



Travel insurance policy

June 2024

Staysure™

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. For any amendments to your policy, please log into your **MyStaysure** account at www.staysure.co.uk, where you will also be able to live chat with our team for any queries and see our opening times. There is no amendment fee for online policy changes on your **MyStaysure** account. However, changes made by calling the customer services team will incur an administration fee of up to £15.

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 Cancelling your policy on page 51 of this **policy** booklet.

You can download these documents in your **MyStaysure** account at www.staysure.co.uk.

Useful telephone numbers – we are here to help you

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 **+1 844 780 0639**
Canada. Call charges apply when calling from a mobile.

Please dial when calling from Mexico **+1 819 780 0639**
Call charges apply when calling from a mobile.

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 4 for our claims procedures.

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**



Manage your policy on the go with MyStaysure

- ✓ Easy access to your policies and documents
- ✓ Update your personal details, dates of travel and destination
- ✓ Update your medical information
- ✓ Renew your policy

Visit my.staysure.co.uk/signin

There is no amendment fee for online policy changes on your **MyStaysure** account. However, changes made by calling the customer services team will incur an administration fee of up to £15.

Or scan with your
smartphone camera
to get started



Contents

Useful telephone numbers	2
Making a claim	4
24 hour medical emergency assistance	8
Reciprocal Health Agreements	8
Health declaration - pre-existing medical conditions and policy exclusions	8
Awaiting a medical procedure or follow up	9
Changes in health	9
Table of benefits	10
Important information	12
Definition of words.....	15

Sections of Insurance

1 Cancellation.....	18
2 Cutting Short Your Trip & Trip Interruption	18
3a Emergency Medical & Repatriation Expenses	20
3b Hospital Daily Benefit	22
4a Missed Departure	23
4b Missed Connection & Home Country Departure Assistance	23
5 Travel Delay	24
6a Personal Baggage	25
6b Baggage Delay on your Outward Journey	25
6c Personal Money & Passport	25
7 Personal Accident	27
8 Personal Liability	28
9 Legal Costs & Expenses	29
10 Hijack	32
11 Personal Assistance Services	32
12 Pet Care	33
13 COVID-19 Cover.....	34
14 Optional Travel Disruption Extension.....	35
15 Optional Cruise Plus Cover	37
16 Optional Winter Sports Cover	39
17 Optional Golf Cover.....	42
General Conditions – applying to all sections	45
General Exclusions – applying to all sections	46
Sports & Activities	47
Claims Conditions	50
Complaints	50
Cancelling your policy	51
Data Protection Act 2018	52
Compensation Scheme	55

Making a claim

Emergency Assistance

If during **your trip** you have a medical emergency, need to **cut short your trip** or require the Personal Assistance Services, 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 found on your **Validation Certificate** to hand and have ready any documents **you** have that could be relevant to **your** claim. The table below sets out what documentation **you** may be asked to provide for the different sections of cover and depending on the details of each claim **we** may ask for additional supporting documentation not listed. If **you** do not have any supporting evidence of **your** claim with **you**, **your** claim might be delayed. **We** may refuse to refund **you** for any expenses for which **you** cannot provide the documentation **we** ask for.

You may need to get additional proof to support **your** claim while **you** are away. Once **we** have received all the documentation that **we** have asked for and **we** have all the details **we** need, **we** will assess **your** claim against the terms and conditions of this **policy** wording to decide if **we** can accept **your** claim.

For claims under Section 9 – Legal Costs & Expenses, please see page 32 for details.

All documentation to support **your** claim as required by **us** must be sent at **your** own expense. **We** reserve the right to request that **you** to undergo an independent medical examination at **our** expense. **We** may also request, and will pay for, a postmortem 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**.

Cover section(s)	Documentation and Claims evidence you must send us
All sections	<ul style="list-style-type: none">The booking invoice for the trip your claim relates to
Section 1 <ul style="list-style-type: none">Cancellation	For all cancellation claims you must send confirmation that you have cancelled the trip – the cancellation invoice.
Section 2 <ul style="list-style-type: none">Cutting Short Your Trip	For all claims where you return home early you must send us: <ul style="list-style-type: none">receipts, invoices or bills for any additional travel and accommodation costs you have paida 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/ accommodationyour unused return travel tickets
Section 13 <ul style="list-style-type: none">COVID-19 Cover – Cancellation and Cutting Short Your Trip	
Section 14 <ul style="list-style-type: none">Travel Disruption Extension – Extended Cancellation and Cutting Short Your Trip	For claims caused by illness or injury: <ul style="list-style-type: none">a Medical Certificate confirming that it was necessary to cancel your trip or to come homea copy of your medical record if we request thisa death certificate where relevantunder section 13 COVID-19 cover, we may also ask to see proof of a positive test result For claims where you have been called for Jury Service or as a witness: <ul style="list-style-type: none">written confirmation from the court or other authority showing the date(s) you were called

Cover section(s)	Documentation and Claims evidence you must send us
	<p>For claims where you have been made redundant:</p> <ul style="list-style-type: none"> the letter of redundancy from your employer confirming you will receive a redundancy payment. <p>For claims where the Police have asked you stay or return home:</p> <ul style="list-style-type: none"> written confirmation of the incident date from the Police <p>For claims under the Travel Disruption Extension you must send 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</p>
<p>Section 3a</p> <ul style="list-style-type: none"> Emergency Medical & Repatriation Expenses <p>Section 13</p> <ul style="list-style-type: none"> COVID-19 Cover – Emergency Medical and Repatriation Expenses 	<p>In many cases we will pay Medical Expenses and other costs on your behalf but where you have paid any costs are claiming these back, please send us all your receipts, bills, invoices or other proof of what you have paid. These might be for:</p> <ul style="list-style-type: none"> Medication Medical treatment or tests carried out Ambulance and/or taxis fares for travel to or from hospital Phone calls to or from Staysure Assistance Burial or cremation costs Additional travel and accommodation costs <p>If you are admitted to hospital abroad you must send us a medical discharge report.</p> <p>We may also ask you to send us a copy of your medical record</p>
<p>Section 4a</p> <ul style="list-style-type: none"> Missed Departure <p>Section 4b</p> <ul style="list-style-type: none"> Missed Connection & Home Country Connection Assistance <p>Section 15</p> <ul style="list-style-type: none"> Cruise Plus Cover – Missed Port Departure 	<p>For all claims you must send us receipts, bills or invoices for additional travel and accommodation costs you have paid.</p> <p>For claims caused by cancelled or delayed public transport:</p> <ul style="list-style-type: none"> written confirmation from the carrier (e.g. airline) of length of the delay and the reason for the delay or cancellation <p>For claims caused by your vehicle breaking down:</p> <ul style="list-style-type: none"> either written confirmation from the emergency breakdown service of where and when it happened and what caused the breakdown or a Police accident report <p>For claims caused by a traffic congestion:</p> <ul style="list-style-type: none"> written confirmation from the Highways Agency of the length of the delay and the reason for the delay
<p>Section 5</p> <ul style="list-style-type: none"> Travel Delay <p>Section 14</p> <ul style="list-style-type: none"> Travel Disruption Extension – Extended Travel Delay, Trip Continuation and Enforced Stay 	<ul style="list-style-type: none"> Written confirmation from the carrier (e.g. airline) of length of the delay and the reason for the delay or cancellation Receipts or invoices for additional travel and accommodation costs you have paid

