** from **your** travel agent, tour operator or provider of transport/ accommodation.
4. **your** unused travel tickets.
5. 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.
6. written confirmation from the scheduled **public transport** operator (or their handling agents) of the cancellation, number of hours and reason for the delay together with details of any alternative transport offered.
7. 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.
8. receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.

Section 16 Optional Cruise Plus Cover

PLEASE NOTE: this section of cover can be included in Comprehensive and Signature Cover policies only, subject to payment of the required additional premium, and Cruise Plus is shown on your Validation Certificate.

Section 16a Missed Port Departure

What is covered:

We will pay up to £1,500 for reasonable additional travelling and accommodation expenses necessarily incurred to reach **your** cruise ship at the next docking port if **you** arrive at the initial port of embarkation too late to commence the first outward international journey aboard **your** booked **cruise**, as a result of:

- a) breakdown of or **accident** directly involving the vehicle in which **you** are travelling; or
- b) cancellation or **curtailment** of scheduled **public transport** due to adverse weather conditions, **strike, or industrial action**, or mechanical breakdown, or **accident**; or
- c) the motorway on which **you** are travelling in order to reach **your** port of embarkation is closed as a result of an unannounced road traffic **accident**.

We will provide assistance by liaising with the **cruise** company and/or tour operator to advise of **your** late arrival. If necessary, **we** will make arrangements for overnight hotel accommodation and alternative international travel.

Claims evidence

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

1. a copy of the advice against all travel or all but essential travel issued by the Foreign Commonwealth & Development Office (FCDO) or the World Health Organisation (WHO) or the regulatory authority in a country to/from which **you** are travelling or were planning to travel.
2. booking confirmation together with a cancellation invoice from **your** travel agent, tour operator or provider of transport/ accommodation.

Special conditions relating to claims under Section 16a:

1. **You** must make every effort to reach **your** port of embarkation and check in for any flight, sea crossing, coach or train journey used to reach **your** port of embarkation on time.
2. **You** must obtain written confirmation from the **carrier** stating the period of, and the reason for, the delay.
3. For claims arising from an **accident** to, or breakdown of a private vehicle in which **you** are travelling, **you** must obtain written confirmation from the emergency breakdown services or repairers of the location and reason for the breakdown or the Police **Accident** Report.
4. Claims arising from traffic congestion must be evidenced with written confirmation from the Highways Agency of the location and duration of the delay.

What is not covered under Section 16a:

1. claims arising from actual or planned **strike or industrial action** which was common knowledge at the time **you** booked the **trip** or purchased, renewed or extended this insurance whichever was the later;
2. additional costs where the scheduled **public transport** operator has offered alternative travel arrangements;
3. breakdown of the private vehicle in which **you** are travelling if it has not been regularly serviced;
4. claims under Section 16a in addition to claims under Sections 1 (cancellation) and 5 (travel delay);
5. claims due to **you** allowing insufficient time to complete **your** journey to the departure point;
6. anything mentioned in the additional exclusions applying to Section 16, or General Exclusions.

Section 16b Cabin Confinement

What is covered:

We will pay up to £75 for each full 24 hour period after an initial confinement of a full and continuous 48 hours, up to a total £1,000 if **you** are confined to **your** cabin by the ship's **medical officer** due to a **medical condition** that **you** are experiencing during the **cruise**.

What is not covered under Section 16b:

1. anything mentioned in the additional exclusions applying to Section 16, or General Exclusions.

Section 16c Itinerary change

What is covered:

We will pay up to £75 for each port listed on **your** **cruise** itinerary that is missed due to adverse weather or timetable changes up to £500.

What is not covered under Section 16c:

1. claims where **you** have not obtained written confirmation from the operator of the **cruise**, or tour operator stating the reason and number of missed ports;
2. claims for missed port arising from actual or planned **strike or industrial action** which was common knowledge at the time **you** booked the **trip** or purchased, renewed or extended this insurance, whichever was later;
3. claims arising as a result of **your** failure to attend an excursion as per **your** itinerary;
4. anything mentioned in the additional exclusions applying to Section 16, or General Exclusions.

Section 16d Unused Excursions

What is covered:

We will pay up to £500 for pre-paid excursions that **you** are unable to use as a result of **your** confirmed cabin confinement arising as a result of **illness** or injury.

What is not covered under Section 16d:

1. anything mentioned in the additional exclusions applying to Section 16, or General Exclusions

Section 16e Cruise interruption

What is covered:

We will pay up to £750 for extra accommodation (room only) and travel expenses (economy class travel unless an upgrade is deemed to be medically necessary and this is authorised by **Staysure Assistance**) to allow **you** to re-join **your** **cruise** at the next available port following **illness** or injury which has required **you** to be off-loaded from the **cruise** for treatment in a hospital (not a ship's hospital).

Special conditions relating to claims under Section 16e

1. You must contact **Staysure Assistance** on the emergency telephone number provided in this **policy** prior to making any additional travel or accommodation arrangements.
2. You must obtain written confirmation from the **doctor** in attendance that **you** are medically fit to resume **your cruise**.

What is not covered under Section 16e:

1. claims where less than 25%, or 2 days of **your original cruise** itinerary remain;
2. claims for additional travel or accommodation expenses where, in the opinion of the **doctor** in attendance and **our medical officer**, it is not medically advisable for **you** to re-join **your cruise**;
3. claims for additional travel or accommodation expenses where **you** have not obtained **our** prior authorisation before incurring any expenses over £350 in total for all **insured persons**;
4. anything mentioned in the additional exclusions applying to Section 16, or General Exclusions

Additional exclusions applying to Section 16

What is not covered:

1. claims where **you** have not obtained written confirmation from the ship's **medical officer** stating the reason for **your** transfer to a hospital away from the **cruise** ship, or the reason for and the period of **your** confinement to **your** cabin;
2. claims arising as a result of, or related to a **pre-existing medical condition** that has not been declared and accepted by **us**, or that is specifically excluded from cover under this **policy**.

Section 17 Optional Winter Sports Cover

PLEASE NOTE: Please see page 15 for Winter Sports definition. This section of cover can be included in Comprehensive and Signature Cover policies only, subject to payment of the required additional premium, and it is shown on your Validation Certificate.

When are you covered for winter sports?

For single trip **policies** – **you** have selected this option and paid the required additional **premium** for the period of cover.

For annual multi-trip **policies** – **you** only undertake two **trips** of up to 21 days in total for Comprehensive policies and 28 days in total for Signature policies during the period of cover.

What is covered:

- a) benefits under the sections of cover already described are extended to cover **winter sports** as follows. Please note that all terms, conditions and exclusions (except where these are amended under this upgrade) continue to apply for all sections in respect of **winter sports**. **You** must read these extensions in conjunction with Sections 1 – 12 and refer back to them when appropriate for full cover details.

You are covered when engaging in **winter sports** on a non-competitive and non-professional basis during **your trip** when **you** have paid the additional **winter sports premium** on a single trip. The annual multi-trip **policy** automatically offers 21 consecutive days cover provided that **you** are medically fit enough to undertake a **winter sports trip** at the time of booking the **trip** and travel.

