

Useful phone numbers

Premium refund requests
(14 day cancellation period)

08432 186186

(Policies bought with Eurostar™ ticket)

0871 200 2457

(Policies bought separately)

Customer services

0871 200 2457

24-hr Emergency medical assistance:

Outside your home country **+44 20 8603 9644**

Within your home country **020 8603 9644**

24-hr Legal helpline:

Outside your home country **+44 20 8603 9931**

Within your home country **020 8603 9931**

Claims

020 8603 9643

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

If you would prefer these documents in large print, audio or Braille, please call us on **0871 200 2457**, Textphone **020 8666 9562**.

Eurostar International Limited, Registered address Times House, Bravingtons Walk, London, N1 9AW, Registered No. 2462001 is an Appointed Representative of Mondial Assistance (UK) Limited.

Eurostar™ Travel Insurance is underwritten by AGA International SA and is administered in the UK by Allianz Global Assistance. Allianz Global Assistance is a trading name of Mondial Assistance (UK) Limited, Registered in England No. 1710361 Registered office 102 George Street, Croydon CR9 6HD.

Mondial Assistance (UK) Limited is authorised and regulated by the Financial Conduct Authority.

AGA International SA is authorised by Autorité de Contrôle Prudentiel in France and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation and regulation by the Financial Conduct Authority are available from us on request.

Allianz Global Assistance acts as an agent for AGA International SA for the receipt of customer money, settling claims and handling premium refunds.



Your cover details Eurostar travel insurance

Hohenzollern Bridge, Cologne, Germany

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

Valid for residents of UK, Channel Islands and Isle of Man only.

This booklet contains 3 separate documents. The 'Demands and needs statement' and the 'About our insurance services' documents both explain how the Eurostar travel insurance has been sold to you.

The 'policy wording' provides the full terms, conditions and exclusions of the travel insurance policy.

Demands and Needs Statement

Eurostar Travel Insurance is typically suitable for travel customers who wish to insure themselves for medical emergencies, delayed or missed departures, cancellation and curtailment, lost, stolen or delayed possessions, loss of money and passport, personal accident, personal liability and legal expenses when travelling.

The levels 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 Policy. It is your responsibility to investigate this.

Eurostar International Limited has not provided you with any recommendation or advice about whether this product fulfils your specific insurance requirements.



about our insurance services



Eurostar Travel Insurance
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 offer products from a range of insurers.
- ☐ We only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance from.
- ☒ We only offer products from a single insurer.

3. Which service will we provide you with?

- ☐ We will advise and make a recommendation for you after we have assessed your needs for travel insurance.
- ☒ You will not receive advice or a recommendation from us for travel insurance. We may ask 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?

- ☐ A fee.
- ☒ No fee.

You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

Eurostar International Limited is an appointed representative of Mondial Assistance (UK) Limited trading as Allianz Global Assistance. Mondial Assistance (UK) Limited, 102 George Street, Croydon CR9 6HD is authorised and regulated by the Financial Conduct Authority. Mondial Assistance (UK) Limited FCA Register number is 311909.

Mondial Assistance (UK) Limited's permitted business is arranging travel insurance.

Mondial Assistance (UK) Limited also has permission to conduct the following business with regards to non-investment insurance contracts:

- Arranging
- Assisting in the administration and performance of a contract of insurance.
- Dealing as an agent
- Making arrangements with a view to transactions

You can check this on the FCA's 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 Support,
Allianz Global 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.

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. This depends on the type of business and the circumstances of the claim.

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

Further information about the compensation scheme arrangements are available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100, or by visiting their website at www.fscs.org.uk.

	Page
Summary of cover	1
Important information	2-3
Definition of words	4-7
24hr Emergency medical assistance	8
Reciprocal health arrangements	8
Health declaration and health exclusions	9-10
General exclusions	10
Conditions	11-12
Making a claim	12-14
Making a complaint	14
1. Cancellation or curtailment charges	15-16
2. Emergency medical and associated expenses	17-18
3. Loss of passport	18
4. Delayed personal possessions	19
5. Personal possessions	19-20
6. Personal money	20
7. Personal accident	21
8. Missed departure	21-22
9. Delayed departure	22-23
10. Personal liability	23-24
11. Legal expenses	24-25
12. Winter sports cover	26-27

The following is only a summary of the main cover limits. **You** should read the rest of this policy for the full terms and conditions.

