



Travel Insurance **Plus**

Travel Insurance you can feel at home with

Single Trip | Annual Multi-trip | Long Stay

YOUR IMPORTANT INFORMATION

**IF YOU NEED EMERGENCY MEDICAL ASSISTANCE
ABROAD OR NEED TO CUT SHORT YOUR TRIP:**

Contact Emergency Assistance Facilities 24 hours
Emergency advice line on:

+44 (0) 203 829 6696

IF YOU NEED A CLAIM FORM:
you can download the relevant form:

www.travel-claims.net

or contact Travel Claims Facilities on: +(0) 203 829 6697
For policy enquiries 02920 441271

GOLD

<p>IF YOU NEED EMERGENCY MEDICAL ASSISTANCE ABROAD OR NEED TO CUT SHORT YOUR TRIP</p> <p>contact Emergency Assistance Facilities 24 hour emergency advice line on:</p> <p>+44 (0) 203 829 6696</p>	<p><u>IF YOU NEED A CLAIM FORM</u></p> <p>you can download the relevant form:</p> <p><u>www.policyholderclaims.co.uk</u></p> <p>or contact Travel Claims Facilities on:</p> <p>+ 44 (0) 203 829 6697</p>	<p><u>IF YOU NEED LEGAL ADVICE:</u></p> <p>contact Slater & Gordon LLP on:</p> <p>+44 (0) 161 228 3851</p> <p>Monday to Friday 9am-5pm</p>
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Travel Insure Plus is underwritten by Travel Insurance Facilities and Insured by Union Reiseversicherung AG, UK.

Travel Insurance Facilities are authorised and regulated by the Financial Conduct Authority. Union Reiseversicherung AG are authorised by BaFin and subject to limited regulation by the Financial Conduct Authority.

Longstay, Single and Annual Multi Trip Policies

Master policy number RTZTT40006-03 A&B

This insurance policy wording is a copy of the master policy wordings and is subject to the same terms, conditions and exclusions.

This policy is for residents of the United Kingdom, the Channel Islands or British Forces Posted Overseas only for policies issued from **01/07/2018** to **30/06/2019**.

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<p>It is our aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. We occasionally get complaints and these are usually through a misunderstanding or insufficient information. Any complaint will be investigated at once and the matter resolved as quickly as possible, please see the last page of the policy for information on our complaints procedure.</p>	
Policy information	
<p>Your insurance is covered under two master policy numbers, RTZTT40006-03 A your pre-travel policy and RTZTT40006-03 B your travel policy, specially arranged by Travel Insure UK on behalf of Travel Insurance Facilities, insured by the United Kingdom and Republic of Ireland Branch Office of Union Reiseversicherung AG. Cover is provided for each traveller who is shown as having paid the insurance premiums and whose name appears on the insurance validation documentation. In the event that you have paid for a trip on behalf of other individuals not insured on this policy please be advised that your policy only provides cover for your proportion of trip costs, as opposed to the amount you have paid on behalf of others.</p>	
<p>We have a cancellation and refund policy, which you will find in full on page 9. Please be aware no full refund of the insurance premium will be given after the policies have been issued if you have travelled on, claimed or intend to claim against the policy.</p>	
Criteria for purchase	
<p>This insurance is sold on the understanding that you and anyone travelling with you and named on the insurance validation documentation:</p> <ul style="list-style-type: none"> • Have not started the trip. • Travel must take place within 18 months of the start date of your policy. • Take all possible care to safeguard against accident, injury, loss or damage as if you had no insurance cover. • Is a resident of the United Kingdom, Channel Islands or British Forces Posted Overseas. • Are not travelling <u>within your home country</u> for less than 2 days on any one trip. • Are not travelling specifically to receive medical treatment during your trip or in the knowledge that you are likely to need treatment. • Are not travelling for more than 31 days on any one trip when purchasing an annual multi-trip policy (unless the appropriate discount has been applied to reduce the period to 17 days per trip, or an additional premium has been paid to increase the duration to 45 days and this is confirmed in writing). NOTE: 45 day option only available if you are aged under 70 years of age. • Is aged 79 years and under on your Annual Multi Trip travel insurance at the start date of the policy. • Is aged 79 years and under on your Single Trip travel insurance at the start date of the policy. • Is aged 64 years and under on your Longstay travel insurance at the start date of the policy. • Are travelling with the intention to return to the United Kingdom, Channel Islands or BFPO within your trip dates unless an extension has been agreed with us and we have confirmed in writing. • Are not travelling against the advice of your doctor or medical professional such as your dentist. 	

You have a duty to take reasonable care to answer questions fully and accurately, and that any information you give to us is not misleading. This applies both when you take the policy out and at any time during the policy period. If you do not do so, we reserve the right to void your policy from inception and refuse all claims made against it. In the event that it becomes necessary to cancel your policy following a misrepresentation or suspected fraud, we will give you seven days' notice of cancellation of the policy by recorded delivery to you at your last known address.

YOUR IMPORTANT CONTACT NUMBERS

IF YOU HAVE A CHANGE IN HEALTH AFTER PURCHASING THIS POLICY PLEASE CALL ON 0203 829 6695

Make sure you have all your medical information and medication details along with the details of the policy you have purchased. Open 8am–8pm Mon-Fri, 9am–5pm Saturday.



TO MAKE A CLAIM

on the policy please visit www.policyholderclaims.co.uk or call **0203 829 6697**. Open 8am-8pm Monday-Friday, 9am-1pm Saturday.
You can view our frequent questions and answers at: <http://www.tifgroup.co.uk/services/claims/faqs/>



FOR LEGAL ADVICE

please contact Slater & Gordon LLP **0161 228 3851** or fax **0161 909 4444** Open 9am-5pm Monday-Friday



IN CASE OF A SERIOUS EMERGENCY

please contact the 24 hour emergency assistance service provided by Emergency Assistance Facilities
+44 (0) 203 829 6696

Your policy covers treatment at a public/state facility only, unless approved by us. Call an ambulance using the local equivalent of a 999 number, or alternatively by dialling 112 within the EU, and then contact Emergency Assistance Facilities for advice. We strongly suggest you put their telephone number, **+44 (0) 203 829 6696**, into your mobile phone before you travel so that it is to hand if you need it. Get details of the hospital you are being taken to so that our Emergency Assistance Facilities doctor will be able to obtain a medical report at the earliest possible opportunity. You may need to pay the policy excess locally and ask the hospital to send the rest of their bills to Travel Claims Facilities at: PO Box 395, Monks Green Farm, Mangrove Lane, Hertford, SG13 9JW. Our appointed assistance service, Emergency Assistance Facilities, will explain this to them and provide them with a faxed/email confirmation if necessary.

You will need to have some basic information for them to hand:

- your telephone number in case you are cut off
- patient's name, age, and as much information about the medical situation as possible
- name of the hospital, ward, treating doctor and telephone numbers if you have them
- tell them that you have Travel Insure Plus Travel Insurance, policy number and the date it was bought
- patient's UK GP contact details in case they need further medical information

Things to be aware of/remember

- Your policy does not cover any costs for private medical treatment unless authorised by us.
- **NEVER** give your passport to a clinic or hospital.
- It is not always possible to return home immediately after discharge following injury or illness. You will be able to return home when the assistance service considers it safe, in conjunction with your doctor, and airline regulations have been met. Sometimes you will need to stay in resort for a while longer before returning home so the assistance team will arrange additional accommodation for you.
- You may be required to obtain your medical records in the event of a claim.

OUT-PATIENT TREATMENT OR MINOR INJURY OR ILLNESS

If you need to see a doctor, ask your hotel reception or tour representative for the nearest public/state medical facility. Some hotels will urge you to seek private treatment however this is not necessary as private medical facilities vary greatly and are not equipped to deal with all emergencies. They may give you unnecessary treatment and at inflated prices - if you are ever in doubt please call the assistance team for advice on where to seek treatment. In Europe you should show them your EHIC card, and have it accepted, as medical treatment will be free or at a reduced cost and you will not be required to contribute towards the claim as the standard policy excess will be reduced to NIL (increased excesses applied to declared conditions will still be required to be paid, if related to the cause of you requiring medical treatment). You will only be covered for the cost of private treatment if this is approved in advance by Emergency Assistance Facilities. If your outpatient bill is less than £500 then you will need to pay this to the medical facility, and ensure you keep all receipts so you can claim upon your return. In the event that you need to seek outpatient treatment when you are travelling in any of the countries listed below then it may be that immediate payment can be arranged locally using the services of Charge Care International whom we have appointed to act on our behalf. To take advantage of this service please show the treating doctor or clinic the logo shown to the right as this will enable them to identify our membership and avoid language difficulties. If the hospital you are treated at subscribes to this service they will ask to see your proof of insurance so it is important to carry this with you. You will be asked to complete a simple Charge Care form to confirm the nature of the treatment received. The doctor or clinic will collect the policy excess from you and send their bill to Charge Care for payment.



The countries where this service is available are: Greece and the Greek Islands, Cyprus, Bulgaria, Egypt and Turkey. www.chargecare.net

WHAT IF YOU WANT TO COME HOME EARLY?

This policy covers you to come home early because you are ill or injured only if medical treatment is not available locally. If you are thinking of cutting short your trip because you are not well then you must contact Emergency Assistance Facilities on **+44 (0) 203 829 6696** for advice first. If you need to come home for any other reason, such as the illness of a close relative in the United Kingdom, Channel Islands or BFPO then you should make your own arrangements, bearing in mind your duty to act at all times as if uninsured. If you are not sure whether your circumstances are included in the cover then call Travel Claims Facilities on +44 (0) 203 829 6697.

Summary of cover

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(This is only a brief description of the cover provided and some of the principal conditions; you **must** refer to the relevant section in the policy wording for full details). Excess is per insured person per section.

Section:	Benefit:	Cover available up to:	Cover is only provided if:	Your excess:
PRE-TRAVEL POLICY (cover starts when you pay your premium or for Annual Multi Trip policies from your chosen start date)				
A1	<p>If you are unable to go on your trip Cover for your proportion of prepaid transport, accommodation & additional travel expenses, and pre-paid excursions booked before you go on your trip, that you cannot recover from any other source if you cannot travel due to your, a close relative, the person you are intending to stay with, or a business associate's death, injury or illness, redundancy, required as a witness or member of the jury in a court of law, or the requirements of H.M. Forces (Course charges or tuition fees are not included).</p>	£5,000	<ul style="list-style-type: none"> • cancellation is caused by yours, your travelling companions, the person you are intending to stay with, a business associate or your close relatives' death, injury or illness, redundancy, requirement as a witness or member of the jury in a court of law, or HM forces requirements. • the cancellation is not due to your existing medical condition, unless declared and accepted by us in writing. • the cancellation is not due to an existing medical condition of a non-travelling close relative, the person you are intending to stay with, a business associate or travelling companion. • cancellation is not because of the failure of your travel agent, tour operator or due to the advice of the Foreign and Commonwealth Office. 	£65
TRAVEL POLICY (cover starts when you leave home to begin your trip)				
B1	<p>If your travel plans are disrupted If your departure is delayed by 12 hours or more Benefit for delays over 12 hours at your international departure point to help contribute towards additional accommodation, car parking charges, food, drinks or telephone calls not provided by your carrier.</p>	£30 for the first 12hrs then £15 for every 12hrs up to a maximum of £300	<ul style="list-style-type: none"> • you are at the airport/port/station. • you have obtained written confirmation of the delay from your booking agents, airline or transport provider. • you are unable to recoup costs from any other provider or agency. • your trip is more than 2 days in duration. • you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions. 	Nil
	<p>If you choose to cancel after a 24 hour delay If your <u>outbound</u> journey from the UK, Channel Islands or BFPO is delayed by more than 24 hours and you decide to abandon your trip.</p>	£5,000	<ul style="list-style-type: none"> • you have independent written confirmation of the circumstances. • you are not claiming for your missed return journey back to the United Kingdom, Channel Islands or BFPO. 	£65
	<p>Missed departure Cover for alternative transport costs if you miss your outbound departure if, after leaving home, your car becomes un-driveable due to a mechanical breakdown or your public transport is delayed causing you to miss your departure from the UK, Channel Islands or BFPO.</p>	£1,000		Nil
B2	<p>If you need emergency medical attention To cover customary and reasonable fees or charges for necessary and emergency medical expenses, necessary travel (including hospital transfer when travelling solely in the UK, including a medical escort, if you are hospitalised more than 50 miles away from your home as a result of illness or accident) and accommodation or repatriation costs in the event of your illness, injury or death during your trip.</p>	£10,000,000	<ul style="list-style-type: none"> • you are not claiming for any private medical treatment. • you have called our emergency assistance service to authorise bills over £500. • you are claiming for emergency essential treatment received in a state facility and unrelated to any existing medical condition (unless you have declared to us and we have accepted in writing, and you have paid the required premium). 	£65
	<p>Emergency dental treatment Cover for emergency dental treatment only to treat sudden pain.</p>	£250	<ul style="list-style-type: none"> • you are not claiming for work involving the use of precious metals in any dental treatment. • you are not claiming for the provision of dentures, crowns or veneers. • you are in a public/state hospital. 	Nil
	<p>Public hospital inconvenience benefit per 24 hours For each 24 hours you are an inpatient in a public hospital to cover costs of newspapers, telephone calls, food, visitors transport etc. during your hospitalisation, up to the maximum amount shown.</p>	£20 per 24hrs up to a maximum of £500		
	<p>Additional travel and accommodation expenses</p>	£1,000		Nil
B3	<p>If you need to come home early Pro-rata refund of your pre-paid unused trip costs from the day you come home if you, or your travel companion, have to return early because you, the person you are travelling with, the person you are staying with, a close relative or business associate in your home country, unexpectedly suffer injury, illness or death. If the situation allows and the period of the original trip has not expired, we will also pay necessary additional travel costs to return you to the location abroad. Air travel limited to one economy class ticket per insured person.</p>	£5,000	<ul style="list-style-type: none"> • you have actually returned home earlier than originally booked. • you need to come home early due to your illness and you have contacted and had approval from our emergency assistance service. • you are not claiming due to your existing medical condition, unless declared and accepted by us in writing. • you are not claiming due to an existing medical condition of a non-travelling close relative, the person you are staying with, a business associate or travelling companion. 	£65

