



select & protect

Your **Select & Protect**
Travel Insurance

Policy Wording



24hr Medical Assistance
0203 336 7443

All other claims
(excluding the below)
0203 336 7443

Gadget claims
0330 020 0123

Finding your way through your policy booklet

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Useful information

How to contact us

Before your trip

If you want to make a change to **your** policy call 0345 307 3971

If you need to cancel your trip you can make a claim online 24/7 at [S&P Travel Claims or https://global.eu.axa.travel](https://global.eu.axa.travel) or call 0203 336 7443 Monday to Friday between 9am to 5pm.

During your trip

In an emergency **you** should contact the emergency services straight away.

If **you** are in hospital contact our Medical Assistance Service as soon as possible or if **you** need medical assistance whilst abroad contact **our** medical assistance team on +44 (0)203 336 7443

If **you** want to **cut short your trip** contact **our** assistance team on +44 (0)203 336 7443
Just tell them **you** have a Select & Protect Policy and quote **your** policy number.

Our team will:

- ensure **you** are receiving appropriate treatment in a safe facility,
- help make arrangements if **you** need medical assistance whilst abroad,
- arrange appropriate repatriation should **we** agree it is medically necessary,
- assist if **you** need to cut short **your trip**.

Please note repatriation arrangements and medical expenses will only be covered in full if your claim is covered.
If **you** want to extend **your trip** or check **your** cover contact 0345 307 3971.

After your trip

If **you** have out of pocket expenses **you** can make a claim online 24/7 at [S&P Travel Claims or https://global.eu.axa.travel](https://global.eu.axa.travel) or call 0203 336 7443 Monday to Friday between 9am to 5pm.

If **you** want to make a complaint about:

The sale of **your** policy call 0345 307 3971 or email travelcomplaints@select-protect.co.uk

A claim (except Gadget) call 0203 336 7443 or email claimcomplaints@axa-assistance.co.uk

Gadget call 0330 020 0123 or email gadget.complaints@taurus.gi

Remember to check your cover before your trip

It's important that **you** take the time to read the information within **your** policy wording to make sure that it meets **your** needs. In particular **you** should make sure:

You have told **us** about all the **pre-existing medical conditions** suffered by all people insured by this policy. More information can be found on page 12.

That any sports and activities that **you** have got planned are covered. More details can be found on page 13.

You are not travelling for longer than **your** cover allows or to a country which is not covered. More information can be found on **your** Insurance Certificate

Claims notification

If **you** need to make a medical claim -

If **you** are abroad and **you** require medical assistance please call 0203 336 7443

To make a claim for all sections except Gadget Cover please call: 0203 336 7443

To make a claim under the Gadget Cover Section please contact: 0330 020 0123

Making yourself heard

Any complaint **you** may have should in the first instance be addressed to the relevant helpline as outlined within the policy wording.

If the complaint is still not resolved, **you** can approach the Financial Ombudsman Service. Referral to the Financial Ombudsman will not affect **your** right to take legal action. Full details of addresses and contact numbers can be found within the 'Complaints procedure' section.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme in the unlikely event **we** cannot meet **our** obligations to **you**. This depends on the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk) or call them on 0207 741 4100.

Cancellation Period

You are free to cancel this policy at any time. If **you** wish to cancel within 14 days of the policy start date or the receipt of the policy documents whichever is the later, **you** may do so by contacting us on 0345 307 3971, or by emailing travelservices@select-protect.co.uk or writing to **us** for a full refund providing **you** have not travelled and no claim has been made. Depending on when **you** cancel **your** policy, the following premium refunds will be made:

- All policies: Full refund if cancelled within 14 days
- Single Trip policies: 65% refund if cancelled before **your** trip starts (but outside of 14 days)
- Annual Multi-trip policies: 6% refund if cancelled outside of 14 days

All premium refunds are subject to **you** not having claimed or intending to make a claim.

Covid scenarios

We understand that it is important **you** know what cover is in place if Coronavirus or Covid-19 affects **your** trip.

Please note: Cancellation due to a pandemic illness or for personal quarantine is not covered within the first 48 hours of the policy purchase date.

We hope the scenarios below explain some of what **we** do or don't cover:

Cancelling due to COVID-19

Your policy will cover **you** subject to the terms and conditions, if **you** need to cancel **your** trip because:

- **You** or a **close relative** are diagnosed with or have contracted COVID-19, providing it has been more than 48 hours since **you** purchased the policy.
- **You** are required to self-isolate, subject to a positive test result/confirmation from a GP, or notification from the Track & Trace system
- Someone **you** were due to travel with or stay with on **your** trip needs to self-isolate.

Your policy will not cover **you** to cancel **your** trip if:

You don't want to quarantine or self-isolate when **you** return to **your** home area

- **You** are unable to travel because the government/or another regulatory authority have imposed restrictions, including national lockdown or **regional lockdown**
- Any costs for **your** package holiday if it was cancelled by **your** travel provider or **you** were unable to travel due to a change in Foreign, Commonwealth & Development Office (FCDO) travel advice
- **You** cannot travel due to a pandemic illness or **personal quarantine** within the first 48 hours of the policy purchase date
- **You** aren't able to produce the required vaccine certificates, medical tests/documents.

Cutting your trip short

Providing **you** aren't travelling against the advice of Foreign, Commonwealth & Development Office (FCDO) or another regulatory authority then **you** are covered subject to the terms and conditions, if **you** need to cut **your** trip short because:

- The Foreign, Commonwealth & Development Office (FCDO) or other regulatory authority in a country in which **you** are travelling in advise **you** to evacuate or return to **your** home area
- **You** have been denied boarding at **your** UK departure point because **you** have COVID-19 symptoms
- If **you** need to come **home** early because a **close relative** has COVID-19.

Your policy will not cover:

- **You** wishing to return **home** early to avoid the need to quarantine.

Emergency medical cover for COVID-19

If **you** develop COVID-19 whilst abroad **your** policy will cover **you** subject to the terms and conditions for:

- Emergency medical treatment, repatriation and other expenses
- Additional transport and accommodation if **you** are unable to return **home** as planned.

Your policy will not cover:

- If **you** are travelling against Foreign, Commonwealth & Development Office (FCDO) advice.

Travel insurance

About your policy wording

The Insurance Contract

If **you** have any queries about **your** cover, **you** can contact **us** using the contact details below.

Call **us** on: 0345 307 3971

Or email **us**: travelservices@select-protect.co.uk

You can also use Livechat on our website www.selectandprotect.co.uk

Please make sure **you** have **your** policy number when **you** contact **us**. **We** want **you** to get the most from **your** policy and to do this **you** should:

- read **your** policy wording and make sure **you** are covered for the sort of losses/incidents **you** need or require cover for.
- make sure that **you** understand the exclusions and conditions which apply to **your** policy because if **you** do not meet these conditions it may affect any claim **you** make.

Remember, no policy covers everything. **We** do not cover certain things such as, but not limited to:

- **Pre-existing medical conditions** as described in the **pre-existing medical conditions** section (unless **you** have contacted **us** and **we** have accepted in writing).
 - If **you** fail to declare any **pre-existing medical conditions we** may refuse to deal with **your** claim or reduce the amount of any relevant claims, even if a claim is not related to an undisclosed **pre-existing medical condition(s)**.
- Losses that **we** do not state are specifically covered.
- Circumstances known to **you** before **you** purchased this insurance which could reasonably have been expected to lead to a claim.
- Any **trip** that has already begun when **you** purchased this insurance.
- Losses which occur outside of a valid **trip** (with the exception of Section 1 – Cancelling or **cutting short a trip**, see the definition of Insurance period for full details).

The intention of this policy is to cover the entire **trip**. The policy will need to cover the date that **your trip** begins until the date **you** return to the **UK** inclusive.

The things which are not covered by **your** policy are stated:

- In the 'General exclusions applying to **your** policy'
- Under 'What IS NOT covered' in each section of cover.

If **we** do not state that something is covered, **you** should assume that it is not covered.

Introduction

This is **your** travel insurance policy. It contains details of what is covered, what is not covered and the conditions for each **insured person** and is the basis on which all claims will be settled.

It is confirmed by the issue of the policy schedule which should be read in conjunction with this policy wording.

In return for having accepted **your** payment **we** will provide insurance in accordance with the sections of **your** policy as referred to in **your** policy schedule.

The policy schedule is part of the policy.

If **you** need to make any changes to the details contained in **your** policy schedule, **you** should contact **us** soon as possible. **We** will then advise if those changes can be made and whether any additional premium is required.

Words with special meanings

Throughout **your** policy wording, certain words are shown in **bold type**. These words have special meanings which are listed below.

Section 5a Legal expenses and assistance, Section 6 Personal accident and Section 7 Gadget have unique 'Words with special meanings' which can be found at the beginning of the section.

Accident(s)/Accidental

A physical injury caused by sudden, unexpected, external and visible means including injury as a result of unavoidable exposure to the elements.

Baggage

Any items which belongs to **you** which are worn, used or carried by **you** during a **trip** including **sports equipment** (but excluding **valuables, gadgets, personal money** and **important document(s)**).

Catastrophe

Means

- fire,
- flood,
- earthquake,
- explosion,
- volcanic eruption and/or volcanic ash clouds,
- tsunami,
- landslide,
- avalanche,
- hurricane,
- storm,
- civil commotion and/or civil unrest not assuming the proportions of or amounting to an uprising
- an outbreak of food poisoning

meaning **you** cannot use **your** booked accommodation.

Close relative

Your mother, father, sister, brother, fiancé(e), wife, husband, civil partner, domestic partner, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, step parent, step child, step sibling, aunt, uncle, niece, nephew, cousin, next of kin or guardian.

Cruise

A **trip** involving a sea or river voyage of more than one night, where transport and accommodation is primarily on an ocean/river going passenger ship, liner or cruiser.

Cut short/Cutting short

Either:

- you** cutting short the **trip** after **you** leave **your home** by direct early return to **your home**.
- You** attending a hospital outside **your home area** as an in-patient or being confined to **your** accommodation abroad due to personal quarantine, in either case for a period in excess of 24 hours.

Claims will be calculated on the number of nights of **your trip you** missed due to **your** early return or the number of nights which **you** were hospitalised, quarantined or confined to **your** accommodation.

Claims under part b), above, will only be paid for the ill/injured/quarantined/confined **insured person**, but where **we** or the Emergency Medical Assistance Service agree for another **insured person** (including any children travelling with them) to stay with **you**, **we** will also pay for that **insured person's** proportion only of any unused travel and accommodation costs and expenses they have not used by remaining with **you**.

Excess

The amount **you** pay when **you** make a claim which is set out in the table of benefits.

Where a claim is made for the same incident only one **excess** will apply per **trip**, per **insured person** (max 2).

If **you** use a Reciprocal Health Arrangement, any other arrangement with another country or private medical insurance to reduce **your** medical expenses, **you** won't have to pay an **excess**.

Gadget

The gadget(s), excluding accessories which belong to:

1. **you**, or
2. a business where **you** have the relevant authority and responsibility to use and insure the gadget(s) owned by the business. Confirmation of this will be required in the event of a claim.

For the purpose of this policy a gadget can be any one of the following items:

Mobile Phones, Smart Phones, Laptops (including custom built), Tablets, Digital Cameras, Games Consoles, Video Cameras, Camera Lenses, Bluetooth Headsets, Bluetooth Speakers, Satellite Navigation Devices, E-Readers, Head/Ear Phones, Smart Watches or a wrist worn Health and Fitness Tracker.

Golf equipment

Golf clubs, golf balls, golf bag, golf shoes and non-motorised trolley.

Home

Your permanent **UK** home address listed on **your** policy schedule.

Home area

For residents of **UK** excluding Channel Islands and Isle of Man **your** home area means **UK** excluding Channel Islands and Isle of Man. For residents of the Channel Islands and the Isle of Man, **your** home area means either the particular Channel Island on which **you** live or the Isle of Man depending on where **your** home is.

Important Documents

Passport, travel tickets, visas, travel permits, bio-metric card and driving licence.

Insurance Period

If annual multi trip cover is selected: cover is provided for the 12 month period as stated in **your** policy schedule. During this period any **trip** not exceeding 31 days is covered. Under annual multi **trip** policies Section 1 - Cancelling or cutting short a trip cover will start from the date stated in the policy schedule or the time of booking any **trip** (whichever is the later date).

If single **trip** cover is selected: cover is provided for the period of the **trip** and finishes when the **trip** ends, providing the **trip** doesn't exceed the period shown in the policy schedule. Under these policies **you** will be covered under Section 1 - Cancelling or cutting short a trip from the time **you** pay the premium. Maximum trip limits available when purchasing or extending a policy are 100 nights if aged 65 or under, 62 nights if aged between 66 and 75 or 31 nights if aged between 76 and 100.

Cover for all other sections applies for the length of each **trip**. The **insurance period** is automatically extended in the event that **your** return to **your home area** is unavoidably delayed due to an event covered by this policy, providing **you** accept alternatives offered and don't intentionally delay **your** return.

For single trip cover **your** policy will cease if **we** have paid for **you** to **cut short your trip**.

Insured Person/You/Your

Each person travelling on a **trip** who is named on the policy schedule.

Insurer

The service provider that underwrites a specific section of this policy.
Section 1-6 and Section 8-10 Inter Partner Assistance S.A
Section 7 ERGO TIS

Medical condition(s)

Any disease, illness or injury.

Medical practitioner

A registered practising member of the medical profession recognised by the law of the country where they are practising, who is not related to **you** or any person who **you** are travelling with.

Package

The pre-arranged combination of at least two of the following components when sold or offered for sale at an inclusive price and when the service covers a period of more than 24 hours or includes overnight accommodation:

- a) Transport
- b) Accommodation
- c) Other tourist services not ancillary to transport or accommodation (such as car hire or airport parking) and accounting for a significant proportion of the package as more fully described under The Package Travel and Linked Travel Arrangements Regulations 2018.

Personal Money

Travellers' and other cheques, event and entertainment tickets and pre-paid vouchers.

Personal quarantine:

A period of time where **you** are suspected of carrying an infection or have been exposed to an infection and as a result are confined or isolated on the orders of a medical professional or public health board in an effort to prevent disease from spreading.

Pre-existing medical condition(s)

Any of the following **medical conditions** from which **you** have suffered from or received medical advice, treatment (including surgery, tests, investigations by **your** doctor/consultant /specialist) or prescribed drugs or medication in the last five years:

- Any cancer condition (including leukaemia, non-Hodgkin's lymphoma and any type of skin cancer),
- Any heart-related or blood circulatory condition (including high blood pressure and high cholesterol),
- Any diabetic condition,
- Any neurological condition (including stroke, brain haemorrhage, multiple sclerosis, epilepsy and dementia),
- Any breathing condition (including asthma, bronchitis and chronic obstructive pulmonary disease),
- Any renal, kidney or liver condition,
- Any psychiatric or psychological condition (including anxiety, stress and depression),
- Any chronic condition that can be controlled but not cured (including back pain, Crohn's, diverticular and coeliac disease and ulcerative colitis)

And/or

- Any other **medical condition** for which **you** have been prescribed medication or which **you** have received or are waiting to receive treatment (including surgery, tests, or investigations) within the last 12 months.