Cover section(s)	Documentation and Claims evidence you must send us
<p>Section 6a</p> <ul style="list-style-type: none"> Personal Baggage <p>Section 6b</p> <ul style="list-style-type: none"> Baggage Delay on your Outward journey <p>Section 16</p> <ul style="list-style-type: none"> Winter Sports Cover – Winter Sports Equipment and Winter Sports Equipment Hire and Winter Sports Equipment Delay <p>Section 17</p> <ul style="list-style-type: none"> Golf Cover – Golf Equipment and Golf Equipment Hire 	<p>For claims relating to items lost, stolen or damaged where you are claiming the value of these items you must send us original receipts or other proof of purchase/ownership of the item(s).</p> <p>For claims relating to hire of Winter sports or Golf equipment you must send us receipts for costs of hire</p> <p>For belongings lost, stolen or damaged whilst in the care of the carrier (e.g. airline) we also need:</p> <ul style="list-style-type: none"> a Property Irregularity Report (PIR) proof that you have made a claim directly with the carrier – a copy of your letter to them or the claim form you sent and their response all travel tickets and tags if belongings are eventually returned to you, a report from the carrier confirming the length of the delay <p>For belongings lost or stolen during your trip we also need:</p> <ul style="list-style-type: none"> a Police report with a crime reference number confirming the incident date written documentation from your hotel or other accommodation provider or the tour operator that you reported the loss or theft and that it happened during your trip <p>For belongings damaged during your trip we also need:</p> <ul style="list-style-type: none"> a repairers report confirming the item(s) are not repairable
<p>Section 6c</p> <ul style="list-style-type: none"> Personal Money and Passport 	<ul style="list-style-type: none"> a Police report with a crime reference number confirming the incident date your cash withdrawal or currency receipt
<p>Section 7</p> <ul style="list-style-type: none"> Personal Accident 	<p>Depending on the circumstances of your claim we may ask for:</p> <ul style="list-style-type: none"> a death certificate a medical report confirming the nature of your injuries and how they happened confirmation from an independent qualified specialist that you are no longer able to work
<p>Section 8</p> <ul style="list-style-type: none"> Personal Liability 	<p>Please send us any communication you have received about the event as soon as possible</p>
<p>Section 10</p> <ul style="list-style-type: none"> Hijack 	<p>Written confirmation from “appropriate authority” of when and the length of the hijack</p>
<p>Section 12</p> <ul style="list-style-type: none"> Pet Care 	<ul style="list-style-type: none"> A medical certificate confirming that you were not able to return home as planned
<p>Section 14</p> <ul style="list-style-type: none"> Travel Disruption Extension – Unusable Accommodation and Repatriation Expenses 	<ul style="list-style-type: none"> Written confirmation that you could not use your accommodation from either the accommodation provider, the Police or other relevant authority Receipts or invoices for the additional travel and accommodation costs you have paid

Cover section(s)	Documentation and Claims evidence you must send us
Section 15 <ul style="list-style-type: none"> Cruise Plus Cover – Itinerary change 	<ul style="list-style-type: none"> Written confirmation from the cruise operator or tour operator of the number of ports missed and the reason for the change in itinerary.
Section 15 <ul style="list-style-type: none"> Cruise Plus Cover – Cabin Confinement and Unused excursions 	<ul style="list-style-type: none"> Written confirmation from the ship's medical officer that you were confined to your cabin and for how long Receipts for any pre-paid excursions missed because you were confined to your cabin
Section 15 <ul style="list-style-type: none"> Cruise Plus Cover – Cruise interruption 	<ul style="list-style-type: none"> A medical report from the doctor that treated you confirming you are medically fit to resume your cruise Confirmation from the ship's medical officer that it was necessary for you to leave the cruise ship and be transferred to an onshore hospital
Section 16 <ul style="list-style-type: none"> Winter Sports Cover – Ski Pass 	<ul style="list-style-type: none"> A Police report with a crime reference number confirming the incident date your receipt or invoice for your Ski Pass
Section 16 <ul style="list-style-type: none"> Winter Sports Cover – Ski Pack 	<ul style="list-style-type: none"> A medical report from the doctor that treated you confirming you are not able to use the full ski pack your receipt or invoice for your Ski Pack
Section 16 <ul style="list-style-type: none"> Winter Sports Cover – Piste closure 	<ul style="list-style-type: none"> Written confirmation from the resort manager that the lift system was closed due to lack of snow and how long the closure lasted
Section 16 <ul style="list-style-type: none"> Winter Sports Cover – Avalanche or Landslide 	<p>Written confirmation from the appropriate authority that you were not able to reach the ski resort</p>
Section 17 <ul style="list-style-type: none"> Golf Cover – Non-refundable Golfing Fees 	<p>For claims caused by illness or injury:</p> <ul style="list-style-type: none"> a medical report from the doctor that treated you confirming you are not able to play golf <p>For claims caused by adverse weather:</p> <ul style="list-style-type: none"> confirmation from the golf club that the golf course was closed <p>For claims where you have lost your documentation:</p> <ul style="list-style-type: none"> a Police report with a crime reference number confirming the incident date
Section 17 <ul style="list-style-type: none"> Golf Cover – Hole-in-one cover 	<ul style="list-style-type: none"> Your scorecard signed by your playing partner, who must be a member of a national golfing union and countersigned by the Secretary/Manager of the golf club

24-hour emergency medical assistance

For emergencies abroad call us first

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.

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 & Trip Interruption) or Section 3 (Emergency Medical & Repatriation Expenses) 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.

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.

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 medical expenses 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 & Repatriation Expenses.

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, you must contact Staysure Assistance as soon as possible.

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.

Tell us about your pre-existing medical conditions

When you purchase or renew your policy, you must declare ALL pre-existing medical conditions.

A pre-existing medical condition means:

- a. in the last two years, you have suffered from any medical or psychological conditions for which you have received treatment, been prescribed medication, attended any consultations, investigations or check-ups. And/or
- b. you have ever suffered from or received treatment, investigations, or tests for:
 - a heart attack, angina, chest pain(s) or any other heart condition.
 - high blood pressure, blood clots, raised cholesterol, aneurysm or any circulatory disease.
 - any form of stroke, transient ischemic attack (mini-stroke) or brain haemorrhage.

Pre-existing medical conditions will not be covered unless they have ALL been declared and accepted by us and are shown on your Validation Certificate. 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.

Make sure you check your policy documents to ensure you have declared ALL pre-existing medical conditions. If you need to make a change to the conditions declared or the answers to any of the questions, or to add a medical condition, you can do so by logging in to your MyStaysure account at www.staysure.co.uk or you can contact our Staysure Customer Services Team.

What is not covered

1. This **policy** will not provide cover under any circumstances if any **insured person**:
 - is travelling against medical advice (or would be travelling against medical advice had they sought such advice from a **doctor**) or
 - is travelling with the intention of obtaining medical treatment, tests, investigations or consultation abroad.
2. Unless specifically agreed by **us** and it is shown on **your Validation Certificate** this **policy** will not provide cover if any **insured person**:
 - has any undiagnosed symptoms.
 - is awaiting any test, test results or investigations.
 - has received a **terminal prognosis**.
 - is awaiting surgery, a procedure or is waiting to be discharged from post-operative checks.
 - is currently on or awaiting dialysis, chemotherapy or radiotherapy.

Awaiting a medical procedure

This **policy** will not under any circumstances provide cover for claims under Section 1 Cancellation or Section 2 Cutting Short **Your Trip & Trip** Interruption, relating to any **medical condition** for which **you** are awaiting a medical procedure. However, **we** may be able to provide cover under all other sections if **you** are awaiting certain medical procedures, for example an arthroscopy or removal of cataracts. To see the full list of acceptable procedures, visit www.staysure.co.uk/procedures-covered. **You** must tell **us** which procedure **you** are awaiting, and this must be accepted by Staysure and shown on **your Validation Certificate**. An additional **premium** may be required. Cover will only be provided where **you** are not travelling against **your UK doctor's** advice.

Awaiting a post-procedure follow-up

This **policy** will not under any circumstance provide cover for claims under Section 3 Emergency Medical & Repatriation Expenses, arising as a result of, or related to any medical procedure for which **you** are awaiting a follow-up consultation, treatment, tests or investigation, however **we** may be able to provide cover under all other sections of cover for certain medical procedures for which **you** are waiting to be discharged provided 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**.

Cover for claims under Section 1 Cancellation and Section 2 Cutting Short **Your Trip & Trip** Interruption will only apply if **you** booked the **trip** or purchased the **policy** (whichever is earlier) before **you** were told that **you** needed to have the procedure.

To see the full list of acceptable procedures, visit www.staysure.co.uk/procedures-covered. **You** must tell **us** which procedure **you** are awaiting a follow-up, and this must be accepted by Staysure and shown on **your Validation Certificate**. An additional **premium** may be required. Cover will only be provided where **you** are not travelling against **your UK doctor's** advice.

Changes to your health

Tell **us** about changes to **your** health by logging in to **your** MyStaysure account at www.staysure.co.uk or by contacting **our** Staysure Customer Services Team. **You** must tell **us** if any of the following happen after **you** purchase **your policy**, or before booking any new **trips** or before starting a **trip**:

- **you** are diagnosed with a new **medical condition**.
- **you** experience new or recurring symptoms or have an undiagnosed condition.
- **your doctor**, or consultant adds to or changes **your** prescribed medication.
- **you** receive inpatient medical treatment.
- **you** are now awaiting a diagnosis, investigation, test results or medical treatment.