Section:	Benefit:	Cover available up to:	Cover is only provided if:	Your excess
B4	<p>If your possessions are lost, stolen or damaged Your total limit for possessions is up to the amount shown and is split into categories within that amount.</p> <p style="text-align: right;"> Valuables → £400 Single article/pair/set limit → £400 Unreceipted items → £150 </p> <hr/> <p>If your possessions are delayed by 12 hours Cover for the cost of <u>essential items</u> such as toiletries, change of clothes etc. if your possessions are delayed by <u>more than 12 hours</u> on your outward journey.</p>	<p>£2,500</p> <hr/> <p>£100 for the first 12hrs then an additional £100 after 48 hours</p>	<ul style="list-style-type: none"> • you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown at www.tiforoup.co.uk/services/claims/wear-tear-depreciation/ • you have a Police report confirming the loss. • you have proof of purchase for items over the value of £50. • you are not claiming for duty free items. • your bag/contents were not stolen from a beach or lido (if so we will pay up to a maximum of £100). • your electrical items, photographic equipment, jewellery or watches were not left unattended unless in a locked safe. • you are not claiming for contact/corneal lenses. • you have kept all of your receipts. • you accept that if your possessions become permanently lost then the cost of essential items will be deducted from your settlement of lost possessions. • you have obtained written confirmation of the delay from your operator. 	<p>£65</p> <hr/> <p>Nil</p>
B5	<p>If your money or travel documents are lost or stolen Cover for your cash is limited to £350.</p>	<p>£500</p>	<ul style="list-style-type: none"> • your money/travel documents were <u>on your person</u> or in a locked safe and you can provide us with proof of withdrawal/currency exchange. • you have a Police report confirming the loss and kept all receipts for any incurred costs. • you are not claiming for the cost of missing your return flight/transport to the United Kingdom, Channel Islands or BFPO, or additional transport costs to return home. 	<p>£65</p>
B6	<p>Personal liability Cover for costs that we have agreed to pay, that you are held legally liable to pay relating to an incident caused by you.</p>	<p>£2,000,000</p>	<ul style="list-style-type: none"> • you have not admitted responsibility, or agreed to pay any monies. • you have kept paperwork/notes and informed us immediately. • your claim is not due to any form of motorised transport or sailing vessel. • you are not claiming for an incident suffered by, or any property owned by, you, a member of your family, business associate, close relative, person you are intending to stay with, or a travelling companion. 	<p>£65</p>
B7	<p>Accidental death and disability benefit A single payment payable for your accidental death, permanent disability or loss of sight or use of limbs whilst on your trip.</p> <p>Accidental death benefit</p> <p>Permanent loss of sight or limb</p> <p>Permanent total disablement</p>	<p>£15,000</p> <p>£25,000</p> <p>£25,000</p>	<ul style="list-style-type: none"> • you are between 18 and 65 years old (<i>accidental death payment is reduced to £2,500 if under 18 or over 65. Permanent total disablement is reduced to £1,000 if under 18 or over 65</i>). • you qualify for the full benefit, no partial settlements are payable. • you have not deliberately exposed yourself to danger and that the incident is due to an accident and not illness, intoxication or infection. 	<p>Nil</p> <p>Nil</p> <p>Nil</p>
B8	<p>If you need legal advice Cover for 30mins free legal advice relating to your trip as well as legal expenses we have agreed in writing in pursuing compensation in the event of your death or personal injury whilst on your trip.</p>	<p>30 mins free advice. £25,000 in pursuing compensation</p>	<ul style="list-style-type: none"> • you are not claiming against a travel agent, tour operator/organiser, the insurers/agents or claims office. • you are using our appointed legal advisors. • you understand that only cases considered likely to succeed with a settlement value estimated to be in excess of the associated legal costs are accepted. 	<p>Nil</p>

The following benefits are available at no additional cost when related to an accepted hazardous activity which is covered or for which you have paid an additional premium for.				
Section:	Benefit:	Cover available up to:	Cover is only provided if:	Your excess
B9	Sports gear and activity equipment* Cover for any loss, theft or damage to your sports gear and / or equipment which is owned or hired by you.	£500	<ul style="list-style-type: none"> you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown at www.tifgroup.co.uk/services/claims/wear-tear-depreciation/ you have a Police report confirming the loss. you have proof of purchase for items over the value of £50. Your bag/contents were not stolen from a beach or lido (if so we will pay up to a maximum of £100). your sports and activity equipment were not left unattended unless in a locked safe. 	£65
Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.				
B10	Wedding extension If your wedding rings are lost, stolen or damaged Cover for the loss, theft or damage of your wedding rings whilst on your trip.	£200 Single article limit → £100 Unreceipted items → £150	<ul style="list-style-type: none"> you have obtained a written report from the appropriate authorities confirming the loss or damage. you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on www.tifgroup.co.uk/services/claims/wear-tear-depreciation/ damage was not during transit and not shipped as freight/under a bill of lading. you have a police report confirming the loss and kept all receipts for any incurred costs you are able to provide proof of ownership/purchase for items over £50. the wedding rings, attire, gifts, photographs or recordings were not left unattended other than in a safe, in your locked trip accommodation your wedding rings were not lost/stolen from suitcases, trunks, bags (including checked in luggage/bags stored in overhead compartment 	£65
	If your wedding gifts are lost or stolen Cover for the loss/theft of your wedding gifts received in resort during your trip.	£1,000 Unreceipted items → £150	<ul style="list-style-type: none"> you are not claiming for damage caused by: <ul style="list-style-type: none"> scratching, wear, tear, depreciation or deterioration; any process of cleaning, repairing or restoring; atmospheric or climatic conditions; moth or vermin; or electrical or mechanical breakdown or derangement. 	£65
	If your photographs are lost, stolen or damaged Cover for the cost of reprinting lost or damaged photographs/video recordings of your wedding.	£750		£65
	If your wedding attire is lost or damaged The cost of repair or replacement to a similar cost of your wedding attire, i.e. wedding dress, suit, shoes if they are lost or damaged prior to your wedding whilst on your trip.	£1,500 Unreceipted items → £150		£65
B11	Golf extension If your golf equipment is lost, stolen or damaged Cover if your, or your hired, golf equipment is lost, stolen or damaged whilst on your trip for the repair or original purchase price less wear and tear.	£1,500 Single article limit → £300 Unreceipted items → £150	<ul style="list-style-type: none"> you have proof of purchase for items over the value of £50 your items were not unattended and you have proof of ownership/purchase you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on www.tifgroup.co.uk/services/claims/wear-tear-depreciation/ you have a Police report confirming the loss and kept all receipts for any incurred costs you have obtained written confirmation of the delay from the appropriate authorities you have kept all your receipts for the hire of alternative equipment. the course is closed by a club official and you have confirmation in writing you have pre-booked green fees your inability to play golf is not due to your existing medical condition, unless declared and accepted by us in writing. 	£65
	If your golf equipment is delayed by 12 hours Cover for each 12 hour period you have to hire golf equipment because your golf equipment is lost or stolen by more than 12 hours on your outward journey.	£25 per 12hrs up to a maximum of £200		Nil
	If you are unable to play golf due to adverse weather conditions Cover for the loss of green fees per 24 hours you are unable to play golf due to adverse weather conditions, or your illness or injury.	£75 per 24hrs up to a maximum of £300		Nil

* Please note that, even if you have chosen the excess waiver option your excess under this section remains in force.

** excess increased to £250 on Grade 3 activities.

Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.					
Section:	Benefit:	Cover available up to:	Cover is only provided if:	Your excess:	
B12	Business extension				
	If your business equipment is lost or stolen	£2,000	<ul style="list-style-type: none"> you have proof of purchase for items over the value of £50. you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on www.tifgroup.co.uk/services/claims/wear-tear-depreciation/. 	£65	
	Cover if your business equipment is lost, stolen or damaged whilst on your trip for the repair or original purchase price less wear and tear.				
	Single article limit →	£500			
	Computer equipment single article and maximum total limit →	£1,500			
	Emergency courier expenses →	£500			
	Business samples →	£500			
	Unreceipted items →	£150			
	If your business money is lost or stolen (cash limit of £500)	£1,000	<ul style="list-style-type: none"> your items were not unattended and you have proof of ownership/purchase. you are not claiming for a mobile phone, accessories or calls. 	£65	
	If your business equipment is delayed by 12 hours	£100 per 12hrs up to a maximum of £200	<ul style="list-style-type: none"> your money is on your person or in a locked safe and you can provide us with proof of withdrawal/currency exchange and Police report confirming the loss. 	Nil	
	Cover per 12 hours your business equipment is delayed on your outbound journey.				
	Business equipment hire	£50 per 12hrs up to a maximum of £500		Nil	
	Cover for hiring business equipment if yours is lost, stolen, damaged or delayed in transit by more than 12 hours				
B13	Winter sports extension				
	Ski equipment cover for your, or your hired, ski equipment if it is lost, stolen or damaged.	£750	<ul style="list-style-type: none"> you are able to provide proof of the loss/damage and provide receipts you have a Police report confirming the loss and kept all receipts for any incurred costs you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on www.tifgroup.co.uk/services/claims/wear-tear-depreciation/. 	£65	
	Unreceipted items →	£150			
	Delayed ski equipment cover for hiring ski equipment if yours is delayed over 12 hours.	£30 per 12hrs up to a maximum of £300			Nil
	Loss of ski pack cover for loss of use due to your injury or illness.	£500			£65
	Piste closure cover for each full 24 hours the piste is closed due to lack of snow.	£20 per 24hrs up to a maximum of £200			Nil
Delay due to avalanche/landslide cover for additional travel and accommodation expenses if your journey is delayed by more than 12 hours as a result of an avalanche or landslide.	£30 per 12hrs up to a maximum of £300		<ul style="list-style-type: none"> your equipment is delayed on your outbound journey from the United Kingdom, Channel Islands or BFPO. the ski equipment was not left unattended unless left between 6.00 am and 11.00 pm local time in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means. you have supporting medical evidence confirming your inability to ski. you are skiing North of the earths equator between 1st Jan-30th April, or South of the earths equator between 1st June-31st Oct and at a destination of higher than 1600 metres above sea level you have written confirmation detailing dates and times the resort/piste was closed. the avalanche/landslide has occurred after your departure from the United Kingdom, Channel Islands or BFPO. 	Nil	
The following benefit is underwritten by Certain Underwriters at Lloyd's					
Section:	Benefit:	Cover available up to:	Cover is provided for:	Your excess:	
B14	Airline or End Supplier Failure Cover for either airline failure or end supplier failure.	£5,000	<ul style="list-style-type: none"> Irrecoverable sums paid in advance in the event of insolvency of the Scheduled Airline, Hotel, Train Operator including Eurostar, Car Ferries; Villas abroad & Cottages in the UK; Coach Operator, Car Hire company, Caravan Sites, Campsites, Mobile Home, Camper Rental, Safaris; Excursions; Eurotunnel; Theme Parks such as Disneyland Paris all known as the End Supplier of the travel arrangements not forming part of an inclusive holiday prior to departure In the event of insolvency after departure: <ul style="list-style-type: none"> additional pro rata costs incurred by the Person-Insured in replacing that part of the travel arrangements to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements; or if curtailment of the holiday is unavoidable - the cost of return transportation to the United Kingdom, Channel Islands, Isle of Man or Northern Ireland to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements. 	Nil	

DISCLOSURE OF A CHANGE IN HEALTH AFTER PURCHASING YOUR POLICY

Your policies may not cover claims arising from your medical conditions. If you answer 'yes' to any of the questions below then you must declare the relevant conditions to us.