Pregnancy Complication

- Toxaemia,
- gestational hypertension,
- gestational diabetes,
- pre-eclampsia,
- ectopic pregnancy,
- molar pregnancy,
- post-partum haemorrhage,
- retained placenta membrane,
- placental abruption,
- hyperemesis gravidarum,
- placenta praevia,
- stillbirths,
- miscarriage,
- termination for medical reasons,
- any premature births more than 8 weeks (or 16 weeks in the case of a known multiple pregnancy) before the expected delivery date.

Pre-paid charges

Charges **you** have paid before **you** travel, or are contracted to pay for, including but not limited to the following: car hire, car parking, airport accommodation, airport lounge access, kennel and cattery fees, excursions, green fees and ski school fees, lift passes and hired **sports equipment**.

Costs associated with a sport or activity will only be covered providing **your** policy covers **you** for that sport or activity.

- Ski school fees, lift passes and hired **ski equipment** will only be covered provided **you** have purchased the additional Winter Sports section
- Green fees and hired **golf equipment** will only be covered provided **you** have purchased the additional Golf section

- Costs associated with a sport or activity will only be covered providing **your** policy covers **you** for that sport or activity.

Public Transport

Train, tram, bus, coach, ferry service or airline flight operating to a published timetable, and pre-booked taxis.

Redundant/Redundancy

Being made unemployed through the loss of permanent paid employment (except voluntary redundancy) and at the time of purchasing the policy **you**, or **your travelling companion** had no reason to suspect that **you** would be made redundant.

Regional quarantine

Any period of restricted movement or isolation, including national lockdowns, within **your home area** or destination country imposed on a community or geographic location, such as a county or region, by a government or public authority.

Ski Equipment

Skis/snowboards (including bindings), ski/snowboard boots and ski poles.

Ski Pack

Ski school fees, lift passes and hired **ski equipment**.

Sports Equipment

Items that are usually worn, carried, used or held in the course of participating in a recognised sport. These items are only covered if in connection with a sport or activity which this policy covers **you** to participate in.

Terrorist Action

The actual or threatened use of force or violence against persons or property, or commission of an act dangerous to human life or property, or commission of an act that interferes with or disrupts an electronic or communications system, undertaken by any person or group, whether or not acting on behalf of or in connection with any organisation, government, power, authority or military force, when any of the following applies:

- a. the apparent intent or effect is to intimidate or coerce a government or business, or to disrupt any segment of the economy;
- b. the apparent intent or effect is to cause alarm, fright, fear of danger or apprehension of public safety in one or more distinct segments of the general public, or to intimidate or coerce one or more such segments;
- c. the reasonably apparent intent or effect is to further political, ideological, religious or cultural objectives, or to express support for (or opposition to) a philosophy, ideology, religion or culture.

Travelling Companion

Any person with whom **you** are travelling/staying or have arranged to travel/stay with. This person does not have to be insured by **your** policy.

Trip(s)

The period of time spent away from **your home** on pre-booked business or leisure travel.

If single **trip cover** is selected: cover is provided for the period of the **trip** and finishes when the **trip** ends, providing the trip doesn't exceed the period shown in the policy schedule. **Trips** outside of the **UK** must start and end in **your home area**.

If annual multi **trip cover** is selected: the maximum duration of any one **trip** is 31 consecutive days. If any **trip** exceeds 31 days there is no cover under this policy for any additional days over the 31 day period.

Where **you** have selected an annual multi trip policy **your** policy is valid for **UK** travel where **you** have at least 2 nights pre-booked accommodation or pre-booked transport at least 50 miles from **your home**, or travelling abroad where the **trip** starts and finishes in **your home area**.

Any **trips** to a country, specific area or event when the Foreign, Commonwealth & Development Office (FCDO) or a regulatory authority in a country to/from which **you** are travelling has advised against all travel are not covered.

UK

England, Wales, Scotland, Northern Ireland, Isle of Man and Channel Islands.

Unattended

When **you** are not in full view of and not in a position to prevent unauthorised interference with **your** property or

vehicle.

Valuables

The below list (including any associated equipment):

- Jewellery,
- Watches (manual or automatic movement watches only, and excludes smartwatches and fitness trackers which are defined as **Gadgets** and not as **Valuables**),
- Telescopes,
- Binoculars.
- Cameras (analogue cameras only and excludes digital cameras which are defined as **Gadgets** and not as **Valuables**)

We/Us/Our - Inter Partner Assistance S.A or the **insurer**, as defined within Sections 7, or Hood Travel Ltd on behalf of the **insurer**.

You/Your/Yourself

See the definition of **insured person**.

About your insurance contract

Your policy is a legal contract between **you** and **us**.

The laws of the **UK** allow both parties to choose the law which will apply to this contract. However, **your** policy will be governed by the law of England and Wales unless **you** and **we** have agreed otherwise.

The Insurer

This policy is underwritten by Inter Partner Assistance S.A., which is part of the AXA Group.

Inter Partner Assistance S.A is authorised and regulated by the National Bank of Belgium, with a registered head office at Boulevard du Régent 7, 1000 Brussels, Belgium. Authorised by the Prudential Regulation Authority (firm reference number 202664). Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Inter Partner Assistance S.A. UK branch office address is 106-118 Station Road, Redhill, RH1 1PR. Inter Partner Assistance S.A. is part of the AXA Group.

Gadget insurance is arranged, and claims administered by Taurus Insurance Services Limited (claims administrator) an insurance intermediary authorised and regulated in Gibraltar by the Financial Services Commission under Permission Number 5566 and authorised by the Financial Conduct Authority in the UK under registration number 444830.

The insurance is underwritten by ERGO TIS on behalf of Great Lakes Insurance UK Limited. Great Lakes Insurance UK Limited is a company incorporated in England and Wales with company number 13436330 and whose registered office address is 10 Fenchurch Avenue, London, United Kingdom, EC3M 5BN. Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 955859. You can check this on the Financial Services Register by visiting; register.fca.org.uk or by contacting the Financial Conduct Authority on 0800 111 6768. ERGO TIS is registered in the UK, company number 11091555. Registered office: 10 Fenchurch Avenue, London, EC3M 5BN. Authorised and regulated by the Financial Conduct Authority, register number 805870.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme in the unlikely event **we** cannot meet **our** obligations to **you**. This depends upon the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS. Contact them at www.fscs.org.uk or call them on 0207 741 4100.

Our part of the insurance contract is as follows

We provide the cover set out in **your** policy wording.

Cancellation by Us

We reserve the right to cancel the policy by providing 14 days' notice by registered post to **your** last known address on the following grounds:

- a. If **you** make a fraudulent claim
- b. If **you** are or have been engaged in criminal or unlawful activities
- c. If any policy in **your** name is added to the Insurance Fraud Register
- d. If **you** use threatening or abusive behaviour or language towards our staff or suppliers.

In each case no refund of premium will be made.

Duration

For annual multi trips the policy will last 12 months. For single trip policies please refer to the start and end date noted on your policy schedule.

Renewing your policy

We will contact **you** at least 21 days before the end of **your insurance period**, when **your** policy will end. If **you** still meet our eligibility criteria. **You** will be provided with a renewal invitation which **you** should check to ensure all **your** details are still correct and relevant. **Your** renewal invitation will have information on how **you** can make changes to **your** details or tell **us** if **you** do not wish to renew **your** insurance before **your** renewal date.

Cancellation period

You are free to cancel this policy at any time. If **you** wish to cancel within 14 days of the policy start date or the receipt of the policy documents whichever is the later, **you** may do so by contacting **us** on 0345 307 3971, or by emailing travelservices@select-protect.co.uk or writing to **us** for a full refund providing **you** have not travelled and no claim has been made.

If **you** cancel a single trip policy after the first 14 days of receipt of the documents **we** refund 65% of the premium paid, providing **you** have not travelled and no claim has been made.

If **you** cancel an annual multi trip policy after the first 14 days of receipt (or after the renewal date) **we** will refund a portion of the premium depending on the number of complete months remaining on **your** policy providing **you** are not on a trip at the time the policy is cancelled and no claim has been made since the policy was issued or renewed.

Conditions which apply to your policy

These are some of the conditions **you** must keep to as **your** part of the contract. The others are shown in the 'Exclusions and conditions' section. If **you** do not keep to these conditions, **we** may decline **your** claim.

You must prevent loss, theft or damage

All persons covered by **your** policy must take reasonable steps to prevent loss, theft or damage to everything covered under **your** policy.

You should not put **yourself** at needless risk (except in an attempt to save human life).

Failure to take reasonable steps to prevent loss, theft or damage will result in a deduction from any claim payment or may result in **your** claim being declined in full.

Geographical regions

Single trip

If you have selected a destination in Europe this will show on the policy schedule as Europe 1, 2, 3 or 4. Europe does not include Egypt, Israel, Morocco or Tunisia.

If you have selected a destination in the Worldwide excluding USA, Canada and the Caribbean this will show on your policy schedule as Worldwide excluding USA, Canada and Caribbean 1, 2, 3 or 4.

If you have selected a destination in Worldwide including USA, Canada and the Caribbean this will show on your policy schedule as Worldwide including USA, Canada and the Caribbean.

Annual Multi Trip

We have three categories available and these will show on the policy schedule as:

Europe including UK – all countries in Europe defined below.

United Kingdom, Akrotiri, Aland, Albania, Algeria, Andorra, Armenia, Austria, Balearic Islands, Baltic Islands, Belarus, Belgium, Bosnia And Herzegovina, Bulgaria, Canary Islands, Channel Islands, Corfu, Corsica, Crete, Croatia, Cyprus, Czech Republic, Denmark, England, Estonia, Faroe Islands, Finland, France, Fuerteventura, Georgia, Germany, Gibraltar, Gozo, Gran Canaria, Greece, Greek Islands, Guernsey, Hungary, Ibiza, Iceland, Isle Of Man, Italy, (including San Marino, Sardinia, Sicily and Vatican City), Jersey, Jordan, Jordan River, Kos (Greek Island), Lanzarote, Latvia, Libya, Libyan Arab Jamahiriya, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Mallorca, Malta, Menorca, Minorca, Moldova, Monaco, Montenegro, Netherlands, Northern Ireland, Norway, Poland, Portugal, Republic Of Ireland, Rhodes (Greek Island), Romania, Russia West of Urals, San Marino, Sardinia, Scilly Isles, Scotland, Serbia, Sicily, Slovakia, Slovenia, Spain (excluding Balearic Islands and Canary Islands), Svalbard Islands, Sweden, Switzerland, Tenerife, Turkey, Ukraine.

Worldwide excluding USA, Mexico, Canada and the Caribbean – all countries in Europe and countries outside of USA, Mexico, Canada and the Caribbean.

Worldwide including USA, Mexico, Canada and the Caribbean – all countries in the World.

Reciprocal Health Agreements

If **you** are travelling to a country which has a reciprocal health agreement with **your home area you** are entitled to benefit from the health care arrangements which exists between the country **you** are visiting and **your home area**.

If **we** agree to pay for a medical expense which has been reduced because **you** have used a reciprocal health agreement or private health insurance, **we** will not deduct the excess under Section 2 – Medical emergency and repatriation expenses.

If travelling within the EU and Switzerland **you** can apply for a UK GHIC either online at <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/> or by telephoning 0300 330 1350.

If you are travelling to Norway you are able to use your UK passport to access state provided healthcare. If travelling outside of the EU and Switzerland visit <https://www.gov.uk/guidance/uk-reciprocal-healthcare-agreements-with-non-eu-countries>

Australia

If **you** require medical treatment in Australia **you** must enrol with a local MEDICARE office. **You** do not need to enrol on arrival, but **you** must do this after the first occasion **you** receive treatment. In-patient and out-patient treatment at a public hospital is then available free of charge. Details of how to enrol and the free treatment available can be found in the Health advice for Travellers booklet available from **your** local Post Office or online.

Alternatively, when travelling, please call the Emergency Assistance Service for guidance. If **you** are admitted to hospital contact must be made with the Emergency Assistance Service as soon as possible and their authority obtained in respect of any treatment NOT available under MEDICARE.

<https://www.servicessaustralia.gov.au/reciprocal-health-care-agreements-visiting-from-united-kingdom>

New Zealand

UK citizens on a short-term visit to New Zealand are eligible for treatment (medical, hospital and related costs) on the same basis as citizens of New Zealand. If the treatment relates to an existing **medical condition** or a new condition arises, then a **medical practitioner** must agree in each case that prompt treatment is needed before **your trip** ends, if treatment is to be provided under the Reciprocal Health Agreement. **You** will also need to show **your UK** passport. **You** will however have to pay the same charges as New Zealanders for treatment at a doctor's surgery or for prescribed medication.

Pre-existing medical conditions

You must comply with the following conditions to have the full protection of **your** policy.

You must tell **us** of all **your pre-existing medical condition(s)**. If **you** fail to declare any **pre-existing medical condition(s)** **we** may refuse to deal with **your** claim or reduce the amount of any relevant claims, even if a claim is not related to an undisclosed **pre-existing medical condition**.

It is a condition of this policy that **you will not be covered** under the following sections:

- Section 1 - Cancellation or Cutting Short your Trip,
- Section 2 - Medical Emergency and Repatriation Expenses,
- Section 6 - Personal Accident
- Section 10 - Cruise

For:

1. Any **pre-existing medical condition(s)** that **you** have unless **you** have declared them when purchasing **your** policy and **we** have agreed to cover **your pre-existing medical condition(s)**.
2. At any time from:
 - a. Any **medical condition** or **pregnancy complication** **you** have which a **medical practitioner** has advised **you** not to travel (or would have done so had **you** sought their advice), but despite this **you** still travel.
 - b. Any surgery, treatment or investigations for which **you** intend to travel to receive (including any expenses incurred due to the discovery of other medical conditions during and/or complications arising from these procedures).
 - c. Any medical condition for which **you** are not taking the recommended treatment or prescribed medication as directed by a **medical practitioner**.
 - d. **Your** travel against any health requirements stipulated by the carrier, their handling agents or any other **public transport** provider.
 - e. Any medical condition **you** are aware of but for which **you** have not yet received or sought a diagnosis.
 - f. Any medical condition affecting **you**, a **travelling** companion or a **close relative** that **you** are aware of, that could reasonably be expected to result in a claim on this policy.

*If **your** health changes after the start date of **your** policy and the date **your** travel tickets or confirmation of booking were issued, **you** should check with **your medical practitioner** that **you** are fit to travel.*

***You** will not be covered under Section 2 – Medical emergency and repatriation expenses, Section 6 – Personal Accident and Section 11 – Cruise if **you** travel against medical advice. **You** may be able to claim under Section 1 – Cancelling or cutting short your trip if this is medically necessary.*

Sports and other activities

The following lists detail the sports and activities that this policy will cover without charge when **you** are participating on a recreational and non-professional basis during any **trip**. Any involvement in these sports and/or activities is subject to **you** following local laws and regulations and the use of recommended safety equipment.