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, or **we** may add additional Terms and Conditions to **your policy** or exclude cover for the newly diagnosed condition or for the condition that has undergone significant change.

We may require **you** to obtain a Medical Report from **your doctor**, or consultant to allow **us** to assess whether cover can continue. Obtaining this Medical Report is at **your** own expense. Based on **our** assessment of the medical information supplied to **us**, **we** will decide whether **we** can continue to insure **you**, and on what basis.

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.

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
	Pre-paid excursions	£300	Nil	£350	Nil	£1,000	Nil
	Pre-paid kennel or cattery fees	No cover available on Basic		£350 (£175 for loss of deposit)	Nil	£350 (£175 for loss of deposit)	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
	• Pre-paid excursions	£300	Nil	£350	Nil	£1,000	Nil
3a	Emergency Medical & Repatriation Expenses	£5,000,000	£129	Unlimited	£99	Unlimited	Nil
	• Emergency Dental treatment	£250	£129	£400	£99	£500	Nil
	• Additional Accommodation and Travelling Costs	£2,000	Nil	£2,000	Nil	£2,000	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		****£20,000	Nil	****£30,000	Nil
	• Death						
	• Loss of limb or Loss of sight						
	• Permanent Total Disability						
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	£25,000 per person (maximum £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

Table of benefits – optional sections of cover

Section	Cover	Limits of cover Basic	Excess	Limits of cover Comprehensive	Excess	Limits of cover Signature	Excess
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	COVID-19 Cover	See Sections 1,2, and 3a					
Optional Cover (available subject to additional premium and if shown on your Validation Certificate)							
14	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, Trip Continuation and Enforced Stay	up to £1,000	Nil	up to £1,000	Nil	up to £1,000	Nil
	• Unusable Overseas Accommodation and Repatriation cover	£1,000	£129	£1,000	£99	£1,000	Nil
15	Optional Cruise Plus Cover						
	• Missed Port Departure	No cover available on Basic		£1,500	Nil	£1,500	Nil
	• Cabin Confinement	No cover available on Basic		£1,000	Nil	£1,000	Nil
	• Itinerary Change	No cover available on Basic		£500	Nil	£500	Nil
	• Unused Excursions	No cover available on Basic		£500	£99	£500	Nil
	• Cruise Interruption	No cover available on Basic		£750	£99	£750	Nil
16	Optional Winter Sports Cover [†]						
	• Winter Sport Equipment	No cover available on Basic		Up to £500	£99	up to £500	Nil
	• Ski Pass	No cover available on Basic		£250	£99	£250	Nil
	• Winter Sports Equipment Hire	No cover available on Basic		£20 for each full day up to £300	Nil	£20 for each full day up to £300	Nil
	• Ski Pack	No cover available on Basic		£250	Nil	£250	Nil
	• Winter Sports Equipment Delay	No cover available on Basic		£20 for each full day up to £300	Nil	£20 for each full day up to £300	Nil
	• Piste Closure	No cover available on Basic		£20 for each full day up to £200	Nil	£20 for each full day up to £200	Nil
	• Avalanche or Landslide	No cover available on Basic		£20 for each full day up to £160	Nil	£20 for each full day up to £160	Nil
17	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	No cover available on Basic		£500	Nil	£500	Nil
	• Non-Refundable Golfing fees	No cover available on Basic		£1,500	Nil	£1,500	Nil
	• Hole-in-one cover	No cover available on Basic		£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	
	100 day upgrade ^{†††}	No cover available on Basic		This must be requested prior to the start of your trip .		This must be requested prior to the start of your trip .	

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.

Important information

Insurer

All sections of this insurance (apart from Section 9) 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.

Section 9 is underwritten and administered by DAS Legal Expenses Insurance Company Limited (DAS).

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 18 years or older for the duration of the **trip**.

Geographical Areas

Single trip and long stay policies:

If **you** have taken out a single **trip** or a long stay **policy**, **you** will be covered for the specific country or countries shown on **your Validation Certificate**.

Annual Multi-Trip policies:

If **you** have taken out an Annual Multi-Trip **policy**, **you** will be covered for travel within the geographical area shown on **your Validation Certificate** and as outlined below.

UK Only: England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man

Europe Excluding: Cyprus, Egypt, Greece (including the Greek Islands), Malta, Morocco, Spain (including the Balearic Islands and the Canary Islands), Turkey and Tunisia – All countries listed in “UK Only” plus Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, the Czech Republic, Denmark, Estonia, the Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal (including Azores and Madeira), Republic of Ireland, Romania, the Russian Federation, San Marino, Serbia, Slovakia, Slovenia, Sweden, Switzerland, Ukraine and the Vatican City.

Europe Including: Cyprus, Egypt, Greece (including the Greek Islands), Malta, Morocco, Spain (including the Balearic Islands and the Canary Islands), Turkey and Tunisia – All countries listed in “Europe Excluding” plus Cyprus, Egypt, Greece (including the Greek Islands), Malta, Morocco, Spain (including the Balearic Islands and the Canary Islands), Turkey and Tunisia.

Worldwide Excluding: USA, Canada, Caribbean, Bermuda, Mexico, Thailand, China and Hong Kong – All countries of the world EXCEPT: Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, Bermuda,

Bonaire, St Eustatius and Saba, Canada, Cayman Islands, China, Cuba, Curaçao, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Hong Kong, Jamaica, Martinique, Mexico, Montserrat, Netherlands Antilles, Puerto Rico, St Barthelemy / St Barts, St Croix, St Kitts and Nevis, St Lucia, St Maarten/St Martin, St Pierre and Miquelon, St Thomas, St Vincent and the Grenadines, Thailand, Trinidad and Tobago, Turks and Caicos Islands, the United States of America, Virgin Islands (UK), Virgin Islands (Us).

Worldwide: 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.

Stopovers

If **your** journey to **your destination** involves a stopover of less than 12 hours and **you** will not be leaving the airport, **you** do not have to purchase cover for the stopover country.

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 12.

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 the start of **your trip**:

Cruise cover

Cruise trips are not covered under any section of the **policy** unless **you** told **us** that **you** are going on a **Cruise** 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 15 in this **policy** for full details.

Optional Winter Sports Cover

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

Optional Golf Cover

Please refer to the Optional **Golf Cover** Section 17 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.

Renewing your Annual Policy

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. If **you** need

to make changes the easiest way is by registering or signing in to **your MyStaysure** account.

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

Eligibility

To be eligible for cover at the time **you** buy or renew this **policy**, **you** and all other **insured persons** must:

- have their main **home** in either England, Scotland, Wales, Northern Ireland, the Channel Islands or the Isle of Man, and have resided there for more than 6 of the previous 12 months.
- be registered with a **doctor** in the **United Kingdom**, Channel Islands, or the Isle of Man.
- be travelling from and returning to the **United Kingdom**, 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 start 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 and 9.

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, common law partner or partner who lives at the same address as **you**. 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 10 to 11.

Family: **you** and **your** wife, husband, civil partner, common law partner or partner who lives 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 where you live, which is used for domestic purposes, within the **United Kingdom**, Channel Islands or the Isle of Man.

Home country: The country where **you** live 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 declared and accepted by **us** and is shown on **your Validation Certificate**.

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 start 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 start 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 47.

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 cover, applies where **you** are forced to cancel **your trip** because of one of the reasons listed in the table below under What is covered, happens during the period of cover, which is beyond **your** control and which **you** were not aware of at the time **you** booked **your trip** or purchased the cover (whichever is later).

For Annual Multi-Trip policies **you** are covered for cancellation of **trips** that fall outside of the period of cover as long as:

- the reason for the cancellation falls within the current period of cover and
- **your** current **policy** has the right level of cover for the **trip** in question. For example if **you** have a Europe only **policy** **you** would not be covered for cancellation of Worldwide **trips**.

Section 2 Cutting Short Your Trip & Trip Interruption

If **you** are forced to end **your trip** and return to **your home country** earlier than planned, **Cutting Short Your Trip** provides cover for the proportionate cost of the non-refundable unused part of **your trip**.

Trip Interruption provides cover for additional travel costs to return to **your home country** if **your trip** is interrupted and where appropriate to return **you** to **your trip destination**.