So that we can ensure you are provided with the best cover we can offer please read and answer the following questions carefully and accurately:

Have you or anyone insured under this policy ever been diagnosed or received treatment for:

No	Any heart or circulatory condition?	Yes
	A stroke or high blood pressure?	Yes
	A breathing condition (including Asthma)?	Yes
	Any type of Cancer?	Yes
	Any type of Diabetes?	Yes
	Has your doctor altered your regular prescribed medication in the last 3 months?	Yes

In the last 2 years - have you, or anyone who is insured under this policy, been treated for any serious or re-occurring medical condition, asked to take regular prescribed medication, or referred to a specialist or consultant at a hospital for tests, diagnosis or treatment?

↓ No

Are you or anyone who is insured under this policy waiting for any tests, treatment or a non-routine hospital appointment?

↓ No

Full cover is available under this policy. If your answers to any of the above change to YES during the period of insurance, please contact us on 0203 829 6695

Do any close relatives, business associates or friends who are not travelling with you or who are not insured with us have an existing medical condition (even if considered as 'stable', under control or in remission)?

If you have answered yes to the questions on the left you must tell us, in order to obtain cover for your medical condition(s), although an increased premium or excess may be required to do so.

To enable us to consider your medical condition please contact Travel Administration Facilities on:

0203 829 6695

8am-8pm Monday- Friday

9am-5pm Saturday

Should we require any additional premium, and you accept our offer, this should be paid to Travel Administration Facilities, and sent within 14 days of our offer. If your existing medical condition would require an additional premium to be covered and you choose not to declare it, we reserve the right to decline a claim relating to this condition, unless otherwise agreed by us in writing. Full confirmation of our terms and conditions will be sent out to your address after your call. Any additional medical conditions not declared to us will not be covered.

If your answer changes to 'yes' at any point after the purchase of this policy you must call to inform us of this change in health to ensure you are fully covered for your trip.

BE AWARE!

We are unable to provide cover for any claim arising as a result of an existing medical condition of a non-travelling close relative, the person you are intending to stay with, or a business associate or friend, or any known or recognised complication of or caused by the existing medical condition. Please see the definition of Existing Medical Condition.

CHANGE IN HEALTH Page 8

If your health or your ongoing medication changes between the date the policies were bought and the date of travel you must advise us on 0203 829 6695 as soon as possible. We will advise you what cover we are able to provide for your change in health, as defined on page 10, after the date of diagnosis. We reserve the right to increase the premium, increase the excess, exclude the condition or withdraw the cover should the stability of the condition make it necessary.

BE AWARE! We do not provide any cover for:

- claims caused by an existing medical condition of a non-travelling close relative, the person you are intending to stay with, or a close business associate, or any recognised complication caused by the existing medical condition as defined on page 10.
- any circumstances that are not specified in your policies.

WHEN YOUR TWO POLICIES START AND END

The cover for Policy A, as described under section A of the pre-travel policy, starts from the commencement date of cover shown on your insurance validation documentation, after the policy was issued and ends when you leave home to start your trip.

On annual multi-trip policies cover starts on the chosen starting date and cancellation cover is not in force until that date.

Subsequent trips start from the date of booking.

The cover under policy B starts when you commence your trip and ends when you complete your trip. Alternatively cover will cease upon expiration of your policy, whichever is the first. No further trips are covered except where you hold an annual multi-trip policy which will cover further trips with durations of up to 31 days, unless you have chosen to reduce this to 17 days or increase this to 45 days and this is shown on your insurance validation documentation.

EXTENSION OF PERIOD

If in the event of either your:

- death, injury or illness during your trip,
 - delay or failure of public transport services during your trip,
 - delay or failure of your return flight to the UK, Channel Islands or BFPO from your international departure point;
- you are unable to complete the trip before your travel policy expires, cover will be automatically extended without additional premium for the additional days necessary to complete the trip.

HOW YOUR POLICIES WORK

YOUR POLICY WORDINGS	Your insurance document shows details of both pre-travel and travel insurance policies, including the sections of cover, limits, conditions, exclusions, and information on what to do if you need to claim. The policy is a legal contract between us and you. We will pay for any insured event, as described in the policy, that happens during the period of validity and for which you have paid the appropriate premium. Travel insurance policies have specific requirements for both purchasing and making successful claims. Please take the time to read and understand it straight away as not all policies are the same. All risks which are covered are set out clearly in sections with conditions, limits and exclusions (things which are not covered). If your circumstances do not fit those specified then there is no cover in place.
CANCELLING YOUR POLICIES	You have a 'cooling off' period where, should you decide that you find that the terms and conditions do not meet your requirements, and provided you have not travelled or claimed on the policy, you can advise your selling agent within 14 days of purchase for a full refund to be considered. Should you wish to cancel your policy outside of the 14 day cooling off period, and can confirm that there have been no claims on the policy and that you have not travelled; the following cancellation terms will be applied dependant on what type of policy you have purchased. Single Trip / Longstay policies - In the event you have not travelled and are not claiming on the policy, a refund of 50% of the policy premium and any additional premium applied to your existing medical conditions will apply. If you have travelled or are intending to claim, or have made a claim (irrespective of whether your claim was successful or not) we will not consider refunding any proportion of your premium. Annual Multi Trip policies - Provided you have not made a claim on the policy (irrespective of whether your claim was successful or not) and you confirm in writing that there is no claim pending, should you choose to cancel and understand that all benefits of the policy will be cancelled, we will refund 5% of the total premium paid, for each full calendar month remaining on the policy from the date of cancellation. If you are intending to, or have claimed (irrespective of whether your claim was successful or not) we will not consider refunding any proportion of your premium. We reserve the right to give 7 days' notice of cancellation of this policy, without refund, by recorded delivery to you at your last known address in the event of the following circumstances; fraud, suspected fraud, misleading information or deliberate misrepresentation, or abusive behaviour to any of our staff or agents.
BE CAUTIOUS	This policy is designed to cover most eventualities whilst you are on your trip. It does not provide cover in all circumstances and we expect that you take all possible care to safeguard against accident, injury, loss or damage as if you had no insurance cover.
PREGNANCY	Our policies include emergency medical expenses cover for pregnancy and childbirth from week 0 to week 28 inclusive whilst you are away. From the start of week 29 to week 40 of the pregnancy, there is no cover for claims relating to normal pregnancy and normal childbirth or cancellation, however, medical expenses and cancellation cover will be provided if any of the following complications arise: Toxaemia, Gestational hypertension, Ectopic pregnancy, Post-partum haemorrhage, Pre-eclampsia, Molar pregnancy or hydatidiform mole, Retained placenta membrane, Placental abruption, Hyperemesis gravidarum, Placenta praevia, Stillbirth, Miscarriage, Emergency Caesarean, A termination needed for medical reasons, Premature birth more than 12 weeks (or 16 weeks if you know you are having more than one baby) before the expected delivery date. Please note we will not cover denial of boarding by your carrier so you should check that you will be able to travel with the carrier/airline in advance. It is essential, if at the time of booking your trip you are aware that you are pregnant, that you ensure that you are able to have the required vaccinations for that trip; no cover will be provided for cancellation in the event that, after booking you discover travel is advised against, or you are unable to receive the appropriate and required vaccinations for that country.
MEDICAL COVER	Your travel policy is not Private Health Insurance, in that it only covers unavoidable, unexpected emergency treatment. You need to check that you have had all the recommended vaccinations and inoculations for the area you are travelling to. It is also recommended that you check with your doctor that it is safe for you to travel bearing in mind your method of travel, the climate and the availability and standard of local medical services in your chosen destination. You will then need to declare your existing medical condition and have it accepted by Travel Administration Facilities for it to be eligible for cover under your policy. It is often wise to carry additional supplies of your regular prescribed medications in your hand luggage in case your bags are delayed. Cover will not be granted if travel is against the advice of your doctor or a medical professional such as your dentist.
EHIC	The European Health Insurance Card (EHIC) allows you (provided you are a UK or BFPO resident) to access state-provided healthcare in all European Economic Area (EEA) countries and Switzerland at a reduced cost and in many cases free of charge. We strongly recommend that you carry it with you when travelling abroad. Remember to check your EHIC is still valid before you travel. Applying on www.ehic.org.uk for the card is free and it is valid for up to five years. If your EHIC is accepted whilst obtaining medical treatment abroad your policy excess will be reduced to Nil (with the exception of increased excess relating to declared medical conditions). If you are travelling outside the EEA then there are some countries that have reciprocal agreements with the UK and these can be found on http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEACountries/Pages/Non-EEACountries.aspx . Please note residents of the Isle of Man or Channel Islands are not eligible for an EHIC.
MEDICARE	If you are travelling to Australia you must register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle you to reduced medical charges from doctors, reduced prescription charges and access to Medicare hospitals.
YOUR EXCESS	Your policy carries an excess and this is the amount you have to contribute towards each claim (unless you have paid the excess waiver additional premium). All excesses shown for this policy are payable by <u>each</u> insured-person, per section and for each incident giving rise to a separate claim. Your excess may be increased to include existing medical conditions confirmed in writing by us (this excess will apply irrespective of any excess waiver purchased). The increased excess will apply to all persons insured on the policy whose claim has been caused by the declared medical condition.