You are not covered when participating in any sport professionally, or whilst racing or during a competition.

There is no cover under Section 5b – Liability for sports or activities marked with *

abseiling (within organisers guidelines)	*administrative, clerical or professional occupations
aerobics	airboarding
archaeological digging	archery
athletics	badminton
banana boating	baseball
basketball	*battle re-enactment
beach games	billiards/snooker/pool
body boarding (boogie boarding)	bowls

breathing observation bubble (bob)	*camel riding (no personal liability cover)
*camp America - counsellor	canoeing (up to grade 2 rivers)
*Catamaran sailing (if qualified and no racing or liability cover)	*clay pigeon shooting (no liability cover)
climbing (on climbing wall only)	cricket
croquet	cross country running (non-competitive)
curling	Cycling (no racing or competitions). All protective clothing (e.g. helmet) must be worn. No cover for Mountain Biking - see separately listed activity
dancing (including instruction)	*dinghy sailing (no liability cover)
Driving motorised vehicles (excluding Quad bikes) for which you are licensed to drive in the United Kingdom.	elephant riding/trekking
falconry	fell walking/running (up to 2,500 metres above sea level)
fencing	fishing / deep sea fishing
fives	flying (as a fare paying passenger in a fully licensed passenger carrying aircraft)
flying fox (cable car)	football (American) - not main purpose of the trip
football (Association) - not main purpose of the trip	frisbee/ultimate frisbee including competitions
gaelic football - not main purpose of the trip	*glass bottom boats/bubbles (no liability cover)
*go karting (within organisers guidelines and no liability cover)	golf
handball	*hobie catting (if qualified and no liability cover)
horse riding (excluding competitions, racing, jumping and hunting)	hot air ballooning (organised pleasure rides only)
*hobie catting (if qualified and no liability cover)	horse riding (excluding competitions, racing, jumping and hunting)
hot air ballooning (organised pleasure rides only)	*hovercraft driving/passenger (no liability cover)
hurling - not main purpose of the trip	ice skating
indoor skating/skateboarding (wearing pads and helmets)	in-line skating/roller blading (wearing pads and helmets)
javelin throwing	*jet boating (no racing or liability cover)
jogging	kayaking (up to grade 2 rivers)
korfball	netball
octopush	orienteeing
*paint balling/war games (wearing eye protection and no liability cover)	parasailing/parascending - over water
passenger sledge	pedalos
Pilates	pony trekking
*power boating (no racing, non-competitive and no liability cover)	racket ball
refereeing	*rifle range shooting
ringos	roller skating/blading/in line skating (wearing pads and helmets)
rounders	rowing (except racing)
running	safari trekking/tracking in the bush (must be organised tour)

sail boarding/windsurfing	*sailing (if qualified or accompanied by a qualified person and no liability cover or racing)
sand boarding/surfing/skiing	sand dune surfing/skiing
*sand yachting (no liability cover)	scuba diving to 18 metres (if qualified scuba diver or accompanied by qualified instructor and not diving alone or involved in cave diving)
*Segway riding (organised tours only, wearing correct safety equipment including a helmet)	*Segway riding (organised tours only, wearing correct safety equipment including a helmet)
skateboarding (wearing pads & helmets)	sledging/tobogganing (not on snow)
snorkelling	soccer- not main purpose of the trip
softball	spear fishing (without tanks)
*speed sailing (no liability)	sphering/ Zorbing
squash	surfing
swimming	swimming with dolphins
swimming/bathing with elephants	Sydney harbour bridge (walking across clipped onto safety line)
table tennis	*tall ship crewing (no racing and no liability cover)
ten pin bowling	tennis
trampolining	tree canopy walking
trekking/ walking /rambling up to 2,500 metres above sea level	*trikke riding (organised tours only, wearing correct safety equipment including a helmet)
tug of war	volleyball
wake boarding	water polo
water ski jumping	water skiing
whale watching	wicker basket tobogganing
wind surfing/sailboarding	wind tunnel flying (pads and helmets to be worn)
*yachting (if qualified and no liability cover)	Yoga

Winter Sports

Winter Sports and activities that can be covered if the additional premium has been paid and shown as purchased in **your** policy schedule.

There is no cover under Section 5 – Legal and Liability for sports or activities marked with *

blade skating	skiing - off piste** with a guide
cross country skiing/nordic skiing	skiing alpine
dry slope skiing	*sledging/sleigh riding (pulled by horse or reindeer as a passenger)
glacier skiing/walking	sledging/tobogganing on snow
husky dog sledding (organised, non-competitive and with experienced local driver)	snow biking
ice cricket	snow blading
ice go karting (within organisers guidelines and no liability cover)	snow bobbing
ice hockey	*snow carting
ice windsurfing (no liability cover)	snow carving (using non powered hand tools only and not working above 3 metres from the ground)
kick sledging	*snow go karting (no liability cover)

ski - blading	*snow mobiling/skidooring (no liability cover)
*ski - dooring/snow mobiling	*snow scooting
ski biking	snow shoe walking
ski boarding	snow tubing
ski run walking	snowboarding - off piste** with a guide
skiing - on piste**	snowboarding on piste**
skiing - big foot	*snowcat driving
skiing - cross country	telemarking
skiing - mono	winter walking (using crampons and ice picks only)
skiing - nordic	

** Off piste is areas of snow that have not been specially prepared for skiing on within a resort boundary, this doesn't include transiting between recognised and marked ski runs.

Important conditions relating to your policy

- Where **you** have selected an annual multi trip policy the maximum duration of any one **trip** is 31 consecutive days. If any **trip** exceeds 31 days there is no cover under this policy for any additional days over the 31 day period.
- **Your** policy automatically extends to provide cover if **you** are unable to return **home** by the end of the **insurance period** due to an event which is covered under the policy, providing **you** accept alternatives offered and don't intentionally delay **your** return.
- Where **you** have selected an annual multi trip policy **your** policy is valid for travel within **your home area** where **you** have least 2 nights pre-booked accommodation or pre-booked transport at least 50 miles from **your home**, or travelling abroad where the **trip** starts and finishes in **your home area**.
- **Your** policy covers only persons permanently resident in the **UK** and registered with a **UK GP**.
- **Your** policy is valid when travelling abroad where the **trip** starts and finishes in the **UK**.
- Claims will only be considered if the cause of the claim falls within the **insurance period**.

Policy information

If **you** would like more information or if **you** feel the insurance may not meet **your** needs, please telephone 0345 307 3971 or email travelservices@select-protect.co.uk

Important telephone numbers

If you are abroad and need urgent assistance please contact the Emergency Medical Assistance Service on:	0203 336 7443
To discuss your policy please call:	0345 307 3971
To raise a claim (except under Gadget)	S&P Travel Claims or type https://global.eu.axa . travel into your web browser
To discuss a claim (except under Gadget) please call:	0203 336 7443
To discuss a claim for Gadget please contact:	Taurus Insurance Services Limited, Suite 2209-2217 Eurotowers, Europort Road, Gibraltar Email: selectandprotectgadget@taurus.gi Telephone: 0330 020 0123

Making a claim

If **you** are abroad and need urgent assistance please contact the Emergency Medical Assistance Service on 0203 336 7443

How to make a claim for any of the following:

For all claims follow these steps:

1. Find the relevant section listed below and ensure that **you** have all the claims evidence **we** require. All claims evidence must be supplied at **your** own expense.
2. Register **your** claim online at <https://global.eu.axa.travel> or call **us** using the number listed in the 'Important telephone numbers' section as soon as reasonably possible with **your** policy number.

Please remember to keep copies of all correspondence **you** send to **us** for **your** future reference.

Claims evidence

In all claims **you** must provide details of any household, travel or other insurance under which **you** could also claim.

Claims evidence will be at **your** own expense.

Section 1 - Cancelling or cutting short a trip

To make a claim under this section of **your** policy where relevant **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your trip**.
- Hospital, doctor, dentist, pharmacist receipts and all receipts for additional expenses
- Tour Operator's cancellation invoice or unused flight tickets.
- Written confirmation that no refund is available in respect of privately booked accommodation and evidence of payment for that accommodation.
- Confirmation from a **medical practitioner** that **you** or **your travelling companion** are not fit to travel.
- Confirmation from the Clerk of the Courts office that **you** are required for Jury Service or as a witness in a court of law.
- Confirmation from **your** employer/**your** travelling companion's employer of **redundancy** and period of employment or leave cancelled.
- A letter from **your** tour operator's representative, hotel or accommodation provider where appropriate.
- Confirmation of the delay to **public transport** from the company involved.
- Original Police report including crime reference number or incident report, obtained within 24 hours of the incident or as soon as possible after that.
- Confirmation from a relevant authority that **you** have been instructed to stay at/return **home**.
- A copy of a death certificate, where appropriate.

Section 2 - Medical emergency and repatriation expenses

To make a claim under this section of **your** policy where relevant **you** must provide **us** with:

- Receipts or bills for all in-patient/outpatient treatment or emergency dental treatment received.
- Receipts or bills for taxi fares to or from hospital claimed for, stating details of the date, name and location of the hospital concerned.
- Hospital, doctor, dentist, pharmacist receipts and all receipts for additional expenses; and (if travelling in Europe) a copy of **your** Global Health Insurance Card (GHIC).
- Receipts or bills or proof of purchase for any other transport, accommodation or other costs, charges or expenses claimed for, including calls to the Emergency Medical Assistance Service.
- In the event of death, a copy of the death certificate and receipts or bills for funeral, cremation or repatriation expenses.
- Information and medical history from **your** GP (if this is requested **you** may need to sign a release form with **your** surgery to obtain this).
- Details of any travel, private medical or other insurance under which **you** could also claim.
- A police report including crime reference number or incident report, from the local Police in the country where the mugging took place.

Section 3 - Disruption or delay to travel plans

To make a claim under this section of **your** policy where relevant **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your trip**.
- Tour Operator's cancellation invoice or unused flight tickets.
- Confirmation from the carrier of the reason and duration of **your** delay.
- Confirmation from a garage/motoring organisation that breakdown assistance was provided.
- Evidence of service history and/or MOT history for **your** vehicle.
- Confirmation of the delay to **public transport** from the company involved.
- Confirmation from the Police (if involved) of the circumstances giving rise to the claim.
- Written confirmation that no refund is available in respect of privately booked accommodation and evidence of payment for that accommodation.
- A report from the appropriate authority confirming the hijack and the duration.

Section 4 – Personal belongings and money

To make a claim under this section of **your** policy where relevant **you** must provide **us** with:

- Courier's report/Property Irregularity Report (PIR) from the carrier (this must be obtained immediately **you** are aware of an incident).
- A Police report including crime reference number or incident report, from the local Police in the country where the incident occurred for all loss, theft or attempted theft
- Proof of purchase (e.g. original receipts, valuations issued prior to the loss, cash withdrawal slips and credit/debit card statements etc.).
- Written estimate for the cost of repair or written confirmation that the item is damaged beyond repair, where appropriate.
- Household Contents policy details.
- All travel tickets and tags for submission.
- A letter from the carrier confirming the number of hours **your personal baggage** was delayed for.

Section 5 – Legal and liability

Section 5a - Legal expenses and assistance

To make a claim under this section of **your** policy where relevant **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your trip**.
- Relevant documentation and evidence to support **your** claim, including photographic evidence.
- Details of any travel or other insurance under which **you** could also claim.

Section 5b - Personal liability

To make a claim under this section of **your** policy where relevant **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your trip**.
- Any claim form, summons, or other legal document as soon as **you** receive them.
- Any reasonable information or help **we** need to deal with the case and **your** claim.

Section 6 – Personal accident

To make a claim under this section of **your** policy where relevant **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your trip**.
- Detailed medical report from **your** consultant.
- Confirmation of executor or administrator of the estate.
- A copy of a death certificate, where appropriate.

Section 7 - Gadget Cover

Proof of Purchase - the purchase receipt provided at the point of sale that gives details of the gadget(s) purchased or similar documents that provide proof that you own the gadget(s). The receipt should include confirmation of the IMEI or serial number of the gadget(s). Delivery notes are not an acceptable form of proof of purchase.

- Proof of Usage - Evidence that shows the gadget has been in use since policy inception and up to the event giving rise to the claim. Where the gadget is a mobile phone this evidence can be obtained from your Network provider. For other gadgets, such as laptops, in the event of an accidental damage claim this may be determined through inspection by our repairer.
- Police Report - In the event that the gadget has sustained malicious damage by a third party or has been lost or stolen.

- Photographic ID.
- Proof of Address
- Proof of Travel

Section 8 – Winter Sports

(This section is optional, if **you** have purchased this cover it will be shown on **your** policy schedule)

To make a claim under this section of **your** policy, where relevant **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your trip**.
- Tour Operator's cancellation invoice or unused flight tickets
- A Police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- Keep all travel tickets and tags for submission.
- Proof of ownership such as an original receipt, valuation or bank or credit card statements, for items lost, stolen or damaged.
- Repair report where applicable

Section 9 – Golf

(This section is optional, if **you** have purchased this cover it will be shown on **your** policy schedule)

To make a claim under this section of **your** policy, where relevant **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your trip**.
- A Police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- Written estimate for the cost of repair or written confirmation that the item is damaged beyond repair, where appropriate.
- Household Contents policy details.
- All travel tickets and tags for submission.
- A letter from the carrier confirming the number of hours **your baggage** was delayed for.
- Proof of ownership such as an original receipt, valuation or bank or credit card statements, for items lost, stolen or damaged.
- Repair report where applicable.

Section 10 – Cruise

(This section is optional, if **you** have purchased this cover it will be shown on **your** policy schedule)

To make a claim under this section of **your** policy, where relevant **you** must provide **us** with:

- Tour Operator's booking invoice or other evidence of **your trip**.
- A Police report from
- The local Police in the country where the incident occurred for all loss, theft or attempted theft.
- A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
- Written estimate for the cost of repair or written confirmation that the item is damaged beyond repair, where appropriate.
- Household Contents policy details.
- All travel tickets and tags for submission.
- A letter from the carrier confirming the number of hours **your personal baggage** was delayed for.
- Proof of ownership such as an original receipt, valuation or bank or credit card statements, for items lost, stolen or damaged.
- Repair report where applicable.
- Confirmation from **your cruise** operator confirming the reason **you** scheduled port visit was cancelled.
- Confirmation from **your cruise** ship's medical officer that **you** were confined to **your** cabin and confirming the length of **your** confinement.

