

Important contact details

Customer services:	020 8603 9953
Health declaration: (to declare a medical condition or change in your circumstances)	UK +44 (0)20 8603 9952
24-hr Emergency medical assistance: (for medical emergency or curtailment requests)	UK +44 (0)20 8603 9955
24-hr Legal helpline:	UK +44 (0)20 8603 9804
24-hr Motor breakdown:	020 8686 1666
Claims (sections 1-12 and 14-16):	020 8603 9954
Scheduled Airline Failure Claims (section 13):	UK+44 (0)345 266 1872

In a life or death situation call the emergency services in the country **you** are visiting for example 112 within the European Union or 911 in the USA.

This policy is available in large print,
audio and Braille.

Please contact 020 8603 9953

and we will be
pleased to organise an
alternative version for you.

Sections 1-12 and 14-16 of this insurance are underwritten by AWP P&C SA and administered in the UK by Allianz Assistance. Allianz Assistance is a trading name of AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD.

AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority (FCA).

AWP P&C SA is authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Deemed authorised by the Prudential Regulation Authority (PRA). Subject to regulation by the FCA and limited regulation by the PRA. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the FCA's website.

Allianz Assistance acts as an agent for AWP P&C SA
for the receipt of customer money, settling claims and handling premium refunds.

Section 13 of this insurance is underwritten by Liberty Mutual Insurance Europe SE and is administered by International Passenger Protection Limited, IPP House, 22-26 Station Road, West Wickham, Kent BR4 0PR United Kingdom.

International Passenger Protection Limited and Liberty Mutual Insurance Europe SE are authorised and regulated by the FCA.



Deluxe Travel Insurance

Only available to residents of the **UK**, the **Channel Islands** or the **Isle of Man**.

Please read this policy and carry it with you
during your journey



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Demands and needs statement

Deluxe Travel Insurance suits the demands and needs of customers who wish to insure themselves for medical emergencies, delayed or missed departures, cancellation or cutting short a trip, lost, stolen or delayed possessions, loss of money and passport, personal accident, personal liability and legal expenses.

The level of cover may vary depending on where you travel (whether in your home country or overseas).

Travel insurance does not cover everything. You should read this policy carefully to make sure it provides the cover you need.

You may already possess alternative insurance for some or all of the features and benefits provided by this travel insurance product. It is your responsibility to investigate this.

Allianz Assistance has only provided you with information and has not provided you with any recommendation or advice about whether this product meets your specific insurance demands and needs.

About us and our insurance services

Allianz Assistance
102 George Street
Croydon CR9 6HD

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. Whose products do we offer?

We are an insurance intermediary that offers products from a single insurance company, AWP P&C SA which is a French company duly authorised in France. We act on their behalf

3. Which service will we provide you with?

You will not receive any personal advice or a recommendation from us for travel insurance. We may ask you some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for this service?

You will only pay us the premium for your policy, and you will not pay us a fee for arranging this on your behalf. We are paid for our services to you by the insurance company, AWP P&C SA. The nature of such payment is a mixture of commission and other fees based on our costs for administering your policy.

5. Who regulates us?

Allianz Assistance is a trading name of AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD which is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 311909. Our permitted business includes arranging travel insurance.

You can check this on the Financial Services register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

- In writing: Customer Service, Allianz Assistance, 102 George Street, Croydon CR9 6HD.
- By phone: 020 8603 9853 • By email: customersupport@allianz-assistance.co.uk

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service for independent arbitration. Visit www.financial-ombudsman.org.uk write to Financial Ombudsman Service, Exchange Tower, London E14 9SR call 0800 023 4567 or 0300 123 9 123 email complaint.info@financial-ombudsman.org.uk

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations.

Insurance advising and arranging is covered for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangement is available from the FSCS, by calling 0800 678 1100 or 020 7741 4100, or visiting their website at www.fscs.org.uk.

Summary of cover

The following table shows the maximum amount **we** will pay and policy **excesses** for each section of cover. **You** should read the rest of this booklet for the full terms and conditions.

Section/Cover	Cover limits (up to)	Excess
1. Cancellation or curtailment Excursions	£10,000 £150	£50 (£15 deposits)
2. Emergency medical and associated expenses Transport and accommodation Funeral expenses Dental In-patient benefit Costs within your home country	£15 million Reasonable costs £1,000 £350 £50/day max. £1,000 £1,000	£50
3. Loss of passport	£500	Nil
4. Delayed possessions	£100	Nil
5. Personal possessions Single article, pair or set limit Valuables limit Tobacco and vaping products, alcohol, fragrances limit Sunglasses limit	£2,000 £300 £500 £50 £50	£50
6. Personal money 17 years and over (Cash) 16 years and under (Cash)	£500 (£300) £100 (£100)	£50 £50
7. Personal accident Death - 17 to 65 years inclusive - 16 and under or 66 and over Loss of limb / sight Permanent total disablement - 17 to 65 years inclusive - 16 and under or 66 and over	 £10,000 £1,500 £25,000 £25,000 No cover	Nil
8. Missed departure	£1,000	Nil
9. Delayed departure Delay Abandonment	£20/12 hrs, max. £300 £10,000 after 12 hrs	Nil £50
10. Personal liability	£2 million	Nil
11. Legal expenses	£25,000	Nil
12. Motor breakdown	Reasonable cost	Nil
13. Scheduled airline failure	£4,000	Nil

Section/Cover	Cover limits (up to)	Excess
14. Winter sports cover		
Ski pack	£20 / day max. £300	Nil
Delayed ski equipment (own)	£100 after 10 hrs	Nil
Hire of alternative ski equipment (own)	£15 / day max. £300	Nil
Ski equipment (own or hired)	£750	£50
- single article limit	£250	
Piste closure	£20 / day max. £300	Nil
Avalanche cover	£200	Nil
15. Golf cover		
Green fees	£75 / day max. £375	Nil
Delayed golf equipment (own)	£125 after 12 hrs	Nil
Hire of alternative golf equipment (own)	£75 / day max. £375	Nil
Golf equipment (own or hired)	£1,500	£50
- single article limit	£250	
16. Wedding cover		
Wedding rings	£250 / ring max. £500	£50
Wedding gifts	£1,000/couple	£50 / couple
- single article, pair or set limit	£300	
Wedding clothes	£1,500/couple	£50 / couple
- single article, pair or set limit	£300	
Photographs and videos	£750/couple	£50 / couple

Important information

Thank you for taking out Deluxe Travel insurance with us.

Your insurance confirmation shows the level of cover and sections of the policy you have chosen, the people who are covered and any special terms or conditions that may apply.

Your policy does not cover everything. You should read this policy carefully to make sure it provides the cover you need. If there is anything you do not understand, you should contact us by calling 020 8603 9953 or writing to Allianz Assistance, 102 George Street, Croydon, CR9 6HD.

Insurer

Sections 1-12 and 14-16 of **your** Deluxe Travel insurance are underwritten by AWP P&C SA and administered in the **United Kingdom** by Allianz Assistance. Section 13 is underwritten by Liberty Mutual Insurance Europe SE and is provided by International Passenger Protection Limited.

How your policy works

Your policy and insurance confirmation is a contract between **you** and **us**. **We** will pay for any claim **you** make which is covered by this policy and happens during the **period of insurance**. Unless specifically mentioned, the benefits and exclusions within each section apply to each **person insured**.

Certain words have a special meaning as shown under the heading 'Definition of words'. These words have been highlighted by the use of bold print throughout the policy document.

Information you need to tell us

There is certain information that **we** need to know as it may affect the terms of the insurance cover **we** can offer **you**.

You must, to the best of **your** knowledge, give accurate answers to the questions **you** are asked when **you** buy **your** Deluxe Travel insurance policy. If **you** do not answer the questions truthfully it could result in **your** policy being invalid and could mean that all or part of a claim may not be paid.

If **you** think **you** may have given **us** any incorrect answers, or if **you** want any help, please contact **us** by calling 020 8603 9953 or writing to Allianz Assistance, 102 George Street, Croydon, CR9 6HD as soon as possible and **we** will be able to tell **you** if **we** can still offer **you** cover.

Cancellation rights

If **your** cover does not meet **your** requirements, please notify **us** within 14 days of receiving **your** insurance confirmation and return all **your** documents for a refund of **your** premium.

You can contact **us** by calling 020 8603 9953 or writing to Allianz Assistance, 102 George Street, Croydon, CR9 6HD.

If during this 14 day period **you** have travelled, made a claim or intend to make a claim then **we** can recover all costs that **you** have used for those services.

Please note that **your** cancellation rights are no longer valid after this initial 14 day period.

Policy excess

Some sections of **your** policy carry an **excess**. This means that **you** will be responsible for paying the first part of the claim for each **person insured**, for each section, for each incident. The amount **you** have to pay is the **excess**.

Financial Services Compensation Scheme (FSCS)

For **your** added protection, the **insurer** is covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides protection for 90% of the claim, with no upper limit. Further information about the compensation scheme arrangements is available from the FSCS, telephone number **0800 678 1100** or **020 7741 4100**, or by visiting their website at **www.fscs.org.uk**.

Governing law

Unless agreed otherwise, English law will apply and all communications and documentation in relation to this policy will be in English. In the event of a dispute concerning this policy the English courts shall have exclusive jurisdiction.

Contracts (Rights of Third Parties) Act 1999

We, the **insurer** and **you** do not intend any term of this contract to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

Data protection notice

We care about **your** personal data.

The summary below and **our** full privacy notice explain how Allianz Assistance protects **your** privacy and uses **your** personal data.

Our full privacy notice is available at **www.allianz-assistance.co.uk/privacy-notice/**

If a printed version is required, please write to Customer Service (Data Protection), Allianz Assistance, 102 George Street, Croydon CR9 6HD.

- **How will we obtain and use your personal data?**

We will collect **your** personal data from a variety of sources including:

- Data that **you** provide to **us**; and
- Data that may be provided about **you** from certain third parties, such as **your** insurance broker, **doctors** in the event of a medical emergency or airline companies in the event of repatriation.

