

Section:	Benefit:	Cover available up to:	Cover is only provided if:	Your excess:
PRE-TRAVEL POLICY (cover starts when you pay your premium)				
A1	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).	£3,000	<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. 	£50
A2	If your scheduled airline stops trading Cover for any amounts already paid and unused for your flight if the scheduled airline on which you are booked to travel stops trading before your departure.	£1,500	<ul style="list-style-type: none"> your flight is booked independently of your accommodation and you have not been offered an alternative/refund from any other agent. the scheduled airline is not in administration or, in the USA and Canada, in Chapter 11 at the time of taking out your policy. 	£50
TRAVEL POLICY (cover starts when you leave home to begin your trip)				
B1	If your travel plans are disrupted If your scheduled airline stops trading Cover for any amounts already paid and unused for your flight, if the scheduled airline on which you are booked to travel stops trading after your departure.	£1,500	<ul style="list-style-type: none"> your flight is booked independently of your accommodation and you have not been offered an alternative/refund from any other agent. the scheduled airline is not in administration or, in the USA and Canada, in Chapter 11 at the time of taking out your policy. 	£50
	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.	£25 per 12hrs up to a maximum of £250	<ul style="list-style-type: none"> you are at the airport/port/station. you have obtained written confirmation of the delay or from your booking agents, airline or transport provider. 	Nil
	If you choose to cancel after a 12 hour delay If your <u>outbound</u> journey from the UK, Channel Islands or BFPO is delayed by more than 12 hours and you decide to abandon your trip.	£3,000	<ul style="list-style-type: none"> you are unable to recoup costs from any other provider or agency. your trip is more than 2 days in duration. 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. 	£50
B2	If you need emergency medical attention To cover customary and reasonable fees or charges for necessary and emergency medical expenses, necessary travel and accommodation or repatriation costs in the event of your illness, injury or death during your trip.	£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). 	£50
	Emergency dental treatment Cover for emergency dental treatment only to treat sudden pain.	£200	<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. 	Nil
	Public hospital inconvenience benefit per 24hrs 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.	£50 per 24hrs up to a maximum of £450	<ul style="list-style-type: none"> you are in a public/state hospital. 	Nil
B3	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.	£3,000	<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 intending to stay with, a business associate or travelling companion. 	£50

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B4	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. The inner limits for specific item categories are listed. Any items which do not fall within these categories are not covered:	£2,000	<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. 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 £50). your electrical items, photographic equipment, jewellery or watches were not left unattended unless in a locked safe. you are not claiming for a mobile/smart phone, accessories or calls. you are not claiming for contact/corneal lenses. 	
	<ul style="list-style-type: none"> Clothes —————> £750 Luggage —————> £200 Shoes —————> £100 Cosmetics —————> £100 Fine jewellery and watches —————> £400 Electrical items and photographic equipment —————> £400 Buggies, Strollers & Car seats —————> £100 Laptops —————> £500 Eyewear —————> £50 Unreceipted items —————> £150 			
	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 <u>by more than 12 hours</u> on your outward journey.	£50 per 12hrs up to a maximum of £500	<ul style="list-style-type: none"> 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. 	Nil
B5	If your cash is lost or stolen Cover for your cash if it is lost or stolen.	£500	<ul style="list-style-type: none"> your cash/passport was <u>on your person</u> or in a locked safe and you can provide us with proof of withdrawal/currency exchange. 	£50
	If your passport is lost or stolen Cover to contribute towards the cost of an emergency travel document —————> £50 Cover for necessary costs collecting your emergency travel document —————> £450 on your trip (taxi, transport to and from embassy, cost of photos).		<ul style="list-style-type: none"> 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. 	Nil Nil
B6	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.	£2,000,000	<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. 	£50
B7	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.		<ul style="list-style-type: none"> you are between 18 and 70 years old (<i>accidental death payment is reduced to £3,500 if under 18 at the time of the incident</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. you are not under 18 and claiming permanent disablement. 	
	Accidental death benefit	£10,000		Nil
	Permanent loss of sight or limb	£20,000		Nil
	Permanent total disablement	£20,000		Nil
B8	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.	30 mins free advice. £25,000 in pursuing compensation	<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. 	£50
B9	If a natural disaster occurs Cover for the cost of cancelling any non-refundable unused travel and accommodation. Cover for reasonable additional accommodation (room only) costs and transport expenses. Cover for the cost of travel delay	£1,500 £150 per 24hrs up to a maximum of £1,500 £25 per 12hrs up to a maximum of £250	<ul style="list-style-type: none"> the disaster occurs <u>during</u> your trip. you have not been offered alternative accommodation by your tour operator/booking agent. you have written confirmation of the disaster and confirmation that your accommodation is unavailable from a resort representative. you are not claiming for the same incident under section B1. 	£50 Nil Nil

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B10	Pet care Benefit for each complete 24 hours that you are delayed following the delayed arrival in the UK, Channel Islands or BFPO for your pre-booked flight, train, coach or sea trip on the return journey which results in you incurring additional kennel / cattery fees.	£25 per 24hrs up to a maximum of £250	<ul style="list-style-type: none"> your pet was pre-booked into a kennel or cattery and the stay actually exceeds the pre-booked period of accommodation. you reached your international departure point on your return journey in time to board the pre-booked transport. you are able to provide written confirmation from the transport provider showing the original booked arrival time, the actual arrival time and the reason for the delay. any claims where the delay is less than 24 hours in total. 	Nil

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.

