

PRE-TRAVEL AND TRAVEL INSURANCE POLICIES

SPECIALLY ARRANGED FOR

ADAPTABLE TRAVEL

BY
INFINITY INSURANCE SOLUTIONS

This cover is for residents of the United Kingdom & Channel Islands only

For travel from 1st November 2009 to 31st October 2010

Underwritten by: Union Reiseversicherung AG.

Policy Number: SJPMH 40012- 4 A & B

POLICY INFORMATION

Your insurance is covered under master policy numbers **SJPMH 40012-4 A & B** insured by Union Reiseversicherung AG. Cover is provided for each passenger who is shown as having paid the insurance premiums and whose name is shown on the schedule of names provided by the **organiser**. This insurance wording is a copy of the master policies and is subject to the terms, conditions and exclusions of the master policies.

No refund of the insurance premium will be given after the policies have been issued unless, after receipt, **you** find that the terms, conditions and exclusions do not meet **your** requirements and an alternative is available. In this case **you** must return the policy, premium receipt with **your** alternative insurance policy to **Adaptable Travel** within **14** days of purchase for a refund to be considered.

HELP AND ADVICE

WHAT TO DO IN THE CASE OF A MEDICAL EMERGENCY ABROAD

Our appointed **emergency medical assistance service** is operated **24** hours a day and **365** days a year for **your** benefit. If **you** are admitted to a hospital or clinic as an in-patient **our** emergency assistance service must be notified as soon as it is practical to do so, and at the latest within **48** hours of **your** admission. In order to confirm that **you** are insured **your** treating doctor or physician should contact the emergency assistance service to advise **your** condition so that approval of treatment and payment of medical bills can be given. **Our** appointed emergency assistance service has experienced multi-lingual co-ordinators to take **your** calls and to allow them to deal with **your** case quickly, please make sure **you** have this insurance policy and all other relevant information with **you**. After consultation with **your** treating doctor or physician, they will decide the most suitable, practical and reasonable solution to **your** problem, based upon the medical criteria. If adequate treatment is not available locally, it may be decided that repatriation by regular airline service, air or road ambulance is the best option, but only provided **your** treating doctor and **our** chief medical officer confirm **your** fitness to travel.

You should advise them that **you** are insured under the **Adaptable Travel** scheme through URV and have the following information ready to advise:

- **A contact telephone number**
- **Name and age of patient**
- **Location of hospital and doctor's telephone number**
- **The medical problem**
- **Details of booked travel arrangements**

HOW TO OBTAIN EMERGENCY MEDICAL ASSISTANCE

Out-patient treatment

You should pay for any treatment received and medication prescribed. **You** should retain all receipts, and on **your** return **home** obtain a claim form, which should be completed and returned to Fogg Travel Insurance Services together with the relevant receipts in order to obtain reimbursement.

Inpatient treatment

Contact Specialty Assistance on + 44 (0) 8453 707 183

WHERE TO OBTAIN A CLAIM FORM

We have appointed Fogg Travel Insurance Services Ltd to look after **your** claim. If **you** require a claim form please contact:

Fogg Travel Insurance Services Limited

The Hurst, Crow Hill Drive, Mansfield, Notts. NG19 7AE

Tel: 0845 2307135 or Fax: 01623 420450

quoting **Adaptable Travel**, and advising the section under which **you** wish to claim. When returning the claim form please enclose this policy together with the tour operators confirmation of booking invoice and if the claim is for cancellation, the tour operators cancellation invoice.

(Note: All Claims must be submitted by the organiser)

IMPORTANT CONTACT NUMBERS

If you need emergency medical assistance abroad or need to cut your trip short:

Contact Specialty Assistance on
+44 (0) 8453 707 183

Where to obtain a claim form:

Contact Fogg Travel Insurance Services Ltd
on 08452 307 135

If you need advice about this insurance

Contact Infinity Insurance Solutions on
08452 307 130

SUMMARY OF POLICY COVERS

Policy section	Cover provided	First amount you have to pay
A. Cancellation charges	up to the Adaptable Travel final invoice cost up to a maximum of £1,000 (See note 1)	£40 Deposit only claims: Nil

Note 1. Your policy does not provide cover for re-occurring or **pre-existing medical conditions**. If an **insured-person** over **16** travelling anywhere, or an **insured-person** under **16** travelling Worldwide has **ever** had a heart related problem, a stroke, cancer, any breathing problems, diabetes, **or** had any other medical condition which has been treated in hospital or has been referred to a specialist in the last **2** years **you** should phone Travellers HealthCheck on 08456 582 999 to see if cover is available. **We** will confirm any special terms **in writing**. **You** should also tell **us** if **your** health or medication changes between buying this policy and travelling.