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

Bobsleigh, Free-style skiing, Heli-skiing, Ice hockey, Ice sailing/ice windsurfing, Luge, Off-piste Skiing or Snowboarding outside recognised and authorised areas, Para-skiing, Skeleton, Ski jumping, Ski racing, Slopestyle Skiing, Ski stunting, Skidoo or Snow mobiling.

You are not covered when engaging in organised competitions, or when engaging in an activity against local authoritative warning or advice. Resort authorities classify avalanche risk as follows: 1 = Low, 2= Moderate, 3= Considerable, 4= High, 5 = Very High. **You** are not covered in areas classified as avalanche rating 3 or above.

If **you** are undertaking a pursuit or activity which is not listed in this **policy**, or are in any doubt as to whether cover will apply, please call Staysure Customer Services on 0333 006 8033.

Section 17a Winter Sports Equipment

What is covered in addition to Section 6

– Personal Baggage:

- We will pay up to £500 per insured person if **winter sports equipment** belonging to **you** is damaged, stolen, destroyed or lost (and not recovered) in the course of **your trip**. There is a **single article** limit of £300, whether jointly owned or not
- We will pay the cost of the replacement or the repair of **your winter sport equipment**,

whichever is the lower, after making an allowance for wear and tear and loss of value using the following scale;

| Age of item | Amount Payable |
|---------------------|---------------------------|
| Up to 12 months old | 90% of the price you paid |
| Up to 24 months old | 70% of the price you paid |
| Up to 36 months old | 50% of the price you paid |
| Up to 48 months old | 30% of the price you paid |
| Up to 60 months old | 20% of the price you paid |
| Over 60 months old | Nil |

Special conditions relating to claims

- **You** must take sufficient precautions to secure the safety of **your winter sports equipment** and must not leave it **unattended** at any time in a place to which the public has access
- Skis and snowboards are covered when locked to a roof rack, which is itself locked to the roof of a vehicle
- **You** must bring any damaged **winter sports equipment you own** back so that we can inspect it

What is not covered

1. the **excess**;
2. any item that was lost or stolen if **you** did not report it to the **Police** within 24 hours after **you** discovered it was lost or stolen, and for which **you** have not obtained a written Police Report;
3. any **winter sports equipment** that was lost, stolen or damaged during a **trip**, unless **you** report this to the **carrier** and get a property irregularity report at the time. **You** must make any claims to the airline within seven days;
4. any **winter sports equipment** that was damaged while in use;
5. **winter sports equipment** left **unattended** in a public place, unless the claim is for skis, ski poles, or snowboards, and **you** have taken all reasonable care to protect them by leaving them in a ski rack between 10am and 8pm;
6. anything mentioned in the General Exclusions.

Section 17b Ski Pass

What is covered:

We will pay up to £250 if **your** ski pass, which **you**

are carrying on **you**, or which **you** have left in a safety-deposit box or safe, is lost, stolen, damaged or destroyed during a **trip**.

What is not covered:

1. the **excess**;
2. any claim if **your** ski pass was lost or stolen and **you** did not report it to the Police within 24 hours after **you** discovered it was lost or stolen, and for which **you** have not obtained a written Police Report;
3. ski passes left **unattended** in a public place;
4. anything mentioned in the General Exclusions.

Section 17c Winter Sports Equipment Hire

What is covered:

We will pay £20 per day, up to £300, for hiring replacement **winter sports equipment** if **yours** is lost, stolen, or damaged during **your trip**.

Special condition relating to claims

You must provide **us** with receipts and written confirmation of the original and the replacement hire.

What is not covered:

1. the hire of any **winter sports equipment** to replace any item lost or stolen if **you** did not report it to the **Police** within 24 hours after **you** discovered it was lost or stolen, and for which **you** have not obtained a written Police Report;
2. anything mentioned in the General Exclusions.

Section 17d Ski Pack

What is covered:

We will pay up to £250 for the unused part of **your** ski pack, if due to **illness** or injury **you** are medically certified as being unable to participate in **winter sports**. A ski pack includes ski-school fees or ski instructor fees, and the cost of any lift pass that **you** have booked.

Special condition relating to claims

You must obtain a Medical Certificate that **you** were not well enough to use the full ski pack.

What is not covered:

1. anything mentioned in the General Exclusions.

Section 17e Winter Sports Equipment Delay

What is covered:

We will reimburse up to £20 per day, up to £300, for the hire of replacement **winter sports equipment** if your **winter sport equipment** is certified by the **carrier** to have been misplaced for more than 12 hours on the outward journey of a **trip**.

Special condition relating to claims

You must provide us with receipts and written confirmation from the **carrier** confirming the delay.

What is not covered:

1. Anything mentioned in the General Exclusions

Section 17f Piste Closure

What is covered:

We will pay £20 per day up to £200, if during **your trip** you are prevented from participating in **winter sports** activities at your pre-booked resort for more than 24 consecutive hours, because insufficient snow causes a total closure of the lift system:

- a) for all reasonable travel costs and lift pass charges that **you** have to pay to travel to and from a similar area to take part in **your** winter sport activity; or
- b) as a **cash** benefit payable, if no alternative resorts are available.

Special conditions relating to claims

1. **You** must get a written statement from the Resort Manager confirming the reason for the lifts closing and how long it lasted.
2. The resort where **you** are staying must be at least 1,000 metres above sea level and outside the **United Kingdom**.

What is not covered:

1. claims arising from closure of the resort lift system due to avalanches or dangerous high winds;
2. **trips** in the northern hemisphere outside the period commencing 1st December and ending 31st March;
3. **trips** in the southern hemisphere outside the period commencing 1st May and ending 30th September;
4. anything mentioned in the General Exclusions.

Section 17g Avalanche or Landslide

What is covered:

We will pay up to £20 per day up to £160 for reasonable extra accommodation and travel expenses if, following avalanches, or landslides, access to and from the ski resort is blocked or scheduled **public transport** services are cancelled or curtailed.

Special conditions relating to claims

You must obtain a written statement from the appropriate authority confirming the reason for the delay and how long it lasted.

What is not covered:

1. anything mentioned in the General Exclusions.

Section 18 Optional Golf Cover

PLEASE NOTE: this section of cover can be included in Comprehensive and Signature Cover policies only, subject to payment of the required additional premium, and it is shown on your Validation Certificate.

Definitions relating to words that appear in Section 18.

Golf equipment – Golf clubs, golf bag, golf shoes and non-motorised golf trolleys.

Section 18a Golf Equipment

What is covered:

We will pay up to £5,000 for accidental loss, theft of, or damage to **golf equipment** which **you** own.