✓ What is covered	✗ What is not covered: Under Sections 1 and 2
<p>Section 1 Cancellation</p> <p>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:</p> <ul style="list-style-type: none">✓ your non-refundable deposits and amounts you have paid (or you are contracted to pay), for your travel and accommodation✓ pre-paid excursions✓ pre-paid kennel or cattery fees <p>that you cannot use because you are forced to cancel your trip for a reason listed below.</p> <ol style="list-style-type: none">you, a close relative, travelling companion or any person you have arranged to stay with during the trip suffers unforeseen illness, injury or, death.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.you or any person you plan to travel with being called for Jury Service or being summoned as a witness in a Court of Law (other than in a professional or advisory capacity).you being made redundant, provided you qualify for a redundancy payment under current legislation applicable within your home country.	<ul style="list-style-type: none">✗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 any claim for travel or accommodation expenses paid for by someone who is not insured on this policy.

✓ What is covered

- e) **your** presence is required by the Police because of **accidental** damage, burglary, flooding or fire which has affected **your home**, and has happened 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.

Section 2 Cutting Short Your Trip & Trip Interruption

a) Cutting Short Your Trip

If you cannot get a refund for amounts you have paid or are contracted to pay, 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:

- ✓ the unused part of **your** pre-paid travel and accommodation costs
- ✓ unused pre-paid excursions

if you are forced to end **your trip** and return home early for a reason listed below.

- a) an unforeseen **illness**, injury or death of **you**, a **close relative**, **travelling companion** or any person you have arranged to stay with during the **trip**.
- b) **you** or any person you plan to travel with 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**, happens during **your trip**, and 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

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:

- ✓ additional travel costs to return to **your home country**
- ✓ additional economy class travel costs to return back to **your trip destination**

if you need to return unscheduled to **your home country** during a **trip** because of:

- a) the death, (or death is expected during **your trip**), or 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.

✗ What is not covered: Under Sections 1 and 2

- ✗7 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).
- ✗8 any costs in respect of any unused pre-paid travel expenses when we have paid to repatriate **you**.
- ✗9 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.
- ✗10 anything for which the company providing **your** transport or accommodation, their agents, or any person acting for **you** is responsible.
- ✗11 any costs relating to airport taxes or air passenger duty. You should obtain a refund from **your carrier** for such charges.
- ✗12 travel tickets paid for using any airline mileage reward scheme, for example air miles.
- ✗13 travel or accommodation costs paid for using any timeshare, holiday property bond or other holiday points scheme.
- ✗14 anything mentioned in the General Exclusions.

Special conditions relating to claims under Sections 1 and 2

1. **You** must contact Staysure Assistance before **you** make any return travel arrangements.
2. If **we** have not been able to confirm cover for **your** claim ahead of **you** returning **home**, **we** can make all necessary travel arrangements for **your** return but **you** must pay these costs. **We** will refund these costs once the claim has been accepted.
3. 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**.
4. **We** will only pay for additional travel costs to return back to **your trip destination** if the end date of **your** original booking has not already passed.
5. **We** will only pay for return travel to **your home country** if **you** had return travel already booked and paid for and **you** cannot change the dates on the ticket.
6. The maximum **we** will pay under Section 2 in total for claims for **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 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 **you** name, **policy** number, and as much information as possible.

To comply with the Terms and Conditions of the insurance **you** must contact Staysure Assistance on 01403 288 414 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	✗ What is not covered
<p>We will pay up to the amount shown on the table of benefits for the level of cover shown on your validation certificate 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:</p> <p>1. Emergency Medical & Repatriation Expenses:</p> <ul style="list-style-type: none">✓ 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) the cost of a medical escort if considered necessary by our medical officer.✓ d) 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.✓ e) 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.	<ul style="list-style-type: none">✗ 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 any medical costs that can be covered under any Reciprocal Health Agreement.✗ 5 any claim caused by you taking part in Winter sports unless shown as covered on your validation certificate.✗ 6 treatment in a private hospital or clinic abroad where a suitable public or state facility is available.✗ 7 any claim if you have not complied with the conditions of the medical declaration section.✗ 8 the cost of replacing medication that you were using before your trip.✗ 9 any claim for rehabilitation treatments.✗ 10 the cost of cremation or burial in the United Kingdom, Channel Islands or the Isle of Man.✗ 11 the replacement or repair of artificial or false teeth or dental work involving the use of precious metal.✗ 12 the cost of telephone calls, or any costs incurred by you when you receive calls other than calls

✔ What is covered

2. Emergency Dental treatment:

- ✔ for the immediate relief of pain only, or for emergency repairs to dentures, or orthodontic appliances carried out solely to alleviate distress in eating.

3. Additional Accommodation and Travelling Costs:

if Staysure Assistance agrees that it is medically necessary for:

- ✔ a) 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
- ✔ b) 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
- ✔ c) 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
- ✔ d) 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.
- ✔ We will also pay 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**.

Please note:

We reserve the right to limit any payment we make for medical expenses under this section 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.

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.

✘ What is not covered

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.

- ✘ 13 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.
- ✘ 14 any expenses which are not usual, reasonable or customary to treat your **bodily injury** or **illness**.
- ✘ 15 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.
- ✘ 16 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.
- ✘ 17 additional costs arising from single or private room accommodation.
- ✘ 18 treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by **Staysure Assistance**.
- ✘ 19 any expenses incurred within, or after you have returned to your home country.
- ✘ 20 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.
- ✘ 21 any claim for medical treatment for any complication as a result of a voluntary termination of pregnancy.
- ✘ 22 any costs incurred as a result of being airlifted from a **cruise ship** unless these have been authorised by us in advance.
- ✘ 23 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.
- ✘ 24 anything mentioned in the General Exclusions.

Special conditions relating to claims

1. You must give notice as soon as possible to **Staysure Assistance** on 01403 288 414 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**.

Section 3b Hospital Daily Benefit

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

✔ What is covered	✘ What is not covered
<p>✔ 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 Expenses), 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.</p> <p>This payment is to contribute towards additional expenses such as taxi fares and phone calls incurred during your stay in hospital.</p>	<p>✘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.</p> <p>✘2 any claims arising directly or indirectly from:</p> <ol style="list-style-type: none">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. <p>✘3 hospitalisation, compulsory quarantine or confinement to your accommodation:</p> <ol style="list-style-type: none">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. <p>✘4 any claim if you have not complied with the conditions of the medical declaration section.</p> <p>✘5 anything mentioned in the General Exclusions.</p>

Special conditions relating to claims

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

Section 4 Missed Departure, Missed connection & Home Country Departure Assistance

✔ What is covered

Section 4a Missed Departure

- ✔ 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 start the first part of your pre-booked international trip, as a result of:

- breakdown of or accident directly involving the vehicle in which you are travelling or
- 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

- ✔ 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 your:
 - next ticketed connection or destination on your outward journey, or
 - 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:

✘ What is not covered

- ✘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.

✔ What is covered	✘ What is not covered:
<p>✔ 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.</p> <p>Departure Assistance on your outward journey:</p> <p>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:</p> <p>✔ a) we will provide assistance to enable you to continue your journey to your United Kingdom international departure point.</p> <p>✔ b) we will provide alternative transport or emergency local help where necessary, including the towing of your vehicle to the nearest garage.</p>	

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

1. **You** must make every effort to start and complete the journey to **your** departure point and check in for the flight, sea crossing, coach or train journey on time.
2. 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.

Section 5 Travel Delay

✔ What is covered	✘ What is not covered: Under Section 5a
<p>✔ 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.</p> <p>✔ 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.</p>	<p>✘1 claims where you have not obtained written confirmation from the carrier stating the period and reason for delay.</p> <p>✘2 claims under this section in addition to claims under Section 1 (cancellation) and Section 4 (missed departure).</p> <p>✘3 anything mentioned in the General Exclusions.</p>

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.

Section 6 Personal Baggage, Baggage delay on your outward journey, Personal money and Passport

✓ What is covered

Section 6a Personal baggage

✓ 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 cover

for 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 cover

in 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 pay up to £150 in total for sunglasses or prescription glasses of any kind.

f) we will 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.

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.

✓ 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).

✗ What is not covered:

- ✗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,

✓ What is covered

Section 6c Personal Money & Passport

- ✓ 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.

✗ What is not covered:

- 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.

Special conditions relating to claims under Section 6a

1. We will either pay **you** for the loss, or to **replace** 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. Loss, or **theft** of **personal baggage** during **your trip** must be reported to **your** hotel, accommodation provider, or tour operator representative if appropriate.
4. **Baggage** shall be considered to have been lost after 21 days have passed since the loss was reported.
5. **You** must report the loss, **theft** or damage to the local police within 24 hours of discovery. 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**.