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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	<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 at 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. 	£50
	Single article limit —————>	£250		
	Unreceipted items —————>	£150		
	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.	£20 per 12hrs up to a maximum of £200	<ul style="list-style-type: none"> you have obtained written confirmation of the delay from the appropriate authorities. you have kept all your receipts for the hire of alternative equipment. 	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.	£75 per 24hrs up to a maximum of £300	<ul style="list-style-type: none"> the course is closed by a club official and you have confirmation in writing. you have pre-booked green fees. 	Nil
	If you get a hole in one Cover for costs incurred as a result of you achieving a hole in one	£50	<ul style="list-style-type: none"> you have kept all receipts for any costs. you have written confirmation from the club secretary and your playing partner. 	Nil
B12	Business extension If your business equipment is lost, stolen or damaged 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.	£1,000	<ul style="list-style-type: none"> you have proof of purchase for items over the value of £50 you accept 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 your bag/contents were not stolen from a beach or lido (if so we will only pay a maximum of £50) 	£50
	Single article limit —————>	£500		
	Unreceipted items —————>	£150		
	Computer equipment Cover for your computer equipment that is lost, stolen or damaged whilst on your trip.	£1,500	<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 your cash 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. 	£50
	If your business money is lost or stolen	£1,000		Nil
	If your business samples and/or equipment are delayed by 12 hours Cover for your business equipment when it is delayed by 12 hours on your outbound journey.	£200		Nil
	Cover for the cost of hiring business equipment if yours is lost, stolen or damaged whilst on your trip.	£50 per 24hrs up to a maximum of £500	<ul style="list-style-type: none"> the circumstances regarding your cancellation or early return fall with the cover available under section A1, B2 or B3 of your policies. accommodation and travel costs are of the same standard/cost of that originally booked. 	Nil
	Cover for the cost of <u>transportation costs</u> to replace business samples if your original samples are delayed by <u>more than 12 hours</u> on your outward journey.	£500	<ul style="list-style-type: none"> your business equipment was inadvertently left at home. 	£50
	Emergency courier of essential business equipment	£200	<ul style="list-style-type: none"> you comply with the details required in section B7. 	Nil
	Additional personal accident	Normal benefit x 2		Nil

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.

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B13 Winter sports extension	Owned ski equipment cover for your ski equipment if it is lost, stolen or damaged.	£1,250	<ul style="list-style-type: none"> you are able to provide proof of the loss/damage and provide receipts. you have obtained independent written confirmation. you accept 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 and kept all receipts for any incurred costs 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 has occurred after your departure from the United Kingdom, Channel Islands or BFPO. 	
	Single article limit owned by you —————>	£500		£50
	Unreceipted items —————>	£150		
	Hired ski equipment cover for your hired ski equipment if it is lost, stolen or damaged.	£500		
	Single article limit hired by you —————>	£300		£50
	Unreceipted items —————>	£150		
Delayed ski equipment cover for hiring ski equipment if yours is delayed over 12 hours.	£40 per 12hrs up to a maximum of £400		Nil	
Loss of ski pack cover for loss of use due to your injury or illness.	£40 per 12hrs up to a maximum of £400		Nil	
Piste closure cover for each full 12 hour period the piste is closed due to lack of snow.	£40 per 12hrs up to a maximum of £400		Nil	
Delay due to avalanche cover when the piste/resort is closed for over 12hrs due to an avalanche.	£450		Nil	
B14 Wedding extension	If your wedding rings are lost, stolen or damaged	£250 per ring	<ul style="list-style-type: none"> you have obtained a written report from the appropriate authorities confirming the loss or damage. damage was not during transit and not shipped as freight/under a bill of lading you have a Police report confirming the loss and 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 you are not claiming for damage caused by: 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. 	
	Cover for the loss, theft or damage of your wedding rings whilst on your trip.			£50
	Unreceipted items —————>	£150		
	If your wedding gifts are lost or stolen	£1,000		£50
	Cover for the loss/theft of your wedding gifts received in resort during your trip.			
Unreceipted items —————>	£150			
If your photographs are lost, stolen or damaged	£750		£50	
Cover for the cost of reprinting lost or damaged photographs/video recordings of your wedding.				
If your wedding attire is lost or damaged	£1,000		£50	
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.				
Unreceipted items —————>	£150			
B15 Cruise extension	Skipped port benefit	£150 per port up to a maximum of £1,000	<ul style="list-style-type: none"> you are claiming for the circumstances listed and not for your failure to arrive in time due to any other reason such as traffic, road closures and/or adverse weather conditions. you have independent written confirmation of the circumstances. you have not been offered alternative transport or compensation from your tour operator or cruise provider. the claim is not due to 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. you have a valid claim under section B2 and have independent written confirmation of your confinement. you have a valid medical claim under section B2 (If you need emergency medical attention). you have kept all of your receipts you have obtained written confirmation of the delay. you have a valid medical claim under section B2 (If you need emergency medical attention). 	
	Per port that your cruise operator is unable to dock at designated itinerated ports due to adverse weather conditions or timetable restrictions			Nil
	Cabin confinement	£100 per 12 hours up to a maximum of £1,000		Nil
	Benefit per 12 hours if you are confined to your cabin due to injury or illness.			
	Unused excursions	£500		£50
Cover for the cost of pre-booked excursions which you were unable to use as a direct result of being confined to your own cabin due to accident or illness.				
Cruise interruption	£1,000	£50		
Cover for the cost of reasonable additional travel expenses incurred to reach the next port in order to re-join the cruise, following your temporary illness requiring hospital treatment on dry land.				

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.

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B16 Gadget extension	Cover for the loss of your gadget	£1,000	<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. • your items were not unattended and you have proof of ownership/purchase • 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 • you are not claiming for damage caused by: 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. 	£50
	Cover for the theft of your gadget	£1,000		£50
	Cover for the accidental damage to your gadget during your trip.	£750		£50
	Cover for the malicious damage to your gadget during your trip	£500		£50
	Cover for the cost of unauthorised calls and / or usage of data from your gadget during your trip..	£350		£50
B17 Travel dispute extension	Cover for the costs of pursuing a breach of contract arising from a contract entered into by you, or on your behalf, for the purposes of undertaking a trip in order to seek compensation and, or implementation of the contract, from the following: <ul style="list-style-type: none"> - your tour operator or company - your travel agent - a car hire company with whom you have pre-booked a vehicle - an airline, ferry, train, cruise liner or coach operator - a hotelier or property owner 	£25,000	<ul style="list-style-type: none"> • you understand that the value of the goods or services in dispute or the total instalments due at the time of making the claim is more than £150. • you have reported the event to us within 30 days of returning from your trip. • you are not claiming for professional fees and expenses which a court of criminal jurisdiction orders to be paid. • you are not claiming for actions pursued in order to obtain satisfaction of a judgement or legally binding decision. • the event takes place after the purchase of this policy. 	£50

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. <u>Please take the time to read and understand it</u> 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	<p>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 NOW Travel Insurance Services 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, in addition to a £15 administration charge; the following cancellation terms will be applied dependant on what type of policy you have purchased.</p> <p>Single Trip 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.</p> <p><i>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.</i></p>
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 <i>as if you had no insurance cover.</i>
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 NOW Travel Insurance Services 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.
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
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. 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. The increased excess will apply to all persons insured on the policy whose claim has been caused by the declared medical condition.