Within this amount the following sub-limits apply:

- a) **we** will pay up to £500 for any one club or one piece of **golf equipment**, if **you** cannot provide an original receipt or other satisfactory proof of ownership and value to support the claim, payment for any **single article**, or for any one **pair or set** of articles, this will be limited to a maximum of £50, evidence of replacement value is not sufficient.
- b) **we** will pay up to £500 in total, for all articles lost, damaged or stolen in any one insured incident. If **you** cannot provide satisfactory proof of ownership and value.
- c) the amount payable will be the value at today's prices less a deduction for wear and tear and depreciation, (calculated from the following table). **We** may at **our** option replace, reinstate or repair the lost or damaged **golf equipment**.

| Age of item | Amount payable |
|-------------------|-----------------------|
| Up to 1 year old | 90% of purchase price |
| Up to 2 years old | 70% of purchase price |
| Up to 3 years old | 50% of purchase price |
| Up to 4 years old | 30% of purchase price |
| Up to 5 years old | 20% of purchase price |
| Over 5 years old | Nil |

Section 18b Golf Equipment Hire

What is covered:

We will pay **you** the sum of £50 per complete 24 hours, up to a maximum of £500, for the hire of replacement **golf equipment** if **your own golf equipment** is lost, stolen or damaged, or it is certified by the **carrier** to have been lost or misplaced on the outward journey of a **trip** for a period in excess of 12 hours.

What is not covered:

- the **excess**;
- more than £500 per **single article of golf equipment**;
- golf equipment** which is over five years old;
- loss, **theft** of, or damage to, **golf equipment** from checked-in baggage left in the custody of a **carrier** and/or packed in baggage left in the **baggage** hold or storage area of a **carrier**;
- claims arising from delay, seizure, or confiscation by customs or other officials;
- claims for loss, **theft** or damage to anything being shipped as freight or under a bill of lading;
- damage to, loss or **theft of golf equipment**, if it has been left:
 - unattended** in a place to which the public have access; or
 - in an **unattended** motor vehicle; or
 - in the custody of a person who does not have an official responsibility for the safekeeping of the property;
- damage to, loss or **theft of golf equipment**, which is being carried on a vehicle roof rack;
- any claim for damage to **golf equipment** whilst in use;
- claims arising from damage caused by leakage of powder or liquid carried within **your golf equipment**;
- claims arising from loss or **theft** from **your** accommodation unless there is evidence of forced entry which is confirmed by a Police Report.
- 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.
- Anything mentioned in the General Exclusions.

Special conditions relating to claims (applies to Sections 18a and 18b)

- Within 24 hours of discovery of the incident **you** must report the loss or **theft of golf equipment** to the local Police and obtain a written report which includes the Crime Reference Number.
- We** have the option to either pay **you** for the loss, or replace, reinstate or repair the items concerned. Claims are not paid on a 'new for old', or replacement cost basis. A deduction therefore will be made for wear and tear and depreciation.
- You** must take suitable precautions to secure the safety of **your golf equipment**, and must not leave it unsecured, or **unattended**, or beyond **your** reach at any time in a place where the public have access.
- For items damaged whilst on **your trip**, **you** must bring them back with **you** or, obtain an official report from a retailer or repairer confirming the item is damaged and beyond repair.
- 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 obtain written confirmation. If **your** golf equipment is lost, stolen or damaged whilst in the care of an airline **you** must:
 - obtain a Property Irregularity Report (PIR) from the airline.
 - give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
 - retain all travel tickets and tags for submission if a claim is to be made under this **policy**.
- If **your golf equipment** is lost, **you** must provide receipts and a report from the **carrier** confirming the length of the delay – otherwise no payment will be made.

7. If claiming for **your** goods that were stolen, or lost **you** should produce proof of purchase of the original goods by way of receipts, credit card or bank statements – otherwise our liability shall be limited to £60.

- weather conditions causing the closure of the golf course; or
- b) loss or **theft** of **your** documentation which prevents **your** participation in the pre-paid golfing activity.

Special conditions relating to claims

You must report any loss or **theft** to the local Police in the country where the incident occurred 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 golfing documentation. A holiday representative's report is not sufficient.

What is not covered:

1. loss, **theft** of or damage to **golf equipment** contained in or stolen from an **unattended** vehicle:
 - a) overnight between 10pm and 8am (local time); or
 - b) at any time between 8am and 10pm (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 and there is evidence of forcible and violent entry to the vehicle confirmed by a Police Report.
2. claims arising from **golf equipment** left **unattended** in a place to which the general public has access (e.g. on a golf course) or left in the custody of anyone other than an **insured person** or **your travelling companion**.
3. loss or damage due to delay, confiscation or detention by customs or other authority.
4. 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.
5. claims arising from damage caused by leakage of powder or liquid carried within personal effects or **golf equipment**.
6. claims arising from loss or **theft** from **your** accommodation unless there is evidence of forced entry which is confirmed by a Police Report.
7. claims arising for loss, **theft** or damage of **golf equipment** carried on a vehicle roof rack.
8. anything mentioned in the General Exclusions.

Section 18c Non-refundable Golfing Fees

What is covered:

We will pay £75 per complete 24 hours up to £1,500 for the proportionate value of any non-refundable, pre-paid green fees, or tuition fees unused due to the following:

- a) **you** being unable to play golf due to **your** accidental injury, or illness, or adverse

What is not covered:

1. any claims arising directly or indirectly as a result of any **pre-existing medical conditions** unless **you** have declared all **pre-existing medical conditions** to **us** and **we** have written to **you** accepting them for insurance;
2. claims arising directly from a **medical condition** which is not substantiated by a report from the treating **doctor** confirming **your** inability to play golf;
3. anything mentioned in the General Exclusions.

Section 18d Hole-in-one cover

What is covered:

We will pay **you** £300 if **you** score a hole-in-one (gross) during **your** trip.

Special conditions relating to claims

1. **You** must be a member of a recognised golf club affiliated to a national golfing union and hold an official national golfing union handicap;
2. **You** must have **your** scorecard signed by **your** playing partner(s) who must be members of a national golfing union, and countersigned by the Secretary/Manager of the club at which the hole-in-one has been scored;
3. The golf course at which the hole-in-one is scored must be affiliated to the golfing union of the country in which it is located;

What is not covered:

1. if the golf course is of fewer than 18 holes or if

- the hole at which the hole-in-one is scored is shorter than 90 metres (98 yards);
2. if temporary greens and/or tee boxes are in use;
 3. anything mentioned in the General Exclusions.

Section 19 European FCDO Travel Advice Extension

PLEASE NOTE: this section of cover will only apply if **you** have paid the required additional **premium** and it is shown on **your Validation Certificate**.

Amendment to General Exclusion 25

We will agree to delete the reference to “all but essential travel” from General Exclusion 25.

This allows **you** to still travel to **destinations** where the Foreign Commonwealth & Development Office (FCDO) have advised against “all but essential travel”. However, **you** will not be covered for any claim which relates to the reason why the Foreign Commonwealth & Development Office (FCDO) have advised against all, or all but essential travel unless the advice is only against all but essential travel solely as a result of COVID-19, in which case **you** must have had the recommended vaccination(s) (consideration will be given where **you** were medically unable to have the vaccination, and this is shown in **your** medical records).

Additional **policy** exclusions and limits may still apply to certain situations such as (but not limited to) areas of **war and civil unrest**.