We will collect and process **your** personal data in order to comply with **our** contractual obligations and/or for the purposes of **our** legitimate interests including:

- Entering into or administering contracts with **you**;
- Informing **you** of products and services which may be of interest to **you**.

- **Who will have access to your personal data?**

We may share **your** personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on **our** behalf;
- Organisations who **we** deal with which provide part of the service to **you** such as in the event of a medical emergency;
- To meet **our** legal obligations including providing information to the relevant ombudsman if **you** make a complaint about the product or service that **we** have provided to **you**.

We will not share information about **you** with third parties for marketing purposes unless **you** have specifically given **us** **your** consent to do so.

- **How long do we keep your personal data?**

We will retain **your** personal data for a maximum of seven years from the date the insurance relationship between **us** ends. If **we** are able to do so, **we** will delete or anonymise certain areas of **your** personal data as soon as that information is no longer required for the purposes for which it was obtained.

- **Where will your personal data be processed?**

Your personal data may be processed both inside and outside the **United Kingdom (UK)** or the European Economic Area (EEA).

Whenever **we** transfer **your** personal data outside the **UK** or the EEA to other Allianz Group companies, **we** will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, **we** take steps to ensure that personal data transfers outside the **UK** or the EEA receive an adequate level of protection.

- **What are your rights in respect of your personal data?**

You have certain rights in respect of **your** personal data. **You** can:

- Request access to it and learn more about how it is processed and shared;
- Request that **we** restrict any processing concerning **you**, or withdraw **your** consent where **you** previously provided this;
- Request that **we** stop processing it, including for direct marketing purposes;
- Request that **we** update it or delete it from **our** records;
- Request that **we** provide it to **you** or a new insurer; and
- File a complaint.

- **Automated decision making, including profiling**

We carry out automated decision making and/or profiling when necessary.

- **How can you contact us?**

If **you** would like a copy of the information that **we** hold about **you** or if **you** have any queries about how **we** use **your** personal data, **you** can contact **us** as follows:

By post: Customer Service (Data Protection), AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD

By telephone: **020 8603 9853**

By email: **AzPUKDP@allianz.com**

Definitions of words

When the following words and phrases appear in the policy document or insurance confirmation, they have the meanings given below. These words are highlighted by the use of bold print.

Accident

An unexpected event caused by something external and visible, which results in physical bodily injury, leading to total and permanent loss of sight, total and permanent loss of use of a limb or permanent disablement or death, within a year of the incident.

Appointed adviser

The solicitor or appropriately qualified person, firm or company, including **us**, who is chosen to act for **you** in **your** claim for compensation.

Area of cover

You will not be covered if **you** travel outside the area **you** have chosen as shown on **your** insurance confirmation.

- **Area 1**
Continental Europe, including the **UK**, **Channel Islands**, the Isle of Man, the Republic of Ireland, Mediterranean islands, Morocco, Algeria, Tunisia, Libya, Egypt, Israel, Turkey, Madeira, Canary Islands, the Azores, Iceland, Russia, Estonia, Latvia, Lithuania, Belarus, Ukraine, Moldova and Georgia.
- **Area 2**
Worldwide, excluding the United States of America, Canada, the Caribbean Islands and the Bahamas, Cuba and Bermuda.
- **Area 3**
Worldwide including the United States of America, Canada, the Caribbean Islands and the Bahamas, Cuba and Bermuda.

Note: **You** will not be covered if **you** do not follow any advice or recommendation made by any of the following: the Foreign, Commonwealth and Development Office (FCDO), World Health Organization (WHO) or any government or other official authority at **any destination you** are travelling from, through or to. For further details on FCDO travel advice, visit gov.uk/foreign-travel-advice

Business associate

Any person in **your home country** that **you** work closely with, whose absence from work means that the director of **your** business needs **you** to cancel or curtail **your journey**.

Channel Islands

Jersey, Guernsey, Alderney, Sark and Herm.

Computer system

Any computer hardware, software, communication system or electronic device (including smartphones, laptops, tablets and wearable devices), server, cloud, microcontroller or similar system (including any associated input, output or data storage device, networking equipment or backup facility).

Couple

Two adults who have been permanently living together at the same address for more than six months.

Cyber risk

- Any unauthorised, malicious or illegal act (or the threat of such an act), involving access to or the processing, use or operation of any **computer system**;
- Any error or omission involving access to or the processing, use, or operation of any **computer system**;
- Any partial or total unavailability or failure to access, process, use or operate any **computer system**; or
- Any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any data, including any amount relating to the value of such data.

Departure point

The airport, international train station or port where **your** outward journey to **your** destination begins, and where **your** final journey back **home** begins (including any connecting transport **you** take later).

Doctor

A legally qualified doctor holding the necessary certification in the country in which they are currently practising, other than **you** or a **relative**.

Economic sanction(s)

Any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or **UK**. These may change from time to time and can include prohibiting the transfer of funds to a sanctioned country, freezing the assets of a government, the corporate entities and residents of a sanctioned country, or freezing the assets of specific individuals or corporate entities.

Epidemic

A contagious disease recognised by the World Health Organization (WHO) or an official government authority in **your home** country or **your journey** destination.

Excess

The deduction **we** will make from the amount otherwise payable under **your** policy for each **person insured**, for each section, for each claim incident.

Family

Two adults and all of their children (including foster children) aged 17 and under. All persons must live at the same address. All adults can travel independently, however, all insured children must travel with at least one of the insured adults.

Note: If **you** are divorced or separated and **your** children do not live permanently with **you** they can still be covered under this policy.

Financial failure

The scheduled airline becoming insolvent or having an administrator appointed and being unable to provide agreed services.

Golf equipment

Golf clubs, golf bag, golf trolley and golf shoes.

Home

Your usual place of residence in the **UK**, the **Channel Islands** or the Isle of Man.

Insurer

- For sections 1-12 and 14-16
AWP P&C SA.
- For section 13
Liberty Mutual Insurance Europe SE, provided by International Passenger Protection Limited.

Journey

A trip that takes place during the **period of insurance** which begins when **you** leave **home** and ends when **you** get back **home** or to a hospital or nursing home in **your home country**, whichever is earlier.

- **you** will only be covered if **you** are aged 79 or under at the date **your** policy was issued.
- any other trip which begins after **you** get back is not covered.
- a trip which is booked to last longer than 31 days is not covered.
- **you** will only be covered for taking part in winter sports activities if this is shown on **your** insurance confirmation.

Legal action

Work carried out to support a claim that **we** have agreed to. This includes settlement negotiations, hearings in a civil court, arbitration and any appeals resulting from such hearings other than an application by **you**:

- to the European Court of Justice, European Court of Human Rights or similar International body; or
- to enforce a judgment or legally binding decision.

Legal costs

Fees, costs and expenses (including Value Added Tax or equivalent local goods and services tax) which **we** agree to pay for **you** in connection with **legal action**. Also, any costs which **you** are ordered to pay by a court or arbitrator (other than damages, fines and penalties) or any other costs **we** agree to pay.

Manual work

- work with a hands on involvement installing, assembling, maintaining or repairing electrical, mechanical or hydraulic equipment;
- work at heights over three metres above ground;
- work involving the use of heavy electrical, mechanical or hydraulic plant or machinery;
- work involving interaction with any wild animals;
- plumbing, electrical, lighting or sound technician, carpentry, painting, decorating or construction work.

This does not include working in restaurants or bars, musicians, singers and fruit pickers (providing machinery is not used).

Pandemic

An **epidemic** that is recognised as a pandemic by the World Health Organization (WHO) or an official government authority in **your home** country or **your journey** destination.

Period of insurance

Cancellation cover begins from the issue date shown on **your** insurance confirmation and ends at the beginning of **your journey**. The cover for all other sections starts at the beginning of **your journey** and finishes at the end of **your journey**.

All cover ends on the expiry date shown on **your** insurance confirmation, unless **you** cannot finish **your journey** as planned because of death, injury or illness or there is a delay to the public transport system that cannot be avoided. In these circumstances **we** will extend cover free of charge until **you** can reasonably finish that **journey**.

Personal money

Cash, cheques, postal and money orders, current postage stamps, travellers' cheques, coupons or vouchers which have a monetary value, admission tickets and travel tickets, all held for private and not business purposes.

Personal possessions

Each of **your** suitcases, trunks and similar containers (including their contents) and articles worn or carried by **you** (including **your valuables**).

Quarantine

Mandatory confinement, intended to stop the spread of a contagious disease to which **you** or a **travelling companion** has been exposed.

Redundancy

Loss of permanent paid employment (except voluntary redundancy), after a continuous working period of two years with the same employer if **you** are aged 18 and over or 65 and under.

Relative

Your mother (in-law), father (in-law), step parent (in-law), sister (in-law), brother (in-law), wife, husband, son (in-law), daughter (in-law), step child, foster child, grandparent, grandchild, uncle, aunt, nephew, niece, cousin, partner (including common law and civil partnerships) or fiancé(e).

Resident

A person who has their main **home** and is registered with a **doctor** in the **UK**, the **Channel Islands** or the Isle of Man and has not spent more than six months abroad during the year before the policy was issued.

Single parent family

One adult and all of their children (including foster children) aged 17 and under. All persons must live at the same address. The adult can travel independently, however, all insured children must travel with the insured adult.

Note: If **you** are divorced or separated and **your** children do not live permanently with **you** they can still be covered under this policy.

Ski equipment

This consists of skis, poles, boots, bindings, snowboards or ice skates.

Ski pack

Hired **ski equipment**, ski school fees and lift passes.

Travelling companion

Any person that has booked to travel with **you** on **your journey**.

United Kingdom (UK)

England, Scotland, Wales and Northern Ireland.

Valuables

Jewellery, watches, items made of or containing precious metals, precious stones or semi precious stones, furs, binoculars, telescopes, computer / video games, PCs, laptops, tablets and other computerised equipment, any kind of photographic, audio, video, television, satellite navigation and phone equipment (including mobile accessories), multimedia players, recorded media (including CDs and DVDs) and drones.

We, our, us

- For sections 1-12 and 14-16
Allianz Assistance which administer the insurance on behalf of the **insurer** of these sections.
- For section 13
International Passenger Protection Limited who provide the insurance on behalf of the **insurer** of this section.