AUSTRALIA AND NEW ZEALAND	All countries listed in Europe (Inc.), as well as Australia, including Territory of Cocos (Keeling Islands, The Territory of Christmas Island, Norfolk Island and Lord How Island), and New Zealand, including the Cook Islands, Niue and Tokelau.	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	One of your normal places of residence in the United Kingdom, the Channel Islands or BFPO.
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.	CURTAILMENT	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.	HOME COUNTRY	Either the United Kingdom or the Channel Islands.
BEACH SWIMMING	Within 50 metres of the shore, in areas marked with safety buoys and under the supervision of a lifeguard.	DOMESTIC FLIGHT	A flight where the departure and arrival take place within the United Kingdom or the Channel Islands.	INSURED PERSON/YOU/YOUR	Any person named on the insurance validation documentation.
BFPO	British Forces Posted Overseas	EMERGENCY TREATMENT	Any ill-health or injury which occurs during your trip and requires immediate treatment before you return home	INSHORE	Within 12 Nautical miles off the shore
BUSINESS ASSOCIATES	A business partner, director or employee of yours who has a close working relationship with you.	ESSENTIAL ITEMS	Underwear, socks, toiletries and a change of clothing.	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.
BUSINESS EQUIPMENT	Any business owned property that is fundamental to the business. Examples of equipment include devices such as Tablets, tools and laptops.	EUROPE (EXC.)	The continent of Europe west of the Ural Mountains including the Republic of Ireland, the Isle of Man, Channel Islands and all countries bordering the Mediterranean Sea, as well as Madeira and The Azores but excluding Spain, The Canaries, Turkey, Cyprus, Malta and Switzerland. For residents of the Isle of Man and Channel Islands travelling to the United Kingdom, the United Kingdom shall be considered as Europe (Exc.)	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 EQUIPMENT	Any business owned property that is fundamental to the business. Examples of equipment include devices such as Tablets, tools and laptops.	EUROPE (INC.)	Europe (Inc.) – As per Europe (Exc.) but including Spain, The Canaries, Turkey, Cyprus, Malta and Switzerland.	MEDICAL CONDITIONS	Any disease, illness or injury, including any psychological conditions.
BUSINESS SAMPLES	Business goods and samples taken on an insured journey by an insured person and that are owned by you or your employer.	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.	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.	FAMILY	Two adults and their dependents who are under the age of 18, living at home with you and in full time education. In this scenario a dependent is considered as children, grandchildren, step-children, adopted children or foster children.	ON PISTE	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' and therefore require purchase of an additional activity pack.
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.	FLIGHT	A service using the same airline or airline flight number.		
CHANNEL ISLANDS	Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.	GADGET	A handheld consumer electronic device such as mobile phones, tablets, I-pads, Kindles, satnavs, cameras, lenses, camcorders, smart watches, smart glasses, head mounted displays, hand held games consoles, portable DVD players, headphones, wireless speakers, MP3 players and I-pods – but not laptop computers (these are within the definition of electronic equipment)		
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).				

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:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Manual labour (see policy definition on page 10). | <ul style="list-style-type: none"> • You piloting or travelling in an aircraft not licensed to carry passengers. |
| <ul style="list-style-type: none"> • Within the last 2 years, any existing medical condition or health condition that has been diagnosed, been in existence or for which you have received treatment from a hospital or specialist consultant or for which you are awaiting or receiving treatment or under investigation, unless we have agreed cover <u>in writing</u> and any additional premium has been paid. | <ul style="list-style-type: none"> • You travelling on a motorised vehicle for which you do not hold appropriate qualifications to ride in <u>the UK or the Channel Islands</u> (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 |
| <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • If you are riding pillion, the rider must also hold appropriate qualifications. |
| <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • You travelling on a motorised vehicle without wearing a crash helmet, whether legally required locally or not. |
| <ul style="list-style-type: none"> • The cost of taxi fares, telephone calls, faxes or any expenses for food or drink. | <ul style="list-style-type: none"> • Cruises, unless the appropriate cruise extension has been paid for (see policy definition on page 10). |
| <ul style="list-style-type: none"> • 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 <u>in writing</u> any terms applicable. | <ul style="list-style-type: none"> • 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 <u>in writing</u>. |
| <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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). |
| <ul style="list-style-type: none"> • 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, <u>unless specified</u>. | <ul style="list-style-type: none"> • In respect of all sections other than <i>emergency medical expenses</i> - 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. |
| <ul style="list-style-type: none"> • Any claim due to your carrier's refusal to allow you to travel for whatever reason. | <ul style="list-style-type: none"> • Participation in any sports and activities listed in activity packs 2-8 unless the appropriate additional premium has been paid and the policy endorsed (see definitions for sports and activities page 11). |
| <ul style="list-style-type: none"> • Any costs which are due to any errors or omissions on your travel documents. | <ul style="list-style-type: none"> • Your failure to obtain the required passport, visa or ESTA. |
| <ul style="list-style-type: none"> • Delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country. | <ul style="list-style-type: none"> • You, your travelling companion, close relative or business associate being under the influence of:- <ul style="list-style-type: none"> - 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 relatives or business associate prior abuse of drugs, alcohol or solvents. |
| <ul style="list-style-type: none"> • Any costs incurred before departure (except cancellation and scheduled airline failure) or after you return home. | |
| <ul style="list-style-type: none"> • The usage of Drones (see policy definition on page 11). | |
| <ul style="list-style-type: none"> • You travelling against the advice or recommendations published by the Foreign and Commonwealth Office applicable at the time of your departure. | <ul style="list-style-type: none"> • Any claim not supported by the correct documentation as laid out in the individual section. |