Cover	Limit (up to)	Excess
Cancellation & curtailment (Deposit only)	£5,000	£50 £15
Emergency medical and associated expenses In-patient benefit	£5 million £1,000	£50 Nil
Loss of passport	£200	Nil
Delayed personal possessions	£100	Nil
Personal possessions Single article limit, pair or set Total for valuables	£1,500 £250 £400	£50
Personal money Cash	£400 £200	£50
Personal accident	£25,000	Nil
Missed departure	£500	£50
Delayed departure Travelling by Eurostar™ Not travelling by Eurostar™ Abandonment	£100 - delay £250 - extra transport £200 - delay £5,000	Nil Nil Nil £50
Personal liability	£2 million	£50
Legal expenses	£25,000	Nil
Winter sports cover (Optional single trip, included annual multi-trip)		
Ski pack	£250	Nil
Delayed ski equipment	£150	Nil
Ski equipment Single article limit	£500 - own £250 - hired £250	£50
Piste closure	£250	Nil
Avalanche closure	£250	Nil

Inner limits
Some sections of cover also have extra sub limits, for example the personal accident section has a benefit limit depending on the age of the **Insured person**.

Journey limits (annual multi-trip cover only)
Annual multi-trip cover is for short trips of 31 days or less per trip only. There is absolutely no cover offered by this policy whatsoever for trips which are longer than the 31 days per trip. This would include not insuring **you** for any part of a trip that is longer than 31 days in duration.

Important information

Thank **you** for taking out **Eurostar™** Travel Insurance with **us**.

Your insurance confirmation shows the cover **you** have chosen, the people covered and any special terms or conditions that may apply. **Your** policy does not cover everything. **You** should read this policy to make sure it provides the cover **you** need. If there is anything **you** do not understand, **you** should call **Eurostar™** on **0871 200 2457**.

■ Insurer

Your travel insurance is underwritten by AGA International SA and is administered in the **United Kingdom** by Allianz Global Assistance.

■ 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 **we** ask when **you** buy **your Eurostar™** 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 call **0871 200 2457** 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 **Eurostar™** within 14 days of receiving **your** insurance confirmation and return all **your** documents for a refund of **your** premium.

If **you** purchased **your** insurance at the same time as **your Eurostar™** ticket **you** should call **Eurostar™** on **08432 186186** otherwise **you** can call **0871 200 2457**, telephone **020 8666 9562**.

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 excesses

Under some sections of **your** policy, **you** will have to pay 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**. If **you** have paid an extra premium for excess waiver, the **excess** will not apply.

■ Data protection

Information about **your** policy may be shared between Eurostar International Limited, **us** and the **insurer** for underwriting and administration purposes.

You should understand that the sensitive health and other information **you** provide will be used by **us, our** representatives (if appropriate), the **insurer**, other insurers and industry governing bodies and regulators to process **your** insurance, handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws). **We** have taken steps to ensure **your** information is held securely.

Your information may be used by **us**, the **insurer** and members of the Allianz Global Assistance Group and shared with Eurostar International Limited for marketing and research purposes, or to inform **you** from time to time about new products or services. If **you** do not want to receive marketing information please write to **us** at 102 George Street, Croydon CR9 6HD. **You** have the right to access **your** personal records.

■ 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.

■ Renewal of your insurance cover

If **you** have annual multi-trip cover, **we** will send **you** a renewal notice prior to at least 21 days prior to the expiry of the **period of insurance** as shown on **your** insurance confirmation.

We may vary the terms of **your** cover and the premium rates at the renewal date.

Definition 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.

■ Europe

UK, the **Channel Islands**, Isle of Man, Continental Europe, Mediterranean islands, Morocco, Algeria, Tunisia, Libya, Egypt, Turkey, Madeira, Canary Islands, the Azores, the Republic of Ireland, Iceland, Russia, Estonia, Latvia, Lithuania, Belarus, Ukraine, Moldova and Georgia.