Special conditions relating to claims under Section 6b

1. 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.
2. If baggage is lost, stolen or damaged whilst in the care of a **carrier** **you** must in the first instance make a claim through them within the time limit contained in their conditions of carriage. **You** must provide us with evidence of the outcome of this claim.

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.

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

- ✗1 injury not caused solely by outward, violent and visible means.
- ✗2 **your** disablement caused by mental or psychological trauma not involving **your** **bodily injury**.
- ✗3 disease or any physical defect, infirmity or **illness** which existed prior to the start of the **trip**.
- ✗4 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**.
- ✗5 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.
- ✗6 any accident that **you** suffer before **you** go on **your** **trip**.
- ✗7 **you** travelling in an aircraft (except as a passenger in a fully-licensed, passenger carrying aircraft).
- ✗8 **you** travelling on a motorcycle as either the rider or passenger.
- ✗9 **you** taking part in **manual work** or dangerous work, unless **we** have agreed in writing beforehand.
- ✗10 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	✗ What is not covered
<p>If as a result of your act or omission you cause:</p> <ol style="list-style-type: none"> 1 Death or bodily injury to another person or 2 Loss of or damage to the material property of another person. <p>We will pay up to £2,000,000 for:</p> <ul style="list-style-type: none"> ✓a) Material damages and compensation for which you are legally liable; and ✓b) Legal costs and expenses incurred in defending an action against you or in negotiating the settlement of such an action. <p>Note: The £2,000,000 limit applies to any and all claimants affected by any and all events with any one original cause that happens during the policy period.</p>	<ul style="list-style-type: none"> ✗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: <ul style="list-style-type: none"> - 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.

Special conditions relating to claims under Section 8

1. Our liability shall not exceed the sum insured in respect of any or all occurrences in a series resulting from one original cause.
3. You must make no admission of liability, offer, promise of payment, or payment, without our written consent.

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). DAS is the underwriter and provides the legal protection insurance and legal advice helpline.

DAS Legal Expenses Insurance Company Limited

Registered Address: DAS Legal Expenses Insurance Company Limited, DAS Parc, Greenway Court, Bedwas, Caerphilly, CF83 8DW. Registered in England and Wales. Company Number 103274.

Website: www.dasinsurance.co.uk

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.

This section, policy and the validation certificate shall be read together as one document and describe the contract between the insured person and DAS.

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

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

- a. the most DAS 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 DAS will pay in costs and expenses is no more than the amount DAS would have paid to a preferred law firm. The amount DAS 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 DAS within the time limits allowed that you want to appeal. Before DAS pay the costs and expenses for appeals, DAS 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, DAS 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 DAS 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 DAS.

Definitions relating to words that appear in Section 9.

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

Costs and Expenses:

- a) All reasonable and necessary costs chargeable by your appointed representative and agreed by DAS in accordance with the DAS 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 DAS's agreement.

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

DAS: DAS Legal Expenses Insurance Company Limited.

DAS Standard Terms of Appointment: the Terms and Conditions (including the amount **DAS** 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.

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).

Preferred Law Firm: a law firm or barristers' chambers which **DAS** 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 **DAS's** agreed service levels, which **DAS** audit regularly. They are appointed according to the **DAS Standard Terms of Appointment**.

Reasonable Prospects: the prospects that **you** will recover losses or damages (or obtain any other legal remedy that **DAS** 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%. **DAS**, or a **preferred law firm** on **DAS's** behalf, will assess whether there are **reasonable prospects**.

What is covered

- **Costs and expenses** up to the amount shown in the table of benefits to pursue **your** legal rights following a specific or sudden accident that causes death or bodily injury to **you**.

What is not covered

Exclusions applying to this section

1. **DAS** will not pay a claim relating to the following:
 - a) Any illness or bodily injury that happens gradually.
 - b) Any psychological injury or mental illness unless the condition follows a specific or sudden accident that has caused **your** physical bodily injury.
 - c) Defending **your** legal rights, but **DAS** will cover defending a counter-claim.
 - d) Clinical negligence.
2. A claim where **you** have failed to notify **DAS** of the insured incident within a reasonable time of it happening and where this failure

adversely affects the **reasonable prospects** of a claim or **DAS** consider their position has been prejudiced.

3. An incident or matter arising before the start of a **trip**.
4. **Costs and expenses** incurred before **DAS's** expressed acceptance.
5. Fines, penalties, compensation, or damages that a court or other authority orders **you** to pay.
6. Any legal action **you** take that **DAS** or the **appointed representative** have not agreed to, or where **you** do anything that hinders **DAS** or the **appointed representative**.
7. A dispute with **DAS** not otherwise dealt with under Section 9 condition 7.
8. **Costs and expenses** arising from or relating to judicial review, coroner's inquest, or fatal accident inquiry.
9. Any **costs and expenses** that are incurred where the **appointed representative** handles the claim under a contingency fee arrangement (other than a conditional fee agreement (no win, no fee) which could apply under the **DAS standard terms of appointment**).
10. Any claim against ERGO Travel Insurance Services Ltd (ETI), Great Lakes Insurance UK Limited or their respective agents.
11. Any claim where **you** are not represented by a law firm or barrister.

Additional conditions applying to this section:

1. a) on receiving a claim if legal representation is necessary, **DAS** will appoint a **preferred law firm** 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** 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** which is not a **preferred law firm**, **DAS** 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 **DAS** will pay is the amount **DAS** would have paid if they had agreed to the **DAS standard terms of appointment**.
d) the **appointed representative** must co-operate with **DAS** at all times and must keep **DAS** up to date with the progress of the claim.

2. a) **you** must co-operate fully with **DAS** and with the **appointed representative**.
- b) **you** must give the **appointed representative** any instructions that **DAS** ask **you** to.
3. a) **you** must tell **DAS** if anyone offers to settle a claim. **You** must not negotiate or agree to a settlement without **DAS's** written consent.
- b) if **you** do not accept a reasonable offer to settle a claim, **DAS** may refuse to pay any further **costs and expenses**.
- c) **DAS** may decide to pay **you** the reasonable value of **your** claim, instead of starting or continuing legal action. In these circumstances **you** must allow **DAS** to take over and pursue or settle any claim on **your** behalf. **You** must also allow **DAS** to pursue at their own expense and for their own benefit, any claim for compensation against any other person and **you** must give **DAS** all the information and help **DAS** need to do so.
4. a) **you** must instruct the **appointed representative** to have **costs and expenses** taxed, assessed or audited if **DAS** ask for this.
- b) **you** must take every step to recover **costs and expenses** and court attendance that **DAS** have to pay and must pay **DAS** 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 **DAS** provide will end immediately, unless **DAS** agree to the appointment of another **appointed representative**.
6. if **you** settle or withdraw a claim without **DAS's** agreement, or do not give suitable instructions to the **appointed representative**, **DAS** can withdraw cover and will be entitled to reclaim from **you** any **costs and expenses** **DAS** have paid.
7. if there is a disagreement about the handling of a claim and it is not resolved through **DAS's** internal complaints procedure, the Financial Ombudsman Service may be able to help. This is a free complaint resolution service for eligible complaints. (Details available from www.financial-ombudsman.org.uk). Alternatively there is a separate arbitration process available that can be used to settle any dispute with **DAS**. The arbitrator will be a jointly agreed barrister, solicitor or other suitably qualified person. If there is a disagreement over the choice of arbitrator, **DAS** 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 **you** and **DAS** or may be paid by either **you** or **DAS**.
8. if there is a disagreement between **you** and **DAS** on the merits of the claim or proceedings, or on a legal principle, **DAS** may suggest that **you** obtain at **your** own expense an opinion on the matter from an independent and appropriate expert. The expert must be approved in advance by **DAS** and the cost expressly agreed in writing between **you** and **DAS**. Subject to this **DAS** 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 **DAS** have agreed to) or make a successful defence. This does not affect **your** rights under Section 9 Condition 7.
9. **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 **DAS** ask for, in writing.
 - e) report to **DAS** full and factual details of any claim as soon as possible and give **DAS** any information **DAS** need.
10. **DAS** will, at its discretion, void this section (make it invalid) from its start date or from the date of claim, or alleged claim, and/or **DAS** 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.
11. if any claim covered under this section is also covered by another **policy**, or would have been covered if this section did not exist, **DAS** will only pay their share of the claim even if the other insurer refuses the claim.
12. this section is governed by the law that applies in the part of the United Kingdom, Channel Islands or Isle of Man where **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.
13. 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.