Wedding clothes

The wedding dress, wedding suit, and other accessories including shoes, make-up, hair styling and flowers all bought especially for the bride and groom to use on their wedding day.

Wedding gifts

Gifts given to the bride and groom during the **journey**. These may be sent before the **journey** or purchased during the **journey**.

Wedding rings

The bride and groom's **wedding rings**.

You, your, person insured

Each person shown on the insurance confirmation, for whom the appropriate insurance premium has been paid.

24-hour emergency medical assistance

Please tell **us** immediately about any serious illness or accident abroad where **you** have to go into hospital or **you** may have to return **home** early or extend **your** stay because of any illness or injury. If **you** are unable to do this because the condition is life, limb, sight or organ threatening, **you** should contact **us** as soon as **you** can. **You** must also tell **us** if **your** medical expenses are over **£500**. If **you** are claiming for a minor illness or accident **you** should, where possible, pay the costs and reclaim the money from **us** when **you** return. **You** can call 24 hours a day 365 days a year or email.

Phone **UK +44 (0)20 8603 9955**

Fax **UK +44 (0)20 8603 0204**

Email **medical@allianz-assistance.co.uk**

Quote ref: British Airways Deluxe

Please give **us** **your** age and **your** insurance confirmation number. Say that **you** are insured with Deluxe Travel insurance. Below are some of the ways the 24-hour emergency medical assistance service can help.

Confirmation of payment

We will contact hospitals or **doctors** abroad and guarantee to pay their fees, providing **you** have a valid claim.

Repatriation

If **our** medical advisers think it would be in **your** medical interests to bring **you** back to **your home** or to a hospital or nursing home in **your home country**, **you** will normally be transferred by regular airline or road ambulance. Where medically necessary in very serious or urgent cases, **we** will use an air ambulance. **We** will consult the treating **doctor** and **our** medical advisers first. If **you** need to go home early, the treating **doctor** must provide a certificate confirming that **you** are fit to travel. Without this the airline can refuse to carry any sick or injured person.

You can contact **us** at any time, day or night. **You** will be answered by one of **our** experienced assistance co-ordinators who **you** should give all relevant information to. Please make sure **you** have details of **your** policy before **you** phone.

Reciprocal health arrangements

European / Global Health Insurance Card (EHIC and GHIC)

- If **you** already have a valid EHIC, it will continue to entitle **you** to reduced-cost, sometimes free, medical treatment that becomes necessary while **you** are in a European Economic Area (EEA) country or Switzerland. The EEA consists of the European Union (EU) countries plus Iceland, Liechtenstein and Norway. Cover will end on the expiry date of **your** EHIC
- If **you** do not have a valid EHIC or it is due to expire before **you** travel, **you** can apply for a GHIC. This entitles **you** to reduced-cost, sometimes free, medical treatment that becomes necessary while **you** are in a European Union (EU) country.
- These cards give access to state-provided medical treatment only. Remember, this might not cover all the things **you** would expect to get free of charge from the NHS in the **UK**. **You** may have to make a contribution to the cost of **your** care.
- You** may apply for a GHIC online at **www.ghic.org.uk** or by calling **0300 330 1350**.

Note

The EHIC / GHIC do not cover the cost of medical treatment in a private hospital or clinic, the additional cost of returning to **your home country** or for a **relative** to stay or fly out to be with **you**. In a medical emergency **you** may have no control over the hospital **you** are taken to and the closest hospital may be private.

Australia

- If **you** are travelling to Australia **you** can enrol in Medicare which will entitle **you** to subsidised hospital treatments and medicines. **You** can do this by contacting a local Medicare office in Australia.
- All claims for refunds under the Medicare scheme must be made before **you** leave Australia. For more information on Medicare visit: www.medicareaustralia.gov.au or email: medicare@medicareaustralia.gov.au.

If **you** make use of these arrangements or any other worldwide reciprocal health arrangement which reduces **your** medical expenses, **you** will not have to pay an **excess** under Section 2 - Emergency medical and associated expenses.

Health declaration and health exclusions

These apply to the Cancellation or curtailment charges, Emergency medical and associated expenses and Personal accident sections.

If you make a claim arising from a medical condition that has not been declared and accepted by us, it is unlikely that your claim will be paid.

It is very important that you read the following and declare any existing medical conditions to us.

- 1 **You** will not be covered for any directly or indirectly related claims (see note at the end of this section) arising from the following if in the 12 months before taking out this insurance or booking **your journey** (whichever is later), **you**:
 - a have been prescribed medication;
 - b have received treatment or attended a medical practitioner for any medical condition;
 - c have attended a hospital or a clinic as an out-patient or in-patient;
 - d have been referred for tests, investigations, treatment, surgery or are awaiting results.
 - e have been diagnosed as having a terminal illness.

Unless you have declared any existing medical conditions to **us** and **we** have confirmed cover in writing.

Medical screening service

If **you** have not already done so, **you** should contact **our** confidential medical screening service as soon as possible after taking out this insurance or booking **your journey** to declare a medical condition (or conditions);

Phone 020 8603 9952 or visit www.azgahealthscreen.co.uk

Based on the medical information **you** provide, **we** will confirm if cover can be offered for **your** declared medical condition (or conditions), and if an extra premium needs to be paid. Occasionally, **we** may need **you** to get extra medical information (at **your** cost) from **your doctor** to enable **us** to make a decision.

If an extra premium is required, cover will not start until this has been paid in full and **we** have issued written confirmation.

If **we** are unable to cover the medical condition (or conditions), this will mean that **you** and any other **person insured** by **us** will not be covered for any directly or indirectly related claims arising from the medical condition (or conditions). This applies even if the person with the medical condition (or conditions) decides to buy cover from another provider.

Each **person insured** by **us** would still be covered for any unrelated medical condition (or conditions) and other sections of cover subject to the terms and conditions of this policy.

- 2 **You** will not be covered unless **you** are fit to travel and able to undertake **your** planned **journey**.
- 3 **You** will not be covered if **you** travel against the advice of a **doctor** or where **you** would have been advised not to travel if **you** had sought their advice before beginning **your journey**.
- 4 **You** will not be covered if **you** know **you** will need medical treatment or consultation at any medical facility during **your journey**.
- 5 **You** will not be covered if **you** had any undiagnosed symptoms for which **you** were awaiting investigations or consultations or the results of investigations and where the underlying cause had not been established.
- 6 **You** will not be covered if **you** are travelling specifically for the purpose of obtaining and / or receiving any elective surgery, procedure or hospital treatment.

If **we** are unable to cover a medical condition, this will mean that any other **person insured** by **us** will not be able to make a claim arising from the medical condition(s). This may even apply if the person with the medical condition(s) purchases cover from another provider.

Exclusions relating to the health of someone not insured on this policy, but whose health may affect your decision whether to take or continue with your journey

You will not be covered for any directly or indirectly related claims (see note at the end of this section) arising from the health of a **travelling companion**, someone **you** were going to stay with, a close **relative** or a **business associate** if at the time **your** policy was issued:

- **you** were aware they have been receiving medical treatment or consultation at any medical facility for a medical condition in the last 12 months;
- **you** were aware they have been awaiting medical treatment or consultation at any medical facility or have been under investigation for a medical condition;
- **you** were aware that a **doctor** had diagnosed them as having a terminal condition, or that their medical condition was likely to get worse in the next 12 months.

Note

Indirectly related claims

An indirectly related claim means a medical problem that is more likely to happen because of another medical problem **you** already have. Sometimes these conditions can lead to the development of other conditions. For example if **you**:

- suffer from asthma, chronic obstructive pulmonary disease or other lung disease, **you** are more likely to get a chest infection.
- have high blood pressure, high cholesterol or diabetes, **you** are more likely to have a heart attack or a stroke.
- have osteoporosis, **you** are more likely to break or fracture a bone.
- have or have had cancer, **you** are more likely to suffer with a secondary cancer.

Level of medical cover provided

This is not a private medical insurance policy and only gives cover for emergency medical treatment in the event of accident or unexpected illness occurring during **your journey**.

General exclusions

The following exclusions apply to the whole of **your** policy:

We will not cover **you** for any claim arising from, or relating to, the following:

- 1 War, invasion, act of foreign enemy, hostilities (whether war is declared or not) civil war, civil commotion, rebellion, revolution, insurrection, military force, coup d'etat, terrorism (this does not apply to claims made under Section 2 - Emergency medical and associated expenses and Section 7 - Personal accident) or weapons of mass destruction.
- 2 An **epidemic** or **pandemic**, except as expressly covered under Section 1 - Cancellation or curtailment charges, Section 2 - Emergency medical and associated expenses, Section 14 - Winter sports cover and Section 15 - Golf cover.
- 3 **You** not following any advice or recommendation made by the Foreign, Commonwealth and Development Office (FCDO), World Health Organization (WHO) or any government or other official authority. This includes where:
 - Certain vaccinations or other preventative measures (such as malaria tablets) are recommended.
 - The FCDO has advised against:
 - all travel; or
 - all but essential travel (unless the purpose of **your journey** is necessary, urgent and cannot be postponed - evidence of this will be required see Making a claim);
 - **You** have travelled against the advice of a local authority at any destination **you** are travelling from, through or to.For further details on FCDO travel advice, visit: gov.uk/foreign-travel-advice
- 4 Any **economic sanction** which prohibits **us**, the **insurer** or members of the Allianz Group from providing cover under this policy.
- 5 **Cyber risks** of any kind.
- 6 **Your** property being held, taken, destroyed or damaged under the order of any government or customs officials.
- 7 Ionising radiation or radioactive contamination from nuclear fuel or nuclear waste or any risk from nuclear equipment.
- 8 Any currency exchange rate changes.
- 9 The failure or fear of failure or inability of any equipment or any computer program, whether or not **you** own it, to recognise or to correctly interpret or process any date as the true or correct date, or to continue to function correctly beyond that date (except under the Emergency medical and associated expenses and Personal accident sections).
- 10 **You** acting in an illegal or malicious way.
- 11 The effect of **your** alcohol, solvent or drug dependency or long term abuse.
- 12 **You** being under the influence of alcohol, of solvents or drugs, or doing anything as a result of using these substances (except drugs prescribed by a **doctor** but not for the treatment of drug or alcohol addiction).
- 13 **You** not enjoying **your journey** or not wanting to travel.
- 14 Any loss caused as a direct or indirect result of anything **you** are claiming for, for example loss of earnings, unless it says differently in the policy.
- 15 **You** taking part in any sports or leisure activity or winter sports activity unless:
 - it is listed as covered (see pages 18-19);
 - it is not listed, but **we** have confirmed in writing that it is covered;.
- 16 **You** taking part in any form of **manual work**:
- 17 **You** not answering accurately any question(s) **we** have asked **you** at the time of buying this policy, where **your** answer(s) may have affected **our** decision to provide **you** with this policy.
- 18 Any claim if **you** do not comply with the conditions stated in the Health declaration and health exclusions on pages 14-15.
- 19 Something that happened before **your** policy or travel tickets for **your journey** were bought (whichever is later) and which could reasonably have been expected to be the reason for a claim, unless **we** agreed to it in writing.