Extended Emergency Medical and Repatriation cover

What is covered:

Cover for Emergency Medical and Repatriation Expenses shall apply as outlined within Section 3a of this **policy**, up to the amount shown in the table of benefits for each **insured person** who suffers sudden and unforeseen **bodily injury**, or **illness**, or who dies during a **trip** outside **your** home country.

Extended Evacuation cover

What is covered:

If as a result of an identifiable event, which occurs after **you** have commenced **your** insured **trip**, the Foreign Commonwealth & Development Office (FCDO) change their advice advising all travellers to return to the **United Kingdom**, we will pay **you** up to £1,000 for additional accommodation (room only) and travel expenses necessarily incurred for either:

- a) up to the standard of **your** original booking, if **you** need to move to other accommodation during the **trip** because **you** cannot use **your** booked accommodation; or
- b) to repatriate **you** to **your home** if it becomes necessary to **cut short the trip** (must be authorised by the Emergency Assistance Helpline);

You can only claim under one of subsections a) or b) for the same event, not both.

Special conditions relating to claims – applicable to all sections:

You must:

1. notify the travel agent, tour operator, provider of transport or accommodation as soon as **you** find out it is necessary to alter **your trip** to revalidate (change) **your** tickets or pre-booked accommodation. If **you** fail to do this, our liability shall be restricted to the costs which **we** would have incurred had **you** contacted them at that time.
2. provide (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. tell the Emergency Assistance Helpline 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. provide (at **your** own expense) written confirmation from the scheduled **public transport operator/accommodation** provider that **your** booking cannot be revalidated (changed) and that reimbursement has not been and will not be provided.
5. provide (at **your** own expense) written confirmation from the relevant authority, details of any insured event that requires **you** to alter **your** pre-booked travel plans.

What is not covered – applicable to all sections:

1. the **excess**.
2. claims directly or indirectly as a result of the identifiable event which causes the Travel Advice Unit of the Foreign, Commonwealth & Development Office (FCDO) issuing the directive advising against “all travel”, or “all but essential travel” With the exception of Extended Emergency Medical and Repatriation claims arising from **you** contracting COVID-19 during an insured **trip**.
3. claims where **you** have travelled to a **destination** where the Travel Advice Unit of the Foreign, Commonwealth & Development Office

- (FCDO) have issued a directive advising against “all travel” before **you** entered into that country or specific area.
4. claims for Extended Evacuation cover arising directly or indirectly as a result of or related to any coronavirus including but not limited to COVID-19, or any related/mutated form of the virus.
 5. claims where **you** have remained in a **destination** for a period of more than 72 hours after the Travel Advice Unit of the Foreign, Commonwealth & Development Office (FCDO) have issued a directive advising all travellers to leave a country or specific area, or have advised travellers to return to the **United Kingdom**.
 6. claims arising directly or indirectly from (but not limited to) **strike or industrial action**, cancellation of **public transport**, a directive prohibiting all travel or all but essential travel, **Terrorist event**, fire, flood, earthquake, explosion, tsunami, landslide, avalanche, volcanic eruption, snow, hurricane, storm, an outbreak of food poisoning affecting the country or specific area or event to which **you** were travelling to or through or any other event existing or being publicly announced by the date **you** purchased, renewed or extended this insurance, booked or commenced any **trip**, whichever is later.
 7. 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.
 8. 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.
 9. any accommodation costs, charges and expenses where the **public transport** operator has offered reasonable alternative travel arrangements.
 10. any costs for normal day to day living such as food and drink which **you** would have expected to pay during **your trip**.
 11. anything mentioned in the General Exclusions.
2. booking confirmation together with a cancellation invoice from **your** travel agent, tour operator or provider of transport/accommodation.
 3. **your** unused travel tickets.
 4. written confirmation from the scheduled **public transport** operator (or their handling agents) of details of any alternative transport offered.
 5. 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.
 6. receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.

General Conditions – applying to all sections

1. **You** will not be covered under Sections 1, 2 and 3, unless **you** have made **your medical health declaration(s)** for the period for which **your** insurance is required, and **you** have declared **ALL pre-existing medical conditions** to **us** and **we** have written to **you** accepting them for insurance.
2. Any medical information supplied in **your medical health declaration** will be treated in the strictest confidence, will be used solely for **our** own internal purposes for the assessment of risk and for any claims. It will not be disclosed to anyone else without **your** specific approval. **We** shall not refuse cover unless, in **our** opinion, the risk associated with the particular person travelling is substantially greater than that represented by the average healthy traveller. The cost of any medical evidence produced in connection with a **medical health declaration** shall be borne by **you**.
3. It is **your** responsibility to ensure **you** have told **us** about any change in **your** health, or medical status before **you** depart on each **trip** and throughout the period of cover. Any change must be accepted in writing by **us** before cover will be continued. If **you** are in doubt as to whether a change is important, **you** should contact Staysure Customer Services.
4. This **policy** is a legal contract based on the information **you** supplied when **you** applied for, renewed, or amended this insurance. **We** rely on that information when **we** decide what cover to provide and how much **you** will pay. Therefore it is essential that **you** have answered **our** questions fully and accurately. Failure to provide full and accurate disclosure may affect **your** claim.

Claims evidence

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

1. a copy of the travel advice issued by the Foreign, Commonwealth & Development Office (FCDO).