Policy section	Cover provided	First amount you have to pay
B1. Departure delay Abandonment after 24 hours	£20 after first 12 hours £10 after following 12 hours - up to a maximum of £100 up to the Adaptable Travel final invoice cost up to a maximum of £1,000	£40
B2. Personal possessions Possessions delayed in transit for more than 12 hours	up to £150 for each individual item up to an overall total £150 for valuables up to a maximum of £1,000 in total essential items up to £100	£40 Nil
B3. Personal money Loss of travel documents	up to £150 in cash on your person travel and accommodation costs necessary to replace your lost travel documents up to £100	£40 Nil
B4. Emergency medical expenses	up to £2,000,000 outside your home country (See note 2)	£40
B5. Curtailment (cutting short trip)	unused portion of the Adaptable Travel final invoice costs up to a maximum of £1,000 (See note 2)	£40
B6. Personal liability	up to £1,000,000	Trip accommodation - £250 Other claims - £40
B7. Organisers liability	up to £5,000,000	Trip accommodation - £250 Other claims - £40
B8. Personal accident	up to £15,000 (age limits apply)	Nil

Note 2. Your policy does not provide cover for re-occurring or **pre-existing medical conditions**. **You** must also tell **us** if **your** health or medication changes between buying this policy and travelling and if **you** have **ever** had a heart related problem, a stroke, cancer, any breathing problems, diabetes, **or** had any other medical condition which has been treated in hospital or has been referred to a specialist in the last few years **you** should phone Travellers HealthCheck **08451 300 340** to see if cover is available. **We** will confirm any special terms **in writing**.

OUR PLEDGE TO YOU

It is **our** aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. **We** occasionally get complaints and these are usually through a misunderstanding or insufficient information. Any complaint will be investigated at once and the matter resolved as quickly as possible.

APPEALS PROCEDURE

It is **our** aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. There are, however, times when misunderstandings occur by both sides. If **you** do not feel that the matter has been dealt with to **your** satisfaction or **you** have some new evidence which **we** have not seen, **you** may appeal against the decision in writing, explaining why **you** do not think **our** decision is correct.

1. If **your** appeal is regarding the selling of **your** policies:

The Managing Director, Infinity Insurance Solutions,
PO Box 48, Woking, Surrey GU21 8ZW

2. If **your** appeal is regarding policy cover or the claims, the emergency assistance service or medical screening:

The General Manager Fogg Travel Insurance Services,
Crow Hill Drive, Mansfield, Nottinghamshire. NG19 7AE

Should **we** still not be able to resolve the matter **you** may then follow the complaints procedure detailed opposite

COMPLAINTS PROCEDURE

If, following an appeal, **you** do wish to complain please forward details of **your** complaint in the first instance as follows:

(a) Write to the Branch Manager, URV,
Oast Business Centre, North Frith Farm, Ashes Lane, Hadlow, Kent, TN11 9QU,
who will review the claims office decision.

If **you** are still not satisfied with the outcome **you** may:

(b) Ask the Financial Ombudsman Service (FOS) to review **your** case.
Their address is South Quay Plaza, 183 Marsh Wall, London, E14 9SR.
Their telephone advice line is +44 (0) 845 080 1800.

If you have any queries regarding this insurance please contact:

INFINITY INSURANCE SOLUTIONS

PO Box 48, Woking, Surrey, GU21 8ZW

Tel: 0845 230 7130 - Fax: 01483 730 969

HAVE A SAFE AND ENJOYABLE TRIP

Infinity Insurance Solutions is a trading name of Milsom Howard Limited

Adaptable Travel is an Appointed Representative of Milsom Howard Limited.

Milsom Howard Limited is authorised and regulated by the Financial Services Authority

URV, Branch Office of Union Reiseversicherung AG for the United Kingdom
Registered in England & Wales. Company No. FC024381 Branch No. BR006943
A public body corporate with limited liability
Registered Office: Maximilianstrasse 53, D-80530 Munich, Germany
Registered with Amtsgericht Munich, Germany Registered Number: HRB 137918
Union Reiseversicherung AG are authorised in Germany by BAFin and regulated in the
United Kingdom by the Financial Services Authority
Union Reiseversicherung AG is a member of the Financial Services Compensation Scheme.