Conditions

The following conditions apply to the whole of **your** policy. Please read these carefully as **we** can only pay **your** claim if **you** meet these:

- 1 **You** are a **resident** of the **UK**, the **Channel Islands** or the Isle of Man.
- 2 **You** take reasonable care to protect yourself and **your** property against accident, injury, loss and damage and act as if **you** are not insured and to minimise any potential claim.
- 3 **You** have a valid insurance confirmation.
- 4 **You** accept that **we** will not extend the **period of insurance** if the original policy plus any extensions have either ended, been in force for longer than 31 days or **you** know **you** will be making a claim.
- 5 **You** contact **us** as soon as possible with full details of anything which may result in a claim and give **us** all the information **we** ask for. Please see section 'Making a claim' for more information.
- 6 **You** accept that no alterations can be made to the terms and conditions of the policy, unless **we** confirm them in writing to **you**.
- 7 **You** are not aged 80 or over at the date **your** policy was issued.
- 6 With **your** or **your** Personal Representative's permission, get information from **your** medical records to help **us** or **our** representatives deal with any claim. This could include a request for **you** to be medically examined or for a postmortem to be carried out in the event of **your** death. **We** will not give personal information about **you** to any other organisation without **your** specific agreement.
- 7 Send **you home** at any time during **your journey** if **you** are taken ill or injured. **We** will only do this if the **doctor** treating **you** and **our** medical advisers agree. If there is a dispute, **we** will ask for an independent medical opinion.
- 8 Not accept liability for costs incurred for repatriation or treatment if **you** refuse to follow advice from the treating **doctor** and **our** medical advisers.
- 9 Only refund or transfer **your** premium if **you** decide that the policy does not meet **your** needs and **you** have contacted **us** within 14 days from the date **you** receive **your** policy and insurance confirmation. **We** can recover all costs that **you** have used if **you** have travelled or made a claim or intend to make a claim.

We have the right to do the following

- 1 Cancel the policy if **you** tell **us** something that is not true, which influences **our** decision as to whether cover can be offered or not.
- 2 Cancel the policy and make no payment if **you**, or anyone acting for **you**, make a claim under this policy knowing it to be dishonest, intentionally exaggerated or fraudulent in any way, or if **you** give a false declaration or deliberate mis-statement when applying for this insurance or supporting **your** claim. **We** may in these instances report the matter to the police.
- 3 Only cover **you** for the whole of **your journey** and not issue a policy if **you** have started **your journey**.
- 4 Take over and deal with, in **your** name, any claim **you** make under this policy.
- 5 Take legal action in **your** name (but at **our** expense) and ask **you** to give **us** details and fill in any forms (including Department for Work and Pensions forms), which will help **us** to recover any payment **we** have made under this policy.
- 10 Not to pay any claim on this policy (except under the Personal accident section) for any amounts covered by another insurance or by anyone or anywhere else, for example any amounts **you** can get back from private health Insurance, any reciprocal health agreements, transport or accommodation provider, home contents insurer or any other claim amount recovered by **you**. In these circumstances **we** will only pay **our** share of the claim.
- 11 If **you** cancel or cut short **your journey** for any reason other than those specified in Section 1, all cover provided on **your** single trip policy will be cancelled without refunding **your** premium.
- 12 Ask **you** to pay **us** back any amounts that **we** have paid to **you** which are not covered by this policy.

Sports and leisure activities

Standard sports and leisure activities

- **The following activities are covered at no extra premium.**
Abseiling, athletics, badminton, ballooning - hot air (organised pleasure rides only), banana boating, baseball, basketball, bowls, boxing (training only and with no contact), bungee jumping, canoeing (up to grade 2 rivers only not white water), climbing wall, cricket, deep sea fishing, **dry slope skiing**, fishing, glacier walking, high rope activities, hiking (trekking and walking), hockey, horse riding (not competitions, racing, jumping, hunting, eventing, polo or rodeo), ice skating or blade skating (not speed skating), kayaking (up to grade 2 rivers only, not white water), mountain biking, netball, parasailing or parasailing (over water), pony trekking, rap jumping, ringos, roller skating or roller blading (wearing pads and helmets), rounders, rowing, sail boarding or windsurfing, safari trekking in a vehicle (organised tour), safari trekking on foot (organised tour), scuba diving to 30m (if **you** hold a certificate of proficiency or are diving with a qualified instructor), sea kayaking, sledging (pulled by dogs or horses or reindeer as a passenger), snorkelling, squash, **street hockey (wearing pads and helmets)**, surfing, tennis, tug of war, volley ball, wake-boarding, water polo, water-skiing, white water rafting (up to grade 3 river), windsurfing or sail boarding, zip-trekking (including over snow), zip lining, zorbing.
- **The following activities are also covered however, cover under 'Section 10 - Personal liability' does not apply.**
Archery, camel riding, catamaran sailing (if qualified), clay pigeon shooting, cycling, dinghy sailing, elephant riding, golf, go karting, jet boating, jet skiing, paint balling (wearing eye protection), quad biking (part of an organised activity only), rifle range shooting, sailing (if qualified and in territorial waters only), shooting, ski dooing, small bore target shooting, snow mobiling, yachting (if qualified in territorial waters only).

'Category X' sports and leisure activities

- **Your policy does not provide any cover for the following activities.**
Base jumping, black water rafting, bouldering, boxing, canyoning, caving or pot holing, cave tubing or cave diving, **fencing**, flying (except passengers in licensed passenger carrying aircraft), **football or soccer**, free mountaineering, gliding (no cover for crewing or piloting), hang gliding, high diving (over 5 metres), hunting (fox or drag), hydrospeeding, martial arts, micro lighting, motor rallying or motor sport (all types on land or water), motorbike scrambling or dirt biking (and any other off road motorbiking), mountaineering (using ropes or guides), parachuting, paragliding or parapenting, parasailing or parasailing (over land), pot holing or caving, riding on a luge, river bugging, rock climbing, rodeo, rugby, shark diving (in cage), sky diving or sky surfing, water ski jumping, white water canoeing, white water sledging or hydrospeeding.
There is also no cover for:
 - taking part in a sporting activity where the organisers' guidelines have not been followed;
 - any professional sporting activity;
 - any kind of racing, except racing on foot; or
 - any kind of **manual work**.

We may be able to cover **you** for other activities that are not listed. If the activity is not listed, please contact **us** by calling **020 8603 9953**.

Standard winter sports activities

- **If you have chosen to include winter sports cover and this is shown on your booking confirmation, the following activities are automatically covered.**
Skiing (including on dry slopes and indoor ski centres), snowboarding, big-foot skiing, cross-country skiing, glacier skiing, monoskiing, off-piste skiing or snowboarding (as long as **you** are skiing within the ski area boundaries of a recognised ski resort and following ski patrol guidelines), sledging, snow blading, snow tubing, and tobogganing.

'Category X' winter sports activities

- **Your policy does not provide any cover for the following activities.**
Bobsledding, cat-skiing, heli-skiing, ice hockey, skeleton sledging, ski acrobatics, ski-flying, ski jumping, ski racing, ski stunting or snowcat skiing, or riding on a luge.
There is also no cover for:
 - taking part in a winter sports activity where the organisers' guidelines have not been followed;
 - any professional winter sports activity; or
 - any kind of racing.

We may be able to cover **you** for other activities that are not listed. If the activity is not listed, please contact **us** by calling **020 8603 9953**.

Making a claim

For sections 1-12 and 14-16

To claim, please visit the website **www.azgatravelclaims.com**. This will lead **you** to **our** online claims notification service where **you** can complete an online claim form. Alternatively, please

Phone **020 8603 9954** and ask for a claim form or

Write to: Allianz Assistance, Travel Insurance Claims Department, PO Box 451, Feltham, TW13 9EE or

Email: **travel.claims@allianz-assistance.co.uk**

For section 13

Any occurrence which may give rise to a claim should be advised as soon as reasonably practicable:

Write to: IPP Claims, Sedgwick, Oakleigh House, 14-15 Park Place, Cardiff CF10 3DQ.

Phone: **+44 (0)345 266 1872**

email: **insolvency-claims@ipplondon.co.uk** Website: **www.ipplondon.co.uk/claims.asp**

Please quote **your** policy number and reference SAFI-V2.20 for scheduled airline failure claims.

You should fill in the form and send it to **us** as soon as possible with all the information and documents **we** ask for. It is essential that **you** provide **us** with as much detail as possible to enable **us** to handle **your** claim quickly. Please keep photocopies of all information **you** send **us**.

You will need to obtain some information about **your** claim while **you** are away. Below is a list of the documents **we** will need in order to deal with **your** claim.

For all claims

- **Your** original **journey** booking invoice(s) and travel documents showing the dates and times of travel.
- Original receipts and accounts for all out-of-pocket expenses **you** have to pay.
- Original bills or invoices **you** are asked to pay.
- Details of any other insurance **you** may have that may cover the same loss, such as household or private medical.
- As much evidence as possible to support **your** claim.
- If **you** have decided to travel despite the Foreign, Commonwealth and Development Office advising against all but essential travel, **we** will need evidence of why **you** believe **your** travel should be considered essential.