We will pay:	If you are unable to travel because:	Provided you:	If you need to claim:
<p>up to £3,000 for your proportion of prepaid:</p> <ul style="list-style-type: none"> transport charges; loss of accommodation; foreign car hire; and pre-paid 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.</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 a reoccurrence or complication of a medical condition diagnosed prior to booking, 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; or a business associate of you or your travel companion; 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>
	<ul style="list-style-type: none"> you are required for jury service or as a witness in a court of law. 	<ul style="list-style-type: none"> are not cancelling due to a criminal act committed by you or where you are the defendant in the court case. 	<p>Provide us with your original summons notice.</p>
	<ul style="list-style-type: none"> you or a travel companion have been made redundant. 	<ul style="list-style-type: none"> are not claiming due to financial circumstances or unemployment except when it is due to a compulsory redundancy notice which you received after buying this insurance, and have been in continuous employment for two years (see definition – redundancy on page 11). 	<p>Obtain written confirmation to validate your circumstances.</p>
	<ul style="list-style-type: none"> of the requirements of HM forces. 	<ul style="list-style-type: none"> have been granted leave orders (and these have not been withdrawn by your employer on disciplinary grounds). 	<p>Obtain written confirmation to validate your circumstances.</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. 	

If your scheduled airline stops trading (Policy A Section 2)

We will pay:	If:	Provided your:	If you need to claim:
<p>up to £1,500 to cover any amounts already paid for the scheduled flight that you are unable to get back.</p>	<ul style="list-style-type: none"> the airline on which you are booked becomes insolvent <u>before your departure</u> from your home country causing you financial loss. 	<ul style="list-style-type: none"> excess has been paid or deducted from any settlement. scheduled flight is booked independently through a licensed or bonded travel organiser or direct with a scheduled airline in the United Kingdom, Channel Islands or BFPO and it is not part of an inclusive trip or holiday package. booking has not been taken over by another airline. claim is not for additional expenses if you are forced to rearrange your trip or any expenses for loss of accommodation, loss of car hire expenses, loss of excursions or any loss not specified in the policy. 	<p>Download or request a cancellation claim form and complete it enclosing all required documentation listed on the front.</p> <p>You will need to supply confirmation that the airline has stopped operating, together with your original purchase receipt and unused ticket.</p>

BE AWARE! No cover is provided under this section due to;

- anything mentioned in the conditions and exclusions (page 12).
- the financial failure of your travel agent, tour organiser, booking agent or flight consolidator with whom your scheduled flight has been booked.
- you being 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 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 at the time of taking out your policy.

Your travel policy - if your travel plans are disrupted (Policy B Section 1)

We will pay:	If:	Provided:	If you need to claim:
<p>up to £1,500 for the proportionate value of the <u>unused part</u> of your scheduled airline ticket.</p>	<ul style="list-style-type: none"> the airline on which you are booked becomes insolvent after your departure from your home country. 	<ul style="list-style-type: none"> you are not claiming for additional expenses if you are forced to cut short your trip or any expenses for loss of accommodation, loss of car hire expenses, loss of excursions or any loss not specified in the policy. 	<p>Download or request and complete a departure delay claim form.</p>
<p>£25 for trip disruption allowance per 12 hours up to a maximum of £250 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>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 £3,000 for the cancellation of your trip.</p>	<ul style="list-style-type: none"> after 12 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. 	

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

- anything mentioned in the conditions and exclusions (page 12).
- 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 at the time of taking out your policy.

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
<p>for trips outside your home country: up to £10,000,000 outside 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 outside your home country for medical, surgical, hospital, nursing home or nursing services. • additional travel, accommodation and repatriation costs to be made for or by you and for any one other person who is required for <u>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. 	<ul style="list-style-type: none"> • any costs where you have not paid your excess. • 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. • costs of private treatment <u>unless our 24 hour Emergency Assistance Facilities service has agreed</u> and adequate public facilities are not available. • replenishment of any medication you were using at the start of the trip, or follow up treatment for any condition you had at the start of your trip. • 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. • 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><u>FOR MEDICAL EMERGENCIES</u></p> <p>+44 (0) 203 829 6745</p> <p>Call our <i>Emergency Assistance Facilities</i> service 24 hours a day, 7 days a week, 365 days a year, from anywhere in the world</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 £1,500</p> <p>public hospital benefit of £50 per 24 hours, up to a maximum of £450</p>	<ul style="list-style-type: none"> • your death outside your home country for your burial or cremation, including the cost of returning your ashes home or the return of your body to your home. • each full 24hrs that you are in a <u>public</u> hospital as an in-patient during the period of the trip in addition to the fees and charges. 	<ul style="list-style-type: none"> • any 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. 	
<p>up to a maximum cost of £200</p>	<ul style="list-style-type: none"> • emergency dental treatment only to treat sudden pain. 		

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 £3,000 in total for your unused proportion of:</p> <ul style="list-style-type: none"> transport charges; loss of accommodation; foreign car hire; and pre-paid excursions booked before you go on your trip <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>	<ul style="list-style-type: none"> your early return home because of the death, injury or illness of: <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; or a friend who lives abroad and with whom you are staying. <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. 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 style="text-align: center;">+44 (0) 203 829 6745</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, 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.

We will pay:	For:	Provided you:	If you need to claim:
<p>up to a total of £2,000 for <u>your</u> possessions, with a maximum amount for:</p> <ul style="list-style-type: none"> Clothes —————> £750 Luggage —————> £200 Shoes —————> £100 Cosmetics —————> £100 Fine jewellery & watches —————> £400 Electrical items & photographic equipment —————> £400 Buggies, Strollers & Car seats —————> £100 Laptops —————> £500 Eyewear —————> £50 <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 £50). • have not left electrical items, eyewear, jewellery & watches or photographic equipment <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 your possessions 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. • have obtained written confirmation of any loss, damage or delay from your tour operator / airline provider. 	<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.</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 appropriate carrier 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>For delay claims 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>£50 per 12hrs up to a maximum of £500</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 and a maximum amount in total for each category, 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.
- mobile telephones, SIM cards, mobile telephone prepayment cards, lost/stolen mobile telephone call charges or mobile telephone accessories, car keys, duty free items such as tobacco products, alcohol and perfumes.
- the use of Drones whilst on your trip.