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

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

Eurolaw Legal Advice

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

DAS will give **you** confidential legal advice over the phone on any personal legal problem under the laws of the United Kingdom of Great Britain and Northern Ireland, any European Union Country, the Isle of Man, the Channel Islands, Switzerland, and Norway.

You can contact **DAS's** UK based call centres 24 hours a day, seven days a week. However, **DAS** 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 a return call arranged within operating hours.

To help check and improve service standards,

Privacy

When **you** purchase and use a **DAS** product, **DAS** will process personal information about **you** and anyone else whose details are provided to **DAS** to provide **you** with a service or a claim.

DAS process **your** personal information in accordance with **DAS's** Privacy Notice. **You** can find **DAS's** Privacy Notice online at www.dasinsurance.co.uk/legal/privacy-statement. Alternatively, **you** can make a request for a printed copy to be sent to **you** by contacting dataprotection@das.co.uk

Claims Procedure

For Legal costs and expenses claims please contact **DAS** Legal Expenses Insurance Company Limited.

DAS Parc, Greenway Court
Bedwas
Caerphilly
CF83 8DW

Web: www.das.co.uk/claim

Section 10 Hijack

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

✓ What is covered	✗ What is not 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.	✗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 start 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) **Replacement travel documents**
 We will help **you** replace lost or stolen tickets and **travel documents** and refer **you** to suitable travel offices.
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	✗ What is not covered
<p>✓ 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 Expenses), 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.</p>	<p>✗1 Anything mentioned in the general exclusions.</p>

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

Section 13 COVID-19 Cover

PLEASE NOTE: Your policy will not cover you if you travel against the advice of the Foreign, Commonwealth & Development Office (FCDO).

This section of cover extends the Emergency Medical & Repatriation Expenses, the Cancellation or Cutting Short Your Trip sections of this policy as follows:

✔ What is covered	✘ What is not covered
<p>Emergency Medical and Repatriation Expenses</p> <p>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:</p> <ul style="list-style-type: none">✔ 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. <p>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:</p> <ul style="list-style-type: none">✔ 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. <p>Cancellation and Cutting Short Your Trip:</p> <ul style="list-style-type: none">✔ 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 go on the trip as a result of:<ul style="list-style-type: none">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 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.	<ul style="list-style-type: none">✘1 any exclusion listed under Sections 1. Cancellation, 2. Cutting Short Your Trip and 3a. Emergency Medical & Repatriation Expenses of your policy;✘2 the excess✘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 travel or accommodation costs where a credit or voucher has been provided in lieu of a cash refund.✘6 any costs incurred by you which are recoverable from the providers of the accommodation (or their administrators) or for which you receive or are expected to receive compensation or refund.✘7 any costs incurred by you which are recoverable from the public transport operator or for which you receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.✘8 any accommodation costs, charges and expenses where the public transport operator has offered reasonable alternative travel arrangements.✘9 any costs for normal day to day living such as food and drink which you would have expected to pay during your trip.✘10 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).✘11 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).✘12 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.

✔ What is covered	✘ What is not covered
<p>c) 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.</p> <p>✔ or where you have to Cut short your trip as a result of:</p> <p>a) the death as a result of COVID-19, of a close relative or a member of your household living in the United Kingdom.</p> <p>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.</p>	<p>✘13 any claim where you have travelled during a Government imposed lockdown.</p> <p>✘14 any claim where you do not hold the required confirmation of vaccination documentation, for example a vaccination passport.</p> <p>✘15 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.</p> <p>✘16 any claim made under Section 13 in addition to a claim under either Sections 1, 2 or 3a of this policy.</p> <p>✘17 anything mentioned in the General Exclusions.</p>

Section 14 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.

✔ What is covered	✘ What is not covered
<p>Extended Cancellation or Cutting Short Your Trip cover</p> <p>We will pay you up to the amount shown in the table of benefits for the cover level shown on your Validation Certificate, per insured person for:</p> <p>✔ a) you irrecoverable unused travel and accommodation costs (and other prepaid charges) which you have paid or are contracted to pay, should you have to cancel your trip 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 which you are travelling issuing a directive prohibiting all travel or all but essential travel to the country, or specific area or event to which you are travelling.</p> <p>✔ b) you irrecoverable unused accommodation, plus any reasonable additional travel expenses incurred in returning to your home, if 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 in which you are travelling issuing a directive recommending evacuation from the country, or specific area or event in which you are travelling, you are forced to cut short your trip and return to your home early.</p>	<p>[applicable to all of Section 14]:</p> <p>✘1 the excess (except claims under subsection a) under the extended travel delay).</p> <p>✘2 the cost of airport departure duty/tax (whether irrecoverable or not).</p> <p>✘3 travel tickets paid for using any airline mileage reward scheme, for example air miles.</p> <p>✘4 accommodation costs paid for using any timeshare, holiday property bond or other holiday points scheme.</p> <p>✘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.</p> <p>✘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.</p> <p>✘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 refund.</p>

✓ What is covered

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.
- You will only be covered under this section where the FCDO, WHO or other 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 start the trip.

Extended Delay benefit

- ✓ If the departure of the scheduled public transport on which you are booked to travel is delayed for more than 12 hours at the departure point of either: a pre-booked connection within the United Kingdom, your outbound international departure, or your return journey to your home we will pay a benefit £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 use your original booked scheduled public transport.

Trip continuation

If the scheduled public transport on which you are booked to travel is cancelled, diverted or re-directed after take-off, or if its departure is delayed for more than 24 hours at the departure point of either: a pre-booked connection within the United Kingdom, or your outbound international departure, to enable you to continue with your trip, we will pay up to £1,000 for either:

- ✓ a) your irrecoverable unused accommodation (and other pre-paid charges) which you have paid or are contracted to pay which you were not able to use due to your delayed arrival at your destination or
- ✓ b) your additional accommodation (room only) and travel expenses necessarily incurred in reaching your overseas destination if you did not use your original booked scheduled transport and had to arrange alternative travel.

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

Enforced stay

If the scheduled public transport on which you are booked to travel is cancelled, diverted or re-directed after take-off, or if its departure is delayed for more than 24 hours at the departure point of your return journey to your home we will pay up to £1,000 for:

- ✓ a) your additional accommodation (room only) which you incur due to your delayed departure from your destination.
- ✓ b) your additional accommodation (room only) and travel expenses necessarily incurred in returning to your home if you did not use your original booked scheduled transport and had to arrange alternative travel.

✗ What is not covered

- ✗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.

✔ What is covered	✘ What is not covered
<p>Unusable Overseas Accommodation and Repatriation cover</p> <p>If you cannot use your booked accommodation because 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:</p> <ul style="list-style-type: none"> ✔ a) your irrecoverable unused accommodation (and other pre-paid charges) which you have paid or are contracted to pay; or ✔ b) your additional accommodation (room only) and travel expenses necessarily incurred: <ul style="list-style-type: none"> 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 or ii) with the prior authorisation of Staysure Assistance to repatriate you to your home if it becomes necessary to cut short the trip. <p>You can only claim under one of subsections b)i) or b)ii) for the same event, not both.</p>	

Special conditions relating to claims (applicable to all of Section 14)

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. 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.
3. You must have checked in for your flight, unless your tour operator, or airline has requested you not to travel to the airport.
4. 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.
5. 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.

Section 15 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 15a Missed Port Departure

✔ What is covered	✘ What is not covered
<p>✔ 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 start the first outward international journey aboard your booked cruise, as a result of:</p>	<p>✘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.</p>

✓ What is covered	✗ What is not covered
<p>a) breakdown of or accident directly involving the vehicle in which you are travelling; or</p> <p>b) cancellation or curtailment of scheduled public transport due to adverse weather conditions, strike, or industrial action, or mechanical breakdown, or accident or</p> <p>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.</p> <p>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.</p>	<p>✗2 additional costs where the scheduled public transport operator has offered alternative travel arrangements.</p> <p>✗3 breakdown of the private vehicle in which you are travelling if it has not been regularly serviced.</p> <p>✗4 claims under Section 15a in addition to claims under Sections 1 (cancellation) and 5 (travel delay).</p> <p>✗5 claims due to you allowing insufficient time to complete your journey to the departure point.</p> <p>✗6 anything mentioned in the General Exclusions.</p>

Special conditions relating to claims under Section 15a:

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.