Definitions - Where these words are used throughout your policy they will always have this meaning:

AREAS OF COVER	Territorial limits split as follows:	CLOSE RELATIVE	Spouse or partner who you are living together with, parents, grandparents, legal guardians, foster child, parents-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, step-parents, step-child, step-brother, step-sister, aunt, uncle, brother, sister, child, grandchild, niece, nephew or fiancé(e).	FAMILY	Two adults and their dependents who are under the age of 18, resident in the UK and in full time education. In this scenario a dependent is considered as children, grandchildren, step-children, adopted children or foster children.
AREA 1	United Kingdom (England, Scotland, Wales, and Northern Ireland)	COMPUTER EQUIPMENT	Any business owned electronic devices such as laptops, tablets, mobile phones, LCD projectors, speakers, mouse, keyboard, microphone, track pad or scanner / printer.	FLIGHT	A service using the same airline or airline flight number.
AREA 2	Europe – West of the Ural mountains plus all countries with a Mediterranean coastline excluding Libya, Lebanon and Israel.	CONNECTING FLIGHT	A connecting flight which departs any international departure point shown on your pre-booked itinerary within 24 hours of your preceding flight arrival.	HOME	One of your normal places of residence in the United Kingdom, Channel Islands or BFPO.
AREA 3	Worldwide excluding the USA, Canada, the Caribbean and Bermuda	CRUISE	A pleasure voyage of more than 72 hours duration, sailing as a passenger on a purpose built ship on sea/s or oceans that may include stops at various ports.	HOME COUNTRY	Either the United Kingdom or the Channel Islands.
AREA 4	Worldwide including the USA, Canada, the Caribbean and Bermuda	CURTALMENT	The cutting short of your trip by your early return home or your repatriation to a hospital or nursing home in your home country. Payment will be made on the number of full days of your trip that are lost from the day you are brought home.	INSURED PERSON/YOU/ YOUR	Any person named on the insurance validation documentation.
BACK COUNTRY	Guided skiing in terrain which are in remote areas away from groomed pistes, not within ski boundaries and outside of patrolled resort boundaries, this includes terrain that has been accessed by a ski lift but then requiring a hike, ski, climb or skidoo to reach areas of side country or back country.	DOMESTIC FLIGHT	A flight where the departure and arrival take place within the United Kingdom, Channel Islands or your international destination.	INSHORE	Within 12 Nautical miles of the shore
BEACH SWIMMING	Within 50 metres of the shore, in areas marked with safety buoys and under the supervision of a lifeguard.	EMERGENCY TREATMENT	Any ill-health or injury which occurs during your trip and requires immediate treatment before you return home	INTERNATIONAL DEPARTURE POINT	The airport, international rail terminal or port from which you departed from the UK, Channel Islands or BFPO to your destination, and from where you depart to begin the final part of your journey home at the end of your trip.
BFPO	British Forces Posted Overseas	ESSENTIAL ITEMS	Underwear, socks, toiletries and a change of clothing.	MANUAL LABOUR	Work involving the lifting or carrying of heavy items in excess of 25Kg, work at a higher level than two storeys, or any form of work underground.
BUSINESS ASSOCIATES	A business partner, director or employee of yours who has a close working relationship with you.	EXCURSION	A short journey or activity undertaken for leisure purposes.	MEDICAL CONDITIONS	Any disease, illness or injury, including any psychological conditions.
BUSINESS EQUIPMENT	Any business owned property that is fundamental to the business. Examples of equipment include devices such as Tablets, tools and laptops.	EXISTING MEDICAL CONDITION	Any serious or recurring medical condition which has been previously diagnosed or been investigated or treated in any way, at any time prior to travel, even if this condition is currently considered to be stable and under control. In respect of a non-travelling close relative, a person you are due to stay with, a business associate or any travelling companion not insured under this policy, an existing medical condition is deemed to be any medical condition for a which a terminal prognosis has been received prior to the purchase of the policy or booking the trip (whichever is later); or for which they were on a waiting list for treatment or had the knowledge of the need for surgery.	MONEY	Cash and travellers cheques
BUSINESS SAMPLES	Business goods and samples taken on an insured journey by an insured person and that are owned by you or your employer.			OFF PISTE	Skiing within ski area boundaries, off marked and groomed pistes and in between groomed trails and runs, where ski lifts and emergency services are easily accessible and ending back at a ski area lift. Not including back country or areas marked or prohibited from entry.
CASH	Sterling or foreign currency in note or coin form.				
CHANGE IN HEALTH	Any deterioration or change in your health between the date the policy was bought and the date of travel, this includes new medication, change in regular medication, deterioration of a previously stable condition, referral to a specialist, investigation of an undiagnosed condition or awaiting treatment/consultation.				
CHANNEL ISLANDS	Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.				

<p>ON PISTE</p>	<p>Piste skiing, including skiing on areas in and around the resort, but off the actual marked pistes, such as skiing on a hillside between marked pistes, or skiing down slopes adjacent to marked runs, but always finishing at the bottom of tows or lifts within the resort and never in areas cordoned off or restricted. All other areas are considered as 'off piste'.</p>	<p>REDUNDANCY</p>	<p>Being an employee where you qualify under the provision of the Employment Rights Acts, and who, at the date of termination of employment by reason of redundancy, has been continuously employed for a period of two years or longer and is not on a short term fixed contract. A piece of important information that would increase the likelihood of a claim under your policy.</p>	<p>TRAVELLING COMPANION</p>	<p>A person with whom you are travelling with and on the same booking, or with whom you have arranged to meet at your trip destination with the intention of spending a proportion of your trip with, who may have booked independently and therefore not included on the same booking and may have differing inbound and outbound departure times or dates.</p>
<p>OFFSHORE</p>	<p>Over 12 Nautical miles of the shore</p>	<p>RELEVANT INFORMATION</p>	<p>Means a person who has had their main home in the United Kingdom, the Channel Islands or BFPO and has not spent more than six months abroad in the year before buying this policy.</p>	<p>TRIP</p>	<p>A holiday or journey that begins when you leave home and ends on your return to either (i) your home, or (ii) a hospital or nursing home in the United Kingdom, the Channel Islands or BFPO, following your repatriation. <u>Both during the period of cover.</u></p>
<p>PAIR OR SET</p>	<p>Two or more items of possessions that are complementary or purchased as one item or used or worn together.</p>	<p>RESIDENT</p>	<p>An airline that publishes a timetable and operates its service to a distinct schedule and sells tickets to the public at large, separate to accommodation and other ground arrangements.</p>	<p>UNATTENDED</p>	<p>Left away from <u>your</u> person where you are unable to clearly see and are unable to get hold of your possessions.</p>
<p>POSSESSIONS</p>	<p>Each of your suitcases and containers of a similar nature and their contents and articles you are wearing or carrying:</p>	<p>SCHEDULED AIRLINE</p>	<p>Skis, ski bindings, ski poles, ski boots, ski goggles, ski helmet, board boots, snowboard bindings and snowboards.</p>	<p>UNITED KINGDOM</p>	<p>United Kingdom - England, Wales, Scotland, Northern Ireland and the Isle of Man.</p>
<p>↓ Valuables</p>	<p>Any item requiring power, either from the mains or from a battery and any electrical items and photographic equipment and accessories used with them such as CDs, drones, games, tapes, cassettes or cartridges, cameras, video cameras, camera cases, stand, satellite navigation equipment, films, discs or cartridges; fine jewellery and watches.</p>	<p>SKI EQUIPMENT</p>	<p>Ski hire, ski lift pass and ski school fees.</p>	<p>WE/OUR/US</p>	<p>Union Reiseversicherung AG UK.</p>
<p>Drones</p>	<p>Un-manned aerial vehicles.</p>	<p>SKI PACK</p>	<p>Any recreational activity that requires skill and involves increased risk of injury.</p>	<p>WINTER SPORTS</p>	<p>Guided cross-country skiing, mono skiing, off-piste skiing or snowboarding, recreational racing, skiing, snowboarding, snow sledging and snowmobile rides as a passenger or driver (but excluding cover for Personal Accident and Personal Liability)</p>
<p>PUBLIC TRANSPORT</p>	<p>Buses, coaches, domestic flights or trains that run to a published scheduled timetable.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in <u>any sport/activity please refer to page 28 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please contact your selling agent</u></i></p>		
		<p>TRAVEL DOCUMENTS</p>	<p>Current passports, ESTAs, valid visas, travel tickets, European Health Insurance Cards (EHIC) and valid reciprocal health form S2.</p>		

Conditions and exclusions applying to your policies

Below are some important conditions and exclusions which apply to your pre travel and travel policy. It is recommended that you read this along with the conditions for each section of your policies as this will make sure that you are aware of any conditions which may affect your circumstances or likelihood to claim.

APPLYING TO ALL SECTIONS OF YOUR POLICIES:

You are not covered under any section, unless specified, for any of the following circumstances:

- Any trip under an annual multi-trip policy that exceeds 31 days duration unless you have chosen to reduce this to 17 days or increase this to 45 days (to be eligible for this option you must be aged under 70) and this is shown on your insurance validation documentation. This includes not insuring you for part of a trip which is longer than the maximum number of days chosen.
- Delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country.
- More than the proportionate cost of your trip and any claim against the policy (all sections) where you have not insured for the full cost of your trip.
- Loss of earnings, additional hotel costs, additional car hire, Visa's, ESTAs, additional parking fees, vaccinations, inoculations, kennel fees or any other loss unless it is specified in the policy.
- The cost of taxi fares, telephone calls, faxes or any expenses for food or drink.
- Any claim arising from any relevant information known by you at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to us and we have agreed in writing any terms applicable.
- The operation of law, or as a result of an unlawful act or criminal proceedings against anyone included in your booking, or any deliberate or criminal act by an insured person.
- Within the last 2 years, if you, or anyone who is insured under this policy been treated for any serious or re-occurring medical condition, asked to take regular prescribed medication, or referred to a specialist or consultant at a hospital for tests, diagnosis or treatment, the medical condition would be excluded unless we have agreed cover in writing and any additional premium has been paid.
- Any claims where you have travelled against the advice of your doctor or a medical professional such as your dentist.
- Any costs which are due to any errors or omissions on your travel documents.
- Any claim that is due to any failure (including financial) of your travel agent or tour operator, any transport or accommodation provider, their agent or anybody who is acting as your agent, unless specified.
- Any claim due to your carrier's refusal to allow you to travel for whatever reason.
- Any costs incurred before departure (except cancellation) or after you return home.
- No cover will be in force for Policy B if you claim under Policy A.
- The usage of Drones (see policy definition on page 11).
- Any claims on your Annual Multi Trip travel insurance whilst you are travelling on a Winter Sports trip that exceeds 17 days duration.
- You travelling on a motorised vehicle for which you do not hold appropriate qualifications to ride in the UK or the Channel Islands (Please note there is no cover under section B6 for any claim related to the use of motorised vehicles). You can visit the following link to the UK Government site for more information on appropriate licenses: <https://www.gov.uk/ride-motorcycle-moped/bike-categories-ages-and-licence-requirements>
- If you are riding pillion, the rider in control of the motorbike must also hold appropriate licence in the country that you are riding pillion in.
- You piloting or travelling in an aircraft where you or the pilot are not licensed to carry passengers.
- You travelling on a motorised vehicle without wearing a crash helmet, whether legally required locally or not.
- Manual labour (see policy definition on page 10).
- Any payments made or charges levied after the date of diagnosis of any change in your health or medication after the policy was bought unless this has been advised to us and any revised terms or conditions have been confirmed in writing.
- Your suicide, self-injury, reckless behaviour or any wilful act of self-exposure to danger or infection/injury (except where it is to save human life).
- In respect of all sections other than *emergency medical expenses* - war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
- Participation in any sports and activities listed in activity packs 2-3 unless the appropriate additional premium has been paid and the policy endorsed (see definitions for sports and activities page 11).
- Your failure to obtain the required passport, visa or ESTA.
- You, your travelling companion, close relative or business associate being under the influence of:-
 - drugs (except those prescribed by your registered doctor but not when prescribed for treatment of drug addiction);
 - alcohol (a blood alcohol level that exceeds 0.19% – approximately four pints or four 175ml glasses of wine);
 - solvents, or;
 - or anything relating to you, your travelling companion, close relative or business associates prior abuse of drugs, alcohol or solvents.
- Any claim not supported by the correct documentations as laid out in the individual section
- You travelling against the advice or recommendations published by the Foreign and Commonwealth Office applicable at the time of your departure.