We will pay:	For:	Provided:	If you need to claim:
each insured person: up to £500	<ul style="list-style-type: none"> the loss or theft of your cash during your trip. 	<ul style="list-style-type: none"> your excess has been paid or deducted from any settlement. your cash or passport is: <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. 	<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 cash 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 a lost or stolen passport 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>
up to £50 up to £450	<ul style="list-style-type: none"> cover to contribute towards the cost of an emergency travel document. cover for necessary costs collecting your emergency travel document on your trip. 	<ul style="list-style-type: none"> 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 passport being lost or stolen. 	

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

- anything mentioned in the conditions and exclusions (page 12)
- 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, in a safe/safety deposit box or left out-of-sight in your *locked* trip accommodation.
- loss or theft of cash due to depreciation in value, currency changes or shortage caused by any error or omission.

Personal liability (Policy B Section 6)

We will pay:	For:	Provided:	If you need to claim:
up to £2,000,000 plus costs agreed between us in writing:	<ul style="list-style-type: none"> any amount incurred due to an 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).
- 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.

We will pay:	For:	Provided:	If you need to claim:
<p>a single payment as shown on your summary of cover:</p> <p>£10,000 —————></p> <p>£20,000 —————></p> <p>£20,000 —————></p>	<p>your accidental bodily injury whilst on your trip, that independently of any other cause, results in your:</p> <p>death (<i>limited to £3,500 when you are under 18 at the time of incident</i>).</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>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*.</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 75 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>

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) at the time of the incident

If you need legal advice (Policy B Section 8)

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"> • your excess has been paid or deducted from any settlement. • 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.

We will pay:	For:	Provided:	If you need to claim:
<p>up to a maximum of £1,500</p> <p>£150 per 24 hours up to a maximum of £1,500</p> <p>£25 per 12 hours up to a maximum of £250</p>	<ul style="list-style-type: none"> the cost of cancelling any non-refundable unused travel and accommodation expenses if the public transport on which you are booked to travel is cancelled. reasonable additional accommodation (room only) costs and transport expenses if the public transport you are booked on is delayed by 24 hours and no reasonable alternative travel is offered by the transport company, or the public transport you are booked on is cancelled and an alternative is not provided to you within 24 hours. the cost of travel delay if the public transport you are booked on is delayed or cancelled at your international departure point. 	<ul style="list-style-type: none"> you are able to provide evidence of the necessity to make alternative travel arrangements. you have kept receipts of costs incurred. <p>your trip is not:</p> <ul style="list-style-type: none"> within the United Kingdom or Channel Islands. formed as part of a tour operator's package holiday. 	<p>You will need to provide written evidence from your tour operator to confirm the need to find alternative accommodation, stating the reason why this was necessary. You will need to submit this to our claims office along with your original booking confirmation and receipts for all expenses made.</p>

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

- anything mentioned in the conditions and exclusions (page 12).
- any amounts recoverable from any other source
- alternative transport home, missed flights/connections, food, drink, telephone calls or any other loss specified in this policy.
- any claim where the fire, flood, earthquake, storm, lightning, explosion, hurricane or infectious disease had already happened before you left home.

Pet care (Policy B Section 10)

We will pay:	For:	Provided:	If you need to claim:
<p>up to £25 per 24 hours up to a maximum of £250</p>	<ul style="list-style-type: none"> every complete period of 24 hours that you are delayed following the delayed arrival in the UK, Channel Islands or BFPO of your pre-booked flight, train, coach or sea trip on the return journey which results in you incurring additional kennel or cattery fees. every complete period of 24 hours that you are unable to return home due to your illness. 	<ul style="list-style-type: none"> your pets stay does not exceed the pre-booked period of accommodation. your claim does not form part of the original pre-booked duration for your pet. you reached your international departure point on your return journey home in time to board the pre-booked transport. you are able to provide written confirmation from the transport provider showing the original booked arrival time, the actual arrival time and the reason for the delay. you have a valid claim under section B2. 	<p>You will need to provide written evidence from official sources to confirm the need to find alternative accommodation, stating the reason why this was necessary. You will need to submit this to the claims office along with your original booking confirmation and receipts for all expenses made.</p>

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

- anything mentioned in the conditions and exclusions (page 12).
- any claim where the delay is less than 24 hours in total

We will pay:	For:	Provided:	If you need to claim:
<p>up to £1,500 (up to £250 each individual item)</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p> <p>up to £20 per 12 hours up to a maximum of £200 in total.</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, to cover items that are stolen, permanently lost or destroyed whilst on your trip. <ul style="list-style-type: none"> 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>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 £75 per 12 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. 	<ul style="list-style-type: none"> the course is closed by a club official and you have confirmation in writing. 	
<p>up to £50</p>	<ul style="list-style-type: none"> costs incurred following you achieving a hole in one 	<ul style="list-style-type: none"> you have confirmation in writing from the club secretary and your playing partner. you have kept all receipts for these items and send them in to us with your claim. 	

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 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.

We will pay:	For:	Provided:	If you want to make a claim:
<p>up to £1,000 (£500 Single article limit)</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p> <p>up to £1,500</p> <p>up to a maximum of £500</p> <p>£50 per day up to a maximum of £500</p> <p>up to £1,000</p> <p>up to £200</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. computer equipment that is lost, stolen or damaged whilst on your trip. the transportation costs of replacing business samples if they 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 arrive at your trip destination. the cost of hiring business equipment if yours is delayed whilst on your trip the loss or theft of your business cash during your trip. your business equipment that is delayed on your outbound journey. 	<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 £50). 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. <p>you are not claiming for:</p> <ul style="list-style-type: none"> mobile telephones, SIM cards, mobile telephone prepayment cards, lost or stolen mobile telephone call charges or mobile telephone accessories. cash 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.</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>up to £200</p> <p>2 x the normal benefit detailed under section B7</p>	<ul style="list-style-type: none"> the cost of an emergency courier for essential business equipment if you have left yours at home. the costs associated with an accidental personal accident. 	<ul style="list-style-type: none"> you have kept receipts for all costs incurred 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 and claiming permanent disablement. you are not claiming for more than one of the benefits that is a result of the same injury. 	<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 business extension 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.