■ Channel Islands

Jersey, Guernsey, Sark, Alderney and Herm.

■ Couple

Two adults who have been permanently living together at the same address for more than six months. For annual multi-trip cover each adult can travel independently.

■ 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 practicing, other than **you** or a **relative**.

■ Excess

The deduction **we** will make from the amount otherwise payable under this policy for each **person insured**, for each section, for each claim incident. For example a **couple** that both have **personal possessions** stolen from their bag and both incur a medical expense during the same **journey**, will have a total of four excesses deducted. Two of these will be for the two claims under section 5 (Possessions) and two of these will be for the two claims under section 2 (Medical). If **you** have paid an extra premium for **excess** waiver, the **excess** will not apply.

■ Family

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

■ Hazardous activity

The following activities are automatically covered:

- banana boating, cricket, cycling, deep sea fishing, fell walking, glacier walking, golf, hiking, horse riding (not competitions, show jumping, hunting, eventing, polo or rodeo), jet skiing, marathon running, mountain biking, netball, orienteering, parascending over water, ringos, running, safari trekking in a vehicle (must be an organised tour), scuba diving to a depth of 30 metres (if **you** hold a certificate of proficiency or **you** are diving with a qualified instructor), snorkelling, surfing, swimming, trekking, wakeboarding, walking, water skiing, windsurfing and zorbing.

There is no cover for:

- any professional sporting activity; or
- 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. Please contact **Eurostar™** on **0871 200 2457**, textphone **020 8666 9562**. An extra premium may need to be paid.

■ Home

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

■ Insurer

AGA International SA.

■ 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.

For single trip cover

- any other trip which begins after **you** get back is not covered.
- a trip which is booked to last longer than 185 days is not covered.

For annual multi-trip cover

- **you** will only be covered if **you** are aged 64 or under at the date **your** policy was issued.
- cover is for short trips of 31 days or less per trip only. There is absolutely no cover offered by this policy whatsoever for trips which are longer than the 31 days per trip. This would include not insuring **you** for any part of a trip that is longer than 31 days in duration.
- trips within **your home** country must be for at least 3 days and have:
 - i pre-booked transport or accommodation; or
 - ii be more than 25 miles from **your home** (unless it involves a sea crossing).
- **you** will be covered for taking part in **winter sports** activities for up to 17 days in total during the **period of insurance**.

For one-way trip cover

- **you** will only be covered for a period of 24 hours from when **you** leave **your home** or temporary pre-booked journey accommodation to begin **your journey**.

■ 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.

■ Pair or set

A number of items of **personal possessions** (not including **ski equipment**) that belong together or can be used together.

■ Period of insurance

■ For single trip cover

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**.

■ For annual multi-trip cover

Cancellation cover begins on the start date shown on **your** insurance confirmation or the date **you** booked **your journey**, whichever is the later 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**.

■ For single trip and annual multi-trip cover

All cover ends on the expiry date shown on **your** policy coupon, 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**.

■ For one-way trip cover

Cancellation cover begins from the issue date shown on **your** policy schedule and ends at the beginning of **your journey**. The cover for all other sections starts when **you** leave **your home** or temporary pre-booked **journey** accommodation to begin **your journey**, and finishes 24 hours later.

■ 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** and **ski equipment**).

■ 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 dependent children (including foster children) aged 17 and under if in full time education. All persons must live at the same address. The adult can travel independently, however, all insured children must travel with the insured adult.

■ 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 or semi/precious stones, furs, binoculars, telescopes, computer games, any kind of photographic, audio, video, computer, television, fax and phone equipment (including mobile phones); MP3 players, PDAs, electronic games, TVs and CDs, mini discs, DVDs, cartridges, video and audio tapes.

■ We, our, us

Allianz Global Assistance which administers the insurance on behalf of the **insurer**.

■ Winter sports

The following activities are covered if **winter sports** cover is shown on **your** insurance confirmation:

- Skiing, snowboarding, big-foot skiing, cross country skiing, glacier skiing, ice hockey, mono-skiing, sledging, snow blading and tobogganing.

Off piste skiing is covered when **you** are skiing within the ski area boundaries of a recognised ski resort and following ski patrol guidelines.