Examples of what **we** consider to be essential travel are if:

- A **relative** is in intensive care in hospital or has unexpectedly been given a terminal prognosis with a short life expectancy;
- A **relative** has died and **you** need to attend the funeral;
- **Your** property abroad has been seriously damaged and **you** need to arrange and/or oversee professional repairs;
- **You** have an urgent work matter that cannot reasonably be cancelled, postponed or delayed;
- **You** have a full-time but short-term placement at a recognised educational establishment where attendance must be in person.

If **you** are unsure whether the purpose of **your** travel would be considered as essential or want to discuss any other aspect of the policy cover, please contact **us** by calling **020 8603 9953** or writing to Allianz Assistance, 102 George Street, Croydon, CR9 6HD.

Cancellation or curtailment

- If **you** need to curtail **your journey** call **UK +44 (0)20 8603 9955** immediately to get **our** prior agreement.
- Original cancellation invoice(s) detailing all cancellation charges incurred.
- For claims relating to illness or injury a medical certificate will need to be completed by the treating **doctor**. A certified copy of the death certificate is required in the event of death.
- If **your** claim results from any other circumstances, please provide evidence of these circumstances.

Medical expenses

- Always contact **our** 24-hour emergency medical service when **you** are hospitalised, require repatriation or where medical fees are likely to exceed **£500**.
- Medical evidence from the treating **doctor** to confirm the illness or injury and treatment given including hospital admission and discharge dates, if this applies.
- If **you** are advised by a **doctor** at **your** resort that **you** cannot go on **your** pre-booked excursions because of medical reasons, **you** should obtain a medical certificate from them confirming this.

If your passport is lost, stolen or destroyed

- A receipt from the Consulate confirming the cost of the replacement passport and a written report from the police if **your** passport is stolen.

Personal possessions and Personal money

- Report the theft, damage or loss to the police within 24 hours of discovery and ask them for a written police report.
- If appropriate, **you** should also report the theft, damage or loss to **your** courier or hotel / apartment manager and ask for a written report.
- Original receipts, vouchers or other suitable evidence of purchase / ownership / value for lost, stolen or damaged **personal possessions**.
- Confirmation, such as foreign exchange receipts and withdrawal slips, from **your** bank or bureau de change for issuing foreign currency, or suitable evidence for Sterling.
- Keep any damaged items as **we** may need to inspect them. If **we** make a payment, or **we** replace an item, the item will then belong to **us**.
- Obtain an estimate for repair for all damaged items.
- Block lost or stolen mobile phones with **your** network provider and obtain written confirmation from them.

For loss or damage in transit claims, including delayed possessions

- Please obtain a Property Irregularity Report (PIR) from the airline or a carrier's report from the rail company, shipping line or their handling agent. This should be done within 7 days of the delay / loss / damage. **You** have 21 days to write to the airline confirming details of essential replacement items purchased.

Personal accident

- Detailed account of the circumstances surrounding the event, including photographs and video evidence (if this applies).
- Medical evidence from the treating **doctor** to confirm the extent of the injury and treatment given including, hospital admission / discharge.
- Full details of any witnesses, providing written statements where available.
- A certified copy of the death certificate if this applies.

Missed departure

- Detailed account of the circumstances causing **you** to miss **your** departure together with supporting evidence from the public transport provider or accident / breakdown authority attending the private vehicle **you** were travelling in.

Delayed departure

- Written confirmation from the airline, rail company, shipping line or their handling agent of the scheduled and actual departure times and why the departure was delayed.

Personal liability

- A detailed account of the circumstances surrounding the claim, including photographs and video evidence (if this applies).
- Any writ, summons or other correspondence received from any third party. Please note that **you** should not admit liability, offer to make any payment or correspond with any third party without **our** written consent.
- Full details of any witnesses, providing written statements where available.

Legal expenses

- Detailed account of the circumstances surrounding the event, including photographs and video evidence (if this applies) within 90 days of the event causing **you** claim.
- Any writ, summons or other correspondence received from any third party. Please note that **you** should not reply to any correspondence from a third party without **our** written consent.
- Full details of any witnesses, providing written statements where available.

Motor breakdown

- If the private vehicle **you** are in breaks down on the way to **your** outward **departure point**, call **020 8686 1666** immediately to get **our** prior agreement of assistance and/or recovery costs.

Scheduled airline failure

- Contact the IPP Claims Offices using any of the methods shown above.

Winter sports

Ski pack

- Medical evidence from the treating **doctor** to confirm the illness or injury and treatment given including hospital admission / discharge if this applies.
- If **you** are advised by a **doctor** at **your** resort that **you** cannot take part in **your** pre-booked ski activities because of medical reasons, **you** should obtain a medical certificate from them confirming this.

Ski equipment

- All appropriate evidence requested under the heading 'Personal possessions and Personal money cover' in this section.
- All hire receipts and luggage labels / tags.
- A written report from **your** airline or other carrier if **your ski equipment** is delayed or misdirected.

Piste closure / Alternative resort

- Written confirmation from **your** tour operator, the local piste authority or ski lift operator confirming the reason for the closure and duration.

Avalanche closure

- Written confirmation from **your** tour operator, or the appropriate local authority confirming the location and duration of the avalanche closure.

Golf cover

Loss of green fees

- Medical evidence from the treating **doctor** to confirm the illness or injury and treatment given including hospital admission / discharge if this applies.
- If **you** are advised by a **doctor** at **your** resort that **you** should not play golf because of medical reasons, **you** should obtain a medical certificate from them confirming this.

Delayed golf equipment

- Please obtain a Property Irregularity Report (PIR) from the airline or a carrier's report from the rail company, shipping line or their handling agent. This should be done within 7 days of the delay / loss / damage. **You** have 21 days to write to the airline confirming details of essential replacement items purchased.

Loss, theft or damage to golf equipment

- All appropriate evidence requested under the heading 'Personal possessions and Personal money cover' in this section.

Wedding cover

Wedding rings, wedding gifts and wedding clothes

- All appropriate evidence requested under the heading 'Personal possessions and Personal money cover' in this section.

Wedding photographs/video

- Written confirmation from the wedding photographer, which gives details of why they could not attend **your** wedding, and details of the extra costs to hire a different photographer.

Making a complaint

We aim to provide **you** with a first class policy and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

Step 1

- **For complaints regarding the sale, claims or administration of sections 1-12 and 14-16**

In the first instance, please

Write to: Customer Service, Allianz Assistance, 102 George Street, Croydon, CR9 6HD

Phone: **020 8603 9853** Email: **customersupport@allianz-assistance.co.uk**

- **For complaints regarding the sale, claims or administration of section 13:**

- In the first instance, please write to: International Passenger Protection Ltd, IPP House, 22-26 Station Road, West Wickham, Kent BR4 0PR United Kingdom.

Phone: **+44 20 8776 3750** Email: **info@ipplondon.co.uk**

- **We** will acknowledge **your** complaint within five working days, advising **you** of who is attempting to address **your** concerns. **We** will provide **you** with a written response outlining **our** detailed response to **your** complaint within four weeks of receipt of the complaint. **You** will receive either **our** written response or an explanation as to why **we** are not in a position to provide one within eight weeks of receipt of **your** complaint

Step 2

- **For all complaints**

If **you** are not satisfied with **our** final response **you** can refer the matter to the UK Financial Ombudsman Service for independent arbitration.

Visit **www.financial-ombudsman.org.uk**

Write to: Financial Ombudsman Service, Exchange Tower, London E14 9SR

Phone: **0800 023 4567** or **0300 123 9 123** or

Email: **complaint.info@financial-ombudsman.org.uk**

- **Alternatively for complaints relating to section 13**

As Liberty Mutual Insurance Europe is a Luxembourg insurance company, **you** can refer the matter to any of the following dispute resolution bodies:

- Commissariat Aux Assurances, 7, Boulevard Joseph II, L-1840 Luxembourg

Phone: **(+352) 22 69 11 1** Email: **caa@caa.lu**

- Service National du Médiateur De La Consommation, Ancien Hôtel De La Monnaie, 6 Rue Du Palais De Justice, L-1841 Luxembourg

Phone: **(+352) 46 13 11** Email: **info@mediateurconsommation.lu**

- Médiateur En Assurances ACA, 12, Rue Erasme, L-1468 Luxembourg

Phone: **(+352) 44 21 44 1**

Section 1 - Cancellation or curtailment charges

If **you** think **you** may have to cut **your journey** short (curtail), **we** must be told immediately - see under the heading '24-hour emergency medical assistance' for more information.

WHAT YOU ARE COVERED FOR

We will pay up to **£10,000** in total (including up to **£150** in total for excursions) for **your** part of unused personal accommodation, transport charges and other travel expenses which have been paid or where there is a contract to pay that cannot be recovered from anywhere else.

We will provide this cover in the following necessary and unavoidable circumstances:

Cancellation

If **you** cancel **your journey** before it begins because one of the following happens after the date **your** policy and travel tickets for **your journey** were bought:

- The death, serious injury or serious illness of
 - 1 **you**;
 - 2 a **travelling companion**;
 - 3 a **relative of you** or a **travelling companion**;
 - 4 someone **you** were going to stay with; or
 - 5 a **business associate of you** or a **travelling companion**.

Note

For **1**, **2** and **3** above, this will include being diagnosed with an **epidemic** or **pandemic** disease such as COVID-19.

- **You** or a **travelling companion** is called for jury service in **your home country** or as a witness in a court in **your home country**.
- **You** or a **travelling companion** is needed by the police following a burglary, or damage caused by serious fire, storm, flood, explosion, subsidence, vandalism, fallen trees, impact by aircraft or vehicle at **your home** or their home or usual place of business in **your home country**.
- **Your redundancy**.
- **You** or a **travelling companion** being held in **quarantine** by order or other requirement of a government or public authority, based on their suspicion that **you** or a **travelling companion**, specifically, have been exposed to a contagious disease (including an **epidemic** or a **pandemic** disease such as COVID-19). This does not include any **quarantine** that applies generally or broadly to some or all of a population, vessel or geographical area, or that applies based on where **you** are travelling to, from or through.