We will pay:	If you are unable to travel because:	Provided you:	If you need to claim:
<p>up to £5,000 for your proportion of prepaid:</p> <ul style="list-style-type: none"> transport charges; loss of accommodation; foreign car hire; and excursions booked before you go on your trip <p>that you have paid or have agreed to pay, that you cannot recover from any other source, following your necessary cancellation after you purchased this insurance resulting in financial loss (Course charges or tuition fees are not included)</p>	<ul style="list-style-type: none"> you or a travelling companion is ill, injured or dies before the trip starts. a close relative or a close business associate in your home country is ill, injured or dies before the trip starts. the person you are going to stay with is ill, injured or dies before the trip starts. 	<ul style="list-style-type: none"> have paid or accept that your excess will be deducted from any settlement. have complied with the health declaration on page 8 and cancellation is not due, or caused by, an existing medical condition unless we have agreed cover, and additional premium has been paid. accept that there is no cover for cancellation due to any elective or pre-arranged treatment, this includes being given a date for treatment which coincides with your trip dates, as well as complications as a result of elective, pre-arranged or cosmetic treatment, unless declared and accepted by us in writing. have obtained a written statement from the treating doctor at the time of the cancellation confirming the necessity to cancel your trip. accept that your claim is limited to the cancellation charges applicable on the date the GP initially diagnosed or investigated the condition, or at the point a declared existing medical condition deteriorated and required medical attention, or referral. No payments/cancellation charges after this date will be reimbursed. are not cancelling due to the death, injury or illness of any pets or animals. accept that we can only offer to review and extend cover for declared existing medical conditions to <u>our own policyholders</u> so if any of the following people cause you to cancel because of an existing medical condition, you will not be covered; <ul style="list-style-type: none"> a travel companion not insured by us; a close relative of you or your travel companion; a business associate of you or your travel companion; or the person you are intending to stay with. are not claiming for the cost of Air Passenger Duty (or equivalent), airport charges and booking charges, or any payments or part payment made by using frequent flyer vouchers, Air Miles/Avios vouchers or other vouchers that have no financial face value. 	<p>Download or request a cancellation claim form and ensure that the medical certificate in the cancellation claim form is completed by the <u>General Practitioner of the persons whose injury, illness or death has caused the cancellation</u>. As well as providing the claims handlers with required documentation as listed on the front of your claim form.</p> <p>Inform your tour operator/travel agent/flight company immediately of your necessity to cancel and request a cancellation invoice.</p>
<p>BE AWARE! No cover is provided under this section due to;</p> <ul style="list-style-type: none"> anything mentioned in the conditions and exclusions (page 12). the fear of an epidemic, pandemic, infection or allergic reaction. your disinclination to travel or <u>any circumstance not listed</u> above. your carrier's refusal to allow you to travel for whatever reason. 		<ul style="list-style-type: none"> the cancellation of your trip by the tour operator. a previously diagnosed condition of any close relatives, your travelling companion, the person you are intending to stay with, or a business associate. your failure to obtain the required ESTA, Visa, vaccinations or inoculations in time. the advice or recommendation of the Foreign and Commonwealth Office applicable at the time of your departure. 	<p>Provide us with your original summons notice.</p> <p>Obtain written confirmation to validate your circumstances.</p> <p>Obtain written confirmation to validate your circumstances.</p>

We will pay:	If:	Provided:	If you need to claim:
<p>£30 for trip disruption allowance for the first 12 hours then £15 for every 12 hours thereafter up to a maximum of £300 in total.</p>	<ul style="list-style-type: none"> the departure of your international flight, international train or sailing is delayed for more than 12 hours from its scheduled departure time from your international departure point. 	<ul style="list-style-type: none"> you are at the airport/port/station and the delay is over 12 hours. delay is not due to the diversion of aircraft after it has departed 	<p>Download or request and complete a departure delay claim form.</p>
<p>up to £5,000 for the cancellation of your trip.</p>	<ul style="list-style-type: none"> after 24 hours of delay at the airport of your <u>outbound</u> journey from the UK, Channel Islands or BFPO you abandon the trip. 	<ul style="list-style-type: none"> your trip is not less than 2 days duration or is a one-way trip. your excess has been paid or deducted from any settlement. 	<p>Obtain written confirmation from your airline, railway company, shipping line or their handling agents that shows the scheduled departure time, the actual departure time and reason for the delay of your flight, international train or sailing.</p>
<p>up to £1,000 for alternative transport to get you to your trip destination.</p>	<ul style="list-style-type: none"> the vehicle in which you are travelling to your international departure point becomes un-driveable due to mechanical failure or being involved in an accident or your public transport is delayed, preventing you from being able to check-in on time for your outward departure from the United Kingdom, Channel Islands or BFPO. 	<ul style="list-style-type: none"> you have allowed sufficient time to check-in as shown on your itinerary. 	
<p>BE AWARE! No cover is provided under this section for:</p> <ul style="list-style-type: none"> <i>anything mentioned in the conditions and exclusions (page 12).</i> any compensation when your tour operator has rescheduled your flight itinerary or the airline/railway company/shipping line/handling agents offer or provide alternative transport that departs within 12hrs, or where you are able to obtain a refund from any other source, where your scheduled airline is bonded or insured elsewhere or where you have paid for the flight by credit card and can claim a refund from your credit card provider, even if the payment is insufficient to meet your claim. your scheduled airline being in administration or, in the USA and Canada, in Chapter 11 <u>at the time of taking out your policy.</u> the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from home. 			

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
<p>for trips outside & inside your home country: up to £10,000,000 outside your home country OR up to £1,000 inside your home country following necessary emergency expenses that are payable within six months of the event that causes the claim that results from your death, injury or illness:</p>	<ul style="list-style-type: none"> • customary and reasonable fees or charges for necessary and emergency treatment, to be paid for medical, surgical, hospital, nursing home or nursing services. • additional travel, accommodation and repatriation costs up to £2,000 (£1,000 inside your home country) to be made for or by you and for any one other person <u>who is required for medical reasons</u> to stay with you, to travel to you from your home country or to travel with you, where it is deemed medically necessary. • customary and reasonable expenses to transfer you to a hospital nearer your home if you are hospitalised at least 50 miles away from home during your trip as a result of an illness or injury. • the cost of returning your ashes home or the return of your body to your home. 	<ul style="list-style-type: none"> • any costs where you have not paid your excess for trips outside your home country (excess not applicable for costs inside your home country). • treatment due to, or a complication of, an existing medical condition unless we have agreed cover in writing and any additional premium has been paid. • any elective or pre-arranged treatment or any routine non-emergency tests or treatment, this includes complications as a result of elective, pre-arranged or cosmetic treatment received whilst abroad. • costs of private treatment <u>unless our 24 hour Emergency Assistance Facilities service has agreed</u> and adequate public facilities are not available. • the cost of early repatriation when medical treatment of a standard acceptable by our medical director is available locally. • the cost associated with the diversion of an aircraft due to your death, injury or illness. 	<p><u>FOR MEDICAL EMERGENCIES</u></p> <p>+44 (0) 203 829 6696</p> <p>Call our <i>Emergency Assistance Facilities service 24 hours a day, 7 days a week, 365 days a year, from anywhere in the world</i></p> <p>Download or request a claim form for emergency medical expenses and complete to the best of your ability.</p> <p>For non-emergency cases, visits to doctors, hospital outpatients, or pharmacies you must keep and provide us with all (original) receipts accounts and medical certificates.</p> <p>For cases where the Emergency Assistance Facilities service were informed please provide (in addition to the above) your case number or name of the person you spoke to and a photocopy or scanned image of your EHIC card.</p>
<p>up to £5,000</p> <p>public hospital benefit of £20 per 24 hours, up to a maximum of £500</p>	<ul style="list-style-type: none"> • your death outside your home country for your burial or cremation in the locality where your death occurs. • each full 24 hours that you are in a <u>public hospital</u> as an in-patient during the period of the trip in addition to the fees and charges. 	<ul style="list-style-type: none"> • repairs to or for artificial limbs or hearing aids. • the cost of diagnostic tests or treatment for any existing medical condition other than that which has caused the immediate emergency. • any extra costs for single/private accommodation in a hospital or nursing home. 	
<p>up to a maximum cost of £250</p>	<ul style="list-style-type: none"> • emergency dental treatment only to treat sudden pain. 	<ul style="list-style-type: none"> • work involving the use of precious metals in any dental treatment. • the provision of dentures, crowns or veneers. • any treatment or work which could wait until your return home. 	

BE AWARE! Your policy is intended to cover immediate treatment in an emergency situation. We reserve the right to repatriate you immediately for treatment in your home country when this is deemed to be preferable regardless of your original travel plans. All medical decisions are at the discretion of our medical director. It is essential for you to contact the Emergency Assistance Facilities service prior to being admitted anywhere. In this instance we may arrange for a local transfer to a hospital better equipped for your immediate needs.

No cover is provided under this section for:

- **anything mentioned in the conditions and exclusions (page 12)** (including any treatment, tests and associated illnesses for non-declared existing medical conditions).
- any costs where you are an inpatient or it is a repatriation claim and our 24 hour assistance service, *Emergency Assistance Facilities*, have not been notified or has not agreed the costs, we reserve the right to decline associated costs.
- services or treatment received by you, including any form of cosmetic surgery OR any treatment received by you after the date that in the opinion of our Emergency Assistance Facilities, in consultation with your treating doctor, you can return home or which can reasonably wait until you return to your home country.
- additional accommodation which exceeds the standard of that originally booked or any costs for food or drink.

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
<p>up to £5,000 in total for your unused proportion of:</p> <ul style="list-style-type: none"> pre-paid excursions booked before you go on your trip; loss of accommodation; foreign car hire; and either your pre-booked return travel costs, or the cost of your curtailment travel costs, whichever is the greater <p>that you have paid or agreed to pay and that you cannot recover from any other source following your <u>necessary</u> cutting short of your trip.</p> <p>PLEASE NOTE Your unused proportion of trip costs will be calculated in full days lost from the date of your return journey home.</p> <p>If the situation allows and the period of the original trip has not expired, we will also pay necessary additional travel costs to return you to the location abroad. Air travel limited to one economy class ticket per insured person.</p>	<p>• your early return home because of the death, injury or illness of:</p> <ul style="list-style-type: none"> you or a friend with whom you are travelling; a close relative who lives in your home country; a close business associate who lives in your home country; a friend who lives abroad and with whom you are staying with. <p>or</p> <ul style="list-style-type: none"> you, a friend or close relative who is travelling with you being required in your home country for jury service or as a witness in a court of law; <p>or</p> <ul style="list-style-type: none"> you, a friend, business associate or close relative who is travelling with you being called back by the Police after your home, or the home in your home country of your friend, business associate or close relative, or usual place of business in your home country, having suffered from burglary, serious fire, storm or flood. 	<ul style="list-style-type: none"> any payment where you have not suffered any financial loss. coming home due to your existing medical condition, unless declared and accepted by us in writing. coming home due to an existing medical condition of a non-travelling close relative, the person you are staying with, a business associate or a travelling companion who is not insured under this policy. any costs where you have not paid your excess. the cost of Air Passenger Duty (or equivalent), airport charges and booking charges, or any payments or part payment made by using frequent flyer vouchers, Air Miles/Avios vouchers or other vouchers that have no financial face value. any claim due to the death, injury or illness of any pets or animals. the withdrawal of previously approved leave by your employer unless it is due to the death or serious illness of a close business associate. any unused portion of your original ticket where you have been repatriated. coming home early due to the fear of an epidemic, pandemic, infection or allergic reaction. curtailment cover where the trip is of 2 days duration or less or is a one-way trip. the operation of law or as a result of an unlawful action by you or criminal proceedings against you or anyone included in your booking. the curtailment of your trip by the tour operator. curtailment due to financial circumstances. 	<p>Download or request a curtailment claim form and ensure that the medical certificate in the cancellation claim form is completed by the <u>General Practitioner of the persons whose injury, illness or death has caused the curtailment</u>. As well as providing the claims handlers with required documentation as listed on the front of your claim form.</p> <p>Inform your tour operator/travel agent/flight company immediately of your necessity to cancel and request a cancellation invoice.</p> <p><u>If you need to cut short your trip:</u></p> <p>Due to a <u>medical necessity</u> you must ring to confirm this with our <i>24 hour Emergency Assistance Facilities service</i>.</p> <p>+44 (0) 203 829 6696</p> <p><u>curtailment claims will not otherwise be covered.</u></p> <p>You should keep any receipts or accounts given to you and send them in to the claims office.</p>

BE AWARE! If you need to come home early due to your illness you MUST contact our emergency assistance service who will be able to assist you. If you need to come home for any other reason you should make your own arrangements. Please also note curtailment claims are calculated from the day you return home and no payment is made for loss of enjoyment however caused.

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 12).
- coming home early due to your existing medical condition where the risk attached to that medical condition has not been accepted by us in writing.
- coming home early due to death or illness of a close relative, the person you are staying with, a travelling companion not insured with us, or a close business associate caused by an existing medical condition or a known complication of it.
- any claim not supported by a detailed letter/certificate from the treating doctor explaining why your early return was medically necessary.
- any resumption of your trip once it has been curtailed. There is no further cover once you have returned to your home country.
- your curtailment travel costs must be to the same standard as that of your pre-booked return travel costs booked as part of your original trip.