Table of benefits

Section	We will pay you up to (per trip)		
	BRONZE	SILVER	GOLD
EXCESS			
The excess is per person per incident, limited to two excess amounts if more than one insured person is claiming, per trip . * No excess is applicable for sections marked.			
If you have added the excess waiver (only available on GOLD) to your policy this will remove the excess from any claim, this is optional, if you have purchased this cover it will be shown on your policy schedule.			
Excess	£99	£75	£50
Section 1 - Cancellation or Cutting Short your Trip			
Cancellation or Cutting Short your Trip	£1,000	£3,000	£5,000
Section 2 - Medical Emergency and Repatriation Expenses			
Medical Emergency and Repatriation Expenses	£5,000,000	£7,500,000	£10,000,000
Emergency Dental *	£500	£500	£500
Hospital Benefit (per 24 hours) *	£20	£25	£50
Hospital Benefit (total) *	£500	£750	£1,000
Mugging Benefit (per 24 hours) *	£20	£25	£30
Mugging Benefit (total) *	£200	£250	£300
Section 3 - Disruption or Delay to Travel Plans			
Missed Departure	£500	£750	£1,000
Travel Delay Benefit (per 12 hours) *	£25	£30	£50
Travel Delay Benefit total) *	£250	£300	£500
Travel Disruption	£1,000	£3,000	£5,000
Pet Care (per 24 hours) *	£25	£50	£75
Pet Care (total) *	£250	£500	£750
Hijack (per 24 hours) *	£100	£200	£300
Hijack (total) *	£1,000	£2,000	£3,000
Section 4 - Personal Belongings and Money			
Baggage **	£1,500	£2,000	£3,000
Single article limit	£300	£500	£700
Valuables **	£300	£500	£700
Delayed baggage (per 24 hours) *	£50	£100	£150
Delayed baggage (total) *	£250	£500	£750
Personal money	£250	£500	£750
Cash	£250	£500	£500
Cash (under 18)	£50	£50	£50
Important documents *	£250	£250	£500
Section 5 - Legal and Liability			
Legal expenses and assistance *	£20,000	£25,000	£35,000
Personal Liability	£2,000,000	£2,000,000	£2,000,000
Section 6 - Personal Accident			
Death (aged 17 or under)	£2,000	£2,000	£2,000
Death (aged 18 or over)	£10,000	£10,000	£20,000

Loss of Limbs and/or Loss of Sight	£10,000	£10,000	£20,000
Permanent Total Disablement	£10,000	£10,000	£20,000
Section 7 - Gadget Cover			
Accidental or malicious damage, loss or theft	£500	£500	£750
Gadget Cover Extension (This section is optional, if you have purchased this cover it will be shown on your policy schedule)			
Accidental Damage, Theft, Malicious Damage and loss	£1,000	£2,000	£3,000
Section 8 – Winter Sports (This section is optional, if you have purchased this cover it will be shown on your policy schedule)			
Winter sports equipment (owned)	£1,000	£1,000	£1,000
Winter sports equipment (hired)	£400	£400	£400
Single article limit	£500	£500	£500
Winter sports equipment hire (per 24 hours) *	£50	£50	£50
Winter sports equipment (total) * (following loss, theft or damage to owned ski equipment)	£500	£500	£500
Ski pack (per 24 hours) *	£50	£50	£50
Ski pack (total) *	£500	£500	£500
Piste closure (per 24 hours) *	£50	£50	£50
Piste closure (total) *	£500	£500	£500
Avalanche and Landslide cover (per 24 hours) *	£50	£50	£50
Avalanche and Landslide cover (total) *	£500	£500	£500
Physiotherapy in the UK	£350	£350	£350
Section 9 – Golf (This section is optional, if you have purchased this cover it will be shown on your policy schedule)			
Golf equipment	£1,500	£1,500	£1,500
Single article limit	£300	£300	£300
Golf equipment hire (per 24 hours) *	£50	£50	£50
Golf equipment hire (total) *	£500	£500	£500
Green fees (per 24 hours) *	£50	£50	£50
Green fees (total) *	£500	£500	£500
Section 10 – Cruise Cover (This section is optional, if you have purchased this cover it will be shown on your policy schedule)			
Missed port (per port) *	£100	£100	£100
Missed port (total) *	£500	£500	£500
Cabin confinement (per 24 hours) *	£100	£100	£100
Cabin confinement (total) *	£1,000	£1,000	£1,000
Unused excursions	£500	£500	£500
Additional Baggage	£1,000	£1,000	£1,000
Single article limit	£500	£500	£500

**Claims settled on a new for old basis.

* No **excess** is applicable for sections marked.

Exclusions and conditions

These conditions apply throughout **your** policy. **You** must comply with them to have the full protection of **your** policy.

If **you** do not comply with them **we** may take one or more of the following actions:

- cancel **your** policy
 - declare **your** policy void (treating **your** policy as if it never existed)
 - change the terms and/or premium of **your** policy
 - refuse to deal with all or part of any relevant claim or reduce the amount of any relevant claim payment.
1. Providing accurate and complete information
When taking out, renewing or making changes to this policy, **you** must take reasonable care to provide accurate and complete answers to all questions. **We** may ask **you** to provide further information and/or documentation to ensure that the information **you** provided when taking out, making changes to or renewing **your** policy was accurate and complete. Failure to do this may impact or invalidate any **claim you** make.
 2. Changes in your circumstances
You must tell **us** as soon as reasonably possible if **your** circumstances change or if any of the information shown in **your** policy schedule changes during the **insurance period**.
 3. **We** may not pay **your** claim if **you** do not:
 - Take all possible care to safeguard against **accident**, injury, loss, damage or theft.
 - Give **us** full details of any incident which may result in a claim under **your** policy as soon as is reasonably possible.
 - Pass on to **us** every claim form, summons, legal process, legal document or other communication in connection with the claim.
 - Provide all information and assistance that **we** may reasonably require at **your** expense (including, where necessary, medical certification and details of **your** household insurance). **We** will only ask for information relevant to **your** claim.
 4. **You** must not admit liability for any event, or offer to make any payment, without **our** prior written consent.
 5. The terms of **your** policy can only be changed if **we** agree. **We** may require **you** to pay an additional premium before making a change to **your** policy.
 6. **You** must start each **trip** from **your home** in the **UK** and return to **your home** in the **UK** at the end of each **trip**.
 7. **You** agree that **we** can:
 - Make **your** policy void where any claim is proven to be fraudulent.
 - Share information with other insurers to prevent fraudulent claims via a register of claims. A list of participants is available on request. Any information **you** supply on a claim, together with information **you** have supplied at inception of **your** policy and other information relating to a claim, may be provided to the register participants.
 - Take over and act in **your** name in the defence or settlement of any claim made under **your** policy.
 - Take over proceedings in **your** name but at our expense to recover for our benefit the amount of any payment made under **your** policy.
 - Obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any cancellation or medical claims. No personal information will be disclosed to any third party without **your** prior approval.
 8. **We** will not pay **you** more than the amounts shown in the Table of Benefits, these are subject to per **insured person** and per **trip** limits.
 9. If at the time of any incident which results in a claim under this policy, there is another insurance covering the same loss, damage, expense or liability **we** will not pay more than our proportional share (not applicable to Section 6 – Personal Accident)
 10. No insurer shall be deemed to provide and no insurer shall be liable to pay any claim or provide any benefit here under to the extent that the provision of such cover, payment or such claim of such benefit would expose that insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanction, laws or regulations of the European Union, **UK** or United States of America.

General exclusions applying to your policy

Your policy does not cover **you** for any claim directly or indirectly resulting from any of the following:

1. Under all sections, any claim arising from a reason not listed under What is covered.
2. **Pre-existing medical condition(s)** as described in **Pre-existing medical condition(s)** section.
3. Any claims where **you** were not fit to undertake **your trip** when booking **your trip** or purchasing **your** policy whichever is the later.
4. **Your** failure to obtain any recommended vaccines, inoculations or medications prior to **your trip**. Consideration will be given where **you** were medically unable to have any vaccination which is supported by **your** medical records.
5. **Your** inability to travel due to **your** failure to hold, obtain or produce a valid passport or any required visa in time for the booked **trip**.
6. Any circumstances known to **you** before **you** purchased **your** policy or at the time of booking any **trip** which could reasonably have been expected to lead to a claim under this policy.
7. Events which are caused by any of the following which were already taking place at the beginning of any **trip** or prior to purchasing **your** policy or booking or booking **your trip**:
 - war,
 - invasion,
 - acts of foreign enemies,
 - hostilities or
 - warlike operations (whether war be declared or not),
 - civil war,
 - **terrorist action**,
 - rebellion,
 - revolution,
 - insurrection,
 - civil commotion and/or
 - civil unrest assuming the proportions of or amounting to an uprising, military or usurped power
 - Nuclear, chemical or biological attack.
8. **Your** travel to a country, specific area or event when the Travel Advice Unit of the Foreign, Commonwealth & Development Office (FCDO) or regulatory authority in a country to/from which **you** are travelling has advised against all or all but essential travel.
9. Confiscation or destruction of property by any Customs, Government or other Authority of any country.
10. Engaging in sports or activities which are not covered on **your** policy, there are many sports and activities which are covered as standard under the policy, please refer the Sports and Activities Section.
11. **Your** wilfully self-inflicted injury or illness.
12. Any claim related to euthanasia.
13. **You** are not covered for any claim arising directly or indirectly from:
 - **Your** consumption of alcohol, drugs and/or solvents impairing **your** physical ability and/or judgement.
 - **You** abusing alcohol, drugs and/or solvents.
 - **You** suffering from the symptoms of or illness due to alcohol, drug and/or solvent dependence and/or withdrawal.
14. **You** putting **yourself** at needless risk (except in an attempt to save human life).
15. **Your** own unlawful action or any criminal proceedings against **you**.

16. Where **you** have selected an annual multi trip policy the maximum duration of any one **trip** is 31 consecutive days. If any **trip** exceeds 31 days there is no cover under this policy for any additional days over the 31 day period.
17. **Your** manual work involving the lifting or carrying of heavy items in excess of 25 kgs, use of power tools or machinery, work involving the use of scaffolding or ladders, working at a height above 6m, any electrical or construction work or any form of work underground.
18. Any other loss, damage or additional expense following on from the event for which **you** are claiming, unless **we** provide cover under this insurance, this includes any claim for loss of enjoyment for any **trip**. *Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim, loss of earnings following injury, illness or disease or not being able to enjoy the **trip** due not enjoying **your trip** due to poor weather.*
19. Any amount recoverable from any other source.
20. **You** gaining access to controlled or restricted areas and/or the unauthorised use of swimming pools outside of the specified opening times. When travelling **you** must adhere to the guidelines issued for controlled areas, swimming pools etc.
21. **You** climbing on or jumping from a vehicle, building, bridge, scaffolding, balcony or climbing or moving from any part of any building to another (apart from stairs, ramps or walkways) and falling, regardless of the height, unless **your** life is in danger or **you** are attempting to save human life.
22. Any claim where **you** are not wearing a helmet whilst on a motorcycle, moped, scooter, Segway or bicycle.
23. Any claim where **you** are not wearing a seatbelt when travelling in a motor vehicle, where a seatbelt is available.
24. Any person not insured or named on this policy. This policy is not intended to cover any costs which relate to anybody not insured on this policy; with this in mind please ensure that all persons travelling have sufficient insurance to cover their needs. This applies even where **you** have paid for the additional costs for example, if **you** have paid for another person's travel or accommodation costs. The only exception to this is if cover is agreed for someone to remain with you in the event of an illness or injury and the Medical Assistance team agree for another person to remain with **you**.
25. Any virtual currency including but not limited to crypto-currency, including fluctuations in value.

Loss or damage due to depreciation (loss in value), variations in exchange rate.

Section 1 Cancelling or cutting short a trip

Introduction

The purpose of this section is to help **you** if **you** have to cancel or **cut short your trip** as a result of one of the reasons listed below under the heading of 'What is covered'. However, under certain circumstances, **your** tour operator or transport provider may be responsible for refunding **your** costs. If the loss **you** have suffered is covered by the compensation scheme of **your** tour operator or transport provider **we** will not provide cover for it under this policy. **You** may also be covered by **your** credit/debit card provider if the services you've paid are not provided as agreed e.g. if company becomes insolvent.

For further information on the cover provided by **your** tour operator, **your** airline or **your** credit/debit card provider please contact them directly.

The Denied Boarding Regulation (Regulation 261/2004 EC)

You may be entitled to compensation from **your** airline under The Denied Boarding Regulation (Regulation 261/2004 EC) if **your** flight:

- Departs from an EU airport, it can be operated by any airline, and/or
- Arrives at an EU airport and is operated by an EU airline

The regulation establishes the minimum rights for air passengers to ensure they are treated fairly in the event of one of the following:

1. Denied Boarding - Have **you** been denied boarding because the airline did not have enough seats on the flight?
2. Cancelled Flight - Has **your** flight been cancelled?

3. Long Delays - Has **your** flight been delayed for three hours or more?
4. Baggage - Has **your** checked-in baggage been damaged, delayed or lost?
5. Injury and Death by Accident(s) - Have **you** been injured during **your** flight?
6. Package Holidays - Did **you** get what **you** booked?

For full details of your entitlements, visit [Delays and cancellations | UK Civil Aviation Authority \(caa.co.uk\)](https://www.caa.co.uk)

What is covered

Cover for cancelling a trip

We will pay **you** up to the amount shown in the Table of Benefits for **your** proportion only of **your** irrecoverable unused travel and accommodation costs and other **pre-paid charges** if **you** have to cancel **your trip** following any of the reasons which are shown in the table below.

Cover for cutting short your trip

We will pay **you** up to the amount shown in the Table of Benefits for **your** proportion only of **your** unused travel and accommodation costs and other **pre-paid charges** together with any reasonable additional travel and expenses if **you** have to **cut short your trip** following any of the reasons which are shown in the table below.

If **you** need to cancel or **cut short your trip**, any **pre-paid charge** relating to Winter Sports or Golf will only be covered if **you** have paid the premium for the additional cover.