5. **You** must exercise reasonable care for the supervision and safety of both **you** and **your** property. **You** must take all reasonable steps to avoid, or minimise any claim. **You** must act as if **you** are not insured.
6. **We** will make every effort to apply the full range of services in all circumstances dictated by the Terms and Conditions. Remote geographical locations, or unforeseeable adverse local conditions may preclude the normal standard of service being provided.
7. **You** must comply in full with the Terms and Conditions of this **policy** before a claim will be paid.
8. **You** must contact **Staysure Assistance** as soon as possible where **your** claim is more than £350. **You** must make no admission of liability, offer, promise or payment without **our** prior consent.
9. **We** are entitled to take over the defence, or settlement of any claim, recover expenses or compensation from any other third parties involved at any time, or take legal action in **your** name or in the name of anyone else claiming under this **policy**.
10. **We** may, at any time, pay to **you** **our** full liability under this **policy** after which no further liability shall attach to **us** in any respect, or as a consequence of such action.
11. **You** will co-operate fully with **us** in any recovery attempt **we** make to recover sums that **we** have paid out under the terms of the **policy**. **We** will pay all costs associated with the recovery of **our** outlay. **You** agree not to take any action that may prejudice **our** recovery rights and will advise **us** if **you** instigate proceedings to recover compensation arising from any incident which has led to a successful claim against this **policy**. The sums **we** have paid out under the terms of the **policy** will be reimbursed from any recovery made.
12. **You** must take all practicable steps to recover any article lost or stolen and to identify and ensure the prosecution of the guilty person(s). **We** may at any time and at **our** expense take such action as **we** deem fit to recover the property lost or stated to be lost.
13. In the event of a valid claim **you** shall allow **us** the use of any relevant **travel documents** **you** are not able to use because of the claim.
14. **You** must notify **us** in writing of any event which may lead to a claim, within 28 days of **your** return to **your** home:
 - **you** must complete a claim form substantiating **your** claim, together with (at **your** own expense) all certificates, information, evidence and receipts that **we** reasonably require.
 - as often as **we** require **you** shall submit to a medical examination at **our** expense.
 - **we** may request a post mortem examination to be carried out for an **insured person** at **our** expense.
15. This **policy** shall become void and the **premium** paid shall be forfeited if any fraudulent claim is made. Any benefits so claimed and received must also be repaid to **us**.
16. If any dispute arises as to the **policy** interpretation, or as to any rights or obligations under this **policy**, **we** offer **you** the option of resolving this by using the arbitration procedure **we** have arranged. Please see the details shown under the Complaints Section. Using this service will not affect **your** legal rights.
17. **You** will be required to repay to **us**, within one month of **our** request to **you**, any costs or expenses **we** have paid on **your** behalf which are not covered under the Terms and Conditions of this **policy**.
18. This **policy** is subject to the laws of England and Wales unless **we** agree otherwise. The Courts of England and Wales alone shall have jurisdiction in any disputes.
19. When engaging in any covered sport or holiday activity **you** must accept and follow the supervision and tuition of experts qualified in the pursuit or activity in question, and **you** must use all appropriate precautions, equipment and protection.
20. At all times **you** must satisfy **yourself** that **you** are capable of safely undertaking the planned sport or activity and **you** must take care to avoid injury, **accident** or loss to **yourself** and to others.
21. **We** will not pay for any costs which are recoverable elsewhere.
22. **You** must disclose details of any other insurance **policy** held. If **you** fail to do so this may result in **your** claim not being paid. Each insurance company will contribute a proportion of the full amount of **your** claim payment (providing **your** claim is valid), except for valid Personal Accident claims which **we** will pay in full. Under no circumstances shall **you** benefit from double payment (dual insurance) under the terms of any of **your** insurance policies. In the **event** that **you** have received payment to which **you** were not entitled under this **policy**

we have the right to recover the value of the overpayment from **you**.

23. it is a condition of this insurance **policy** that **you** make full use of any available reciprocal health agreement before cover shall apply under Section 3 – Emergency Medical and Repatriation.

General Exclusions – applying to all sections

No section of this policy shall apply in respect of:

1. Claims arising as a result of the following:
 - a) If **you** or any other **insured person** covered by this **policy** have suffered from, or received any form of medical advice, treatment, or medication for any of the following conditions before purchasing **your policy**, unless the condition has been declared to **us** and accepted by **us** in writing:
 - i. any heart condition (for example, heart attack, angina, chest pains or ischemic heart disease); or
 - ii. any circulatory condition (for example, high or low blood pressure, raised cholesterol, blood clots, aneurysm, stroke, transient ischaemic attack, or brain haemorrhage); or
 - b) If **you**, or anyone insured on this **policy** have suffered from any of the following in the 2 years before purchasing **your policy**, unless **you** have made a declaration to **us** and **we** have agreed to provide cover in writing:
 - i. **you** have a **medical condition** for which **you** have been prescribed medication; or
 - ii. **you** have received treatment, investigative tests, or had a consultation with a **doctor**, or a hospital consultant.
 - iii. any respiratory condition (for example, chronic asthma, chronic obstructive pulmonary disease (COPD) or chronic bronchitis).
 - c) If after **you** have purchased **your policy** but before **you** book a **trip**, **you** or any other **insured person** covered by this **policy** suffer from any new **medical condition** and **you** have not informed **us** of the new condition when **we** asked.
 - d) **You** travelling with the intention of receiving medical treatment abroad.
 - e) **You**, a **close relative**, a **travelling companion**, or any person with whom **you** had arranged to stay with:
 - i. are receiving, or waiting for hospital investigation, or treatment for any undiagnosed condition, or set of symptoms
 - at the time of purchasing **your policy** and/or at the time of commencing travel; or
 - ii. are receiving medical treatment under a medical trial; or
 - iii. have been given a **terminal prognosis** at the time of purchasing **your policy** and/or before commencing travel.
2. Any claim that relates to a diagnosed psychiatric, or psychological disorder, anxiety or depression which **you** or any person upon whose well-being **your trip** depends, have suffered from, required treatment, or prescribed medication in the two years before purchasing **your policy**, unless the condition has been declared to **us** and accepted by **us** in writing.
 3. Any person who has reached the age of 76 years at the start of the period of cover for **long stay** policies.
 4. Any claim arising from a **cruise** holiday, where “**Cruise: Not covered**” is shown on **your Validation Certificate** and where any required additional **premium** has not been paid.
 5. Any claim for any person participating in **winter sports** who has not purchased **winter sports** cover. (Cover is provided automatically on Annual Multi-trip **policies**).
 6. Claims following **your** failure to provide **us** with full and accurate information in response to **our** questions, or **your** failure to meet any Terms and Conditions of the **policy**.
 7. Loss, damage or expense which at the time of happening is insured by, or would, but for the existence of this **policy**, be covered by any other existing guarantee, insurance, compensation scheme or any motoring organisation's service. If **you** have any other **policy** in force, which may cover the event for which **you** are claiming, **you** must tell **us**. This exclusion shall not apply to Personal Accident cover.
 8. Any costs which would have been payable if the event being the subject of a claim had not occurred (for example, the cost of meals which **you** would have paid for in any case).
 9. **We** will not pay for any losses which are not directly covered by the Terms and Conditions of this **policy**. Examples of losses **we** will not pay for include loss of earnings due to being unable to return to work following injury or **illness** happening while on a **trip** and replacing locks if **you** lose **your** keys.
 10. Costs of telephone calls or faxes, meals, taxi fares (with the sole exception of the taxi costs incurred for the initial journey to a hospital