Section 15b Cabin Confinement

✓ What is covered	✗ What is not covered
<p>✓ 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.</p>	<p>✗1 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.</p> <p>✗2 anything mentioned in the General Exclusions.</p>

Section 15c Itinerary change

✓ What is covered	✗ What is not covered
<p>✓ 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.</p>	<p>✗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.</p> <p>✗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.</p> <p>✗3 claims arising as a result of your failure to attend an excursion as per your itinerary.</p> <p>✗4 anything mentioned in the General Exclusions.</p>

Section 15d Unused Excursions

✔ What is covered	✘ What is not 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.	✘1 anything mentioned in the General Exclusions.

Section 15e Cruise interruption

✔ What is covered	✘ What is not 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).	✘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 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 . ✘5 anything mentioned in the General Exclusions.

Special conditions relating to claims under Section 15e

1. You must contact **Staysure Assistance** on the emergency telephone number provided in this **policy** prior to making any additional travel or accommodation arrangements.

Section 16 Optional Winter Sports 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.

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 go on 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.

Important information

If **you** are taking part in **winter sports** during a **trip**, **you** must ensure that **your policy** includes **Winter Sports cover**. This will give **you** cover under this section, Section 16 as described below and it will provide cover under Sections 1 to 12 for claims relating to **Winter Sports**. For example under Section 3a Medical Expenses & Repatriation Expenses **you** will have cover if **you** are injured whilst skiing.

You are not covered when taking part in **winter sports** on a competitive or professional basis.

You are not covered if **you** take part in any activity against the warning or advice of a relevant local authority.

You are not covered in areas classified as avalanche rating 3 or above.

Resort authorities classify avalanche risk as follows: 1 = Low, 2= Moderate, 3= Considerable, 4= High, 5 = Very High.

You must be medically fit enough to go on a **winter sports trip** at the time of booking the **trip** and at the time of travel.

You are covered for the winter sports activities listed below only:

- Glacier skiing
- Guided cross-country skiing (Nordic Skiing)
- Ice-skating (outdoor)
- Mono-skiing (on-piste)
- Skiing or snowboarding off-piste (only if within the confines of the ski resort on recognised and authorised areas)
- Skiing or snowboarding on-piste
- Sledging
- Snowshoeing
- Tobogganing

If **you** are taking part in a pursuit or activity which is not listed in this **policy**, or are in any doubt as to whether cover will apply, please call our **Staysure** customer services team.

Section 16a Winter Sports Equipment

✓ What is covered in addition to Section 6	✗ What is not covered														
<p>Personal Baggage:</p> <ul style="list-style-type: none">✓ 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.	<ul style="list-style-type: none">✗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.														
<table border="1"><thead><tr><th>Age of Item</th><th>Amount Payable</th></tr></thead><tbody><tr><td>Up to 12 months old</td><td>90% of the price you paid</td></tr><tr><td>Up to 24 months old</td><td>70% of the price you paid</td></tr><tr><td>Up to 36 months old</td><td>50% of the price you paid</td></tr><tr><td>Up to 48 months old</td><td>30% of the price you paid</td></tr><tr><td>Up to 60 months old</td><td>20% of the price you paid</td></tr><tr><td>Over 60 months old</td><td>Nil</td></tr></tbody></table>	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	
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.

Section 16b Ski Pass

✔ What is covered	✘ What is not covered
<p>✔ 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.</p>	<p>✘1 the excess.</p> <p>✘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.</p> <p>✘3 ski passes left unattended in a public place.</p> <p>✘4 anything mentioned in the General Exclusions.</p>

Section 16c Winter Sports Equipment Hire

✔ What is covered	✘ What is not covered
<p>✔ 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.</p>	<p>✘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.</p> <p>✘2 anything mentioned in the General Exclusions.</p>

Section 16d Ski Pack

✔ What is covered	✘ What is not covered
<p>✔ 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.</p>	<p>✘1 anything mentioned in the General Exclusions.</p>

Section 16e Winter Sports Equipment Delay

✔ What is covered	✘ What is not covered
<p>✔ We will refund 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.</p>	<p>✘1 anything mentioned in the General Exclusions.</p>

Section 16f Piste Closure

✔ What is covered	✘ What is not covered
<p>✔ 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:</p>	<p>✘1 claims arising from closure of the resort lift system due to avalanches or dangerous high winds.</p> <p>✘2 trips in the northern hemisphere outside the period commencing 1st December and ending 31st March.</p>

✓ What is covered	✗ What is not covered
<p>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</p> <p>b) as a cash benefit payable, if no alternative resorts are available.</p>	<p>✗3 trips in the southern hemisphere outside the period commencing 1st May and ending 30th September.</p> <p>✗4 anything mentioned in the General Exclusions.</p>

Special conditions relating to claims

1. The resort where **you** are staying must be at least 1,000 metres above sea level and outside the United Kingdom.

Section 16g Avalanche or Landslide

✓ What is covered	✗ What is not covered
<p>✓ 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.</p>	<p>✗1 anything mentioned in the General Exclusions.</p>

Special conditions relating to claims

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

Section 17 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 17.

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

Section 17a Golf Equipment

✓ What is covered	✗ What is not covered
<p>✓ 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:</p> <p>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.</p>	<p>✗1 the excess.</p> <p>✗2 more than £500 per single article of golf equipment.</p> <p>✗3 golf equipment which is over five years old.</p> <p>✗4 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.</p> <p>✗5 claims arising from delay, seizure, or confiscation by customs or other officials.</p>

✓ What is covered

- 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 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

✗ What is not covered

- ✗6 claims for loss, **theft** or damage to anything being shipped as freight or under a bill of lading.
- ✗7 damage to, loss or **theft of golf equipment**, if it has been left:
 - i) **unattended** in a place to which the public have access or
 - ii) in an **unattended** motor vehicle or
 - iii) in the custody of a person who does not have an official responsibility for the safekeeping of the property.
- ✗8 damage to, loss or **theft of golf equipment**, which is being carried on a vehicle roof rack.
- ✗9 any claim for damage to **golf equipment** whilst in use.
- ✗10 claims arising from damage caused by leakage of powder or liquid carried within **your golf equipment**.
- ✗11 claims arising from loss or **theft** from **your** accommodation unless there is evidence of forced entry which is confirmed by a Police Report.
- ✗12 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.
- ✗13 Anything mentioned in the General Exclusions.

Section 17b 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

- ✗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.

✓ What is covered	✗ What is not covered
	<ul style="list-style-type: none"> ✗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.

Special conditions relating to claims (applies to Sections 17a and 17b)

1. Within 24 hours of discovery of the incident you must report the loss or theft of golf equipment to the local Police.
2. We have the option to either pay you for the loss, or replace 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.
3. 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.

Section 17c Non-refundable Golfing Fees

✓ What is covered	✗ What is not covered
<ul style="list-style-type: none"> ✓ 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: <ol style="list-style-type: none"> a) you being unable to play golf due to your accidental injury, or illness, or adverse 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. 	<ul style="list-style-type: none"> ✗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.

Special conditions relating to claims

1. You must report any loss or theft to the local Police in the country where the incident occurred within 24 hours of discovery.

Section 17d Hole-in-one cover

✓ What is covered	✗ What is not covered
<ul style="list-style-type: none"> ✓ We will pay you £300 if you score a hole-in-one (gross) during your trip. 	<ul style="list-style-type: none"> ✗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.

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. 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.

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. 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. If we agree to continue cover this will be shown on your **Validation Certificate**. If you are in doubt as to whether a change is important, you should contact Staysure Customer Services.
3. 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.
4. 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.
5. 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.
6. You must comply in full with the Terms and Conditions of this **policy** before a claim will be paid.
7. 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.
8. 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**.
9. 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.
10. 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 refunded from any recovery made.
11. 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.
12. 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.
13. 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.
14. 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.