Cover for the following events:	Cover for cancelling a trip	Cover for having to cut short your trip
The death, injury due to an accident , illness, disease, or pregnancy complication of you , your travel companion or your close relative . Any pandemic illness is not covered within 48 hours of your policy purchase date.	✓	✓
Compulsory personal quarantine , jury service attendance or being called as a witness at a Court of Law (other than in an advisory or professional capacity) of you or your travelling companions or the Police or other authorities requesting you to stay at or return home . Any claim for personal quarantine is not covered within 48 hours of your policy purchase date.	✓	✓
Redundancy of you or your travel companion .	✓	✓
Catastrophe	✓	✓
You or your travel companion have leave withdrawn and are a member of the Armed Forces (including reserves and territorial), Emergency Services, medical or nursing professions (in the public sector) or Senior employees of the Government.	✓	✓
The Travel Advice Unit of the Foreign, Commonwealth & Development Office (FCDO) or other regulatory authority in a country which you are travelling to advising against all travel or all but essential travel within 21 days of your departure date, but not including where advice is issued due to a pandemic or regional quarantine .	✓	x
The Travel Advice Unit of the Foreign, Commonwealth & Development Office (FCDO) or other regulatory authority in a country in which you are travelling in advising you to evacuate or return to your home area , providing the advice came into force during your trip .	x	✓
No suitable alternative public transport is provided within 6 hours of the scheduled time of departure following delay or cancellation of your public transport , or you being involuntarily denied boarding (because there are too many passengers for the seats available)	✓	x

Theft of your passport and/or visa within the 72 hours before your scheduled time of departure if you are due to travel outside your home area or during your trip meaning you are unable to continue your trip .	✓	✓
Failing to arrive at the international departure point in time to board the public transport on which you are booked to travel, and you are unable to arrange alternative public transport which results in you missing 50% or more of your trip , as result of: a. the failure of other public transport or b. an accident to or breakdown of the vehicle in which you are travelling or c. an accident, breakdown or an unexpected traffic incident happening which causes an unexpected delay or d. adverse weather conditions.	✓	x
Your public transport provider rearranging your departure or return within 7 days of your original planned departure and the new schedule means you missing 50% or more of your trip .	✓	x

Special conditions relating to claims

Special conditions are important in the event of a claim. If **you** are unable to show they have been followed this may affect **your** ability to claim.

- You** must get the prior approval of the Emergency Medical Assistance Service to confirm it is necessary to return **home** prior to having to **cut short your trip** for any of the reasons listed above.
- If **you** fail to notify the travel agent, tour operator or provider of transport or accommodation as soon as **you** find out it is necessary to cancel the **trip**, the amount **we** will pay will be limited to the cancellation charges that would have otherwise applied.
- You** must provide a written police report as evidence if a claim is made due to the theft of **your** passport and /or visa.

What is not covered

- The **excess** unless **you** have purchased the excess waiver and this is displayed on **your** policy schedule.
- Any claim arising from a reason not listed in the 'what is covered' section.
- Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
- Any claim where **you** cannot travel or choose not to travel because the Foreign, Commonwealth & Development Office (FCDO), or any other equivalent government body in another country, advises against travel due to a pandemic.
- Circumstances known to **you** before **you** purchased **your** policy or at the time of booking any **trip** which could reasonably have been expected to lead to cancelling or **cutting short** of the **trip**.
- The cost of **your** unused original tickets where **you** or **we** have paid for **you** to come **home** following **cutting short your trip**. In addition if **you** have not purchased a return ticket, **we** will not cover any costs incurred whilst returning **you** to **your home** unless agreed by the Emergency Medical Assistance Service.
- The cost of Air Passenger Duty (APD) at the rate published by HMRC, whether irrecoverable or not. **Pre-existing medical conditions** as described in the **Pre-existing medical conditions** section.
- Any claims for **redundancy** that are voluntary, including compromise agreement or resignation. **We** will also not cover misconduct or dismissal.
- Costs paid for using any reward scheme (for example Avios or supermarket loyalty points) unless evidence of specific monetary value can be provided.
- Any property maintenance costs or fees incurred by **you** as part of **your** involvement in a Timeshare or Holiday Property Bond scheme.

11. Any cancellation claims relating to loss or theft of **your** passport or visa if left **unattended** at any time, unless stored securely in **your home**. During **your trip you** will not be covered to **cut short your trip** due to loss of **your** passport unless it was deposited in a safe, safety deposit box or left in locked accommodation.
12. Any unused or additional costs incurred by **you** which are recoverable from:
 - a. The providers of the accommodation, their booking agents, travel agent or compensation scheme.
 - b. The providers of the transportation, their booking agents, travel agent, compensation scheme or ATOL.
 - c. **Your** credit or debit card provider or PayPal.
13. Any costs for **your Package** holiday if it was cancelled by **your** travel provider or **you** were unable to travel due to a change in FCDO travel advice.
14. Any claims relating to the insolvency of the **public transport** operator and/or accommodation provider.
15. Denied boarding due to **your** anti-social behaviour, drug use, alcohol or solvent abuse or **your** inability to provide any valid **important documents** or other documentation required by the **Public Transport** operator or their handling agents.
16. Pregnancy, without any accompanying pregnancy complication. This policy excludes any costs incurred as a result of normal pregnancy or childbirth. This section is designed to provide cover for unforeseen events, **accidents**, illnesses and diseases and normal childbirth would not constitute an unforeseen event.
17. The death or illness of any pet or animal.
18. **Your** unused and/or additional travel costs where the cancellation or delay is caused by the insolvency of the **public transport** operator.
19. Any claim due to a **regional quarantine**.
20. Any claim from **you** not wanting to travel due to the need to quarantine on return to **your home area**.
21. **Your** inability to travel due to **you** not producing vaccine certificates, medical tests/documents which are needed to travel. Consideration will be given where **you** were medically unable to have any vaccination which is supported by **your** medical records.
22. Any additional costs for tests/documentation the government or other regulatory authority introduce and are needed in order for **you** to travel to/from/in **your** destination or to return to **your home area** regardless of whether **you** knew when booking or not.
23. Any claim for illness of **you**, **your** travel companion or **your close relative** due to a pandemic illness, or for personal quarantine is not covered within the first 48 hours of the policy purchase date.
24. Anything mentioned in the Exclusions and Conditions Section which are applicable to all sections of the policy.

Section 2 Medical emergency and repatriation expenses

Introduction

The purpose of this section is to help **you** if **you** require unforeseen emergency medical treatment whilst on a **trip**. Under certain circumstances, **you** may be covered by a reciprocal health agreement, **you** can find out more about these under the Reciprocal Health Agreement Section.

What is covered

We will pay **you** up to the amount shown in the Table of Benefits for the following expenses which are necessarily incurred during a **trip** as a result of **you** suffering unforeseen injury due to an **accident**, illness, disease and/or **personal quarantine**:

1. Emergency medical, surgical, hospital, ambulance and medical fees and charges incurred outside of **your home area**.
2. Emergency dental treatment for the immediate relief of pain only incurred outside of **your home area**.

3. Up to the amount shown in the Table of Benefits for every complete 24 hour period **you** are in hospital or confined to **your** accommodation on the advice of a medical practitioner and towards meal expenses for a nominated person who is staying or travelling with **you**.
 - An additional benefit is payable if **your** hospitalisation is as a result of being mugged.
4. Costs of telephone calls to and from the Emergency Medical Assistance Service notifying and dealing with the problem for which **you** are able to provide evidence.
5. The cost of taxi fares for **your** travel to or from hospital relating to **your** admission, discharge or attendance for outpatient treatment or appointments and/or for collection of medication prescribed for **you**.
6. If **you** die outside **your home area** the cost of funeral expenses abroad plus the cost of returning **your** ashes or **your** body to **your home**. If **you** die on a **trip** within **your home area** the reasonable additional cost of returning **your** ashes or body to **your home**.
7. Additional transport and/or accommodation expenses incurred, up to the standard of **your** original booking, if it is medically necessary for **you** to stay beyond **your** scheduled return date.

This includes, with the prior authorisation of the Emergency Medical Assistance Service:

- a. Reasonable additional transport and/or accommodation expenses for someone to stay with **you** or travel to **you** from the **UK** or escort **you home**.
 - b. Additional travel expenses to return **you** to **your home** or a suitable hospital nearby if **you** cannot use the return ticket.
 - c. Reasonable additional accommodation expenses if **you** have to move accommodation nearer the hospital following the extended stay.
 - d. Reasonable taxi or hire car costs for **your** travel to and from the hospital only.
8. With the prior authorisation of the Emergency Medical Assistance Service, the additional costs incurred in the use of air transport or other suitable means, including qualified attendants, to repatriate **you** to **your home** if it is medically necessary. These expenses will be for the identical class of travel utilised on the outward journey unless the Emergency Medical Assistance Service agree otherwise, if the Emergency Medical Assistance Service confirm an alternative method of travel is required this will only apply for the ill or injured **insured person**.
 9. Reasonable costs for one person or a specialist vehicle recovery company to collect and return **your** vehicle if **you** were not able to drive the vehicle to **your home** following **your** illness/injury/death.

Special conditions relating to claims

Special conditions are important in the event of a claim. If **you** are unable to show they have been followed this may affect **your** ability to claim.

1. **You** must tell the Emergency Medical Assistance Service as soon as possible of any injury due to an **accident**, illness or disease which requires **your** admittance to hospital as an in-patient or before any arrangements are made for **your** repatriation.
2. If **you** suffer injury due to an **accident**, illness or disease **we** reserve the right to move **you** from one hospital to another and/or arrange for **your** repatriation to the **UK** at any time during the **trip**. **We** will do this, if in the opinion of the Emergency Medical Assistance Service or **us** (based on information provided by the **medical practitioner** in attendance), **you** can be moved safely and/or travel safely to **your home area** or a suitable hospital nearby to continue treatment.
3. This is not a private medical insurance policy. The intention of this section is to pay for emergency medical/surgical/dental treatment only and not for treatment or surgery that can be reasonably delayed until **your** return to **your home area**. Our decisions regarding the treatment or surgery that **we** will pay for (including repatriation to **your home area**) will be based on this.

If **you** do not accept our decisions and do not want to be repatriated, then **we** will not provide any cover under the following sections:

- Section 1 - Cancelling or cutting short a **trip**
- Section 2 - Medical emergency and repatriation expenses
- Section 6 - Personal accident

We will then refuse to deal with claims from **you** for any further treatment and/or **your** repatriation to **your home area**.

Cover for **you** under all other sections will continue for the remainder of **your trip**.

What is not covered

1. The **excess** (except under point 3 of What is covered) unless **you** have purchased the excess waiver and this is displayed on **your** policy schedule.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
3. Any claim caused by participating in a sport or activity where the policy doesn't cover the sport or activity which **you** are taking part in.
4. Pregnancy, without any accompanying **pregnancy complication**. This policy excludes any costs incurred as a result of normal pregnancy or childbirth. This section is designed to provide cover for unforeseen events, **accidents**, illnesses and diseases and normal childbirth would not constitute an unforeseen event.
5. **Pre-existing medical conditions** as described in the **pre-existing medical conditions** section unless **we** have agreed in writing to cover **you**.
6. The cost of **your** unused original tickets where **you** or **we** have paid for **you** to come **home** following **cutting short your trip** or had to extend **your trip**. In addition if **you** have not purchased a return ticket, **we** will deduct the cost of an economy flight (based on the cost on the date **you** come **home**) from any costs **we** have incurred whilst returning **you** to **your home**.
7. Any claims arising directly or indirectly from:
 - a. The cost of treatment or surgery, including exploratory tests, which are not related to the injury due to an **accident** or illness which necessitated **your** admittance into hospital.
 - b. Any expenses which are not usual, reasonable or customary to treat **your** injury due to an **accident**, illness or disease as advised by **our** chief medical officer.
 - c. Any form of treatment or surgery which in the opinion of the Emergency Medical Assistance Service or **us** (based on information provided by the **medical practitioner** in attendance), can be delayed reasonably until **your** return to **your home area**.
 - d. Expenses incurred in obtaining, replenishing or replacing medication, which **you** know **you** will need at the time of departure or which will have to be continued whilst on **your trip**.

Where possible and with the agreement of **your medical practitioner**, **you** should always travel with plenty of extra medication in case of travel delays.
 - e. Additional costs arising from single or private room accommodation.
 - f. Treatment or services provided by a health spa, convalescent, physiotherapist or nursing home or any rehabilitation centre unless agreed by the Emergency Medical Assistance Service.
 - g. Any costs incurred by **you** to visit another person in hospital or costs incurred by others to visit **you** in hospital.
 - h. Any expenses incurred after **you** have returned to **your home area**.
 - i. Any expenses incurred in the **UK** :
 - i. for private treatment, or
 - ii. which are funded by, or are recoverable from the Health Authority in **your** usual country of residence, or
 - iii. which are funded by a reciprocal health agreement between these countries and/or islands.
 - j. Expenses incurred as a result of a tropical disease where **you** have not had the NHS recommended inoculations and/or not taken the NHS recommended medication.
 - k. Any expenses incurred after the date on which **we** attempt to move **you** from one hospital to another and/or arrange for **your** repatriation but **you** decide not to be moved or repatriated.

8. Expenses incurred for medical tests required in the area **you** are travelling to/in/from or returning to **your home area**, or by the **public transport** provider (unless specifically needed for a repatriation arranged by our Emergency Assistance Line).
9. Anything mentioned in the Exclusions and Conditions Section which are applicable to all sections of the policy.

You should also refer to the **Pre-existing medical conditions** section.

Section 3 Disruption or delay to travel plans

Introduction

The purpose of this section is to help **you** if **you** experience certain disruptions to **your** travel plans and **you** are left out of pocket. However, under certain circumstances, **your** tour operator or transport provider may be responsible for providing assistance and compensation. If the loss **you** have suffered is covered by the compensation scheme of **your** tour operator or transport provider **we** will not provide the same cover under this policy. **You** may also be covered by **your** credit/debit card provider if the services you've paid for are not provided as agreed e.g. if a company becomes insolvent.

For further information on the cover provided by **your** tour operator, **your** airline visit or **your** credit/debit card provider please contact them directly.

The Denied Boarding Regulation (Regulation 261/2004 EC)

You may be entitled to compensation from **your** airline under The Denied Boarding Regulation (Regulation 261/2004 EC) if **your** flight:

- Departs from an EU airport, it can be operated by any airline, and/or
- Arrives at an EU airport and is operated by an EU airline

The regulation establishes the minimum rights for air passengers to ensure they are treated fairly in the event of one of the following:

1. Denied Boarding - Have **you** been denied boarding because the airline did not have enough seats on the flight?
2. Cancelled Flight - Has **your** flight been cancelled?
3. Long Delays - Has **your** flight been delayed for three hours or more?
4. Baggage - Has **your** checked-in baggage been damaged, delayed or lost?
5. Injury and Death by Accident(s) - Have **you** been injured during **your** flight?
6. **Package** Holidays - Did **you** get what **you** booked?

For full details of your entitlements, visit [Delays and cancellations | UK Civil Aviation Authority \(caa.co.uk\)](https://www.caa.co.uk)

What is covered

Missed Departure

If **you** fail to arrive at the departure point in time to board the **public transport** on which **you** are booked to travel as a result of:

- a. the failure of other **public transport** or
- b. an accident to or breakdown of the vehicle in which **you** are travelling whilst on **your** journey to **your** departure point or
- c. an accident, breakdown or an unexpected traffic incident happening which causes an unexpected delay whilst on **your** journey to **your** departure point or
- d. strike or adverse weather conditions,

Then **we** will pay **you** up to the amount shown in the Table of Benefits for reasonable additional accommodation (room only) and **public transport** costs (economy only) so that **you** may continue **your trip**.

Delayed Arrival

If **you** arrive later than planned at **your** destination due to a delay of **public transport** **we** will pay **you** up to the amounts shown in the Table of Benefits for each 12 hour period of delay **you** suffer up to the maximum shown.