- abroad due to an **insured person's illness** or injury), interpreters' fees, inconvenience, distress, loss of earnings, loss of enjoyment of holiday, time-share maintenance fees, holiday property bonds or points and any additional travel or accommodation costs unless pre-authorised by **us**.
11. Any deliberately careless or deliberately negligent act or omission by **you**.
 12. Any claim arising or resulting from **your** own illegal or criminal act.
 13. Any claim arising directly or indirectly from **your** drug addiction or solvent abuse, alcohol intake, or **you** being under the influence of drug(s).
 14. Any claim arising or resulting directly or indirectly from **your** suicide, attempted suicide, intentional self-injury, needless self-exposure to danger except in an endeavour to save human life, or fighting except in self-defence.
 15. **You** engaging in work/**manual work**, whether or not in conjunction with any profession, business or trade during the **trip**.
 16. **You** engaging in any **sports and activities** or **winter sports** where **you** have not selected the optional cover and the **premium** required has not been paid, or where such activity is not listed as covered in this **policy**.
 17. Participation in any racing (other than on foot), or organised competition involving any **sports and activities** or **winter sports**.
 18. Loss, damage, cost or expense of whatever nature directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence in the loss:
 - a) **Active participation**.
 - b) **War and civil unrest** including any action taken in controlling, preventing, suppressing or in any way relating to **war and civil unrest**, unless **you** are in an area subject to **war and civil unrest** at the outbreak of hostilities, in which case **you** will be covered for a maximum period of 72 hours from the outbreak of hostilities provided that **you** take the first reasonable opportunity to leave the area. If **you** fail to take such an opportunity all cover under this **policy** will end.
 - c) **Nuclear energy**, including nuclear reactions, radiation and **contamination**.
 - d) **Weapons of Mass Destruction**.
 - e) **Cyber-terrorism**.
 19. Any claim when **you** have not paid the required **premium** for the number of days comprising **your** planned **trip**. If **you** travel for more than the number of days for which **you** have paid for cover, **you** will not be covered after the last day for which **you** have paid.
 20. Loss, or damages of any kind arising from the provision of, or any delay in providing, the services to which this **policy** relates, unless negligence on **our** part can be demonstrated.
 21. Any loss or damage directly or indirectly caused by the provision of, or any delay in providing, the medical (or medical related) services to which the cover under this **policy** relates, whether provided by **us** or by anybody else (whether or not recommended by **us** and/ or acting on **our** behalf) unless negligence on **our** part can be demonstrated.
 22. Any expenses incurred as a result of any transmittable virus, **illness**, disease, including COVID-19, or any related/mutated form of the virus, or tropical disease where an **insured person** has not had the recommended inoculations and/or taken the recommended medication.
 23. Arising from **you** acting against the advice of a **doctor**.
 24. For any search and rescue costs.
 25. **Your** travel to a country or specific area or event to which the Foreign, Commonwealth & Development Office (FCDO), or the World Health Organisation (WHO), or similar governing body have advised against all, or all but essential travel.
 26. Arising from volcanic ash clouds (unless the additional **premium** for cover under Section 15 (Travel Disruption) has been paid).
 27. Claims arising from actual or planned **strike or industrial action** which was common knowledge at the time **you** booked the **trip** or purchased cover (if later);
 28. Withdrawal from service of the aircraft, sea vessel, coach or train on which **you** are booked to travel, by order or recommendation of the regulatory authority in any country.
 29. Claims arising from, or related to any coronavirus including but not limited COVID-19, or any related/mutated form of the virus unless specifically listed as covered by this **policy**;
 30. Claims arising from any epidemic, or pandemic as declared by the World Health Organisation.

Sports & Activities

This **policy** will cover **you** when participating in any of the following activities on a non-professional, non-competitive basis;

Accepted activities

Aerobics, Archery*, Badminton, Banana boat rides, Baseball, Basketball, Beach cricket, BMX (only if wearing a helmet), Boogie Boarding, Bowls (including competitions), Boxing Training*, Camel/elephant riding/trekking*, Canoeing/kayaking* (only if wearing a life-jacket and helmet and only on inland and coastal waters – not white water), Catamaran sailing, Clay Shooting*, Cricket, Croquet, Curling, Cycling (only if wearing a helmet, not mountain biking), Dog sledging* (when driven by an experienced driver provided by the organiser only), Dinghy sailing* (only if wearing a life-jacket and only inside territorial waters), Falconry*, Fell walking (no climbing), Fencing*, Field hockey*, Fishing*, Football*, Gaelic Football*, Glacier Walking (with a guide), Golf, Go-Karting (only if wearing a helmet)*, Hiking (under 2,500 metres altitude), Horse riding* (only if wearing a riding hat and no cover for polo, hunting or jumping), Hot air ballooning* (as a fare paying passenger in a licensed aircraft), Ice skating, Jet skiing*, Jogging, Motor cycling as a passenger or rider* (only if wearing a helmet, the motorcycle is under 125cc (under 11kW in the case of electric motorcycles) and the rider holds a valid motorcycle licence), Mountain biking* (only if wearing a helmet), Netball, Orienteering (no climbing), Parascending* (over water), Pickleball, Pilates, Rambling (under 2,500 metres altitude), Ringos, Roller blading/line skating, Roller hockey/street hockey* (only if wearing pads and a helmet), Rounders, Rowing, Running (not long distance), Safari (organised in the UK), Scuba diving** (conditions apply, please see Scuba diving conditions), Segwaying*, Skate boarding, Sleigh pulled by reindeer (when driven by an experienced driver provided by the organiser only), Snorkelling, Softball, Squash, Surfing, Swimming, Swimming with dolphins (as part of a supervised activity), Table-tennis, Tennis, Ten pin bowling, Tree top walking* (as part of a supervised activity), Trekking (under 2,500 metres altitude), Volleyball, Walking, Wake boarding*, Water polo, Water skiing*, White/black water rafting Grades 1 to 4* (only if wearing a life-jacket and helmet), Windsurfing, Yachting/crewing* (only if wearing a life-jacket and only inside territorial waters), Yoga, Zorbing/hydrozorbing*.

Activities above that are marked with a single * will exclude all cover under the Personal Accident and Personal Liability sections of this **policy**. This **policy** specifically excludes participating in, or practising any of the following activities;

Excluded activities

Abseiling, American football, Animal conservation/game reserve work, Base jumping, Big game hunting, BMX stunt riding, Bouldering, Boxing, Bungee jumping, Canoeing/kayaking (white water), Canyoning, Caving/pot holing, Coasteering, Cross-channel swimming, Cycle racing and time-trialling, Free/high diving, Gliding, Hang gliding, Hiking (above 2,500 metres altitude), Horse jumping/ hunting, Judo/karate/martial arts, Kite surfing, Lacrosse, Micro-lighting, Motor cycling as a passenger or rider (unless wearing a helmet, the motorcycle is under 125cc (under 11kW in the case of electric motorcycles) and the rider holds a valid motorcycle licence), Mountaineering, Organised competitive team sports, Parachuting, Paragliding, Parascending (over land), Polo, Professional sport, Quad biking, Rock climbing, Rugby, Sailing (outside territorial waters), Scuba diving (to a depth below 30 metres), Shark feeding/cage diving, Sky diving, Tombstoning, Track days using motorised vehicles (except Go-karting), Trekking (above 2,500 metres altitude), Water ski jumping, Weightlifting, White/black water rafting (Grade 5 to 6), Wrestling, Yachting (crewing) – outside territorial waters.

If **you** are undertaking a sport, or activity which is not listed, or are in any doubt as to whether cover will apply, please call Customer Services.

Scuba diving conditions**

Qualified divers, diving with a qualified dive-buddy and in accordance with the guidelines of the relevant diving organisation with which **you** are qualified will be covered as follows:

| Qualification | Maximum depth |
|--|---------------|
| PADI Open Water | 18 metres |
| BSAC Ocean Diver | 20 metres |
| BSAC Sports Diver, BSAC Dive Leader & PADI Advanced Open Water | 30 metres |

Other qualifications may be accepted but must be declared to **us** prior to travel.

If **you** do not hold a diving qualification, **we** will only cover **you** to dive to a maximum depth of 18 metres when accompanied by and under the direction of a qualified diving instructor as part of an accredited course.

You will not be covered under this **policy** if **you** travel by air within 24 hours of participating in scuba diving.