Upon payment of an additional premium your policy will cover winter sports – (on piste skiing and snowboarding, for leisure purposes only and not participating in any timed, competitive or off piste/specialist ski/snow board activities) for the entire duration of your Single Trip. We recommend when participating in winter sports that the appropriate clothing, including crash helmets, should be worn, and activities undertaken match the level of experience the insured person has in that sport (e.g. if you are an amateur skier do not undertake a black run).

We will pay:	For:	Provided:	If you need to claim:
<p>up to £1,250 for owned ski equipment (single article limit - £500).</p> <p>up to £500 for hired ski equipment (single article limit - £300).</p> <p>Unreceipted items: £50 per item up to a maximum of £150</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. 	<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.</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>up to £40 per 12 hours delay, up to a maximum of £400</p> <p>up to £40 per 12 hours up to a maximum of £400</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. the loss of use of your ski pack following your injury or illness during your trip. 	<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>up to £40 per 12 hours up to a maximum of £400</p>	<ul style="list-style-type: none"> each <i>full 12hrs</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 £450 you have written confirmation from your tour operator/transport provider confirming the avalanche and inability to access the resort. 	
<p>up to a maximum of £450</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 winter sports extension 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.

We will pay:	For:	Provided:	If you need to claim:
<p>up to £250 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: £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. for the loss or theft of wedding gifts given to the couple in resort. 	<ul style="list-style-type: none"> 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. 	<p>Please telephone our claims department:</p> <p>+44 (0) 203 829 6761</p> <p>where they can send you the appropriate claim form and advise you what documentation to send in.</p>
<p>up to £750</p>	<ul style="list-style-type: none"> wedding photographs or video recordings to: <ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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) 	<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>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 £1,000</p> <p>Unreceipted items up to a maximum of £150</p>	<ul style="list-style-type: none"> the loss of wedding attire and to cover:- <ul style="list-style-type: none"> 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"> 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 	

BE AWARE! No cover is provided under this overseas wedding extension for:

- anything mentioned in the conditions and exclusions (page 12).**
- any intentional damage to wedding attire or accessories due to carelessness/reckless actions.

We will pay:	For:	Provided:	If you need to claim:
<p>Skipped port benefit: £150 per port up to a maximum of £1,000</p> <p>Cabin confinement £100 per 12hrs up to a maximum of £1,000</p>	<ul style="list-style-type: none"> up to £150 per port that your cruise operator is unable to dock at designated itinerated ports due to adverse weather conditions or timetable restrictions for each full 12hrs that you are confined to your cabin or in a state hospital as an in-patient during the period of the trip in addition to the fees and charges paid 	<ul style="list-style-type: none"> you have independent written confirmation of the circumstances. you have not been offered alternative transport, or compensation from your tour operator or cruise provider. you are not claiming for a missed port caused by strike or industrial action. you are not claiming because your ship cannot put people ashore due to a scheduled tender operation failure. you have obtained a written report from the cruise operator, carrier or their handling agents confirming the skipped port and the reason for it. you have not had any monetary amount (including on board credit) of compensation offered by the ship or tour operator there is a valid claim under section B2 of this policy 	<p>You must obtain a written report from the Cruise Operator, Carrier or their handling agents confirming the skipped port and the reason for it.</p> <p>You will need to obtain independent confirmation of the circumstances.</p> <p>You can provide a written report confirming the length of confinement with your cabin during your trip.</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>Unused excursions up to a maximum of £500</p> <p>Cruise interruption: up to a maximum of £1,000</p>	<ul style="list-style-type: none"> the cost of pre-booked excursions which you were unable to use as a direct result of being confined to your own cabin due to accident or illness. the cost of reasonable additional travel expenses incurred to reach the next port in order to re-join the cruise, following your temporary illness requiring hospital treatment on dry land. 	<ul style="list-style-type: none"> have paid your excess, or accept it will be deducted from any settlement. you have kept all your receipts you have obtained written confirmation of the delay you have a valid medical claim under section B2 (If you need emergency medical attention). 	

BE AWARE! No cover is provided under this cruise extension for:

- anything mentioned in the conditions and exclusions (page 12).
- any amounts recoverable from any other source.
- alternative transport home, missed flights/connections, food, drink, telephone calls or any other loss.
- any claim where the fire, flood, earthquake, storm, lightening, explosion, hurricane or infectious disease had already happened before you left home.

Gadget extension (Policy B Section 16) on payment of additional premium

We will pay:	For:	Provided:	If you need to claim:
<p>up to £1,000</p> <p>up to £1,000</p> <p>up to £750</p> <p>up to £500</p> <p>up to £350</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p>	<ul style="list-style-type: none"> the loss of your gadget during your trip. the theft of your gadget during your trip. the accidental damage to your gadget during your trip. the malicious damage to your gadget during your trip. the cost of unauthorised calls and / or usage of data from your gadget during your trip. 	<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. your items were not unattended and you have proof of ownership/purchase 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 you are not claiming for damage caused by: 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 and they will send you the appropriate claim form and advise you what documentation to send in.</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>

BE AWARE! No cover is provided under this gadget extension for:

- anything mentioned in the conditions and exclusions (page 12).
- your gadgets being left unattended away from your personal holiday or trip accommodation 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.

Travel dispute extension (Policy B Section 17) on payment of additional premium

We will pay:	For:	Provided:	If you need to claim:
<p>up to £25,000</p>	<ul style="list-style-type: none"> the costs of pursuing a breach of contract arising from a contract entered into by you, or on your behalf, for the purposes of undertaking a trip in order to seek compensation and, or implementation of the contract, from the following: <ul style="list-style-type: none"> your tour operator or company your travel agent a car hire company with whom you have pre-booked a vehicle an airline, ferry, train, cruise liner 	<ul style="list-style-type: none"> you understand that the value of the goods or services in dispute or the total instalments due at the time of making the claim is more than £150. you have reported the event to us within 30 days of returning from your trip. you are not claiming for professional fees and expenses which a court of criminal jurisdiction orders to be paid. you are not claiming for actions pursued in order to obtain satisfaction of a judgement or legally binding decision. the event takes place after the purchase of this policy. 	<p>Please telephone our claims department and they will send you the appropriate claim form and advise you what documentation to send in.</p>

BE AWARE! No cover is provided under this travel dispute extension for:

- anything mentioned in the conditions and exclusions (page 12).
- legal proceedings in more than one country for the same event.