WHAT YOU ARE NOT COVERED FOR

Under Cancellation and Curtailment

An **excess** of the amount shown in **£50** (reduced to **£15** for deposit only claims).

Any claim if **you** do not comply with the conditions stated in the Health declaration and health exclusions on pages 14-15.

Anything the company providing **your** transport or accommodation, their agents, any person acting for **you** or **your** conference organiser is responsible for.

Booking, credit card and non-Sterling transaction fees.

The cost of Airport Departure Duty/Tax recoverable from elsewhere.

Administration costs charged by **your** travel, accommodation or other provider to process a refund as a result of cancelling all or part of **your** booking (including obtaining Airport Departure Duty/Tax refunds).

More than the lowest market value of equivalent accommodation, transport charges and other travel expenses, if payment was made using frequent flyer points, airmiles, loyalty card points, redeemable vouchers or another similar scheme.

Anything caused by:

- **you** not having the correct passport or visa;
- **your** carriers' refusal to allow **you** to travel for any reason, other than those shown as being covered;
- any restriction caused by the law of any country or people enforcing these laws;
- bankruptcy or liquidation of the company providing **your** transport or accommodation, their agents or any person acting for **you**;
- **your** vehicle being stolen or breaking down;
- **you** not wanting to travel or not enjoying **your journey**;
- riot, civil commotion, strike or lock-out;
- **you** travelling in an aircraft (except as a passenger in a fully-licensed, passenger-carrying aircraft);
- **your** suicide, self-injury or deliberately putting yourself at risk (unless **you** were trying to save another person's life) for example swimming while under the influence of alcohol or climbing from one balcony to another;

WHAT YOU ARE COVERED FOR

- **You** or a **travelling companion** being refused boarding of the public transport on which **you** are booked to travel, on the order of any government, public authority or carrier, due to **you** or **your travelling companion** displaying symptoms of an **epidemic** or **pandemic** disease, such as COVID-19.

Curtailment

You cut **your journey** short (curtail) after it has begun because of one of the following:

- Anything mentioned in **Cancellation** except **redundancy**.
- **You** are injured or ill and are in hospital for the rest of **your** journey.

Note

We will calculate curtailment claims from the date it is necessary for **you** to return to **your home country** or the date **you** are either held in **quarantine** or are hospitalised as an in-patient, for the rest of **your** journey. **We** will pay unused personal accommodation and other travel expenses based on each 24-hour period **you** have lost. If **you** need to be repatriated, **we** will not refund the cost of **your** unused return travel tickets. **We** will put the value of these tickets towards the extra transport costs **we** have to pay.

WHAT YOU ARE NOT COVERED FOR

- the death of any pet or animal;
- the withdrawal from service of an aircraft, cross-channel train or sea vessel (temporarily or permanently), on which **you** are booked to travel, by the carrier or on the recommendation or order of any government, civil aviation authority, port authority, rail authority or other similar authority in any country.

Under Cancellation

Any extra cancellation charges, because **you** did not tell the company providing **your** transport or accommodation, their agents or any person acting for **you**, as soon as **you** knew **you** had to cancel. Financial circumstances or unemployment, except caused by **redundancy** which **you** find out about after the date **your** policy or travel tickets for **your journey** were bought (whichever is the later).

Under Curtailment

Cutting short **your journey** unless **we** have agreed. Any costs when **you** do not get a medical certificate (from the **doctor** who treated **you** in the place where **you** were staying) which says it was necessary for **you** to come **home** because of death, injury or illness. **Our** medical advisers must have agreed with the reason and that **you** were fit to travel.

The cost of any of **your** remaining pre-booked tickets if **you** have not used them and **we** have paid extra transport costs for **you** to return to **your home country** earlier than planned. **You** travelling on a motorcycle, unless the rider holds a valid **UK**, **Channel Islands** or Isle of Man motorcycle licence and all **persons insured** are wearing crash helmets.

Please refer to the **General exclusions, Conditions and Making a claim** that also apply.

Section 2 - Emergency medical and associated expenses

If **you** are taken into hospital or **you** think **you** may have to come **home** early or extend **your journey** because of illness, injury or accident, or if **your** medical expenses are over **£500** **we** must be told immediately - see under the heading '24-hour emergency medical assistance' on page 13' for more information.

WHAT YOU ARE COVERED FOR

We will pay **you** or **your** personal representatives for the following necessary and unforeseen emergency expenses if **you** die, are injured, have an accident or are taken ill during **your journey** (including being diagnosed with an **epidemic** or **pandemic** disease such as COVID-19 as well as being subject to compulsory **quarantine** on the orders of a treating **doctor**).

Cover outside your home country

Up to **£15 million** in total for reasonable fees or charges **you** incur for:

- **Treatment**
Medical, surgical, medication costs, hospital, nursing home or nursing services.
- **Repatriation**
Your repatriation to **your home country** if medically necessary.
- **Transport and accommodation**
Reasonable extra transport and accommodation costs for **you** and any one other person who stays or travels with **you** or to **you** from **your home country** on medical advice.
- **Funeral expenses**
The reasonable cost of transporting **your** body or ashes to **your home** or **we** will pay up to **£1,000** in total for reasonable fees or charges for **your** funeral expenses, in the place where **you** die outside **your home country**.

We will also pay:

- **In-patient benefit**
Up to **£50** for each 24-hour period that **you** are in hospital as an in-patient up to **£1,000** in total during the **journey** as well as any fees or charges paid under **Treatment**.
- **Dental**
Up to **£350** for emergency dental treatment to relieve sudden pain.

WHAT YOU ARE NOT COVERED FOR

Under Cover outside your home country except In-patient benefit and under Cover within your home country

An **excess** of **£50** unless **your** claim is reduced because **you** used an EHIC, GHIC or any other reciprocal health arrangement (see 'Reciprocal health arrangements' on page 13-14 for more information).

The cost of replacing any medication **you** were using when **you** began **your journey**.

Under Cover outside your home country and Cover within your home country

Any claim if **you** do not comply with the conditions stated in the Health declaration and health exclusions on pages 14-15.

Extra transport and accommodation costs which are of a higher standard than those already used on **your journey**, unless **we** agree.

Anything caused by:

- **you** travelling in an aircraft (except as a passenger in a fully-licensed, passenger-carrying aircraft);
- **your** suicide, self-injury or deliberately putting yourself at risk (unless **you** were trying to save another person's life) for example swimming while under the influence of alcohol or climbing from one balcony to another;
- **you** travelling on a motorcycle, unless the rider holds a valid **UK, Channel Islands** or Isle of Man motorcycle licence and all **persons insured** are wearing crash helmets.

Any costs incurred 12 months after the date of **your** death, injury or illness.

Any costs for taxi fares and telephone calls (including mobile calls) resulting from an incident claimed for under this section.

WHAT YOU ARE COVERED FOR

Cover within your home country

Up to **£1,000** for:

- **Transport and accommodation**
Reasonable extra transport and accommodation costs for **you** and any one other person who stays or travels with **you** or to **you** from within **your home country** on medical advice; and the reasonable cost of transporting **you**, **your** ashes or body **home**.

WHAT YOU ARE NOT COVERED FOR

Under Cover outside your home country - Treatment

Services or treatments **you** receive within **your home country**.

Services or treatments **you** receive which the **doctor** in attendance and **we** think can wait until **you** get back to **your home country**.

Medical costs over **£500**, in-patient treatment or repatriation which **we** have not authorised.

The extra costs of having a single or private room in a hospital or nursing home.

The cost of all treatment which is not directly related to the illness or injury that caused the claim.

Under Cover outside your home country - Funeral expenses

Your burial or cremation within **your home country**.

Under Cover outside your home country - Dental

Replacing or repairing false teeth or artificial teeth (such as crowns).

Dental work involving the use of precious metals.

Please refer to the General exclusions, Conditions and Making a claim that also apply.

Section 3 - Loss of passport

WHAT YOU ARE COVERED FOR

We will pay the following if **your** passport is lost, stolen or destroyed on **your journey**.

Costs for issuing a temporary passport

Up to **£500** in total for the cost of extra transport, accommodation and administration costs **you** have to pay to get a temporary passport to enable **you** to return to **your home country**.

Remaining value of original passport

The equivalent cost (based on the current replacement costs) of the period remaining on **your** passport that is lost stolen or destroyed.

WHAT YOU ARE NOT COVERED FOR

Please refer to the General exclusions, Conditions and Making a claim that also apply.

Section 4 - Delayed personal possessions

WHAT YOU ARE COVERED FOR

Up to **£100** in total in total for essential replacement items, if **your personal possessions** (this does not include **valuables**, **ski equipment** or **golf equipment**) are temporarily lost or stolen on **your** outward journey for more than 10 hours from when **you** arrived at **your** destination.

Note

You must send **us** the receipts for anything that **you** buy. If the items are permanently lost, **we** will take any amount that **you** are due to be paid under this section from the final claim settlement under Section 5 - Personal possessions.

WHAT YOU ARE NOT COVERED FOR

Please refer to the General exclusions, Conditions and Making a claim that also apply.

Section 5 - Personal possessions

WHAT YOU ARE COVERED FOR

Up to **£2,000** in total for **your personal possessions** (this does not include **ski equipment** or **golf equipment**) damaged, stolen, lost or destroyed on **your journey**.

The most **we** will pay for **valuables** in total, whether jointly owned or not, is **£500**. There is also a single article pair or set limit of **£300**.

Note

It will be **our** decision to pay either:

- the cost of repairing **your** items;
- to replace **your** belongings with equivalent items; or
- the cost of replacing **your** items. An amount for wear, tear and loss of value will be deducted.

WHAT YOU ARE NOT COVERED FOR

An **excess** of **£50**.

More than **£50** in total for tobacco and vaping products, alcohol, fragrances and perfumes.

More than **£50** in total for sunglasses.

More than the part of the **pair or set** that is stolen, lost or destroyed.

Breakage of or damage to:

sports equipment while it is being used, fragile articles, audio, video, computer, television and phone equipment.

Loss or damage due to the climate, wear and tear, loss in value, process of cleaning, moths or vermin.

The cost of replacing or repairing false teeth.

Any claim for more than one mobile phone per **person insured**.