Administered in the United Kingdom and Ireland by Travel Insurance Facilities plc
Registered Office: 10 Victoria Road South, Southsea, Hampshire, PO5 2DA
Registered in England Registered Number: 3220410
Travel Insurance Facilities plc are authorised and regulated by the Financial Services
Authority
Travellers Healthcheck is a trading name
of Travel Insurance Facilities plc

DISCLOSURE OF PRE-EXISTING MEDICAL CONDITIONS

Your policies may not cover claims arising from **your pre-existing medical conditions** if you are over 16 years of age travelling within the **United Kingdom** or Europe or at any age travelling Worldwide **you** need to tell **us** of anything **you** know that is likely to affect **our** acceptance of **your** cover.

Pre-existing medical conditions - so that **we** can ensure **you** are provided with the best cover **we** can offer please read the following questions carefully:

1. Have **you**, or anyone travelling with **you**, ever had treatment for:
 - any heart or circulatory condition;
 - a stroke or high blood pressure;
 - a breathing condition (including asthma);
 - any type of cancer;
 - any type of diabetes.
 2. In the last 2 years - have **you**, or anyone who is travelling with **you**, been treated for any serious or re-occurring medical condition, asked to take regular prescribed medication, or referred to a specialist or consultant at a hospital for tests, diagnosis or treatment?
- If **you** have answered 'Yes' to any of the above questions **we** may be able to offer some cover and may be able to cover **your** medical condition, although an increased premium may be required. To enable **us** to consider **your** medical condition please contact Travellers HealthCheck on 08456 582 999. This will be charged as a local call from wherever **you** are calling in the **United Kingdom**. All calls will be treated in the strictest confidence.
3. **You** must also tell **us** if:
 - **you** are waiting for tests or treatment of any description;
 - **your** doctor alters **your** regular prescribed medication.

You need to keep copies of all letters we send **you** for future reference. **Your** failure to disclose any **material facts** may mean that **your** policy will not cover **you** and it may invalidate it altogether. **We** reserve the right to charge an increased premium, decline, withdraw, increase the policy excess, cancel or restrict cover for any person where the facts disclosed are considered unacceptable to **us**.

Should **we** require any additional premium, and **you** accept **our** offer, this should be paid to Travellers Healthcheck either by credit card or cheque, made payable to URV, and sent within 14 days of receipt. Should **you** decide not to pay the additional premium the declared medical condition will not be covered. Full confirmation of **our** terms and conditions will be sent out to **your** address after **your** call. Any additional medical conditions not declared to **us** will not be covered.

Any terms and conditions declared under this policy will also be recorded under **your** travel insurance policy so that **you** do not need to declare these twice.

PLEASE NOTE

- **We** are unable to provide cover on psychological disorders such as stress, anxiety, depression, eating disorders or mental instability.
- **We** are unable to provide cover for any **pre-existing medical condition** affecting a **close relative** or **business associate** other than where it is **your** immediate parent or guardian.

DEFINITION OF WORDS APPLICABLE TO BOTH YOUR PRE-TRAVEL & TRAVEL POLICIES

Listed below are certain words that appear throughout the policy. These will always be shown in **bold** type and in all cases will have the meanings shown below.