ADDITIONAL SPORTS AND HAZARDOUS ACTIVITIES:

Unlike other policies we cover many sports and activities as standard; **no additional premium is required for activities listed in Activity Pack 1**. We have categorised the activities that are not covered as standard into seven further bands. If you do not see your chosen activity, do not worry, we may cover it, but you must contact us so we can discuss the activity and what, if any, additional premium is necessary. (All of the activities are covered on a non-professional and non-competitive basis, unless otherwise stated. Any claims which arise whilst undertaking any of these activities for any purpose other than leisure (examples of non-leisure purposes include professional / semi-professional / paid / sponsored racing, timed events, professional, display events, photo shoots, etc...) will not be covered under this policy. If you are unsure please do not hesitate to contact NOW Travel Insurance Services on 01702 427 281 and we can discuss your individual requirements. We consider 'professional or competitive' to be activities/sports where you are either paid for participating in, receive any element of sponsorship, fees or prize money in excess of £200. Please note those activities marked in italics and underlined do not have Personal Liability cover or Accidental Death and Disability cover.

Activity Pack 1 – Covered as standard Aerobics, Amateur Athletic Field Events, Amateur Athletic Track Events, Angling/Fishing (freshwater), Animal Sanctuary (non big game), *Archery*, Badminton, Bamboo Rafting, Banana Boating, Bar Work, Baseball, Basketball, Billiards, Bird Watching, Board & Card Games, Body Boarding, Boules, Bowling, Bowls, Bridge Swinging, Bungee Jumping, Camel/Elephant Riding/Trekking (UK booked), Camping, *Canoeing/Kayaking (White Water Grades 1-3)*, Caravanning, *Catamaran Sailing (In-shore)*, *Clay Pigeon Shooting*, Cricket, Croquet, Curling, Cycle Touring/Leisure Biking (up to 1,000m), Dancing, Darts, Disc Golf, Diving (Indoor up to 5m), Dragon Boat Racing, Fell Running (up to 1,000m), Fencing, Fives, Flag Football, *Flying as passenger (private/small aircraft/helicopter)*, Football/Soccer – Practice and Training, Frisbee (recreational), Golf, Handball - Practice and Training, Highland games, Horse Riding (No Jumping), *Hot Air Ballooning*, Indoor Skating (not ice), *Jet Boating*, *Jet Skiing*, Kiting, Korfbal, Laser Tag, Low Ropes, Marathons, Mini-Golf, Model Flying, Model sports, Mountain Biking (up to 1,000m), Netball, Orienteering, Petanque, Peteca, Pigeon Racing, Pony Trekking, Pool, Quoits, Rackets, Racquetball, *Rafting (White Water Grades 1-3)*, Re-Enactment, *Rifle Range*, Ringos, River Punting, Roller Blading/Skating (not ice)/Skate Boarding/Scooters (non motorised), Rounders, *Rowing (inshore –recreational)*, Safari (UK organised), Safari Trekking (UK organised), Sailing/Yachting (recreational - inshore), *Scuba Diving (not solo, up to maximum 30m)*, Segway (supervised, non-competitive), Snorkelling (not open water), Softball, Squash, Stoolball, Swimming (pool - not open water), Swimming off a boat (with a qualified supervisor in attendance – i.e. a lifeguard), Swimming with Dolphins (Pool, not open water), Sydney Harbour Bridge Climbing (Professional organised and supervised), Table Tennis, Ten Pin Bowling, Tennis, Theme Parks, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) all up to 1,000m, *Tubing*, Tug of War, Unicycle riding, Volleyball, Water Parks, Whale Watching (professionally organised), Yachting (Inshore – crewing), Yoga.

Activity Pack 2 – Additional Premium required (in addition to the activities listed under Pack 1) Abseiling (Indoor/Outdoor climbing wall up to 25m), Adventure Racing (up to 6 hours), *Airsoft*, Angling/Fishing (Sea), Camel/Elephant Riding/Trekking (non-UK booked), Climbing (Indoor/Outdoor climbing wall up to 25m), Cross Country Running, Diving (Indoor up to 10m), Dry Slope Skiing, Falconry, Fell Running (up to 2,000m), Fly boarding, Football/Soccer - Organised Amateur Match, Frisbee (Ultimate Frisbee), Gaelic Football, Gorilla Trekking (Booked pre-trip – requires appropriate trekking altitude pack), Gymnastics, Handball (Organised Amateur Match), Hockey (Field – Organised Amateur Match), Ice Skating, Iron Man, Judo (Organised Training), Karate (Organised Training), Kendo (Organised Training), Lacrosse, Martial Arts (Organised Training), Mountain Biking (up to 2,000m), *Paint Balling*, *Parasailing*, *Parascending (Over water)*, Rap Running/Jumping (Indoor/Outdoor climbing wall up to 25m), Rugby (Training), Safari (non UK booked), Safari Trekking (non UK booked), Sand Yachting, *Sea Canoeing/Kayaking (inshore)*, *Shark Diving/Swimming (Cage)*, Shinty, Street Hockey, Surf life-saving (organised competition), *Surfing*, Tough Mudder, Trampolining, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) all up to 2,000m, Triathlon, up to 1 day Skiing (On Piste)/Dry slope Skiing/Snowboarding (On Piste), War Games/Paint Balling, Water Polo, *Water Skiing (No Jumping)*, Weight Lifting, *Windsurfing/Boardsailing/Sailboarding*, Wrestling (Organised Training).