Loss or theft of, or damage to, the following.

- Items for which **you** are unable to provide a receipt or other proof of purchase.
- Goods which deteriorate, bottles or cartons, and any damage caused by these items or their contents.
- **Personal possessions** unless they are on **your** person, locked in the accommodation **you** are using on **your journey** or they are out of sight in the locked boot or covered luggage area of a locked motor vehicle.

Claims for **valuables**:

- left in a motor vehicle;
- carried in suitcases, trunks or similar containers unless they are on **your** person all the time;
- unless they are on **your** person or locked in a safe or safety deposit box (if one is available) or locked in the accommodation **you** are using on **your journey**.

Contact or corneal lenses, unless following fire or theft.

Bonds, share certificates, guarantees or documents of any kind.

Passport (see section 3).

Personal money (see section 6).

Ski equipment (see section 14).

Please refer to the General exclusions, Conditions and Making a claim that also apply.

Section 6 - Personal money

WHAT YOU ARE COVERED FOR	WHAT YOU ARE NOT COVERED FOR
<p>Up to £500 (£100 if aged 16 and under) for loss or theft of your personal money, whether jointly owned or not, while on your journey.</p> <p>The most we will pay for cash is £300 in total (£100 if aged 16 and under).</p>	<p>An excess of £50. Compensation unless you can provide receipts for the amount you had from the place where you got the currency.</p> <p>Loss or theft of personal money, unless it is on your person, locked in a safe or safety deposit box (if one is available) or locked in the accommodation you are using on your journey.</p> <p>Personal money left in a motor vehicle.</p> <p>Loss caused by a reduction in exchange rates or shortage caused by mistakes in exchanging currency.</p> <div>Please refer to the General exclusions, Conditions and Making a claim that also apply.</div>

Section 7 - Personal accident

WHAT YOU ARE COVERED FOR	WHAT YOU ARE NOT COVERED FOR
<p>We will pay you or your personal representative one of the following amounts for an accident during your journey.</p> <p>Death £10,000 for death (reduced to £1,500 if you are aged 16 and under or 66 and over).</p> <p>Permanent loss £25,000 for total and permanent loss of sight in one or both eyes or total and permanent loss of use of one or both hands or feet.</p> <p>Physical disablement £25,000 for a permanent physical disability as a result of which there is no paid work which you are able to do. There is no cover if you are aged 16 and under or 66 and over).</p> <div>Note Death benefit payments will be made to your Personal Representatives.</div>	<p>Any claim if you do not comply with the conditions stated in the Health declaration and health exclusions on pages 14-15.</p> <p>Any claim arising more than one year after the original accident.</p> <p>Anything caused by:</p> <ul style="list-style-type: none">your sickness, disease or gradually occurring conditions, physical or mental condition that is gradually getting worse unless shown on your insurance confirmation;you travelling in an aircraft (except as a passenger in a fully-licensed, passenger-carrying aircraft);your suicide, self-injury or deliberately putting yourself at risk (unless you were trying to save another person's life) for example swimming while under the influence of alcohol or climbing from one balcony to another;you travelling on a motorcycle, unless the rider holds a valid UK, Channel Islands or Isle of Man motorcycle licence and all persons insured are wearing crash helmets. <p>We will not pay more than one of the benefits resulting from the same injury.</p> <div>Please refer to the General exclusions, Conditions and Making a claim that also apply.</div>

Section 8 - Missed departure

WHAT YOU ARE COVERED FOR

We will pay **you** up to **£1,000** in total for the cost of extra accommodation and transport which **you** have to pay to get to **your journey** destination or back **home** because **you** do not get to the **departure point** by the time shown in **your** travel itinerary (plans) because:

- public transport (including scheduled flights) does not run to its timetable; or
- the vehicle **you** are travelling in has an accident or breaks down.

WHAT YOU ARE NOT COVERED FOR

Any claim unless **you**:

- get a letter from the public transport provider (if this applies) confirming that the service did not run on time;
- get confirmation of the delay from the authority who went to the accident or breakdown (if this applies) affecting the vehicle **you** were travelling in;
- have allowed time in **your** travel plans for delays which are expected.

Any delay caused by a riot, civil commotion, strike or industrial action which began or was announced before **your** policy or travel tickets for **your journey** were bought (whichever is later).

Failure of public transport caused by a riot, civil commotion, strike or industrial action which began or was announced before you left home or where you could have reasonably made other travel arrangements.

The withdrawal from service of an aircraft, cross-channel train or sea vessel (temporarily or permanently), on which you are booked to travel, by the carrier or on the recommendation or order of any government, civil aviation authority, port authority, rail authority or other similar authority in any country.

Please refer to the General exclusions, Conditions and Making a claim that also apply.

Section 9 - Delayed departure

WHAT YOU ARE COVERED FOR

Compensation if the flight, international train or sea vessel **you** are booked on is delayed at its **departure point** from the time shown in **your** travel itinerary (plans) because of:

- a serious fire, storm or flood damage to the **departure point**;
- industrial action;
- bad weather;
- mechanical breakdown of the international train or sea vessel; or
- the grounding of the aircraft due to a mechanical or a structural defect.

We will pay:

Delay

£20 for each full 12 hours of delay up to **£300** in total; or

Abandonment

Up to **£10,000** in total for **your** part of the unused costs of the **journey** which have been paid or where there is a contract to pay that cannot be recovered from anywhere else, if, after **you** have been delayed for more than 12 hours, **you** decide to abandon the **journey** before **you** leave **your home country**.

WHAT YOU ARE NOT COVERED FOR

Under Delay and Abandonment

Anything which is caused by **you** not checking in at the **departure point** when **you** should have done.

Missed connections.

Compensation unless **you** get a letter from the airline, railway company or shipping line giving the reason for the delay and showing the scheduled departure time and the actual departure time of the flight, international train or sea vessel.

Any delay caused by a riot, civil commotion, strike or industrial action which began or was announced before **your** policy or travel tickets for **your journey** were bought (whichever is later).

The withdrawal from service of an aircraft, cross-channel train or sea vessel (temporarily or permanently), on which **you** are booked to travel, by the carrier or on the recommendation or order of any government, civil aviation authority, port authority, rail authority or other similar authority in any country.

Under Abandonment

An excess of **£50**.

More than the lowest market value of equivalent accommodation, transport charges and other travel expenses, if payment was made using frequent flyer points, airmiles, loyalty card points, redeemable vouchers or another similar scheme.

Please refer to the General exclusions, Conditions and Making a claim that also apply.

Section 10 - Personal liability

If **you** are hiring or using a motorised or mechanical vehicle or machinery while on **your journey** **you** must make sure that **you** get the necessary insurance from the hire company or owner. **We** do not cover this under **our** policy.

WHAT YOU ARE COVERED FOR	WHAT YOU ARE NOT COVERED FOR
<p>We will pay you up to £2 million plus any other costs we agree to in writing that relate to anything you cause during your journey for which you are legally liable and results in one of the following.</p> <ul style="list-style-type: none">• Bodily injury of any person.• Loss of or damage to property which you do not own and you or a relative have not hired, loaned or borrowed.• Loss of or damage to the accommodation you are using on your journey that does not belong to you or a relative. <div><p>Note Inform us as soon as you or your Personal Representatives are aware of a possible prosecution, inquest or fatal injury, which might lead to a claim under this section.</p><p>Please do not negotiate, pay, settle, admit or deny any liability to any third party, without our written consent.</p></div>	<p>Any liability for bodily injury or loss of or damage to property that comes under any of the following categories:</p> <ul style="list-style-type: none">• something which is suffered by anyone employed by you or a relative and is caused by the work they are employed to do;• something which is caused by something you deliberately did or did not do;• something which is caused by your employment or employment of a relative;• something which is caused by you using any firearm or weapon;• something which is caused by any animal you own, look after or control;• something which you agree to take responsibility for which you would not otherwise have been responsible for. <p>Any contractual liabilities.</p> <p>Any liability for bodily injury suffered by you, a relative or travelling companion.</p> <p>Compensation or other costs caused by accidents arising from you owning, hiring or using any of the following:</p> <ul style="list-style-type: none">• The use of any land or building except for the accommodation you are using on your journey.• Motorised or mechanical vehicles and any trailers attached to them.• Aircraft, motorised watercraft or sailing vessels. <div><p>Please refer to the General exclusions, Conditions and Making a claim that also apply.</p></div>

Section 11 - Legal expenses

You can call **our** 24-hour legal helpline for advice on a travel related legal problem to do with **your journey**.
Phone **UK +44 (0)20 8603 9804**

WHAT YOU ARE COVERED FOR	WHAT YOU ARE NOT COVERED FOR
<p>If you die, are ill, or injured during your journey and you or your personal representative take legal action to claim damages or compensation for negligence against a third party we will do the following:</p> <ul style="list-style-type: none">• nominate an appointed adviser to act for you. If you and we cannot agree on an appointed adviser, the matter can be referred to an Alternative Resolution Facility.• pay up to £25,000 for legal costs for legal action for you (but not more £50,000 in total for all persons insured on this policy) for each event giving rise to a claim. <div><p>Note</p><ul style="list-style-type: none">• you must conduct your claim in the way requested by the appointed adviser;• you must keep us and the appointed adviser fully aware of all facts and correspondence including any claim settlement offers made to you;• we will not be bound by any promises or undertakings which you give to the appointed adviser, or which you give to any person about payment of fees or expenses, without our consent;• we can withdraw cover after we have agreed to the claim, if we think a reasonable settlement is unlikely or that the cost of the legal action could be more than the settlement.</div>	<p>Any claim:</p> <ul style="list-style-type: none">• not reported to us within 90 days after the event giving rise to the claim;• where we think a reasonable settlement is unlikely or where the cost of the legal action could be more than the settlement;• involving legal action between you and members of the same household, a relative, a travelling companion, or one of your employees;• where another insurer or service provider has refused your claim or where there is a shortfall in the cover they provide;• against a travel agent, tour operator or carrier, us, the insurer, another person insured under this policy or our agent. <p>Legal costs:</p> <ul style="list-style-type: none">• for legal action that we have not agreed to;• if you refuse reasonable settlement of your claim. You should use Alternative Resolution Facilities such as mediation in this situation;• if you withdraw from a claim without our agreement. If this occurs legal costs that we have paid must be repaid to us and all legal costs will become your responsibility;• if we, you or your appointed adviser are unable to recover legal costs incurred following a successful claim for compensation, we will be entitled to receive such costs from the compensation you receive. Any repayment to us is limited to the actual costs incurred and will not be more than half of your compensation amount;• awarded as a personal penalty against you or the appointed adviser (for example not complying with Court rules and protocols);• for bringing legal action in more than one country for the same event. <div><p>Please refer to the General exclusions, Conditions and Making a claim that also apply.</p></div>

Section 12 - Motor breakdown cover

You can call **our** 24-hour motor breakdown service 365 days a year.
Phone **020 8686 1666**

WHAT YOU ARE COVERED FOR

We will arrange help and pay for one of the following if the private vehicle **you** are travelling in, to get **you** to **your** outward **departure point**, breaks down or it is involved in a road accident after leaving **your home** to begin **your journey**.