- **Business associate** - means a business partner, director or employee of **yours** who has a close working relationship with **you**.
- **Close relative** - means spouse or partner of over six months, parents, step-parents, grandparents, legal guardians, parents-in-law, brother, step-brother, sister, step-sister, child, step-child, grandchild, aunt, uncle or fiancé(e).
- **Emergency funds** - means bank and currency notes, cash and traveller's cheques held by a **party leader** only for use in case of emergency.
- **Essential items** - means underwear, socks, toiletries and a change of clothing
- **Flight** - means a service using the same airline or airline flight number.
- **Hazardous activity** - means mountaineering (requiring the use of ropes and/or guides), pot-holing, racing (other than on foot), scuba diving below 9 metres, parachuting, gliding, go-karting, hot-air ballooning, rugby, football, **winter sports** (other than ice skating on official licensed skating rinks), and any other activity that requires skill and involves increased risk of injury, except where these form part of a published activity provided by the tour operator. If **you** are taking part in any sport not listed above please contact **us** to ensure **you** are covered.
- **Home** - means one of **your** normal places of residence in the **United Kingdom** or the Channel Islands
- **Home country** - means both the country **you** live in within the **United Kingdom** or the Channel Islands and **your** country of nationality.
- **Insured-person/you/your** - means any person named on the booking invoice.
- **International departure point** - means the airport, international rail terminal or port where the outward **flight**, international train or sea vessel is boarded to take **you** from the **United Kingdom** or the Channel Islands to **your** destination and the return **flight**, international train or sea vessel is boarded to start the final part of **your** journey.
- **Manual labour** - means work involving the lifting or carrying of heavy items in excess of 25kgs, work at a higher level than two storeys or any form of work underground.
- **Material fact** - a piece of important information that would increase the likelihood of a claim under **your** policy.
- **Organiser** - the person administering the **trip** on behalf of the school, college or university or other group or who is acting as group leader or other principal person and either whose name is shown on the tour operator's or carrier's booking invoice, or who arranged the **trip** directly with the travel and accommodation providers.
- **Pair or set** - means two or more items of **personal possessions** that are complementary, purchased as one item or used or worn together.
- **Party leader** - means any adult member of the group authorised by the **organiser**.

- **Personal money** - means bank and currency notes, cash, cheques, postal and money orders, current postage stamps, travellers' cheques, coupons or vouchers that have a monetary value, travel tickets and ski pass, all of which are for **your** private use.
- **Personal possessions** - means each of **your** suitcases and containers of a similar nature and their contents and articles **you** are wearing or carrying including **your valuables** (as shown below) and **your** passport.
- **Pre-existing medical condition** - means any serious or recurring medical condition which has been previously diagnosed, investigated or treated in any way, at any time prior to travel, even if this condition is currently considered to be stable and under control.
- **Public transport** - means buses, coaches, internal flights or trains that run to a published scheduled timetable.
- **Redundancy** - means being an employee where **you** or, in the case of a student, **your** parent/guardian qualify under the provision of the Employment Protection Act, and who, at the date of termination of employment by reason of redundancy, has been continuously employed for a period of two years or longer and is not on a short term fixed contract.
- **Resident** - means a person who has had their main **home** in the **United Kingdom** or the Channel Islands and has not spent more than six months abroad in the year before buying this policy, other than residential students.
- **Ski equipment** - means skis, ski bindings, ski sticks, ski boots and snowboards.
- **Ski pack** - means ski pass, ski lift pass and ski school fees.
- **Student money** - means bank and currency notes, cash and traveller's cheques held by a **party leader** on behalf of the student.
- **Travel documents** - means current passports, valid visas, travel tickets European Health Insurance Card (EHIC) and reciprocal health form E112
- **Trip** - means a tour or journey that begins when **you** leave **home** and ends on **your** return to either (i) **your home**, or (ii) a hospital or nursing home in **your home country** following **your** repatriation, both during the period of cover.
- **Unattended** - means left away from **your** person where **you** are unable to clearly see and are unable to get hold of **your personal possessions**.
- **United Kingdom** - means England, Wales, Scotland, Northern Ireland and the Isle of Man.
- **Valuables** - means cameras, photographic equipment, camcorders, video, satellite navigation equipment, television equipment, radios, cassette players, CD players, iPods, MP3 players, audio equipment, laptops, mac or web books, personal computers, computer games machines, binoculars, telescopes, antiques, jewellery, watches, furs, precious or semi-precious stones, articles made of or containing gold silver or other precious metals, films, tapes, cassettes, cartridges, discs or Compact Discs.
- **We/our/us** - means Union Reiseversicherung AG.
- **Winter sports** - means skiing, snow boarding, ski jumping, mono skiing, the use of skeletons, bobsleighs or snow mobiles and ice skating.

GEOGRAPHICAL AREAS

- Area 1 - **United Kingdom**.
- Area 2 - Europe, including all countries west of the Ural Mountains, Algeria, Morocco, Tunisia, Turkey, the Azores, Canary Islands, Madeira and Mediterranean islands.
- Area 3 - Worldwide.