We will pay:	For:	Provided you:	If you need to claim:
<p>up to a total of £2,500 for <u>your</u> possessions, with a maximum amount for:</p> <p style="text-align: right;">Valuables → £400 Single article limit → £400</p> <p>Unreceipted items up to a maximum of: → £150</p> <p><i>either</i></p> <ul style="list-style-type: none"> the cost of repairing items that are damaged whilst on your trip, up to the original purchase price of the item, less an allowance for age, wear and tear. <p><i>or</i></p> <ul style="list-style-type: none"> the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip. 		<ul style="list-style-type: none"> have paid your excess or accept it will be deducted from any settlement. have complied with the carrier's conditions of carriage. have notified the Police, your carrier or tour operator's representative and obtained an independent written report. own the items you are claiming for and are able to provide proof of ownership/purchase for any items over £50 in value. are not claiming for items which have been damaged by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents i.e. food, liquids, gels etc. are not claiming for possessions which have been lost or stolen from a beach or lido (if so we will only pay a maximum of £100). have not left valuables <i>unattended (including being contained in luggage during transit)</i> except where they are locked in a safe or safety deposit box where these are available (or left out of sight in your locked holiday or trip accommodation). This includes items left behind following you disembarking your coach, train, bus, flight, ferry or any other mode of transport. have not left any possessions not mentioned in the preceding bullet point unattended away from your holiday or trip accommodation unless left between 6.00 am and 11.00 pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle unless entry was gained by violent and forcible means. have obtained written confirmation of any loss, damage or delay from your tour operator / airline provider. 	<p><u>For all damage claims:</u> you should retain the items in case we wish to see them, you will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please then return the damaged items to:</p> <p>The Recoveries Department at Travel Insurance Facilities 1 Tower View, Kings Hill West Malling, Kent, ME19 4UY</p> <p><u>For all loss or damage claims during transit:</u> (a) retain your tickets and luggage tags, (b) report the loss or damage to the appropriate carrier and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p><u>For all losses</u> you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p><u>For delay claims</u> You must keep all receipts for these items and send them in to us with your claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.</p> <p>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</p>
<p>£100 for the first 12 hours then an additional £100 after 48 hours</p>	<ul style="list-style-type: none"> the purchase of essential items if your luggage containing your possessions are delayed due to being misplaced, lost or stolen on your outward journey from your home country for over 12 hours from the time you arrived at your trip destination. 		

BE AWARE! Your travel insurance policy is not intended to cover items of high value, such as video camcorders, expensive watches etc. as these should be fully insured under your house contents insurance on an All Risks extension for 365 days of the year. There is a maximum amount you can claim for valuables and a maximum amount per single item, pair or set, and these are shown under the possessions section. The possessions section only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at www.tifgroup.co.uk/services/claims/wear-tear-depreciation/

- No cover is provided under this section for:
- anything mentioned in the conditions and exclusions (page 12) or any items that do not fall within the categories of cover listed.
 - the use of, or damage to, drones.
 - car keys, duty free items such as tobacco products, alcohol and perfumes.
 - any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

We will pay:	For:	Provided:	If you need to claim:
<p>each insured person: up to £500 (cash limit of £350)</p>	<ul style="list-style-type: none"> the loss or theft of your money or travel documents during your trip. This includes cover towards the costs of an emergency travel document and the costs incurred in obtaining this on your trip 	<ul style="list-style-type: none"> your excess has been paid or deducted from any settlement. your cash or travel documents are: <ul style="list-style-type: none"> on your person. held in a safe or safety deposit box where one is available. left <u>out-of-sight</u> in your <i>locked</i> trip accommodation. you are not claiming for any costs incurred before departure or after you return home or any costs which are due to any errors or omissions on your travel documents or money exchange. you are not claiming for any missed travel or accommodation arrangements as a result of your travel documents being lost or stolen. 	<p>For all losses you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p>For loss of money we will also require:</p> <p>(a) exchange confirmations from your home country for foreign currency. (b) where sterling is involved, documentary evidence of possession.</p> <p>For lost or stolen travel documents you will also need to get a letter from the consulate, airline or travel provider where you obtained a replacement and keep all the receipts for your travel and accommodation expenses.</p>
<p>BE AWARE! No cover is provided under this section for:</p> <ul style="list-style-type: none"> <i>anything mentioned in the conditions and exclusions (page 12).</i> any financial loss suffered as a result of your debit/credit card or passport being lost or stolen. the cost of a new passport upon your return to the United Kingdom, Channel Islands or BFPO. cash or passport that is not on your person. cash or passport that is not in a safe/safety deposit box or left <u>out-of-sight</u> in your <i>locked</i> trip accommodation. loss or theft of cash due to depreciation in value, currency changes or shortage caused by any error or omission. 			

We will pay:	For:	Provided:	If you need to claim:
<p>up to £2,000,000 plus costs agreed between us in writing:</p>	<ul style="list-style-type: none"> an amount incurred due to any event occurring during the period of this insurance that you are legally liable to pay that relates to an incident caused directly or indirectly by you and that results in: <ul style="list-style-type: none"> injury, illness or disease of any person. loss of, or damage to, property that does not belong to you or any member of your family and is neither in your charge or control nor under the charge or control of any member of your family. loss of, or damage to, trip accommodation which does not belong to you or any member of your family. 	<ul style="list-style-type: none"> your excess has been paid or deducted from any settlement. liability for loss of, or damage to, property or injury, illness or disease is not caused or suffered by: <ul style="list-style-type: none"> your own employment, profession or business or anyone who is under a contract of service with you, acting as a carer, whether paid or not, or any member of your family or travelling companion or is caused by the work you or any member of your family or travelling companion employ them to do. your ownership, care, custody or control of any animal. compensation or any other costs are not caused by accidents involving your ownership, possession or control of any: <ul style="list-style-type: none"> land or building or their use either by or on your behalf other than your temporary trip accommodation, mechanically propelled vehicles and any trailers attached to them, aircraft, motorised skis, motorised waterborne craft or sailing vessel, firearms or incendiary devices. 	<p>Never admit responsibility to anyone and do not agree to pay for any damage, repair costs or compensation.</p> <p>Keep notes of any circumstances that may become a claim so these can be supplied to us along with names and contact details of any witnesses as well as any supporting evidence we may require.</p>

BE AWARE! No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 12) (Where you are liable for damage to trip accommodation your excess is increased to £250).
- injury, illness or disease suffered by you or any member of your family, or any event caused by any deliberate or reckless act or omission by you or a member of your family.
- claims where an indemnity is provided under any other insurance or where it falls on you by agreement and would not have done if such agreement did not exist. i.e. rental disclaimer.

Accidental death and disability benefit (Policy B Section 7)

We will pay:	For:	Provided:	If you need to claim:
<p>a single payment as shown on your summary of cover:</p>	<p>your accidental bodily injury whilst on your trip, that independently of any other cause, results in your:</p>	<ul style="list-style-type: none"> you have not deliberately exposed yourself to danger and that the incident is due to an accident and not illness or infection. you are not under 18 or over 65 and claiming permanent disablement. you are not claiming for more than one of the benefits that is a result of the same injury. 	<p>Download or request a claim form for Personal Accident immediately and complete to the best of your ability.</p> <p>In the event of death we will require sight of an original copy of the death certificate, for other claims please write describing the circumstances of the accident and its consequences, and you will be advised what further documentation is required.</p>
<p>£15,000 →</p>	<p>accidental death (limited to £2,500 when you are under 18 or over 65 at the time of incident).</p>		
<p>£25,000 →</p>	<p>total and permanent loss of sight in one or both eyes, or total loss by physical severance or total and permanent loss of use of one or both hands or feet.</p>		
<p>£25,000 →</p>	<p>permanent and total disablement from engaging in paid employments or paid occupations of <u>any and every</u> kind all occurring within 12 months of the event happening* (limited to £1,000 when you are under 18 or over 65 at the time of the incident).</p>		

BE AWARE! This is a one off lump sum benefit for the death or very serious incapacity, as specified, of an insured person when this is solely caused by an accident occurring during the period of insurance. It is quite separate from costs covered under the medical section.

(*Where you are not in paid employments or occupations, this shall be defined as 'all your usual activities, pastimes and pursuits of any and every kind').

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 12).
- any payment for permanent disablement when your age is under eighteen (18) or over sixty five (65) at the time of the incident.

We will pay:	For:	Provided:	If you need to claim:
<p>up to £25,000</p> <p>and for 30 minutes legal advice on the telephone</p>	<ul style="list-style-type: none"> legal costs and expenses incurred in pursuing claims for compensation and damages due to your death or personal injury whilst on the trip. enquiries relating to your insured trip. 	<ul style="list-style-type: none"> you accept that if you are awarded compensation and receive payment then all sums paid out by us shall be paid out of that compensation. legal proceedings in the USA or Canada follow the contingency fee system operating in North America. you are not pursuing a claim against a carrier, travel agent, tour operator, tour organiser, the insurers or their agents or the claims office. the estimated recovery is more than £500. we believe that you are likely to obtain a reasonable settlement. the costs cannot be considered under an arbitration scheme or a complaints procedure. you are not claiming against another insured-person who is a member of your family, business associate, a friend or travelling companion, whether insured by us or another provider. the claim is not due to damage to any mechanically propelled vehicle. 	<p>If you have an accident abroad and require legal advice you should contact:</p> <p>Slater & Gordon LLP, 58 Moseley Street, Manchester, M2 3HZ</p> <p>They will arrange for up to thirty minutes of <u>free</u> advice to be given to you by a lawyer.</p> <p>To obtain this service you should:</p> <p>telephone 0161 228 3851 or fax 0161 909 4444</p> <p>Monday to Friday 9am-5pm</p>

BE AWARE! Legal expenses claims are only considered on the condition that you use Slater & Gordon LLP as your legal representative and they will always have complete control over the legal proceedings and the selection, appointment and control of lawyers. Where a claim occurs you will supply any reports or information and proof to us and the claims office as may be required. Any legal expenses incurred without our prior authorisation or that of the claims office will not be paid. We will settle all claims under the law of the country that you live in within the United Kingdom or the Channel Islands unless we agree otherwise with you.

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 12).
- legal proceedings in more than one country for the same event.
- any claims for legal proceedings through the contingency fee system in the USA or Canada.

We will pay:	For:	Provided:	If you need to claim:
<p>up to a maximum of £500</p>	<ul style="list-style-type: none"> any loss, theft or damage to your sports gear and / or activity equipment which is owned or hired by you. 	<ul style="list-style-type: none"> you have paid your excess or accept it will be deducted from any settlement. you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown at www.tifgroup.co.uk/services/claims/wear-tear-depreciation/ you have a Police report confirming the loss. you have proof of purchase/ownership for items over the value of £50. your bag/contents were not stolen from a beach or lido (if so we will pay up to a maximum of £100). your sports and activity equipment were not left unattended unless in a locked safe the sports equipment was not left unattended unless left between 6.00 am and 11.00 pm local time in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means. you are able to provide the damaged items on request or to prove the existence or prove ownership/purchase or responsibility of any items. you have paid an additional premium, where applicable, for any hazardous activity you are undertaking. 	<p>For all loss or damage claims during transit: you need to retain your tickets and luggage tags, report the loss or damage to the transport provider, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p>For all damage claims keep the items in case we wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please then return the damaged items to:</p> <p>The Recoveries Department at Travel Insurance Facilities 1 Tower View, Kings Hill West Malling, Kent, ME19 4UY</p> <p>For all other losses you should report to the Police within 24 hours of discovery, and obtain a written report and reference number from them.</p> <p>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</p>
<p>BE AWARE! No cover is provided under this section for:</p> <ul style="list-style-type: none"> <i>anything mentioned in the conditions and exclusions (page 12).</i> any intentional damage to sports gear and activity equipment due to carelessness/reckless actions. any claim evidenced by any other report not specified in this section, unless otherwise agreed by us. 			