Vehicle breakdown

The call-out charge, for a repairer to come out to **your** vehicle and up to one hour's labour charges for temporary repairs at the roadside as long as there is a reasonable chance of making **your** vehicle roadworthy and any warranty/guarantee is not put at risk; OR

Vehicle recovery

If **your** vehicle cannot be repaired at the roadside, **we** will arrange help and pay for it to be taken to **your home** or to a specialist repairer or franchised dealer if there is a warranty. Cover for getting **you** to **your journey** destination is shown under section 8.

WHAT YOU ARE NOT COVERED FOR

- Costs or expenses that **we** have not agreed to.
Costs or expenses for a **journey** within **your home** country only, unless it involves air travel.
Costs or expenses where **your** vehicle is:
- not serviced to the manufacturer's recommendation and kept in a safe and roadworthy condition;
 - over 15 years old;
 - covered under any other motoring breakdown policy.

Please refer to the General exclusions, Conditions and Making a claim that also apply.

Section 13 - Scheduled airline failure cover

WHAT YOU ARE COVERED FOR

The **insurer** will pay up to **£4,000** in total for the following:

Financial failure prior to departure
Irrecoverable sums paid prior to the **financial failure** of the scheduled airline **you** are booked with; OR

- Financial failure after departure**
In the event of **financial failure** of the scheduled airline after **your** departure:
- additional pro rata costs incurred by **you** in replacing that part of the flight arrangements to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements; or
 - if curtailment of the **journey** is unavoidable – the cost of return flights to the **UK, Channel Islands** or Isle of Man to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements.

Note

Where possible **you** should contact **us** (see 'Making a claim' section on pages 20-22), before **you** make alternative arrangements so that **we** can agree to the costs.

WHAT YOU ARE NOT COVERED FOR

Scheduled flights not booked within the **UK, Channel Islands** or Isle of Man prior to departure.

Any costs resulting from the **financial failure** of:

- Any scheduled airline which is, or which any prospect of **financial failure** is known by **you** or widely known publicly at the date **you** bought this policy or travel tickets for **your journey** (whichever is the later);
- Any loss or part of a loss which at the time of the happening of the loss is insured or guaranteed by any other existing policy, policies, bond, or is capable of recovery under section 75 of the Consumer Credit Act or from any bank or card issuer or any other legal means.

The **financial failure** of any travel agent, tour organiser, booking agent or consolidator with whom **you** have booked a scheduled flight, travel or accommodation.

Any losses which are not directly associated with the incident that caused **you** to claim. For example, loss due to being unable to reach a pre-booked hotel, villa, car hire or cruise following the **financial failure** of an airline.

Please also refer to Making a claim on pages 20-22 for the claim requirements of this section.

Section 14 - Winter sports cover

This section is only in force if shown on **your** insurance confirmation.

WHAT YOU ARE COVERED FOR	WHAT YOU ARE NOT COVERED FOR
<p>Ski pack We will pay up to £20 a day, up to £300 in total for your ski pack costs that have been paid for and that cannot be recovered from anywhere else, if:</p> <ul style="list-style-type: none">• you have to cancel or curtail your journey.• you cannot ski because of an injury or illness (including being diagnosed with an epidemic or pandemic disease such as COVID-19) during your journey. <p>Delayed ski equipment We will pay up to £100 in total for the hire of alternative ski equipment if yours is temporarily lost or stolen on your outward journey for more than 10 hours from when you arrived at your destination.</p> <p>Hire of alternative ski equipment We will pay up to £15 a day, up to £300 in total for the hire of alternative ski equipment if you are unable to use yours because it has been stolen or damaged on your journey.</p> <p>Ski equipment We will pay up to £750 in total for your ski equipment and ski equipment you hire that is damaged, stolen, lost or destroyed on your journey. There is also single article limit of £250 whether jointly owned or not.</p> <div><p>Note It will be our decision to pay either:</p><ul style="list-style-type: none">• the cost of repairing your items;• to replace your belongings with equivalent items; or• the cost of replacing your items. An amount for wear, tear and loss of value will be deducted.</div> <p>Piste closure We will pay £20 for each full day, up to £300 in total, if it is not possible for you to ski or snow board at your pre-booked ski resort, because the ski-lifts and ski-schools that you are due to use are closed as a result of adverse weather conditions.</p> <p>Avalanche closure We will pay up to £200 for extra transport and accommodation costs you need to pay to get you to your journey destination or back home because of an avalanche in your resort.</p>	<p>Under Ski pack Anything mentioned under the heading 'WHAT YOU ARE NOT COVERED FOR' within Section 1 - Cancellation or curtailment charges. Anything mentioned under the heading 'WHAT YOU ARE NOT COVERED FOR' within Section 2 - Emergency medical and associated expenses .</p> <p>Under Ski equipment An excess of £50. Anything mentioned under the heading 'WHAT YOU ARE NOT COVERED FOR' within Section 5 - Personal possessions.</p> <p>Under Piste closure Any compensation for the first full 24 hours at your booked ski resort. Any journey in your home country. Any claim unless you have a letter from the ski-lift or ski-school operators giving the reason for closing the piste and showing the number of days the piste was closed during your journey. Compensation which you can get from your tour operator or anywhere else. Costs if the ski-lifts or ski-schools in your pre-booked resort were closed when your policy or travel tickets for your journey were issued, if this is less than 14 days before the beginning of your journey. Any journey that takes place outside a recognised ski resort or the official resort opening dates.</p> <p>Under Avalanche closure Any claim unless you have a letter from the relevant authority or your tour operator's representative confirming the dates and location of the avalanche. Compensation which you can get from your tour operator or anywhere else.</p> <div><p>Please refer to the General exclusions, Conditions and Making a claim that also apply.</p></div>

Section 15 - Golf cover

WHAT YOU ARE COVERED FOR	WHAT YOU ARE NOT COVERED FOR
<p>Loss of green fees We will pay up to £75 a day, up to £375 in total for your green fees that have been paid and that cannot be recovered from anywhere else, if:</p> <ul style="list-style-type: none">• You have to cancel or curtail your journey.• You get written advice from a doctor that you cannot play golf because of an injury or illness (including being diagnosed with an epidemic or pandemic disease such as COVID-19) during your journey. <p>Delayed golf equipment We will pay up to £125 in total for the hire of alternative golf equipment if yours is temporarily lost or stolen on your outward journey for more than 12 hours from when you arrived at your destination.</p> <p>Hire of alternative golf equipment We will pay up to £75 a day, up to £375 in total for the hire of alternative golf equipment if you are unable to use yours because it has been stolen or damaged on your journey.</p> <p>Golf equipment We will pay up to £1,500 in total for your golf equipment that is damaged, stolen, lost or destroyed on your journey. There is also single article limit of £250 whether jointly owned or not.</p> <div><p>Note It will be our decision to pay either:</p><ul style="list-style-type: none">• the cost of repairing your items;• to replace your belongings with equivalent items; or• the cost of replacing your items. An amount for wear, tear and loss of value will be deducted.</div>	<p>Under Loss of green fees Anything mentioned under the heading 'WHAT YOU ARE NOT COVERED FOR' within Section 1 - Cancellation and curtailment or Section 2 - Emergency medical and associated expenses.</p> <p>Under Delayed golf equipment Any claim unless you send us receipts of any items you have purchased or hired.</p> <p>Under Golf equipment An excess of £50. Anything mentioned under the heading 'WHAT YOU ARE NOT COVERED FOR' within Section 5 - Personal possessions.</p> <div><p>Please refer to the General exclusions, Conditions and Making a claim that also apply.</p></div>

Section 16 - Wedding cover

WHAT YOU ARE COVERED FOR	WHAT YOU ARE NOT COVERED FOR
<p>Wedding rings, wedding gifts or wedding clothes</p> <p>We will pay for the following as a result of loss or theft of, or damage to these items during your journey:</p> <ul style="list-style-type: none">• Up to £250 for your wedding ring (£500 in total per couple);• Up to £1,000 per couple for your wedding gifts;• Up to £1,500 per couple for your wedding clothes <p>There is a single article limit of £300, for wedding gifts or wedding clothes whether jointly owned or not.</p> <div><p>Note</p><p>It will be our decision to pay either:</p><ul style="list-style-type: none">• the cost of repairing your items;• to replace your belongings with equivalent items; or• the cost of replacing your items. An amount for wear, tear and loss of value will be deducted.</div> <p>Replacement photographs or video</p> <p>Up to £750 in total for the extra costs to reprint your wedding photographs, replace your wedding video or hire another professional photographer if:</p> <ul style="list-style-type: none">• the booked professional photographer is unable to attend your wedding due to their injury, illness, death or other circumstances outside their control; or• the professional photographs or video recording of the wedding day are lost, damaged or destroyed during your journey or within 14 days of the wedding day.	<p>An excess of £50.</p> <p>Anything mentioned under the heading 'WHAT YOU ARE NOT COVERED FOR' within Section 5 - Personal possessions or Section 6 - Personal money.</p> <p>Compensation you can get from the booked photographer or any other source.</p> <div><p>Please refer to the General exclusions, Conditions and Making a claim that also apply.</p></div>

Notes