Making a claim

If you have a medical emergency, need to cut short your trip or require the Personal Assistance Services while you are travelling, please call Staysure Assistance on + 44 1403 288 414 or +1 844 780 0639 when calling from within the USA and Canada. The Emergency Assistance Line is open 24 hours a day, 365 days a year.

Travel claims

If you need to make any kind of non-emergency claim, please call the Claims team on 01403 288 410, or +44 1403 288 410 if you are abroad.

You can also register your claim online by visiting the following website: www.staysure.co.uk/claims.

Please have your insurance policy number to hand, and have ready any documents you may have that could be relevant to your claim for cover as detailed under Sections 1 to 19 (for example Medical Certificates, travel tickets, boarding passes, letters from authorities/ public transport providers/airlines, depending on which section of cover you are claiming for).

If you do not have any documents with you, your claim might be delayed; please ask the operator for assistance. You may need to get additional information about your claim while you are away.

You may also be asked to send us additional information and documentation (we will give you advice if this becomes necessary). The nature of the documentation we need may include hotel bills, hospital bills, pharmacy receipts and/or taxi receipts and will depend on your individual circumstances and the type of claim you are making. Please read the General Conditions of this policy document and the relevant sections of your policy for more information.

All information, evidence, details of household insurance and Medical Certificates as required by us must be sent at your own expense. We reserve the right to require you to undergo an independent medical examination at our expense. We may also request, and will pay for, a post-mortem examination in the event of your death.

You must retain any property which is damaged, and, if requested, send it to us at your own expense. If we pay a claim for the full value of the property and it is subsequently recovered or there is any salvage then it will become our property.

We may also pursue any claim to recover any amount due from a third party in the name of anyone claiming under this policy. We may refuse to reimburse you for any expenses for which you cannot provide receipts or bills.

Claims Procedure for Section 9:

To make a claim under this section of your policy please write to:

DAS Legal Expenses Insurance Company Ltd,
DAS House, Quay Side,
Temple Back,
Bristol
BS1 6NH

Or telephone: 0117 934 0548

Claims Procedure for Section 13:

International Passenger Protection (IPP) claims only. Any occurrence which may give rise to a claim should be advised as soon as reasonably practicable to the following by quoting your Policy Number, Travel Insurance Policy Name and reference IPP ESFI V1-21:

IPP Claims at Sedgwick
Oakleigh House
14-15 Park Place
Cardiff
CF10 3DQ
United Kingdom

Telephone: +44 (0)345 266 1872

Email: Insolvency-claims@ipplondon.co.uk

Website: www.ipplondon.co.uk/claims.asp

Subrogation

We are entitled to take over any rights in the defence or settlement of any claim and to take proceedings in your name for our benefit against any other party.

Fraud

You must not act in a fraudulent manner. We shall not pay a claim if you or anyone acting for you:

- Makes a claim under the policy, or makes a statement, or provides a supporting document in support of a claim, knowing the claim to be false, or fraudulently exaggerated in any respect; or
- Makes a claim in respect of any loss or damage caused by your wilful act or with your connivance. Then:
 - We shall not pay any claim which has been, or will be made under the policy.
 - We may at our option declare the policy void.
 - We shall be entitled to recover from you the amount of any claim already paid under the policy
 - We shall not return any of the premium paid
 - We may inform the Police of the circumstances.

Disclosure of Information

In the unfortunate event that **you** need to make a claim, **we** may need to disclose information to any other party involved in the claim. This may include:

- Third parties involved with the claim, their Insurer, solicitor or representative.
- Medical teams, the Police or other investigators.
- **Our** claims handlers or other agents involved in dealing with **your** claim.

Please Note

Should there be any contradiction between the General Conditions and the Specific **Policy** Conditions relating to each Section of Insurance, the Specific **Policy** Conditions shall take precedence over the General Conditions. The General Conditions set out the circumstances for which **you** can make a claim and the benefits **you** can expect if **you** make a claim. Any breach of the General Conditions may mean that **your** claim is invalidated.

EU Travel Regulations

Travel delays

This **policy** is not designed to cover costs which are met under the EC Regulation No. 261/2004. Under EC Regulation No. 261/2004, if **you** have a confirmed reservation on a flight, and that flight is delayed by between 2 and 4 hours (length of time depends on the length of **your** flight) the airline must offer **you** meals, refreshments and hotel accommodation.

If the delay is more than 5 hours, the airline must offer to refund **your** ticket. The Regulations should apply to all flights, whether budget, chartered or scheduled, originating in the EU, or flying into the EU using an EU **carrier**. If **your** flight is delayed or cancelled, **you** must in the first instance approach **your** airline and clarify with them what costs they will pay under the Regulation. If **you** would like to know more about **your** rights under this Regulation, additional useful information can be found on the Civil Aviation Authority website (www.caa.co.uk).

Sanctions

We will not provide any benefit under this insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

Claims for Personal Baggage

We will pay claims for **personal baggage** based on the value of the goods at the time **you** lost them, and not on a new for old or replacement cost basis. If **your personal baggage** is delayed, lost, stolen or damaged whilst in the care of **your** airline, **you** must in the first instance approach **your** airline and clarify with them what compensation they will pay. If **you** would like to know more about claiming directly from **your** airline, additional useful information can be found on the Civil Aviation Authority website (www.caa.co.uk).

Complaints

We will do everything possible to ensure that **you** receive a high standard of service. If **you** are not satisfied with the service received:

Complaints related to **your policy**:

Please forward details of **your** complaint to:

Complaints Team,
Staysure,
Britannia House,
3-5 Rushmills Business Park,
Bedford Road,
Northampton
NN4 7YB

Email: complaints@staysure.co.uk

Telephone: 0333 006 8033

Complaints related to **your** claim:

For all Sections except 9 and 13 – please forward details of **your** complaint to:

The Managing Director
ERGO Travel Insurance Services Limited,
Afon House,
Worthing Road,
Horsham,
West Sussex
RH12 1TL

Email: contact@ergo-travel.co.uk

If **you** wish to complain under Section 9 Legal Costs and Expenses – please forward details of **your** complaint to:

The Managing Director
DAS Legal Expenses Insurance Company Limited,
DAS House,
Quay Side,
Temple Back,
Bristol
BS1 6NH

If **you** have a complaint under End Supplier Failure, please see Section 13 for details.

Please ensure **your policy** number is quoted in all correspondence to assist a quick and efficient response. **We** will contact **you** as soon as possible after receiving **your** complaint to inform **you** of what action **we** are taking. **We** will arrange to issue a final response within 40 working days. If **you** are still not satisfied with the way in which **we** have handled the complaint then **you** may refer the matter to the Financial Ombudsman Service and have 6 months in which to do so:

The Financial Ombudsman Service
Exchange Tower,
Harbour Exchange Square,
London
E14 9SR

Tel: 0800 0234 567

If **you** refer a complaint to the Financial Ombudsman Service, **you** are not bound by their decision and **your** legal rights to take subsequent action against **us** are not affected.