- An additional benefit is payable if **your** arrival is delayed as a result of the **public transport** in which **you** are travelling being hijacked.
- An additional limit is payable for claims where a delay to **your** return flight means **you** incur additional kennel or cattery fees, as displayed in the table of benefits.

Travel Disruption

We will pay **you** up to the amount shown in the Table of Benefits for **your** reasonable additional accommodation and **public transport** travel expenses (up to the standard of **your** original booking) so that **you** may continue **your trip** if **your trip** is disrupted due to:

- a **catastrophe** or
- The **public transport** on which **you** were booked to travel being cancelled or delayed (as shown in the Table of Benefits) , diverted or redirected after take-off or
- **you** are involuntarily denied boarding and no suitable alternative is offered within the timeframe shown in the Table of Benefits.

Special conditions relating to claims

Special conditions are important in the event of a claim. If **you** are unable to show they have been followed this may affect **your** ability to claim.

1. **You** must seek financial compensation, assistance or a refund of **your** costs from **your** travel provider and invoke **your** rights under EU Air Passenger Rights legislation in the event of cancellation or delay of flights if applicable.
2. **You** must allow enough time to arrive at the departure point and check in for **your** outward or return journey.

What is not covered

1. The **excess** (except under Delayed Arrival under What is covered) unless **you** have purchased the excess waiver and this is displayed on **your** policy schedule.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
3. The cost of Air Passenger Duty (APD) at the rate published by HMRC, whether irrecoverable or not.
4. Any strike or adverse weather that was publicly announced prior to **you** purchasing **your** policy or within 7 days of booking any **trip**.

An example of publicly announced adverse weather would be the point which an impending weather event is officially named by the Met Office, Environment Agency or any similar body.

5. Any unused or additional costs incurred by **you** which are recoverable from:
 - a. The providers of the accommodation, their booking agents, travel agent or compensation scheme.
 - b. The providers of the transportation, their booking agents, travel agent, compensation scheme or ATOL.
 - c. **Your** credit or debit card provider or PayPal.
6. Any travel and accommodation costs, charges and expenses where the **public transport** operator has offered reasonable alternative travel arrangements within the timeframe shown in the Table of Benefits of the scheduled time of departure.
7. Claims arising from:
 - a. Breakdown of any vehicle owned by **you** which has not been maintained in accordance with manufacturer's instructions or in the event of an accident or breakdown when a repairers report is not provided.
 - b. Any costs incurred as a result of **you** not planning **your** journey correctly, **you** must allow enough time to complete **your** journey and arrive at the time stipulated by the travel provider.
 - c. Any property maintenance costs or fees incurred by **you** as part of **your** involvement in a Timeshare or Holiday Property Bond scheme are not covered.
 - d. Any inbound **public transport** cancelled by a provider due to **you** missing **your** outbound **public transport**.
8. Any costs associated with rearranging **your** travel plans due to the **public transport** provider changing their scheduled timings which in turn impacts **your** planned itinerary.
9. Any claim where **you** were unable to take **your public transport** due to delays in security and/or customs.
10. Any costs for **your Package** holiday if it was cancelled or impacted by **your** travel provider.
11. **Your** inability to travel due to **you** not producing vaccine certificates, medical tests/documents which are needed to travel.

- Anything mentioned in the Exclusions and Conditions Section which are applicable to all sections of the policy.

Section 4 Personal belongings and money

Introduction

The purpose of this section is to help **you** in the event of something happening to **your** suitcases (or containers of a similar nature), their contents, **sports equipment** and **your** personal money. Below explains the cover **we** provide if **your** articles are lost, stolen or damaged.

What is covered

- We** will pay **you** up to the amount shown in the Table of Benefits for the following items if they are accidentally lost, damaged or stolen whilst on **your trip**.
 - Baggage**
 - Valuables**
 - Replacement of essential items if lost in transit due to carrier error during the outward journey
 - Personal money** (excluding cash)
 - Cash
 - Replacement **important documents**

The maximum **we** will pay **you** for any one item, pair or set of items under this section is shown in the Table of Benefits as the single article limit.

Any claim under point 1b and 1c will be deducted from **your baggage** limit.

If **you** have to claim **you** will be entitled to the full replacement cost of **your** items, with no depreciation or deductions for wear and tear.

- We** will pay **you** up to the amount shown in the Table of Benefits to obtain a replacement of **your important documents** which have been lost, damaged or stolen whilst outside of **your home area**. This is to enable **you** to return **home** or continue **your trip**.

*The intention of this is to help pay for travel and accommodation costs in getting to the embassy to obtain suitable replacements. **You** must check whether any temporary documentation will enable **you** to continue **your** planned **trip**.*

Special conditions relating to claims

Special conditions are important in the event of a claim. If **you** are unable to show they have been followed this may affect **your** ability to claim.

- You** must report any theft to the Police in the country where the theft occurred as soon as possible and get a crime reference number or incident report.
- You** must report any loss, theft or damage while in the care of a carrier, transport company, authority, hotel or accommodation provider and get a written record of the event.
- If any items are lost, stolen or damaged whilst in the care of an airline **you** must report this within the time limit contained in their terms and conditions and get a Property Irregularity Report.

What is not covered

- The **excess** (except under part 1c of What is covered) unless **you** have purchased the excess waiver, and this is displayed on **your** policy schedule.
- Any claim for **Gadgets** (see Section 7 – Gadget Cover).
- Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
- Any claim for **sports equipment** where the policy doesn't cover the sport or activity which **you** are taking part in.
- Any claim for **ski equipment** (please refer to Section 8 – Winter sports if **you** have paid the premium for the additional cover).

6. Loss, theft of or damage to **valuables**, cash, **important documents** or **personal money** left **unattended** at any time unless deposited in a safe, safety deposit box or left in locked accommodation.
7. Loss, theft of or damage to **baggage** and **sports equipment** contained in an **unattended** vehicle unless it is locked out of sight in a secure baggage area (being a locked dashboard, boot or luggage compartment, fixed storage unit of a motorised or towed caravan, locked luggage box which is locked to a roof rack) and entry has been gained by unauthorised access.
8. Loss, theft or damage:
 - a. Due to delay, confiscation or detention by customs or any other authority,
 - b. To motor accessories (excluding keys which are covered only for a car which is owned by **you**),
 - c. To tobacco products, tobacco substitutes and perishable goods (such as food and drinks)
 - d. Caused by wear and tear, or
 - e. Mechanical or electrical breakdown.
9. Any virtual currency including but not limited to crypto-currency, including fluctuations in value.
10. Anything mentioned in the Exclusions and Conditions Section which are applicable to all sections of the policy.

Section 5 Legal and liability

Introduction

This section is split in to two parts.

The purpose of the Legal expenses and assistance section is to help **you** in the event **you** need to claim compensation if someone else causes **you** illness, injury or death.

The purpose of the Personal liability section is to help **you** in the event **you** are found liable for damage to someone else's property or cause another person illness, injury or death.

Section 5a - Legal expenses and assistance

Introduction

The purpose of this section is to provide **you** with a legal assistance to pursue a claim for compensation if **you** suffer an injury, illness or death.

Words with special meanings in this section (which are shown in bold and italics)

Lawyer

Means the legal representative or other appropriately qualified person acting for **you**. **You** have the right to choose the **lawyer** acting for **you** in the following circumstances:

- a. Where the commencement of court proceedings to pursue **your** claim is required.
- b. Should any conflict of interest or dispute over settlement arise.

What is covered

We will pay up to the amount shown in the Table of Benefits for legal costs to pursue a civil action for compensation, against someone else who causes **you** injury due to an **accident**, illness or death.

Where there are two or more **insured persons** insured by this policy, then the maximum amount **we** will pay for all such claims shall not exceed the amount shown in the table of benefits.

Prospects of success

We will only provide cover where **your** claim or any appeal **you** are pursuing or defending is more likely than not to be successful. If **you** are seeking damages or compensation, it must also be more likely than not that any judgement obtained will be enforced.

If **we** consider **your** claim is unlikely to be successful or any judgement will not be enforced **we** or **you** may request a second opinion from an independent **lawyer**. If **you** seek independent legal advice any costs incurred will not be covered by this policy.

If the independent **lawyer** agrees **your** claim is unlikely to be successful or any judgement is unenforceable then **you** cannot make a claim under this section.

Special conditions relating to claims

1. **We** shall have complete control over the legal case through agents **we** nominate, by appointing agents of **our** choice on **your** behalf with the expertise to pursue **your** claim.
2. **You** must follow **our** agent's advice and provide any information and assistance required within a reasonable timescale.
3. **You** must advise **us** of any offers of settlement made by the negligent third party and **you** must not accept any such offer without **our** permission.
4. **We** may include a claim for **our** legal costs and other related expenses.
5. **We** may, at **our** own expense, take proceedings in **your** name to recover compensation from any third party for any legal costs incurred under this policy. **You** must give **us** any assistance **we** require from **you** and any amount recovered shall belong to **us**.

What is not covered

1. Legal costs and expenses incurred in pursuit of any claim against **us**, **our** appointed agents, someone **you** were travelling with, a person related to **you**, or another **insured person**.
2. Legal costs and expenses incurred prior to **our** written acceptance of the case.
3. Any claim where the legal costs and expenses are likely to be greater than the anticipated amount of compensation.
4. Any claim where legal costs and expenses are variable depending on the outcome of the claim.
5. Legal costs and expenses incurred if an action is brought in more than one country.
6. Travel, accommodation and incidental costs incurred to pursue a civil action for compensation.
7. The costs of any Appeal.
8. Claims by **you** other than in **your** private capacity.
9. Anything mentioned in General exclusions applying to **your** policy.

Section 5b - Personal liability

What is covered

We will pay **you** up to the amount shown in the Table of Benefits (including legal costs and expenses) against any amount **you** become legally liable to pay as compensation for any claim or series of claims arising from any one event or source of original cause for accidental:

1. Injury due to an **accident**, death, illness or disease to any person who is not in **your** employment or who is not a **close relative** or persons residing with **you**.
2. Loss of or damage to property that does not belong to and is neither in the charge of nor under the control of **you**, a **close relative** and/or anyone in **your** employment other than any temporary holiday accommodation occupied (but not owned) by **you**.

Special conditions relating to claims

1. **You** must give **us** written notice of any incident, which may result in a claim as soon as possible.
2. **You** must send **us** every court claim form, summons, letter of claim or other document as soon as **you** receive it.
3. **You** must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without **our** permission in writing.
4. **We** will be entitled to take over and carry out in **your** name the defence of any claims for compensation or damages or otherwise against any third party. **We** will have full discretion in the conduct of any negotiation or

proceedings or in the settlement of any claim and **you** will give **us** all necessary information and assistance which **we** may require.

5. If **you** die, **your** legal representative(s) will have the protection of this cover as long as they comply with the terms and conditions outlined in this policy.

What is not covered

1. The **excess** unless **you** have purchased the excess waiver and this is displayed on **your** policy schedule.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
3. Compensation or legal costs arising directly or indirectly from:
 - a. Liability which has been assumed by **you** under agreement (such as a hire agreement) unless the liability would have existed without the agreement.
 - b. Pursuit of any business, trade, profession or occupation or the supply of goods or services.
 - c. Ownership, possession or use of mechanically propelled vehicles, aircraft or watercraft (other than surfboards or manually propelled rowing boats, punts or canoes).
 - d. The transmission of any contagious or infectious disease or virus.
 - e. **Your** ownership, care, custody or control of any animal.
 - f. Any claim where the incident occurred within the **UK**.
4. Anything mentioned in the Exclusions and Conditions Section which are applicable to all sections of the policy.

Section 6 Personal accident

Introduction

The purpose of this section is to provide **you** with a financial lump sum in the event **you** suffer death, loss of sight, loss of a limb or permanent total disablement, as a result of an **accident** during **your trip**. This section will not be applicable if **you** suffer any of the above as the result of an illness.

Words with special meanings specific to this section

Loss of limb

Loss by permanent severance of an entire hand or foot or the total, complete and permanent loss of use of an entire hand or foot.

Permanent Total Disablement

A condition which is of a permanent and irreversible nature which is shown by medical evidence to be likely to continue for the remainder of **your** life and as certified by a registered **medical practitioner**, to the reasonable satisfaction of our Chief Medical Officer, and which prevents **you** from engaging in any work or occupation for remuneration or profit.

Loss of sight

The total and irrecoverable loss of sight which shall be considered as having occurred:

- a. in both eyes, if **your** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist; or
- b. in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale (which means only seeing at 3 metres what you should see at 60 metres).

What is covered

We will pay one of the benefits shown in the Table of Benefits below if **you** sustain injury due to an **accident** which shall solely and independently of any other cause, result within two years either in

1. **your** death,
2. **loss of limb** and /or **loss of sight**,
3. **permanent total disablement**.

Special conditions relating to claims

1. **Our medical practitioner** may examine **you**, and where deemed necessary, **you** may be referred to a specialist for further consultation.

What is not covered

1. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
2. Benefit is not payable to **you**:
 - a. Under more than one of benefit 1, 2 or 3 above.
 - b. Under benefit 2 if the permanent loss of use of an entire hand or foot is only partial and not total and complete (being 100%).
 - c. Under benefit 3 until one year after the date **you** sustain injury due to an **accident**.
3. Benefit 1 will be paid to the deceased **insured person's** estate.
4. Any claim which is caused by either:
 - a. Medical or surgical procedures or
 - b. Illness, infection or bacteria or
 - c. Any gradually developing bodily deterioration.
5. Any claim which is related to suicide or an unintentional accident.
6. Anything mentioned in the Exclusions and Conditions Section which are applicable to all sections of the policy.

Section 7 Gadget Cover (including optional Gadget cover)

Your policy offers **you** gadget cover as standard. The increased limits under the Enhanced Gadget cover extension in the "Table of Benefits" only apply if the appropriate additional premium has been paid and Enhanced Gadget cover is shown on **your policy schedule**.

Words with special meanings specific to this section

Accidental Damage/ Accidentally Damaged	The unexpected damage to your gadget which means it cannot be used or is unsafe to use. The damage must be sudden and unintentional. This includes damage to screens and damage resulting from sudden and unexpected damage caused by liquid
Business	A company where you are an owner, director or employee of that company.
Claims Administrator	Taurus Insurance Services Limited. Suite 2209-2217 Eurotowers, Europort Road, Gibraltar.
Custom Built	A complete computer or laptop made from components supplied and assembled by qualified engineers at a United Kingdom VAT registered company, or the equivalent tax registration if purchased overseas.