There is no cover for:

- Bobsleighbing, heli skiing, luge, ski acrobatics, ski flying, ski jumping, ski racing, ski stunting or snow cat skiing.

We may be able to cover **you** for other activities that are not listed. Please contact **Eurostar™** on **08432 186 186**. An extra premium may need to be paid.

■ You, your, person insured

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

24hr 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 £250. 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.

From outside **your home** country phone +44 20 8603 9644

Fax +44 20 8603 0204 textphone +44 20 8666 9562

From within **your home** country phone 020 8603 9644

Fax 020 8603 0204 textphone 020 8666 9562

email international.dept@allianz-assistance.co.uk

Please give us **your** age, policy confirmation number. Say that **you** are insured with Eurostar™ Travel Insurance. Below are some of the ways the 24hr 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 accommodation in **your home** country, 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 Health Insurance Card (EHIC)

- The EHIC entitles **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.
- The card gives 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 an EHIC online at www.dh.gov.uk/travellers or by calling 0845 6062030. Application forms are also available from the Post Office.

Note - The EHIC does 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 or the closest hospital may be private.

If **you** make use of these arrangements or any other reciprocal health arrangement which reduces **your** medical expenses, **you** will not have to pay an **excess**.

Health declaration and health exclusions

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

It is very important that you read the following carefully as the apply to all people to be covered under this policy.

If at the time of purchasing this insurance or booking **your journey** (whichever is later) **you** have any existing medical condition, **you** must discuss **your** travel plans with **your doctor**.

You will not be covered for any claims arising directly or indirectly from an existing medical condition, unless **your doctor** can confirm in writing that at the time of purchasing the insurance or booking **your journey** (whichever is later) that:

- **you** were fit to travel;
- **your** condition(s) were stable and there was no sign they would get worse;
- **you** were not waiting for treatment as a hospital in-patient or out-patient;
- **you** were not having or waiting for tests, investigations or results to establish the underlying cause of any undiagnosed symptoms;
- **you** did not know that **you** would need medical treatment or consultation at any medical facility during **your journey**;
- **you** were not travelling specifically for the purpose of obtaining and/or receiving any elective surgery, procedure or hospital treatment;
- **your** medical condition had not been diagnosed as being terminal; and
- **you** were not travelling against the advice of a **doctor** or where **you** would have been if you had asked for their advice before beginning **your journey**.

Changes in health for annual multi-trip customers

If **your** health changes after taking out this insurance and the change means that **your doctor** would no longer be able to confirm all the points above **you** can:

- make a cancellation claim for any journeys booked before the change in health, or
- still travel on any pre-booked **journeys** or new **journey** bookings but this policy would not cover **you** for any medical and associated expenses, cancellation or curtailment or personal accident claims that are directly or indirectly related to any of **your** existing medical conditions, or
- cancel the policy and receive a proportionate refund so long as **you** have not made a claim or intend to make one.

Annual multi-trip policy renewals

At the expiry of **your period of insurance**, the terms of your cover and the premium rates may be varied by **us**. This means **we** cannot guarantee that **we** will be able to provide the same terms of cover on **your** renewed policy or even renew it at all.

If **you** book a **journey** that does not start until after the expiry date of **your** policy, **you** may find that the cover provided for that **journey** will change when the policy renews.

Note

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**.

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.

General exclusions

The following exclusions apply to the whole of your policy:

We will not cover **you** for any claim arising from, or consisting of, 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, weapons of mass destruction.
- 2 Any epidemic or pandemic.
- 3 **You** not following any advice or recommendations by the Foreign and Commonwealth Office, World Health Organisation or any government or other official authority. This includes where certain vaccinations or other preventative measures (such as malaria tablets) are recommended.
- 4 **Your** property being held, taken, destroyed or damaged under the order of any government or customs officials.
- 5 Ionising radiation or radioactive contamination from nuclear fuel or nuclear waste or any risk from nuclear equipment.
- 6 Any currency exchange rate changes.
- 7 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).
- 8 **You** acting in an illegal or malicious way.
- 9 The effect of **your** alcohol, solvent or drug dependency or long term abuse.
- 10 **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 addiction).
- 11 **You** not enjoying **your journey** or not wanting to travel.
- 12 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.
- 13 **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.