POLICY A - PRE-TRAVEL POLICY

HOW YOUR PRE-TRAVEL POLICY WORKS

This part of **your** insurance document shows details of the pre-travel insurance policy, the sections of cover, limits, conditions, exclusions, information on what to do if **you** need to claim. It is essential that **you** read it. The policy is a contract between **us** and **you**. **We** will pay for any event, as set out in the policy that happens during the period from time of booking and purchase of the policy for which **you** have paid the appropriate premium. All numbers and letters shown under 'For each insured-person this insurance will not cover:' refer to the same numbers and letters under 'For each insured-person this insurance will pay:' Where no letters or numbers are shown it applies to the whole section. **You** are required to disclose any **material facts** otherwise **your** policy will not cover **you** and it may invalidate it altogether.

WHEN YOUR PRE-TRAVEL POLICY STARTS AND ENDS

The cover on cancellation, as described under section A under the pre-travel policy, starts from the date the **trip** booking was made after the policy was issued and ends when **you** leave **home**. **Your** policy does not cover any further **trips** once **you** have returned **home**.

CHANGE IN MEDICAL CONDITION OR ONGOING MEDICATION

If **your** health or **your** ongoing medication changes between the date the policy was bought and the date of travel **you** must advise Travellers HealthCheck on 08451 300 340 as soon as possible. **We** will advise **you** what cover **we** are able to provide after the date of diagnosis. **We** reserve the right to increase the premium, increase the excess, exclude the condition or withdraw the cover should the stability of the condition make it necessary.

POLICY EXCESS

An excess is the amount **you** have to pay towards each claim. All excesses shown for this policy are payable by each **insured-person**, for each incident giving rise to a separate claim. The policy excess may be increased to include **pre-existing medical conditions** confirmed in writing by Travellers HealthCheck. The increased excess will apply to all persons insured under **your** policy.

CONDITIONS APPLICABLE TO YOUR PRE-TRAVEL POLICY

At all times we will act in good faith in our dealings with you. The payments for all claims following events that occur in your selected geographical area during the period of cover are dependent on you:

1. OBSERVING THE FOLLOWING :

- (a) being a **resident** of the **United Kingdom** or the Channel Islands;
- (b) taking all possible care to safeguard against accident or injury as if you had no insurance cover;
- (c) the **organiser** handling all claims and producing the booking confirmation and passenger manifest confirming insurance is in force before a claim is admitted;
- (d) giving us full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time;
- (e) providing all necessary information and assistance we may require at your own expense (including where necessary medical certification and details of your National Health number or equivalent and private health insurance);
- (f) accepting that no alterations and/or additions to the printed terms and conditions of your policy be valid unless initially by us;
- (g) checking with your doctor on the advisability of making the trip if you have any existing medical condition, taking into account your chosen destination, the climatic conditions, the stability of your condition, the effect of any additional drugs or vaccines necessary and the standard of the medical services available. Cover will not be given if travel is against the advice of your doctor;
- (h) not travelling specifically to receive medical treatment during your trip or in the knowledge that you are likely to need treatment;
- (i) not requiring insurance for any stress related condition, anxiety, depression, eating disorder or mental instability;
- (j) not requiring insurance for any medical condition where a terminal prognosis has been given by a registered doctor before buying this policy;
- (k) not requiring insurance for any medical condition that is being investigated or for which you are awaiting or receiving treatment in hospital at the time of buying this policy;
- (l) disclosing all **material facts** as soon as possible after the policy is issued.

2. RECOGNISING OUR RIGHTS TO :

- (a) make your policy void where a false declaration is made or any claim is found to be fraudulent;
- (b) subrogate against the responsible party and take proceedings in your name but at our expense to recover for our benefit the amount of any payment made under the policy;
- (c) give 7 days notice of cancellation of this policy by recorded delivery to you at your last known address. In this case we will refund to you the pro-rata proportion of any unexpired premium you have paid;
- (d) obtain information from your medical records (with your permission) for the purpose of dealing with any claims. No personal information will be disclosed to any outside person or organisation without your prior approval;
- (e) not to refund the policy premium after the policy has been issued, unless after receipt of the document you find that the terms and conditions do not meet your requirements, in which case the policy, premium receipt and any other relevant documents must be returned to the point of sale within 14 days of purchase for any refund to be considered;
- (f) only pay a proportionate amount of the claim where there is other insurance in force covering the same risk and to require details of such other insurance;
- (g) settle all claims under the Law of the country that you live in within the **United Kingdom** or the Channel Islands unless we agree otherwise with you;
- (h) maintain your personal details in connection with an anti-fraud claims checking system.