15. **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**.
 16. 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.
 17. 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.
 18. At all times **you** must satisfy **yourself** that **you** are capable of safely taking part in the planned sport or activity and **you** must take care to avoid injury, **accident** or loss to **yourself** and to others.
 19. **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**.
- 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.
6. 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).
 7. **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.
 8. 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, timeshare maintenance fees, holiday property bonds or points and any additional travel or accommodation costs unless pre-authorized by **us**.
 9. Any deliberately careless or deliberately negligent act or omission by **you**.
 10. Any claim arising or resulting from **your** own illegal or criminal act.
 11. Any claim arising directly or indirectly from **your** drug addiction or solvent abuse, alcohol intake, or **you** being under the influence of drug(s).
 12. 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.
 13. **You** engaging in work/**manual work**, whether or not in conjunction with any profession, business or trade during the **trip**.
 14. **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 specifically listed as an excluded activity or is not listed as covered in this **policy** unless **we** have agreed cover in writing.
 15. Participation in any racing (other than on foot), or organised competition involving any **sports and activities** or **winter sports**.
 16. Loss, damage, cost or expense of whatever nature directly or indirectly caused by,

General Exclusions – applying to all sections

No section of this policy shall apply in respect of:

1. Claims arising as a result of a **pre-existing medical condition** unless the condition has been declared and accepted by us and is shown on **your validation certificate**.
2. Any costs which are recoverable elsewhere.
3. 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**).
4. 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**.
5. 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,

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.**
17. 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.
 18. 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.
 19. 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.
 20. 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.
 21. Arising from **you** acting against the advice of a **doctor**.
 22. For any search and rescue costs.
 23. **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.
 24. Arising from volcanic ash clouds (unless the additional **premium** for cover under Section 14 (Travel Disruption) has been paid).
 25. Any circumstances, such as **Strike** or **Industrial Action**, that were known or could reasonably have been anticipated at the time a **trip** was booked or the **policy** was purchased or renewed, whichever is later.
 26. 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.
 27. Claims arising from, or related to any coronavirus including but not limited to COVID-19, or any related/mutated form of the virus unless specifically listed as covered by this **policy**.
 28. Claims arising from any epidemic, or pandemic as declared by the World Health Organisation.

Sports & Activities

Accepted activities

This **policy** will cover **you** when participating in the following activities on a non-professional, non-competitive basis. Activities marked with a single * will exclude all cover under the Personal Accident and Personal Liability sections of this **policy**.

Aerobics
Archery*
Badminton
Banana boat rides
Baseball, Rounders
Basketball
Beach cricket
BMX (must be wearing a helmet)
Boogie Boarding
Bowls (including competitions)
Boxing Training*
Camel/elephant riding/trekking*
Canoeing/kayaking* not white water (must be wearing a life-jacket and helmet and only in inland or coastal waters)
Catamaran sailing
Clay Shooting*
Cricket

Croquet
Curling
Cycling, Mountain biking* (must be wearing a helmet)
Dog sledging* (only when driven by a professional driver provided by the organiser)
Dinghy sailing* (must be wearing a life-jacket and helmet and only in inland or coastal waters)
E-scooter riding (must be an organised tour and must be wearing a helmet)
Falconry*
Fencing*
Field hockey*
Fishing*
Flying as a passenger in an aircraft (private plane, small aircraft or helicopter)
Football*, Gaelic Football*
Glacier Walking (with a guide)
Golf
Go-Karting (must be wearing a helmet)
Hiking, Trekking (not above an altitude of 2,500 metres)
Horse riding* (must be wearing a riding hat. No cover for polo, hunting or jumping)
Hot air ballooning* (as a fare paying passenger in a licensed aircraft)
Ice skating
Jet skiing*
Motorcycling on-road/as a mode of transport as a passenger or rider (must be wearing a helmet and only if the motorcycle or electric motorcycle is under 125cc/11kw. The rider must hold a valid motorcycle license)
Netball
Orienteering (no climbing)
Parascending* (over water)
Pickleball
Pilates, Yoga
Ringos
Roller blading/inline skating
Roller hockey*, Street hockey* (must be wearing pads and a helmet)

Rowing
Running, Jogging (not long distance)
Safari (must be organised in the UK)
Scuba diving** (please see Scuba diving conditions on page 49)
Segwaying* (must be wearing a helmet)
Skate boarding
Sleigh ride pulled by Reindeer (only when driven by a professional driver provided by the organiser)
Snorkelling
Softball
Squash
Surfing
Swimming
Swimming with dolphins (must be a professionally organised and supervised)
Table-tennis
Tennis
Ten pin bowling
Tree top walking* (must be a professionally organised and supervised)
Volleyball
Walking, Fell walking, Rambling (no climbing and not above an altitude of 2,500 metres)
Wake boarding*
Water polo
Water skiing*
White/black water rafting Grades 1 to 4* (must be wearing a life-jacket and helmet)
Windsurfing
Yachting*, Crewing* (must be wearing a life-jacket and only in inland or coastal waters)
Zorbing*, Hydrozorbing*

If **you** are taking part in a sport, or activity which is not listed in the **Accepted activities** list or in the **Excluded activities** list (see below) or **you** are in any doubt as to whether cover will apply, please call **our** Customer Services Team on 0333 003 8033.

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.

Excluded activities

This **policy** specifically excludes participating in or practising any of the following activities. **You** will not be covered under any section of this **policy** for any claim relating to an excluded activity.

Abseiling
American football
Animal conservation or game reserve work
Base jumping
Big game hunting
BMX stunt riding
Bouldering
Boxing
Bungee jumping
Canoeing/kayaking (white water)
Canyoning
Caving/pot holing
Coasteering
Charity fundraising walks or races
Cross-channel swimming
Cycle racing and time trialling

E-scooter riding (unless on a organised tour and wearing a helmet)
Free/high diving
Gliding
Hang gliding
Hiking, Trekking (above 2,500 metres altitude)
Horse jumping or hunting
Judo, Karate, Martial arts
Kite surfing
Lacrosse
Micro-lighting
Motorcycling on-road/as a mode of transport as a passenger or a rider (if the motorcycle or electric motorcycle is over 125cc/11kw)
Motorcycling off-road as a passenger or rider
Mountaineering
Organised competitive team sports
Parachuting
Parascending (over land)
Polo
Professional sport
Quad biking
Rock climbing
Rugby
Sailing (outside of coastal waters)
Scuba diving (below a depth of 30 metres)
Shark feeding /cage diving
Sky diving
Tombstoning
Track days using motorised vehicles (except Go-karting)
Water ski jumping
Weightlifting
White/black water rafting Grades 5 and above)
Wrestling
Yachting, Crewing (outside of coastal waters)

Claims Conditions

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
Customer Services Team: 0333 006 8033

Complaints related to **your** claim:
For all Sections other than Section 9 – please forward details of **your** complaint to:

Complaints Department
ERGO Travel Insurance Services Limited,
Afon House,
Worthing Road,
Horsham,
West Sussex
RH12 1TL
Email: contact@ergo-travel.co.uk
Tel: 01403 788 737

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 Parc, Greenway Court
Bedwas
Caerphilly
CF83 8DW
Email: customerrelations@das.co.uk
Tel: 0344 898 9013

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.

Canceling your policy

Your right to cancel the policy

You can cancel **your policy** by sending **us** a cancellation request on **our** website at www.staysure.co.uk/contact-us/cancellation/ or by calling the Customer Service Team on 0333 006 8033.

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.

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 Parc, Greenway Court
Bedwas
Caerphilly
CF83 8DW

Or via Email: dataprotection@das.co.uk



Manage your policy on the go with MyStaysure

- ✓ Easy access to your policies and documents
- ✓ Update your personal details, dates of travel and destination
- ✓ Update your medical information
- ✓ Renew your policy

Or scan with your smartphone camera to get started



Visit my.staysure.co.uk/signin

There is no amendment fee for online policy changes on your MyStaysure account. However, changes made by calling the customer services team will incur an administration fee of up to £15.

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 want to renew, **0800 652 2044**
you only need to call if you have not opted for auto-renewal.
Or if calling from outside the UK **+44 1604 552 860**

Compensation Scheme

Howserv Limited, Great Lakes Insurance UK Limited and DAS Legal Expenses Insurance Company Limited 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.



**If you need help in an emergency, you should call
Staysure Assistance for 24 hour telephone support.**

From Europe (+44) **1403 288 414**

From the USA or Canada (+1) **844 780 0639**

From Mexico (+1) **819 780 0639**

You'll need to let us know your name and your policy number, so keep it handy. Call charges may apply when calling from a mobile.

For non-emergency claims

All claims **01403 288 410** (from the UK)

For legal costs and expenses **0117 934 0548**

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

For further information about making a claim, please see page 4 of this document. There's also more information at: www.staysure.co.uk/claims

Staysure[™] Worth doing right

staysure.co.uk