Activity Pack 3 - Additional Premium required (in addition to the activities listed under Pack 1 & 2) – Included upon payment of winter sports premium Adventure Racing (up to 12 hours), American Football (Organised & with Safety Equipment), Animal Sanctuary (Big Game), Biathlon, Big Foot Skiing, Blade Skating, Breathing Observation Bubble (BOB), *Canoeing/Kayaking (White Water Grade 4)*, Canyoning, *Cat Skiing*, Equestrian, *Flying (Crew/Pilot)*, *Flying Helicopter (Pilot)*, Glacier Walking, *Gliding (non-competitive)*, *Go Karting*, Gorge Walking (with ropes), Gorilla Trekking (booked during trip – requires appropriate trekking altitude pack), Harness Racing, Hockey (Ice) With Full Body Protection, Horse Jumping (no Polo, no Hunting), Horse Riding (Eventing), Husky Dog Sledding, Hydro Zorbing, Kick Sledding, Land Skiing, Langlauf, Modern Pentathlon, Mono-Skiing, Mountain Boarding, Octopush, *Off Road Motorcycling (up to 250cc)*, Off-piste skiing/snowboarding (with guide), Passenger Sledge, *Power Boating (inshore)*, Power lifting, *Quad Bikes (Providing you wear a helmet)*, *Rafting (White Water Grade 4)*, *River Tubing*, Rodeo, Roller Hockey, Rugby (Amateur Game), Sand Boarding, *Sand Dune Surfing/Skiing*, Ski Boarding, Ski Bobbing, Ski Dooing, Skiing, Skiing – Nordic/Cross Country, Sledding/Tobogganing, Sleigh riding (Reindeer, Horses or Dogs), Snorkelling – Open Water, Snow Biking, *Snow Mobile/Ski Doos**, Snow Parascending, Snow Scooting, Snow Shoe Walking, Snow Tubing, *Snowcat Driving*, *Speed Sailing (in shore)*, Speed Skating, Speed Trials/Time Trials (Organised, not public roads), Summer Tobogganing, Swimming (open water), Swimming off of a boat (Unsupervised and / or no lifeguard), Swimming with Dolphins – Open Water, Telemarking, Tree Top Canopy Walking, *Under 17 Driving (not public roads)*, Zorb Football.

Activity Pack 4 - Additional Premium required (in addition to the activities listed under Pack 1-3) Blowcarting/Land Yachting/Kite Buggy, Boxing Training, *Devil Karting*, Dirt Boarding, Fell Running (up to 3,000m), Gorge Walking (no ropes), High Diving, Jousting, Kite-Boarding/Surfing, *Motorised Buggyng*, Mountain Biking (up to 3,000m), *Paragliding*, *Parascending (over land)*, *Roller Skating (24 hour relay)*, Ski Biking, Ski Blading /Snow Blading, Skiing – Snowcat, *Snow Karting*, *Snow Surfing*, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 3,000m) Wake Boarding, Water Skiing (Jumping).

Activity Pack 5 - Additional Premium required (in addition to the activities listed under Pack 1-4) Abseiling (outdoor above 25m), Caving/Pot Holing, Climbing (Rock & Ice), Fell Running (up to 4,000m), Heli-skiing, Hurling, Hydrospeeding, Ice Go Carting, Ice Windsurfing, Mountain Biking (up to 4,000m), Polo, Polo cross, Rap Running/Jumping (Outdoor above 25m), *River Buggyng*, Skeleton, Ski Mountaineering (up to 4,000m), Ski Randonee, Ski Run / Walking (up to 4,000m), Ski Touring (up to 4,000m), Ski Joering, Skiing – Freestyle, Skiing – Glacier, Snow Kiting, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering - in group (up to 4,000m), Via Ferratta, *Wind Tunnel Flying/Indoor Sky Diving*, Zorbing/Sphering.

Activity Pack 6 - Additional Premium required (in addition to the activities listed under Pack 1-5) Adventure Racing (up to 24 hours), Assault Courses including High Ropes, *Black Water Rafting*, Bull Riding, *Canoeing/Kayaking (White Water Grade 5)*, Cave Diving, Cave Tubing, Cycling Racing, Cyclo Cross, Freestyle Skateboarding, *Gliding (competition)*, Hang Gliding, *Micro Lighting*, *Motocross*, *Motor Racing/Rallies/Competitions (amateur)*, Off-Piste Skiing/Snowboarding (Without a Guide), *Parapenting/Paraponting*, *Power Boating (off shore)*, *Power Gliding*, Power Kiting, *Rafting (White Water Grade 5)*, *Scuba Diving (not solo - to 40m)*, *Ski Flying*, Slack-Lining, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering - in group (Inca - Trail), Wicker Basket Tobogganing, Zip Trekking.

Activity Pack 7- Additional Premium required (in addition to the activities listed under Pack 1-6) Adventure Racing (up to 36 hours), BMX Freestyle & Racing, Downhill Mountain Biking, Fell Running (up to 5,000m), Kloofing, Mountain Biking (up to 5,000m), Scuba Diving (Solo) – up to 40m, Ski Mountaineering (up to 5,000m), Ski Run / Walking (up to 5,000m), Ski Touring (up to 5,000m), Solo Climbing/Mountaineering (up to 5,000m), *Tandem Skydive (up to 2 jumps maximum)*, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 5,000m).

Activity Pack 8 - Additional Premium required (in addition to the activities listed under Pack 1-7) Adventure Racing (up to 48 hours), *Airboarding*, Alligator Wrestling, Bobsleigh, Bouldering, Boxing, Bull Running, Coasteering, *Drag Racing*, Fell Running (up to 6,000m), Free Diving, Ice Diving, Ice Holing, Ice Marathon, Ice Speedway, Judo (competition), Karate (competition), Kendo (competition), Luge/Bobsleigh, Martial Arts (competition), Mixed Gas Diving, Mountain Biking (up to 6,000m), *Parachuting*, Potholing, *Rowing (Off-shore Recreational)*, *Sailing/Yachting (Off-shore recreational)*, *Shark Diving/Swimming (no cage, full safety equipment and supervised)*, Ski Acrobatics, Ski Jumping, Ski Mountaineering (up to 6,000m), Ski Racing, Ski Run / Walking (up to 6,000m), Ski Stunting, Ski Touring (up to 6,000m), Skiing – Para, *Sky Diving*, *Sky Jumping*, *Sky Surfing*, Tree Top Canopy Walking (set up), Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 6,000m), Wrestling (Amateur competition), *Yachting (racing/crewing) - outside territorial waters (offshore)*.

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 6761

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, the Channel Islands or BFPO.

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: Please refer to the insurance intermediary who sold this policy, their details should be available on the correspondence they have sent you.

Or if you would like to complain about the outcome of your claim, or assistance provided, 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 or call on 0203 829 6604 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.

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