Cancellation provisions

Your right to cancel the policy

Date of effect of cancellation made by you

If **you** ask **us** to cancel **your policy** in writing or by telephone, such cancellation shall take effect on the date the notice is received, or on the date specified in the notice, whichever is later.

You have the right to cancel **your policy** within 14 days of the date of issue or receipt of **your** documents, whichever is later. **We** will only refund to **you** any **premium you** have paid, less any fees and charges if **you** have not travelled, or have made, or intend to make a claim.

If the notice of cancellation is received outside the 14 day cooling off period no **premium** will be refunded, however discretion may be exercised in exceptional circumstances such as bereavement or a change to the **policy** resulting in **us** declining to cover **your medical conditions**.

Cancellation by us

We may give **you** 14 days' notice of cancellation of this **policy** by a Recorded Delivery letter to **you** at **your** last known address. **We** will refund **you** the proportionate amount of **premium** left on **your policy**. If the **insured person** has passed away, the entitled **premium** refund will be paid to the estate. In all cases, if an incident has arisen during the period of cover which has or will give rise to a claim, then no refund will be made.

Refund of premiums

No refund of **premium** will be paid if the

notice of cancellation, or downgrade in cover is received outside the 14 day cooling off period.

No refunds will apply if **you** have travelled, or have made, or are intending to make a claim.

Discretion may be exercised in exceptional circumstances such as bereavement, or a change to the **policy** resulting in **us** declining to cover **your medical conditions**.

Effective time of expiry

This **policy** shall cease at 00.01 hours Greenwich Mean Time on the day following the last day of the period of cover for which the **premium** has been paid.

Financial Services Compensation Scheme (FSCS)

Great Lakes Insurance UK Limited are covered by the Financial Services Compensation Scheme (FSCS) and **you** may be entitled to compensation from the scheme if **we** cannot meet **our** obligations. Further information about compensation scheme arrangements are available from the FSCS.

Data Protection Act 2018

Privacy Policy

How we use the information about you

As an insurer and data controller, **we** collect and process information about **you** so that **we** can provide **you** with the products and services **you** have requested. This will be **your** name, age, address, health information, travel dates, **destination**, and other information which is necessary for **us** to:

- meet **our** contractual obligations to **you**;
- issue and administer this insurance **policy** including payments and other transactions
- service **your policy** (including claims and assistance); and
- detect, investigate and prevent activities which may be illegal, or could result in **your policy** being cancelled, or voided.

We process the above data for the 'performance of contract', or 'legitimate interest', and **we** process information about **medical conditions**, or health on the basis of 'substantial public interest'.

We may share information with trusted third parties in order to administer **your policy** and deal with any claims. These include TICORP Limited and Howserv Limited, contractors, investigators and claims management organisations where they provide administration

and management support on our behalf. Some of these companies are based outside of the European Union where different data privacy laws apply. **We** have strict contractual terms in place, including the model legal terms defined by the European Union to make sure that **your** information remains secure.

We will not share **your** information with anyone else unless **we** are required by **our** regulators, or other authorities.

Special Categories of Personal Data

Some of the personal data **you** provide to **us** may be more sensitive in nature and is treated as a Special Category of personal data. This could be information relating to health or criminal convictions, and may be required by **us** for the specific purposes of underwriting or as part of the claims handling process. The provision of such data is conditional for **us** to be able to provide insurance or manage a claim. Such data will only be used for the specific purposes as set out in this notice.

How we store and protect information

Information collected by **us** is securely stored on servers located either in the **United Kingdom**, or European Union. **We** keep and process this information to meet **our** contractual, and regulatory obligations, or to deal with requests from other authorities. **You** have the right to request a copy of, or correct the information that **we** hold about **you**. If **you** would like a copy of the information **we** hold about you please contact **us** by email or letter as shown below:

Enquiries in relation to data held by Staysure should be directed to:

Data Protection Officer
Staysure,
Britannia House,
3-5 Rushmills Business Park,
Bedford Road,
Northampton
NN4 7YB

Email: dataprotectionofficer@staysure.co.uk

Those in relation to data held by ERGO Travel Insurance should be directed to:

Data Protection Officer,
ERGO Travel Insurance Services Limited,
Afon House,
Worthing Road,
Horsham,
West Sussex
RH12 1TL
United Kingdom

Email: dataprotectionofficer@ergo-travel.co.uk

Those in relation to data held by DAS should be directed to:

Data Protection Officer,
DAS Legal Expenses Insurance Company Limited,
DAS House,
Quay Side,
Temple Back,
Bristol
BS1 6NH

Or via Email: dataprotection@das.co.uk

Those in relation to data held by IPP should be directed to:

Data Protection Officer,
International Passenger Protection Limited,
IPP House,
22-26 Station Road,
West Wickham,
Kent
BR4 OPR

Notes

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Notes

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Travel Insurance Important Numbers

Customer Services Team

If you have a query or need to amend your policy in any way

0333 006 8033

Or if calling from outside the UK

+44 1604 210 845

Sales Team

If you have a Single Trip policy and you would like another policy

0800 033 4166

Or if calling from outside the UK

+44 1604 552 860

Renewal Team

If you have an Annual Multi-Trip policy and you, would like to renew you only need to call if you are not in our auto-renewal program

0800 652 2044

Or if calling from outside the UK

+44 1604 552 860

Compensation Scheme

Howserv Limited, Great Lakes Insurance UK Limited, DAS and IPP are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk



Staysure is a trading name of TICORP Limited. Staysure travel insurance is arranged by TICORP Limited which is registered in Gibraltar. Company no. 111526. Registered Office: First Floor, Grand Ocean Plaza, Ocean Village, Gibraltar. TICORP Limited is authorised and regulated by the Gibraltar Financial Services Commission and trades into the UK on a freedom of services basis, Financial Conduct Authority FRN 663617.

Staysure travel insurance is administered by Howserv Limited which is registered in England and Wales number 03882026. Registered office: Staysure, Britannia House, 3-5 Rushmills Business Park, Bedford Road, Northampton, NN4 7YB. Howserv Limited is authorised and regulated by the Financial Conduct Authority FRN 599282.

The UK's Best Travel Insurance Provider*

We're here to help!

In an emergency, first check that the circumstances are covered by this policy. Having done this, telephone Staysure Assistance stating your name and policy number on the number(s) below:

24 hour Medical Emergency Support

If you require medical assistance whilst on holiday

+44 1403 288 414

Or if calling from within the USA and Canada

+1 844 780 0639**

Please dial when calling from Mexico **+1 819 780 0639**

Non-emergency Claims

If you need to make a non-emergency claim, please call the relevant claims number:

All claims (excluding the below)
or visit **staysure.co.uk/claims**

01403 288 410

End Supplier Failure Claims
Legal Costs and Expenses

0345 266 1872
0117 934 0548

To ensure we are consistent in providing our customers with quality service, we may record your telephone call.

If you need to make a claim – please see page 49 for our claims procedures. If you are claiming for anything not mentioned within this policy wording booklet – please visit **staysure.co.uk/claims**

Staysure[™] Worth doing right