Gadget/Gadget(s)	<p>The item(s), excluding accessories which belong to:</p> <ol style="list-style-type: none"> You; or A Business where you have the relevant authority and responsibility to use and insure the gadget(s) owned by the business. <p>Confirmation of this will be required in the event of a claim.</p> <p>For the purpose of this policy a gadget can be any of the following items:</p> <p>Mobile Phones, Smart Phones, Laptops (including Custom Built), Tablets, Digital Cameras, Games Consoles, Video Cameras, Camera Lenses, Bluetooth Headsets, Bluetooth Speakers, Satellite Navigation Devices, E-Readers, Head/Ear Phones, Smart Watches or a wrist worn Health and Fitness Tracker.</p> <p>Criteria: We can only insure gadget(s) that are:</p> <ol style="list-style-type: none"> Purchased new or refurbished from a United Kingdom VAT registered (or the equivalent tax registration if purchased overseas) company, and supplied with a proof of purchase; or Purchased second hand or gifted to you, provided that you have the original proof of purchase (which corresponds to the criteria above) and a signed letter from the original owner confirming that you own the gadget(s). The original proof of purchase or letter must include the following details of your gadget(s): <ol style="list-style-type: none"> Either the IMEI or serial number (whichever is applicable); The make and model; The sale price (your purchase price); Confirmation that the gadget(s) were in full working order at the time of sale.
Loss	<p>Means that the gadget has been accidentally left by you in a location and you are permanently prevented from using it.</p>
Malicious Damage	<p>The intentional or deliberate actions by a person who is not insured under this Policy, which causes damage to your gadget(s) which means it cannot be used or is unsafe to use.</p>
Manufacturer Security	<p>The inbuilt security function of your gadget(s). For example Apple's 'Find My' or Google's 'Find my Device'.</p>
Proof of Purchase	<p>The original printed receipt, or a similar electronic record, that can be sent to us or displayed in its original format, not handwritten, provided at the original point of sale that gives details of the gadget(s) bought and helps prove that you are the legal owner the gadget(s) and the age of the gadget(s).</p> <p>The document should include confirmation of the IMEI or serial number of the gadget(s), the purchase date, the purchase price, and detail the United Kingdom VAT registration number of the company (or the equivalent tax if purchased overseas).</p> <p>For gadget(s) that are gifted or given to you - We will require the original purchase receipt, as detailed above, along with a signed letter from the original owner confirming that you own the gadget(s).</p> <p>For the purchase of second-hand gadget(s) - We will require the original purchase receipt, as detailed above, along with evidence of resale. A printed receipt or electronic record provided by a retailer or person selling the second-hand gadget(s) is not acceptable as proof of purchase.</p> <p>Where the original proof of purchase is not available, We may consider alternative proof of ownership.</p>
Proof of Usage	<p>Evidence that shows your gadget has been in use before the event which leads to the claim. Where the gadget is a mobile phone, or other gadget that has the option to use a SIM card, this evidence can be obtained from your network provider. For other gadgets, such as laptops, in the event of an accidental damage claim this may be determined through inspection by our repairers.</p>

Purchase Price	The sale price detailed on the original proof of purchase .
Taurus Warranty	<p>The period where the Claims Administrator will resolve any defects in materials and workmanship when they repair or replace your gadget(s) in the event of a claim, when your gadget(s) is used normally in line with manufacture's guidelines.</p> <p>For repairs the Taurus warranty is 3 months and for a replacement the Taurus warranty is 2 months.</p> <p>This warranty will also include the costs associated with transporting the device to and from our repair centre.</p> <p>The Taurus warranty does not cover wear and tear, damage by computer viruses, normal maintenance, Accidental Damage or any Loss that is not the normal result of the gadget(s) fault.</p>
Theft	The taking of the gadget(s) by a third party with the intention of permanently depriving you of it, using force, threat of violence or by pickpocket.
Unattended	Means that the gadget(s) are neither on your person or within your sight and/or reach.
Water-based activities	Activities and sports that take place on or in water, for example swimming, diving, boatrides, jet skiing.
We, Us, Our	Means ERGO TIS on behalf of Great Lakes Insurance UK Limited.
You, Your, Person insured	Each person shown on the policy schedule, for whom the appropriate insurance premium has been paid.

What we will cover

This section of the policy sets out the cover we provide to **you**. **You** must follow these terms and conditions to make a successful claim. Everyone shown on the policy schedule is covered by this policy. The total amount of cover for each **gadget** is shown in your table of benefits.

It is important that you understand:

Accidental Damage

What we will cover if your claim is accepted

- **We** will repair or replace **your gadget** if it is accidentally damaged.
- **We** will repair or replace **your gadget** if it is damaged as a result of accidentally coming into contact with any liquid.

What we will not cover

- **Accidental damage** caused by any person not named on your policy schedule.
- Liquid damage suffered whilst **you** are participating in water-based activities.
- **Accidental damage** of the **gadget** where it is stored anywhere out of your immediate control. This includes as checked-in baggage or in bus, coach or train luggage compartments.
- **Accidental damage** of the **gadget** where it is stored in overhead storage on a plane.
- Any damage unless the damaged **gadget** is provided for repair to our approved repairers.
- Repairs, or other costs for repairs carried, out by anyone not authorised by **us**.
- Cosmetic damage to the **gadget** that does not stop the **gadget** from working correctly. For example marring, scratching and denting.

Loss

What we will cover if your claim is accepted.

- If **you** accidentally lose **your gadget**, **we** will replace it.

What we will not cover

- Loss of **your gadget** which has not been reported to the local Police authorities and, if necessary, **your** network provider within 24 hours of discovering the loss.
- Loss of the **gadget** where it is stored anywhere out of **your** immediate control. This includes as checked-in baggage or in bus, coach or train luggage compartments.

- The loss of **your gadget** where the **manufacturer security** is not enabled throughout the **insured trip**, including at the time of the loss.
- The **manufacturer security** must remain enabled, and **your gadget** must remain associated with **your manufacturer security** account, throughout the loss claims process.

Malicious Damage

What we will cover if your claim is accepted.

- If **your gadget** suffers malicious damage, **we** will repair or replace it. Where only part or parts of **your gadget** have been damaged, **we** will only replace that part or parts.

What we will not cover

- Malicious damage caused by **you** or any other person insured.
- Repairs, or other costs for repairs carried, out by anyone not authorised by **us**.

Theft

What we will cover if your claim is accepted

- If **your gadget** is stolen, **we** will replace it.

What we will not cover

- Theft of **your gadget** which has not been reported to the local Police authorities and, if necessary, **your** network provider within 24 hours of discovering the incident.
- Theft of the **gadget** where it is stored anywhere out of your immediate control. This includes as checked-in baggage in bus, coach or train luggage compartments.
- The theft of **your gadget** where the **manufacturer security** is not enabled throughout the insured trip, including at the time of the **theft**.
- The **manufacturer security** must remain enabled, and **your gadget** must remain associated with **your manufacturer security** account, throughout the **theft** claims process.

What we will not cover

General Exclusions

We will not pay for:

1. any claim for a device which is not shown in the definition of a **gadget** above..
2. any claim where **you** have committed fraud or provided misleading information or are unable to give **us** complete details about the circumstances of the claim..
3. any claim where **you** cannot provide proof of purchase.
4. any claim where proof of usage cannot be given (this applies where the **gadget** is a SIM enabled device or a laptop/tablet where user history is available).
5. any claim where the **manufacturer security** is not switched on at the time of theft or loss or where it has been switched off before the claims process has completed.
6. where the **gadget** has been stolen from any motor vehicle or building, unless all protections are in operation (including those to prevent unauthorised keyless entry to vehicles) and the **gadget(s)** is hidden out of sight so that forced and violent entry causing damage is required. Evidence of the thief's damage must be provided with your claim.
7. any loss, theft or accidental damage to the gadget as a result of confiscation of detention by customs, other officials or authorities.
8. any claim where **you** knowingly leave **your gadget** somewhere unattended and it is at risk of being lost, stolen or damaged. For example - where **your gadget** is left at the side of a sports pitch whilst **you** are participating in the sport.
9. Any claim where the **gadget** wasn't in good condition and in full working order at the time you start your trip.
10. Any claim where **you** have failed to take precautions to prevent damage, theft or loss. This will include, but not limited to:
 - a) not using **your gadget** in line with the manufacturer's instructions;
 - b) not handing **your gadget** to a person who is not known to **you**.

11. Any claim where the IMEI/Serial number cannot be identified from **your gadget**.
12. Accessories:
13. Any claim that is only for parts of **your gadget** that would be considered a consumable e.g. batteries.
14. Any claim where there is evidence that the damage, theft or loss occurred before **your** trip started..
15. Loss, damage, destruction, distortion, erasure, corruption or alteration of electronic data from any computer virus or similar mechanism or as a result of any failure of the Internet, or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting there from, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
16. Any claim resulting from an unlawful act. This will include, but not limited to:
 - a) Any unlawful act deliberately or intentionally committed by an insured person; or
 - b) The operation of law or the order of any court; or
 - c) Civil or criminal proceedings against anyone on whom your insured journey depends.
17. Any modifications that have been made from the original specifications of the **gadget**. This would include things like adding gems, precious metals or unlocking **your gadget** from a network..
18. Loss of any software or firmware failures.
19. Any expense incurred as a result of not being able to use the **gadget**, or any loss other than the repair or replacement costs of the **gadget**.

Conditions and Limitations

Claims Procedure

How to make a claim

To enable us to process your claim as quickly as possible, please read our Claims Guide and complete our Claim Form, found at <https://tiga.taurus.claims>, and send us the requested documentation as soon as reasonably possible of discovering the incident (or in the event of an incident occurring outside of the United Kingdom, as soon as reasonably possible of returning to the United Kingdom). Exceptional circumstances causing **your** delay in reporting **your** claim and where there is no additional loss to us may be considered.

You can contact the Claims Administrator on 0330 020 0123 or selectandprotectgadget@taurus.gi.

You must: (Failure to observe these may invalidate your claim)

- a. Report the **theft** or **loss** of **your gadget** to **your** network provider within 24 hours of discovery so they can blacklist **your** handset/item (where this is applicable).
- b. Report the **theft** or **loss** of **your gadget** to the Police, local to where the **theft** or **loss** happened, within 24 hours of discovering the **theft** or **loss** and get a crime reference number and a copy of the police report.
- c. Provide the **proof of purchase** of the **gadget** for which **you** are claiming. Such **proof of purchase** must evidence that **you** own that particular **gadget**, which may include the IMEI number or serial number (where applicable in respect of mobile phones and laptops) and other identifying details where appropriate.
- d. Provide the **proof of usage** (in respect of SIM enabled devices) from your Network that confirms the mobile phone has been in use since the start of your **trip** and up to the event giving rise to the claim.
- e. Complete and return any claim form or documents as required by the **Claims Administrator** within a reasonable time frame of the incident date with any other requested documentation.
- f. Not attempt to repair the item yourself or use an unauthorised repairer or this will invalidate the cover.
- g. Not format **your gadget(s)** in a way that makes it impossible to get the date it was last used..
- h. Pay the **excess** asked for by the **Claims Administrator**.
- i. Provide details of any other contract, guarantee, warranty or insurance that may apply to the **gadget** including, but not limited to, household insurance (where appropriate a rateable proportion of the claim may be recovered direct from these Insurers).

Repair and Replacement Equipment

Where **we** replace **your gadget**, **we** will replace it with a **gadget** of the same specification or the equivalent value taking into account the age and condition of the **gadget**. Replacements will be pre-owned, refurbished or remanufactured (not brand new). This is not a new for old insurance policy. (Gift cards or vouchers may be used as

an alternative method of claims settlement at our full discretion).

- Where **we** send **you** a replacement or repaired **gadget**, this will only be sent to an address in the **United Kingdom**.
- It may not always be possible to replace **your gadget** with the same colour or finish, where this is not possible an alternative colour will be provided.
- Where the original **gadget** is replaced, the original **gadget** becomes our property and must be returned to the **claims administrator** immediately. Please call the **claims administrator** on 0330 880 1759 and they will provide details for its return.
- All repairs to **gadgets** are issued with a 3-month warranty (the gadget must be returned to the claims administrator in the event of a claim under the **Taurus warranty**).
- All replacement items are issued with a 12-month warranty (the item must be returned to the **claims administrator** in the event of a claim under the **Taurus warranty**).
- If **your** existing accessories are not compatible with the replacement item that **we** have provided, **we** will cover the cost of replacing the accessories, if **you** supply **proof of purchase** for these.
- **Taurus Warranty** claims for **gadget(s)** damaged in transit will only be paid where they are reported to the **claims administrator** on 0330 880 1759 within 48 hours of delivery and the packaging is retained to allow an investigation to be carried out.

Limit of Liability

The most **we** will pay for any claim is the single item limit shown in the Table of Benefits. This amount will not be more than the replacement cost of each **gadget** being claimed for. The claim payment will not be more than:

- the single item limits shown or
- the original purchase price or
- the current market value of each **gadget**,

Whichever is the lowest amount.

Fraud

The contract between **you** and **us** is based on mutual trust. However, if anyone named on **your** policy schedule or anyone acting for **you** commits a fraudulent act, included but not limited to:

- Submitting fraudulent documents; or
- Making a fraudulent statement; or
- Exaggerate any part of the claim made under this insurance.

Then **We**

- Will not pay any part of the claim; and
- May be entitled to recover from **you** the amount of any claim already paid under your Policy; and
- May inform the Police and criminal proceedings may follow.

Information Disclosure

Throughout the claim process **you** are required to always be open and honest when providing answers. Failure to do so may result in **your** claim being declined.

Where **you** have been asked for additional information in respect of **your** claim and it has been identified that there are inconsistencies in the circumstances of **your** claim, this may result in **your** claim being declined. This would include where **you** have failed to provide details of any other insurance.

Section 8 Winter sports

(only applicable if shown on your policy schedule)

Introduction

This section is available to purchase as an optional upgrade.

The purpose of this section is to provide cover specifically for a Winter sports **trip** that involves activities or sports that are on snow or ice. It's important to check the sports and other activities section of the wording to ensure that any activities that **you** plan to participate in as part of **your** Winter sports **trip** are covered. The policy will not cover any professional sports or entertainment and racing events.

Cover is available only if the Winter sports section is shown as purchased in **your** policy schedule and the additional premium has been paid.

Where **you** have purchased an annual multi trip policy **you** are only covered for 17 days of Winter Sports activity during the **insurance period**.

There is no cover provided in this section for any insured person aged 65 and over for either single trip or annual multi trip

What is covered

We will pay **you** up to the amounts shown in the Table of Benefits for:

1. **Ski equipment**

- a. The accidental loss of, theft of or damage to **your** own **ski equipment** (reduced to the amount shown in the Table of benefits for hired **ski equipment**)

The maximum **we** will pay **you** for any one item, pair or set of items under this section is shown in the Table of Benefits as the single article limit.

- b. The cost of hiring replacement **ski equipment** if **your** owned **ski equipment** is lost, stolen or damaged (including temporary loss in transit for more than 24 hours).

2. **Ski pack**

Up to the amount shown in the Table of Benefits for the unused portion for **your** **ski pack** following **your** **accident**, bodily injury, illness or disease.