We will pay:	For:	Provided:	If you need to claim:
<p>up to £200 (£100 per ring)</p> <p>Unreceipted items: £75 per item up to a maximum of £150</p> <p>up to £1,000</p> <p>Unreceipted items up to a maximum of £150</p> <p>up to £750</p> <p>up to £1,500</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p>	<ul style="list-style-type: none"> the loss or damage to wedding rings during the period of insurance. the loss or theft of wedding gifts given to the couple in resort. wedding photographs or video recordings to: either pay for the cost of reprinting lost or damaged photographs and/or video recordings specifically taken for the wedding up to 14 days after the wedding or up to the expiry of the policy, whichever is the first. or reasonable additional costs to re-book a photographer of a similar standard to the original to take photographs and/or video recordings specifically for the wedding following the death, injury, illness or due to unforeseen unavoidable transport problems which prevented the original photographer from fulfilling their contract. the loss of wedding attire and to cover:- either the cost of repair of the wedding dress, suit, shoes and the like which were bought specifically for the wedding if the items are damaged during the period of insurance, or replace with a similar wedding dress, suit, shoes and the like, make up, hairstyling and flowers up to the same value of items lost if the items are lost during the period of insurance. 	<ul style="list-style-type: none"> you have paid your excess or accept it will be deducted from any settlement. your property has not been shipped as freight or under a bill of lading. your loss is not due to delay, detention, confiscation, requisition or damage by customs or any other officials or authorities. you have notified the Police, your carrier or tour operator's representative within 24 hours and obtained a written report. you have a valid claim with supporting documentation under the terms and conditions of section B4 'if your possessions are lost or stolen'. you are able to provide the damaged items on request or to prove the existence or ownership/purchase of any item with an insured value in excess of £50. you are not claiming for: <ul style="list-style-type: none"> damage or loss that is the result of a domestic dispute. wedding rings, wedding attire, wedding gifts, wedding photographs, or wedding video recordings stolen from your personal holiday, or trip accommodation except where entry or exit was gained by violent and forcible means. more than the single article limit for each wedding ring (as shown on your summary of cover). wedding rings carried in any suitcases, trunks or similar containers when left unattended (including checked in luggage) the loss or damage is not due to: <ul style="list-style-type: none"> scratching, wear, tear, depreciation or deterioration. any process of cleaning, repairing or restoring. atmospheric or climatic conditions. moth or vermin. electrical or mechanical breakdown or derangement 	<p>Please telephone our claims department:</p> <p>+44 (0) 203 829 6697</p> <p>where they can send you the appropriate claim form and advise you what documentation to send in.</p> <p>For all sections you will need to obtain independent written confirmation of the circumstances and keep all receipt for items purchased/hired.</p> <p>Please return damaged items to:</p> <p>The Recoveries Department at Travel Insurance Facilities 1 Tower View, Kings Hill West Malling, Kent, ME19 4UY</p> <p>Any item with a purchase price in excess of £50/£75 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50/£75 subject to an overall limit for all such items of £150.</p>

BE AWARE! The replacement of items only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at www.tifgroup.co.uk/services/claims/wear-tear-depreciation/
No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 12).**
- any intentional or accidental damage to wedding attire or accessories due to carelessness/reckless actions.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

We will pay:	For:	Provided:	If you need to claim:
<p>up to £1,500 (up to £300 each individual item)</p> <p>Unreceipted items: £50 per item up to £150</p> <p>up to £25 per 12 hours up to a maximum of £200</p>	<p><i>either</i></p> <ul style="list-style-type: none"> the cost of repair of items that are partially damaged whilst on your trip, up to the market value of the item, allowing for age, wear and tear. <p><i>or</i></p> <ul style="list-style-type: none"> the market value of the item, allowing for age, wear and tear as shown below, to cover items that are stolen, permanently lost or destroyed whilst on your trip. the cost of hire of golf equipment if your golf equipment is lost, stolen, or delayed on your outward journey for over 12 hours from the time you arrived at your trip destination. 	<ul style="list-style-type: none"> you have paid your excess or accept it will be deducted from any settlement you have complied with the carrier's conditions of carriage you have notified the Police, your carrier or tour operator's representative and obtained an independent written report with written confirmation of any loss or damage. you are not claiming for damage caused by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents. your golf equipment is not specifically insured elsewhere. you are able to provide either the damaged items on request or to prove the existence and ownership/purchase of any item lost or stolen. you have kept all receipts for this hire and sent them in to us with your claim. 	<p>Please telephone our claims department and they will send you the appropriate claim form and advise you what documentation to send in.</p> <p>For all sections you will need to obtain independent written confirmation of the circumstances and keep all receipts for items purchased/hired.</p> <p>Please return damaged items to:</p> <p>The Recoveries Department at Travel Insurance Facilities 1 Tower View, Kings Hill West Malling, Kent, ME19 4UY</p>
<p>up to £75 per 24 hours up to a maximum of £300 in total</p>	<ul style="list-style-type: none"> the loss of green fees should the pre-booked course become unplayable due to adverse weather conditions or your illness or injury 	<ul style="list-style-type: none"> the course is closed by a club official and you have confirmation in writing. your inability to play is not related to an existing medical condition unless we have agreed cover in writing and any additional premium has been paid. 	<p>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</p>

BE AWARE! The replacement of items only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale

published on our website at www.tifgroup.co.uk/services/claims/wear-tear-depreciation/

No cover is provided under this golf extension for:

- anything mentioned in the conditions and exclusions (page 12).
- any intentional damage to golf equipment due to carelessness/reckless actions.
- your golf equipment left unattended away from your personal holiday or trip accommodation unless left between 6:00am and 11:00pm local time (during daytime) on the locked boot or covered luggage area of a motor vehicle where entry was gained by violent and forcible means.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

We will pay:	For:	Provided:	If you want to make a claim:
<p>up to £2,000 (£500 Single article limit)</p> <p>up to £1,500 for computer equipment (both single article limit and maximum total)</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p> <p>up to £500</p> <p>£100 per 12 hours up to a maximum of £200</p> <p>up to £500</p> <p>up to £1,000 cash limit of £500</p> <p>£50 per 12 hours up to a maximum of £500</p>	<p><i>either</i></p> <ul style="list-style-type: none"> the cost of repairing business equipment that is damaged whilst on your trip, up to the original purchase price of the item, less an allowance for age, wear and tear. <p><i>or</i></p> <ul style="list-style-type: none"> the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip. emergency courier expenses you have incurred in obtaining any business equipment which is essential to your intended business itinerary. cover per 12 hours for the hire of or purchase of essential business items if your business equipment is delayed on your outbound journey for more than 12 hours. the loss, theft or damage to your business samples. the loss or theft of your business money during your trip. cover for hiring business equipment if yours is lost, stolen or damaged during your trip. 	<ul style="list-style-type: none"> you have paid your excess or accept it will be deducted from any settlement you have complied with the carrier's conditions of carriage you have notified the Police, your carrier or tour operator's representative and obtained an independent written report with written confirmation of any loss, damage or delay. your bag/contents were not stolen from a beach or lido (if so we will pay up to a maximum of £100). you or your employer/business associate own the items you are claiming for and are able to provide proof of ownership/purchase for any items over £50 in value. you are not claiming for items which have been damaged by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents i.e. food, liquids, gels etc. you are not claiming for: <ul style="list-style-type: none"> money stolen from anywhere other than, your person, a safe, or safety deposit box. any business equipment left <i>unattended (including in luggage during transit)</i> except where they are locked in a safe or safety deposit box where these are available (or left out of sight in your locked holiday or trip accommodation) business equipment left unattended away from your holiday or trip accommodation unless left between 6.00 am and 11.00 pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle where entry was gained by violent and forcible means. loss or theft of business money due to depreciation in value, currency changes or shortage caused by any error or omission. business money that is not on your person or in a safe/deposit box 	<p>For all damage claims: you should retain the items in case we wish to see them, you will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please return damaged items to:</p> <p>The Recoveries Department at Travel Insurance Facilities 1 Tower View, Kings Hill West Malling, Kent, ME19 4UY</p> <p>For all loss or damage claims during transit : (a) retain your tickets and luggage tags, (b) report the loss or damage to the airline, railway company, shipping line, coach company or their handling agents, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p>For all losses: you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p>you must keep all receipts for these items and send them in to us with your claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.</p> <p>for loss of money we will also require:</p> <ul style="list-style-type: none"> confirmation from your UK currency exchange of the issue of foreign currency or travellers' cheques; exchange confirmations for currency changed from travellers' cheques; or where sterling is involved, documentary evidence of possession. <p>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</p>

BE AWARE! The replacement of items only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at www.tifgroup.co.uk/services/claims/wear-tear-depreciation/

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 12) (including any treatment, tests or associated illnesses for non-declared existing medical conditions).
- any claim not supported by a detailed letter/certificate from the treating doctor explaining why your early return was medically necessary.
- any claim for loss of business equipment where you or your employer hold insurance elsewhere.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

Winter sports extension (Policy B Section 13) on payment of additional premium

Upon payment of an additional premium your policy will cover winter sports – (winter sports does not include: Freestyle skiing, heli-skiing, ice hockey, lugging, off-piste skiing or snowboarding in areas designated as unsafe by resort management, off-piste skiing or snowboarding where there is an avalanche warning in place, parapenting, ski acrobatics and stunting, ski bob racing, ski flying, ski jumping, ski racing or training, the use of skeletons or bobsleighs, snow mobiling and tobogganing) for the entire duration of your Single Trip or for 17 days in one policy year on your Multi Trip.

We will pay:	For:	Provided:	If you need to claim:
<p>up to £750 for hired or owned ski equipment.</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p> <p>up to £500</p>	<ul style="list-style-type: none"> the cost of repairing items that are damaged whilst on your trip, up to the original purchase price of the item, less an allowance for age, wear and tear. <p>or</p> <ul style="list-style-type: none"> the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed on your trip. the loss of use of your ski pack due to you being involved in an accident or your sickness 	<ul style="list-style-type: none"> you have paid your excess or accept it will be deducted from any settlement. you have complied with the carrier's conditions of carriage. on delay, loss or theft claims you have notified the Police, your carrier or tour operator's representative and obtained an independent written report. the ski equipment was not left unattended unless left between 6.00 am and 11.00 pm local time in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means. you are able to provide the damaged items on request or to prove the existence or prove ownership/purchase or responsibility of any items. you have a valid claim for medical expenses. you have supporting medical evidence confirming your inability to ski. 	<p>For all loss or damage claims during transit: you need to retain your tickets and luggage tags, report the loss or damage to the transport provider, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p>For all damage claims keep the items in case we wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please return damaged items to: The Recoveries Department at Travel Insurance Facilities 1 Tower View, Kings Hill West Malling, Kent, ME19 4UY</p>
<p>up to £30 per 12 hours delay, up to a maximum of £300</p>	<ul style="list-style-type: none"> the cost of hiring replacement ski equipment if your ski equipment is delayed due to being misplaced, lost or stolen on your outward journey for over 12 hours from the time you arrived at your trip destination. 	<ul style="list-style-type: none"> you are skiing north of the earths equator between 1st January and 30th April, or south of the earths equator between 1st June and 31st October and at a destination of higher than 1600 metres above sea level. you have obtained a letter from your tour operator/transport provider stating the reason for closure, the date, time of the closure and the date and time it re-opened. 	<p>For all other losses you should report to the Police within 24 hours of discovery, and obtain a written report and reference number from them.</p>
<p>up to £20 per 24 hours up to a maximum of £200</p>	<ul style="list-style-type: none"> each <i>full 24hrs</i> you are unable to ski due to the <u>lack of snow</u> which results in the total closure of skiing facilities in the resort. 	<ul style="list-style-type: none"> you are not claiming for more than £30 per full 12 hour period. 	<p>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</p>
<p>up to £30 per 12 hours up to a maximum of £300</p>	<ul style="list-style-type: none"> the cost of additional transport and/or accommodation if, because of the prevention of access due to an avalanche, you are unable to reach or leave your pre-booked resort. 		

BE AWARE! The possessions section only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at www.tifgroup.co.uk/services/claims/wear-tear-depreciation/

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 12).
- any claim if your tour operator has compensated, offered or provided travel, alternative transport and/or accommodation to an alternative resort
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.



Certificate Wording

END SUPPLIER FAILURE INSURANCE – ESF

This cover is provided by International Passenger Protection Limited, IPP House, 22-26 Station Road, West Wickham, Kent BR4 0PR, United Kingdom and is underwritten by Certain Underwriters at Lloyd's (**The Insurer**).