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**:
 - for single trip cover if the original policy plus any extensions have either ended, been in force for longer than 185 days or **you** know **you** will be making a claim.
 - for annual multi-trip cover beyond the expiry of **your** policy.
- 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' on pages 12-14 for more information.
- 6 **You** accept that no alterations to the terms and conditions of the policy apply, unless **we** confirm them in writing to **you**.
- 7 For annual multi-trip cover, **you** are not aged 65 or over at the date **your** policy was issued.

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.
- 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.
- 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**:

- All cover provided on **your** single trip or one-way trip policy will be cancelled without refunding **your** premium.
- All cover provided on **your** annual multi-trip policy for that **journey** 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.

Making a claim

To claim, please visit the website **www.azgatravelclaims.com**. This will lead **you** to **our** online claims notification service where claim forms can be obtained immediately via email or by downloading directly from the site. Alternatively,

Phone: 020 8603 9643 textphone 020 8666 9562 and ask for a claim form or

Write: Allianz Global Assistance Travel Insurance Claims Department, PO Box 1900, Croydon CR90 9BA or

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

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 may need to obtain some information about **your** claim while **you** are away. Below is a list of the documents **we** often 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.

Cancellation or curtailment

- If **you** need to curtail **your journey** call within **your home** country 020 8603 9644, textphone 020 8666 9562, outside **your home** country +44 20 8603 9644, textphone +44 20 8666 9562 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 **£250**.
- 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.

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 **your** 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.

Winter sports cover
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**'.
- 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

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

Avalanche/landslide closure

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

Making a complaint

We aim to provide **you** with a first class 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.

In the first instance, please write to:

Customer Support,
Allianz Global Assistance,
102 George Street,
Croydon, CR9 6HD.

Telephone **020 8603 9853**.

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

Please supply **us** with **your** name, address, insurance confirmation number and claim number where applicable and enclose copies of relevant correspondence as this will help **us** to deal with **your** complaint, in the shortest possible time.

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

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' on page 8 for more information.

What you are covered for

We will pay up to **£5,000** in total (this includes up to **£200** in total for excursions) for **your** part of unused personal accommodation, transport charges and extra 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:

- The death, serious injury or serious illness of **you**, someone **you** were going to stay with, a **travelling companion** or a **relative** of **you** or a **travelling companion**.
- **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**.

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 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

Under Cancellation, Curtailment and Replacement Personnel

An **excess** of **£50** (**£15** for deposit only claims).

Any condition stated under the Health Declaration on page 9.

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 whatever reason;
- 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**;
- anything the company providing **your** transport or accommodation, their agents, any person acting for **you** or **your** conference organiser is responsible for;
- **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;
- 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 return **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 **your** original pre-booked tickets if **you** have not used them and **we** have paid extra transport costs.

You travelling on a motorcycle, unless the driver holds an appropriate valid licence and all **persons insured** are wearing crash helmets.

Anything caused by **you** taking part in a **hazardous activity** or **winter sports** unless shown on **your** insurance confirmation.

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

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 **£250** **we** must be told immediately - see under the heading: '24-hour Emergency medical assistance' on page 8 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**.

Up to **£5 million** for reasonable fees or charges **you** incur outside **your home country**:

■ Treatment

Medical, surgical, medication costs, hospital, nursing home or nursing services.

■ 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. This includes **your** repatriation to **your home** country if medically necessary.

■ Funeral expenses

The reasonable cost of transporting **your** body or ashes to **your home** or **we** will pay up to **£1,500** for **your** funeral expenses, in the place where **you** die outside **your home** country.

■ Search and rescue

Mountain search and rescue services when deemed medically necessary.

We will also pay:

■ In-patient benefit

£25 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 **£200** for emergency dental treatment to relieve sudden pain.

■ Excursions

Up to **£200** in total for **your** excursions that have been paid for before **your journey** began and that cannot be recovered from anywhere else, if **you** get written advice from a **doctor** that **you** cannot go on them, because of an injury or illness during **your journey**.