3. **Avalanche and piste closure**

Up to the amount shown in the Table of Benefits per 24 hours period, up to the maximum, if an avalanche or piste closure (due to too much or not enough snow) results in **your** resort being closed. This only applies to **trips** taken outside of the **UK** during the published ski season for your resort and excludes cross country skiing anywhere.

4. **Physiotherapy in the UK**

If **you** suffer an injury whilst participating in a covered Winter Sport activity and **your** claim is covered under Section 2 – Emergency Medical and repatriation costs then **we** will pay the amount shown in the Table of Benefits for Physiotherapy treatment which is deemed medical necessary when **your** **trip** ends and **you** have returned to the **UK**.

Special conditions relating to claims

Special conditions are important in the event of a claim. If **you** are unable to show they have been followed this may affect **your** ability to claim.

1. **You** must report any theft to the police in the country where the theft occurred as soon as possible and get a crime reference number or incident report of the loss, theft or attempted theft of **your** own **ski equipment**.
2. **You** must report any loss, theft or damage while in the care of a carrier, transport company, authority, hotel or accommodation provider and get a written record of the event.

What is not covered

1. The **excess** which is only payable under point 1a and 4 of What is covered, unless **you** have purchased the excess waiver and this is displayed on **your** policy schedule.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
3. Loss, theft or damage to **ski equipment** left **unattended** at any time.
4. Loss, theft of or damage to **ski equipment** contained in or stolen from an **unattended** vehicle at any time unless it is locked out of sight in a secure baggage area (being a locked dashboard, boot or luggage compartment, fixed storage unit of a motorised or towed caravan, locked luggage box which is locked to a roof rack) and entry has been gained by unauthorised access.
5. Loss, theft or damage:
 - a. due to delay, confiscation or detention by customs or any other authority
 - b. due to depreciation (loss in value) or variations in exchange rate
 - c. to motor accessories (excluding keys which are covered only for a car which is owned by **you**)
 - d. caused by wear and tear, or
 - e. mechanical or electrical breakdown.

6. The closure or impending closure of the skiing facilities in **your** resort existing or being publicly announced by **your** tour operator, resort or the media by the date **you** purchased this insurance or at the time of booking **your** trip.
7. Any circumstances where transport costs, compensation or alternative skiing facilities are provided to **you**.
8. Anything mentioned in the General exclusions applicable to all sections of the policy.

Section 9 - Golf cover

(Only applicable if shown on your policy schedule)

Purchase of this additional cover is optional.

The purpose of this section is to provide cover specifically if **you** will be playing golf whilst on a **trip**. The policy will not cover any professional sports or entertainment.

Cover is available only if the golf cover section is shown as purchased in **your** policy schedule and the additional premium has been paid.

What is covered

We will pay **you** up to the amounts shown in **your** policy schedule for:

1. The accidental loss of, theft of or damage to **your** own **golf equipment** (reduced to the amount shown in the Table of Benefits for hired **golf equipment**).
2. Up to the amount shown in the Table of Benefits per 24 hours period, up to the maximum towards the cost of hiring replacement **golf equipment** if lost, stolen or damaged (including temporary loss in transit for more than 24 hours of **your** own **golf equipment**).
3. Up to the amount shown in the Table of Benefits per 24 hours period, up to the maximum for the cost of any unused Green Fees **you** have paid but have not used due to a covered claim preventing **you** from being able to play golf.

Special conditions relating to claims

Special conditions are important in the event of a claim. If **you** are unable to show they have been followed this may affect **your** ability to claim.

1. **You** must report any theft to the police in the country where the theft occurred as soon as possible and get a crime reference number or incident report of the loss, theft or attempted theft of **your** own **golf equipment**.
2. **You** must report any loss, theft or damage while in the care of a carrier, transport company, authority, hotel or accommodation provider and get a written record of the event.

What is not covered

1. The **excess** (except for claims under point 2 and 3 of What is covered) unless **you** have purchased the excess waiver and this is displayed on **your** policy schedule.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
3. Any claim for **gadgets** (see Section 7– Gadget Cover).
4. Loss, theft of or damage to **golf equipment** contained in, or stolen from, an **unattended** vehicle at any time unless it is locked out of sight in a secure baggage area (being a locked dashboard, boot or luggage compartment, fixed storage unit of a motorised or towed caravan, locked luggage box which is locked to a roof rack) and entry has been gained by unauthorised access.
5. Any losses or damage due to delay, confiscation or detention by customs or any other authority.
6. Loss or damage due to depreciation (loss in value) or variations in exchange rate.
7. Loss, theft or damage:
 - a. Due to delay, confiscation or detention by customs or any other authority

- b. Due to depreciation (loss in value) or variations in exchange rate
 - c. To motor accessories (excluding keys which are covered only for a car which is owned by you)
 - d. Caused by wear and tear, or
 - e. Mechanical or electrical breakdown.
8. Anything mentioned in the Exclusions and Conditions Section which are applicable to all sections of the policy.

Section 10 - Cruise cover

(Only applicable if shown on your policy schedule)

Introduction

Purchase of this additional cover is optional.

The purpose of this section is to provide cover specifically for a **cruise**.

Under certain circumstances **your** Cruise Company, tour operator or transport provider may be responsible for providing assistance and compensation.

Cover is available only if the Cruise section is shown as purchased in **your** policy schedule and the additional premium has been paid.

What is covered

We will pay **you** up to the amounts shown in the Table of Benefits for:

1. If, once **your cruise** has started, a scheduled port visit is cancelled due to adverse weather or timetable restrictions and no alternative port can be offered then **we** will pay **you** up to the amount shown in the Table of Benefits per port, up to the maximum.
2. If **you** are confined to **your** cabin due to an accident or illness which is covered under section 2 – Medical emergency and repatriation expenses then **we** will pay **you** up to the amount shown in the Table of Benefits per 24 hours period, up to the maximum.
3. If **you** are confined to **your** cabin due to an accident or illness which is covered under section 2 – Medical emergency and repatriation expenses resulting in unused pre-booked excursions which **you** cannot then **we** will pay **you** up to the amount shown in the Table of Benefits.
4. **We** will pay **you** up to the amount shown in the Table of Benefits for **baggage** if it is accidentally lost, damaged or stolen whilst on **your trip**.

The maximum **we** will pay **you** for any one item, pair or set of items under this section is shown in the Table of Benefits as the single article limit.

Point 4 cover is in addition to any cover under Section 4 – Personal belongings.

Special conditions relating to claims

1. **You** must tell the Emergency Medical Assistance Service as soon as possible of any injury due to an accident, illness or disease which requires **your** admittance to the ships medical centre or hospital as an in-patient or before any arrangements are made for **your** repatriation.
2. **You** must report any theft to the Police in the country where the theft occurred as soon as possible and get a crime reference number or incident report.
3. **You** must report any loss, theft or damage while in the care of a carrier, transport company, authority, hotel or accommodation provider and get a written record of the event.
4. If any items are lost, stolen or damaged whilst in the care of an airline **you** must report this within the time limit contained in their terms and conditions and get a Property Irregularity Report.

What is not covered

1. The **excess** (except under points 1 and 2 of the what is covered section) unless you have purchased the excess waiver and this is displayed on **your** policy schedule.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.

3. Any claim for **gadgets** (see Section 7– Gadget Cover).
4. Circumstances known to **you** before **you** purchased **your** policy or at the time of booking any **trip** whichever is the later which could reasonably have been expected to lead to cruise interruption.
5. **Pre-existing medical conditions** as described in the pre-existing medical conditions section unless **we** have agreed in writing to cover **you**.
6. Any trip taken on board a cargo vessel.
7. Costs paid for using any reward scheme unless evidence of specific monetary value can be provided.
8. Loss, theft of or damage to **valuables** left **unattended** at any time unless deposited in a safe, safety deposit box or left in locked accommodation.
9. Loss, theft of or damage to **baggage** contained in an **unattended** vehicle unless it is locked out of sight in a secure **baggage** area (being a locked dashboard, boot or luggage compartment, fixed storage unit of a motorised or towed caravan, locked luggage box which is locked to a roof rack) and entry has been gained by unauthorised access.
10. Any virtual currency including but not limited to crypto-currency, including fluctuations in value.
11. Loss, theft or damage:
 - a. Due to delay, confiscation or detention by customs or any other authority,
 - b. To motor accessories,
 - c. To tobacco products, tobacco substitutes and perishable goods (such as food and drinks)
 - d. Caused by wear and tear, or
 - e. Mechanical or electrical breakdown.
12. Any cruise itinerary changes arising directly or indirectly from:
 - a. strike or industrial action
 - b. if **your cruise** ship cannot put people ashore due to the mechanical or operational failure of the ships tender or any other boat used to put people ashore.
 - c. any change of itinerary where the cruise operator has offered a monetary amount of compensation (including on board credit).
13. Anything mentioned in the Exclusions and Conditions Section which are applicable to all sections of the policy.

Complaints procedure

You have the right to expect the best possible service and support. If **we** have not delivered the service that **you** expected or **you** are concerned with the service provided, **we** would like the opportunity to put things right. If **you** feel **we** have fallen short of **our** standards, please contact:

If your complaint is about the sale of your policy;	
Write to us:	Hood Travel Limited, 2nd Floor, Dencora Court, Tylers Avenue, Southend-on-Sea, Essex, SS1 2BB
Email us:	travelcomplaints@selectandprotect.co.uk
Phone us:	0345 307 3971

If your complaint is about a claim on your policy (Except Gadget Cover);	
Write to us:	Complaints Team, AXA Partners, The Quadrangle, 106-118 Station Road, Redhill RH1 1PR
Phone us:	0203 336 7443

If your complaint is about a claim under the Gadget Cover section;	
Write to us:	Customer Relations Officer Taurus Insurance Service Limited Suite 2209-2217 Eurotowers Europort Road, Gibraltar
Email us:	gadget.complaints@taurus.gi
Phone us:	0330 020 0123

When **you** make contact please provide the following information:

- **Your** name, address and postcode, telephone number and email address (if **you** have one).
- **Your** policy number and/or claim number and the type of policy **you** hold.
- The reason for **your** complaint.
- Any written correspondence should be headed 'COMPLAINT' and **you** may include copies of supporting material.

What to do if **you** are still not satisfied.

If **you** are not happy with the response or **your** complaint has not been resolved within eight weeks **you** may have the right to ask the Financial Ombudsman Service to review **your** complaint. **You** must approach the Financial Ombudsman Service within six months of our final response to **your** complaint. **We** will remind **you** of the time limits in the final response.

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: **0300 123 9123** or **0800 023 4567**
Fax: **020 7964 1001**
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

We must accept the Ombudsman's final decision, but **you** are not bound by it and may take further action if **you** wish.

Your rights as a customer to take legal action remain unaffected by the existence or use of our complaint's procedure. However, the Financial Ombudsman Service may not adjudicate on any cases where litigation has commenced.

Data Protection Notice and Fraud

By providing **your** personal information in the course of purchasing this policy and using **our** services, **you** acknowledge that **we** may process **your** personal information. **You** also consent to **our** use of **your** sensitive information. If **you** provide **us** with details of other individuals, **you** agree to inform them of **our** use of their data as described here and in **our** website privacy notice available at <https://www.axapartners.com/en/page/en.privacy-policy>.

Processing **your** personal information is necessary in order to provide **you** with an insurance policy and other services. **We** also use **your** data to comply with **our** legal obligations, or where it is in **our** legitimate interests when managing **our** business. If **you** do not provide this information **we** will be unable to offer **you** a policy or process **your** claim.

We use **your** information for a number of legitimate purposes, including:

- Underwriting, policy administration, claims handling, providing travel assistance, complaints handling, sanctions checking and fraud prevention.
- Use of sensitive information about the health or vulnerability of **you** or others where relevant to any claim or assistance request, in order to provide the services described in this policy. By using **our** services, **you** consent to **us** using such information for these purposes.
- Monitoring and/or recording of **your** telephone calls in relation to cover for the purposes of record-keeping, training and quality control.
- Technical studies to analyse claims and premiums, adapt pricing, support subscription process and consolidate financial reporting (incl. regulatory). Detailed analysis on claims to better monitor providers and operations. Analysis of customer satisfaction and construction of customer segments to better adapt products to market needs.
- Obtaining and storing any relevant and appropriate supporting evidence for **your** claim, for the purpose of providing services under this policy and validating **your** claim.
- Sending **you** feedback requests or surveys relating to **our** services, and other customer care communications.

We may disclose information about **you** and **your** insurance cover to companies within the AXA group of companies, to **our** service providers and agents in order to administer and service **your** insurance cover, to provide **you** with travel assistance, for fraud prevention, to collect payments, and otherwise as required or permitted by applicable law.

We will separately seek **your** consent before using or disclosing **your** personal data to another party for the purpose of contacting **you** about other products or services (direct marketing). **You** may withdraw **your** consent to marketing at any time, or opt-out of feedback requests, by contacting the Data Protection Officer (see contact details below).

When carrying out these activities, **we** may transfer **your** personal information outside the **UK** or the European Economic Area (EEA). Where this happens **we** will make sure that the appropriate safeguards have been implemented to protect **your** personal information. This includes ensuring similar standards to the **UK** and EEA are in force and placing the party **we** are transferring personal information to under contractual obligations to protect it to adequate standards.

We keep **your** personal information for as long as reasonably necessary to fulfil the relevant purposes set out in this notice and in order to comply with **our** legal and regulatory obligations.

You are entitled to request a copy of the information **we** hold about **you**. **You** also have other rights in relation to how **we** use **your** data, as set out in our website privacy notice. Please let **us** know if **you** think any information **we** hold about **you** is inaccurate so that **we** can correct it.

If **you** want to know how to make a complaint to the **UK** Information Commissioner or have any other requests or concerns relating to **our** use of **your** data, including obtaining a printed copy of the website privacy notice please write to **us** at:

Data Protection Officer
AXA
106-108 Station Road
Redhill
RH1 1PR
Email: dataprotectionenquiries@axa-assistance.co.uk

Fraud prevention, detection and claims history.

In order to prevent and detect fraud **we** may at any time:

- Share information about **you** with other organisations and public bodies including the Police;
- Check and/or file **your** details with fraud prevention agencies and databases, and if **you** give **us** false or inaccurate information and **we** suspect fraud, **we** will record this. **We** and other organisations may also search these agencies and databases to;
- Help make decisions about the provision and administration of insurance, credit and related services for **you** and members of **your** household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage **your** accounts or insurance policies;
- Check **your** identity to prevent money laundering, unless **you** furnish **us** with other satisfactory proof of identity;
- Undertake credit searches and additional fraud searches.

We can supply on request further details of the databases **we** access or contribute to.

For information on how our partners and service providers use your personal data please follow the links below.

Hood Travel Limited who sell and administer your policy:
<https://www.selectandprotect.co.uk/privacy-policy.html>

Taurus Insurance Services Limited which provides the gadget cover and is responsible for gadget claims handling:
<https://www.taurusgadgetinsurance.com/privacy-policy>

Notes



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Notes





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