The Insurer will pay up to £5,000 in total for each Person-Insured named on the Invoice for:

- 1 Irrecoverable sums paid in advance in the event of insolvency of the Scheduled Airline, Hotel, Train Operator including Eurostar, Car Ferries; Villas abroad & Cottages in the UK; Coach Operator, Car Hire company, Caravan Sites, Campsites, Mobile Home, Camper Rental, Safaris; Excursions; Eurotunnel; Theme Parks such as Disney Land Paris all known as the End Supplier of the travel arrangements not forming part of an inclusive holiday prior to departure
or
- 2 In the event of insolvency after departure:
 - a) additional pro rata costs incurred by the Person-Insured in replacing that part of the travel arrangements to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements
or
 - b) if curtailment of the holiday is unavoidable - the cost of return transportation to the United Kingdom, Channel Islands, Isle of Man or Northern Ireland to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements.

PROVIDED THAT in the case of 2(a) and (b) above where practicable the Person-Insured shall have obtained the approval of the Insurer prior to incurring the relevant costs by contacting the Insurer as set out below

The Insurer will not pay for:

1. Travel or Accommodation not booked within the United Kingdom, Channel Islands, Isle of Man or Northern Ireland prior to departure
2. The Financial Failure of:
 - a) any Travel or Accommodation provider in Chapter 11 or any threat of insolvency being known as at the Insured's date of application for this Policy
 - b) b any Travel or Accommodation provider who is bonded or insured elsewhere (even if the bond is insufficient to meet the claim)
 - c) c any travel agent, tour organiser, booking agent or consolidator with whom the Insured has booked travel or accommodation
3. Any loss for which a third party is liable or which can be recovered by other legal means
4. Any losses which are not directly associated with the incident that caused the Insured to claim. For example, loss due to being unable to reach your pre booked hotel following the financial failure of an airline.

Claims Procedure: International Passenger Protection claims **only** - any occurrence which may give rise to a claim should be advised promptly and in any event within 14 days to:

International Passenger Protection Claims Office
IPP House Facsimile: +44 (0)20 8776 3751
22-26 Station Road Telephone: +44 (0)20 8776 3752
West Wickham Email: info@iplondon.co.uk
Kent BR4 0PR
United Kingdom

IPP will only accept claims submitted up to six months after the failure.

Any claims submitted after the six month period will NOT be processed.

ALL OTHER CLAIMS - REFER TO YOUR INSURANCE POLICY AND SEE ALTERNATIVE CLAIMS PROCEDURE.

Complaints

It is our intention to provide you with a high level of customer service at all time. If there are occasions when we do not meet your standards, and you have a complaint about our service to you please write to:

Managing Director
IPP Limited
IPP House
22-26 Station Road
West Wickham
Kent
BR4 0PR

Any complaint received will be dealt with in accordance with our Complaints Policy. If you are not happy with the way in which we handled your complaint or the result you may be able to complain to the Financial Ombudsman Service. We can provide details of how to contact the Financial Ombudsman Service.

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. Further information about the compensation scheme is available from the FSCS website <http://www.fscs.org.uk/>

Cooling Off Period

IPP will give you enough information and help so that you can make an informed decision before you make a final commitment to buy your policy. However you will have 14 days to change your mind and cancel your policy from the date you receive the documentation.

ADDITIONAL SPORTS AND HAZARDOUS ACTIVITIES:

Important Note: If you take part in an activity or pursuit that is not listed then cover will be excluded unless you contact us and we agree, in writing to provide cover.

Activity Pack – Covered as standard Athletics, Badminton, Baseball, BMX, Bowls, Cricket, Cross Country Running, Curling, Cycle Touring/Leisure Biking, Fell Running, Golf, Heptathlon, Jogging, Netball, Orienteering, Roller Blading/Line Skating, Rounders, Running/sprint/long distance, Safari (UK booked), Scuba Diving (not solo, up to maximum 15m), Skateboarding, Snorkelling, Squash, Tennis, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) all up to 2000m, Triathlon, Volleyball, Water Polo, Windsurfing, Yachting (racing/crewing) - outside territorial waters.

Activity Pack 1 – Excluding Personal Accident and Personal Liability Archery, BCU Member Canoeing/kayaking grades 0-3, Boxing (training), Camel/Elephant Riding/Trekking (non-UK booked), Canoeing/kayaking (not white water), Field Hockey, Fishing, Flying (passenger in small private aircraft), Football, Gaelic Football, Go Karting, Hiking/Trekking over 2000m but under 6000m, Horse Riding (without hard hat), Parascending* (Over water), Roller Hockey, White/Black water rafting grades 1-4

Activity Pack 2 – Excluding Personal Accident and Personal Liability Abselling, Animal Conservation/game reserve work, Canoeing/kayaking (white water grades 1-3), Clay pigeon shooting, Cross channel swimming, Dry skiing, Fencing, Gymnastics, Handball, High Diving, Hot Air Ballooning, Jet Skiing/Boating, Kite Surfing/Landboarding/Buggyng, Lacrosse, Marathons, Martial Arts (training), Motorcycling (under 50cc), Mountain Biking, Mountain Boarding, Paintballing, Rowing (inland/coastal), Sail/Sandboarding, Scuba diving (max 30m unqualified), Scuba diving (max 40m qualified), Surfing, Wake Boarding, War Games, Water Skiing, Weight-lifting, Zorbing/Hydrozorbing

Activity Pack 3 – Medical excess of £250 and Excluding Personal Accident and Personal Liability American Football, BCU Member Canoeing/kayaking grades 4-6, Bungee Jumping (maximum of 3 jumps), Gliding, Hang Gliding, Motor Cycling (over 50cc), Parachuting, Paragliding/Parapenting, Parascending (over land), Rugby, Sand Yachting, Sky Diving, White/Black water rafting (grades 5-6), Yachting/Crewing (outside territorial waters)

If you need to claim



We have appointed Travel Claims Facilities to look after your claim. If you require a claim form please download it on the internet at: www.policyholderclaims.co.uk
Alternatively please advise the section of the insurance on which you want to claim and master policy number and policy reference to:
Travel Claims Facilities, PO Box 395, Monks Green Farm, Mangrove Lane, Hertford, SG13 9JW Telephone: 0203 829 6697

You need to:

- produce your insurance validation documentation confirming you are insured before a claim is admitted.
- give us full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
- provide all necessary information and assistance we may require at your own expense (including, where necessary, medical certification and details of your National Health number, or equivalent, and Private Health Insurance).
- pass on to us immediately every writ, summons, legal process or other communication in connection with the claim.
- provide full details of any House Contents and All Risks insurance policies you may have.
- ensure that all claims are notified within 3 months of the incident occurring.
- not abandon any property to us or the claims office.
- not admit liability for any event or offering to make any payment without our prior written consent.

We can:

- make your policy void where a false declaration is made or any claim is found to be fraudulent.
- take over and deal with, in your name, the defence/settlement of any claim made under the policy.
- subrogate against the responsible party and take proceedings in your name, but at our expense, to recover for our benefit the amount of any payment made under the policy.
- obtain information from your medical records (with your permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without your prior approval.
- only make claims payments by electronic BACS transfer, unless otherwise agreed by us.
- cancel all benefits provided by this policy without refund of premium when a payment has been made for cancellation or curtailment of the trip.
- not make any payment for any event that is covered by another insurance policy.
- only pay a proportionate amount of the claim where there is other insurance in force covering the same risk and to require details of such other insurance.
- settle all claims under the law of the country that you live in within the United Kingdom or the Channel Islands unless we agree otherwise with you.
- submit any disputes arising out of this contract to the exclusive jurisdiction of the courts of the country that you live in within the United Kingdom or the Channel Islands

DATA PROTECTION ACT – PERSONAL INFORMATION

You should understand that any information you have given to Travel Insurance Facilities PLC will be used in their function as a Data Controller for the administration of the insurance contract. This information will be processed in compliance with the provisions of the UK Data Protection Act and the General Data Protection Regulation that will be enforced on 25th May 2018 for the purpose of providing travel insurance and handling claims, complaints and medical assistance, if any.

This involves providing such information to other parties, including the selling agent, claims handlers and Union Reiseversicherung AG (URV, the insurer of tifgroup). For example this would occur in circumstances, such as a medical emergency. This may require transferring information about you to countries outside the European Economic Area (EEA). You have a right to access, rectification and erasure of information that Travel Insurance Facilities PLC holds about you.

If you would like to exercise either of these rights you should contact in writing: The Data Protection Officer, Travel Insurance Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY. It is our aim to provide high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. There are, however, times when misunderstandings occur on both sides. If you do not feel that the matter has been dealt with to your satisfaction or you have some new evidence which we have not seen, you may bring this to the claims manager's attention in writing: The Claims Manager, Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY

Travel insurance Facilities are registered with the Information Commissioner's Office and undertake to comply with the Data Protection Act 1998 ("DPA") and EC Directive 95/46/EC (up to and including 24 May 2018) and the General Data Protection Regulation ("GDPR") and (EU) 2016/679)) (on and from 25 May 2018), and, in the event that the UK leaves the European Union, all legislation enacted in the UK in respect of the protection of your personal data.

For our full privacy policy terms, please see: <http://www.tifgroup.co.uk/privacy/>

Your right to complain

If your complaint is regarding the selling of your policies: The Managing Director, Travel Insure Plus, 4 Neptune Court, Vanguard Way, Cardiff Bay, Cardiff, CF24 5PJ

Or if you would like to complain about the outcome of your claim, or assistance provided, and you do wish to complain please forward details of your complaint in the first instance as follows:

- Quality and Improvements Manager, URV, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY, call on 0203 829 6604 or email complaints@tifgroup.co.uk who will review the claims office decision.
- If you are still not satisfied with the outcome you may:**
 - Ask the Financial Ombudsman Service (FOS) to review your case. Their address is Exchange Tower, Harbour Exchange Square, London, E14 9SR. Their telephone advice line is 0800 023 4567 if calling from a landline or 0300 123 9123 if calling from a mobile, or visit www.fos.org.uk
 - You are also able to use the EC On-line Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr/> who will notify FOS on your behalf.

URV, Branch Office of Union Reiseversicherung AG for the United Kingdom and the Republic of Ireland Registered in England & Wales. Company No. FC024381 Branch No. BR006943A public body corporate with limited liability Registered Office: Maximilian Strasse 53, D-80530 Munich, Germany. Registered with Amtsgericht Munich, Germany. Registered Number: HRB 137918 Union Reiseversicherung AG are authorised in Germany by BaFin and subject to limited regulation in the United Kingdom by the Financial Conduct Authority and in the Republic of Ireland by the Insurance Regulator.

Union Reiseversicherung AG are members of the Financial Services Compensation Scheme.

Administered in the United Kingdom and Ireland by Travel Insurance Facilities plc. Registered Office: 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY Registered in England. Registered Number: 3220410.

Travel Insurance Facilities plc are authorised and regulated by the Financial Conduct Authority. Travel Administration Facilities, Travel Claims Facilities and Emergency Assistance Facilities are trading names of Travel Insurance Facilities plc.



Treating Customers Fairly



Travel Insurance **Plus**

Travel Insurance you can feel at home with

Committed to treating our customers fairly

At Travel Insurance Plus we are committed to offering our customers the highest possible standards of service. In so doing we are pleased to support the Financial Conduct Authority initiative 'Treating Customers Fairly'.

We recognise that both Travel Insurance Plus and our customers have everything to gain if we look after you, the customer. Your best interests are at the core of our business process and we would strive to treat you fairly in all aspects of our dealings with you.

Our commitment to you

We will:

- provide you with clear information about the products and service we offer, including any fees or charges
- ascertain your individual needs, preferences and circumstances before recommending an insurance policy to you
- only recommend a policy that we consider suitable for you
- not recommend an insurance policy if we can't find one we consider suitable
- encourage you to ask if there's something you don't understand
- give you access to a formal complaints procedure should you become unhappy with our services

How you can help us

To help us give you the most appropriate advice, we will ask you to:

- tell us as much as possible about the cover that you require, to enable us to properly assess your requirements
- let us know about changes that might affect your insurance
- let us know if there is any aspect of our service, or of a product we have discussed or recommended that you don't understand
- tell us if you think there are ways we can improve our service

Thank you for choosing Travel Insurance Plus

Have a great trip

Travel Insurance Plus
4 Neptune Court, Vanguard Way, Cardiff Bay, Cardiff CF24 5PJ
Email: ops@travelinsuranceplus.co.uk