What you are not covered for

Under all cover except In-patient benefit and excursions

An **excess** of **£50**, unless **your** claim is reduced because **you** used a European Health Insurance Card or any other reciprocal health arrangement (see 'Reciprocal health arrangements' on page 8 for more information).

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

Under all cover

Any condition stated under the Health Declaration on page 9.
Extra transport and accommodation costs which are of a higher standard to those already used on **your journey**, unless **we** agree.
Any 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** being under the influence of drugs (except those prescribed by a **doctor** but not for the treatment of drug addiction);
- the direct or indirect effect of **you** using alcohol or solvents;
- **you** travelling on a motorcycle, unless the driver holds an appropriate valid licence and all **persons insured** are wearing crash helmets;
- **you** taking part in any **hazardous activity** or **winter sports** unless shown on **your** insurance confirmation.

Any costs for taxi fares and telephone calls (including mobile calls) resulting from an incident claimed for under this section, since this is the purpose of the in-patient benefit.

Under 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 **£250**, 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 funeral expenses

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

Under dental

Replacing or repairing false teeth or artificial teeth (such as crowns).
Dental work involving the use of precious metals.

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

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 **£200** 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 sections General exclusions, Conditions and Making a claim that also apply.

4. Delayed personal possessions

What you are covered for

Up to **£100** in total for essential replacement items, if **your personal possessions** (this does not include **valuables** or **ski equipment**) are temporarily lost or stolen on **your** outward **journey** for more than 12 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 Personal possessions - section 5.

What you are not covered for

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

5. Personal possessions

What you are covered for

Up to **£1,500** in total for **your personal possessions** (this does not include **ski equipment**) damaged, stolen, lost or destroyed on **your journey**.

The most **we** will pay for **valuables** is **£400** in total, There is also a single article, **pair or set** limit of **£250**, whether jointly owned or not.

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** for tobacco, alcohol, fragrances and perfumes.

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, fax 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.

A 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;
- films, tapes, cassettes, cartridges or discs, unless they were pre-recorded, in which case **we** will pay up to the replacement cost;
- 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;
- **valuables** left in a motor vehicle;
- **valuables** carried in suitcases, trunks or similar containers unless they are on **your** person all the time;
- **valuables** 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;
- **personal money** (see section 6);
- passport (see section 3).

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

6. Personal money

What you are covered for

Up to **£400** in total for loss or theft of **your personal money** (but no more than **£200** in total in cash in total while on **you**, whether jointly owned or not) while on **your journey**.

What you are not covered for

An **excess** of **£50**.

Compensation unless **you** can provide receipts for the amount **you** had from the place where **you** got the currency.

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**.

Loss caused by a reduction in exchange rates or shortage caused by mistakes in exchanging currency.

Loss or theft of travellers' cheques if the place where **you** got them from provides a replacement service.

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 sections **General exclusions, Conditions and Making a claim** that also apply.

7. Personal accident

What you are covered for

We will pay **you** or **your** personal representative one of the following amounts for an **accident** during **your journey**.

▪ Death

£25,000 for death. (**We** will not pay more than **£2,500** if **you** are aged 17 or under or aged 65 or over at the time of the **accident**.)

▪ 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.

▪ 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. (**We** will not pay any compensation if **you** are aged 65 or over at the time of the **accident**.)

Note

Death benefit payments will be made to **your** personal representative.

What you are not covered for

Any condition stated under Health declaration and health exclusions on page 9.

Any claim arising more than one year after the original accident.

Anything caused by:

- **your** sickness, disease, 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** being under the influence of drugs (except those prescribed by a **doctor** but not for the treatment of drug addiction);
- the direct or indirect effect of **you** using alcohol or solvents;
- **you** travelling on a motorcycle, unless the driver holds an appropriate valid licence and all **persons insured** are wearing crash helmets;
- **you** taking part in any **hazardous activity** or **winter sports** unless shown on **your** insurance confirmation.

We will not pay more than one of the benefits resulting from the same injury.

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

8. Missed departure

What you are covered for

We will pay **you** up to **£500** 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

An excess of **£50**.

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 sections General exclusions, Conditions and Making a claim that also apply.

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** after the first full 4 hours of delay and **£15** after each extra delay of 4 hours up to **£100** in total when **you** travel by **Eurostar™**; or
 - up to **£250** for alternative transport charges for **you** to reach **your** destination after the first full 4 hours of delay when **you** travel by **Eurostar™**; or
 - **£20** after the first full 8 hours of delay and **£15** after each extra delay of 12 hours up to **£200** in total when **you** do not travel by **Eurostar™**.

- **Abandonment**

up to **£5,000** 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** for each incident claimed for under this section.

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 sections General exclusions, Conditions and Making a claim that also apply.

10. Personal liability

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

What you are covered for

We will pay 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.

- 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**.

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.

Please do not negotiate, pay, settle, admit or deny any liability to any third party, without **our** written consent.

What you are not covered for

An **excess** of **£50**.

Any liability for bodily injury or loss of or damage to property that comes under any of the following categories:

- 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.

Any contractual liabilities.

Any liability for bodily injury suffered by **you**, a **relative** or **travelling companion**.

Compensation or other costs caused by accidents arising from **your** ownership or possession of any of the following:

- 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.

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

11. Legal expenses

You can call **our** legal helpline for advice on any travel related legal problem to do with **your journey**, arising under the law of England, Wales, Scotland and Northern Ireland.

From within the **your home** country

Phone **020 8603 9931** textphone **020 8666 9562**

From outside the **your home** country

Phone **+44 20 8603 9931** textphone **+44 20 8666 9562**

What you are covered for

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:

- 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.
- For each event giving rise to a claim pay up to **£25,000 legal costs** for **legal action** for **you** (but not more than **£50,000** in total for all **persons insured** on this policy).
- Up to **£1,000** for **you**, for travel and accommodation costs that **you** have to pay to go to a foreign court in connection with any legal action above.

Note

- **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.

What you are not covered for

Any claim:

- 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.

Legal costs:

- 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 been paid must be repaid to **us** and all **legal costs** will become **your** responsibility;
- that cannot be recovered by **us**, **you** or **your appointed adviser**, when **you** receive compensation. Any repayment will not be more than half of the compensation **you** receive;
- 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.

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

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

What you are covered for

Ski pack

We will pay up to **£250** in total for **your ski pack** costs that have been paid for and that cannot be recovered from anywhere else, if:

- **you** have to cancel or curtail **your journey**.
- **you** cannot ski because of an injury or illness during **your journey**.

Delayed ski equipment

We will pay up to **£150** in total for the hire of alternative **ski equipment** if **yours** is temporarily lost or stolen on **your** outward **journey** for more than 12 hours from when **you** arrived at **your** destination; or

Ski equipment

We will pay up to **£500** in total for **your own ski equipment** (and up to **£250** for hired **ski equipment**) that is damaged, stolen, lost or destroyed on **your journey**.

There is also a single article limit of **£250**, whether jointly owned or not.

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.

Ski pass

Your ski pass is included in the definition of **personal money**.

Piste closure

We will pay one of the following, 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.

- Up to **£20** for each full day up to **£250** in total for the cost of extra transport or lift passes to let **you** ski or snow board at another resort; or
- Up to **£20** for each full day up to **£250** in total if no other resort is available.

Avalanche closure

We will pay up to **£250** in total for extra accommodation and transport costs which **you** have to pay to get **you** to **your journey** destination or back **home** because of an avalanche, landslide or landslip in **your** resort.

What you are not covered for

Under Ski pack

Anything mentioned under the heading 'What **you** are not covered for' within Cancellation or curtailment charges -Section 1

Anything mentioned under the heading 'What **you** are not covered for' within Emergency medical and associated expenses section 2.

Under Ski equipment

An **excess** of **£50**.

Anything mentioned under the heading 'What **you** are not covered for' within **Personal possessions** - Section 5.

Under Ski pass

Anything mentioned under the heading 'What **you** are not covered for' within Personal Money - Section 6

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.

Under Avalanche closure

Compensation unless **you** get a letter from the relevant authority or **your** tour operator's representative confirming the event.

Compensation which **you** can get from the company providing accommodation, **your** tour operator or anywhere else.

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