SECTION A - CANCELLATION CHARGES

For each insured-person this insurance will pay:

up to the Adaptable Travel final invoice cost up to **£1,000** for your proportion of (i) transport charges, (ii) loss of accommodation and (iii) additional travel expenses that you have paid or agreed to pay and that you cannot recover from any other source following your **necessary** cancellation after you bought this insurance and limited to the cancellation charges at the time of diagnosis of the condition causing the cancellation of your trip through your inability to commence travel due to:

- (i) the death, injury or illness of:
 - you or a friend with whom you are travelling;
 - a **close relative**;
 - a **close business associate** who lives your home country
 - a friend who lives abroad and with whom you were intending to temporarily stay;
- (ii) you, a friend or **close relative** who is travelling with you and included on your booking being required in your home country for jury service or as a witness in a Court of Law;
- (iii) you, a friend or **close relative** who is travelling with you and included on your booking being given notice of **redundancy**;
- (iv) the requirements of H. M. Forces;

For each insured-person this insurance will not cover :

- the first **£40** (Nil in respect of claims for loss of deposit) of any loss, charge or expense made on each claim under this section;
- any claim where you have not obtained a written statement at the time of the cancellation confirming the necessity to cancel your trip;
- any payment or part payment made using frequent flyer vouchers, Air Miles vouchers or other vouchers that have no financial face value;
- any payment where you have not suffered any financial loss;

- any claim that is due to:
 - the withdrawal of previously approved leave by your employer unless it is due to the death or serious illness of a **close business associate**;
 - your failure to obtain the required passport, visa or ESTA;
 - your carriers refusal to allow you to travel for whatever reason;
 - the operation of law or as a result of an unlawful act or criminal proceedings against anyone included in your booking;
 - the failure of any transport or accommodation provider, their agent or anybody who is acting as your agent;
 - the cancellation of your trip by the tour operator;
 - the failure of your travel agent or tour operator;
 - the cancellation of any conference or business trip onto which your trip was to be an add-on;
 - financial circumstances or unemployment except when it is due to **redundancy** that you received after buying this insurance;
 - your disinclination to travel;
 - you travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose);
 - your suicide, self-injury or any wilful act of self exposure to peril (except where it is to save human life);
 - death or illness of any pets or animals;
 - terrorism, riot, civil commotion, strike or lock-out;
- any event that is due to you participating in a **hazardous activity** unless an additional premium has been paid and the policy endorsed;
- cancellation of the trip on the advice or recommendations published by the Foreign and Commonwealth Office and applicable at the time of your departure;
- the cost of Air Passenger Duty or equivalent, airport charges and credit card fees;
- cancellation due to death or illness of a **close relative** or **close business associate** caused by a **pre-existing medical condition** other than where it is an immediate parent or guardian and necessitates you to remain at home;
- any deterioration of or loss or damage to property or any injury, illness, death or expense directly or indirectly due to, contributed to or caused by:
 - war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power;
 - any **pre-existing medical condition** or health condition that has been diagnosed, been in existence or for which you have received treatment from a hospital or specialist consultant during the last two years or for which you are awaiting or receiving treatment or under investigation where you are over 16 years of age travelling within the **United Kingdom** or Europe or at any age travelling Worldwide unless we have agreed cover in writing and any additional premium has been paid;
- any payments made or charges levied after the date of diagnosis of any change in your health or medication after the policy was bought unless this has been advised to us and any revised terms or conditions have been confirmed in writing;
- cancellation of your trip due to a medical condition of a person travelling with you and included on your booking, where the risk attaching to that medical condition has not been accepted by us in writing;
- you being under the influence of drugs (except those prescribed by your registered doctor but not when prescribed for treatment of drug addiction);
- you being under the influence of alcohol or solvents or anything relating to your prior abuse of alcohol or solvents;
- any claim arising from a **material fact** known by you at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to us and we have agreed in writing any terms applicable;
- any deliberate or criminal act by an **insured-person**;
- (iv)- any claim where you have not obtained prior authority to take leave;
- any claim where leave has been cancelled on disciplinary grounds;

What you need to do if you wish to make a claim under this section of the policy

Claims must be submitted by the **organiser**. Notify the travel agent/tour operator immediately, by telephone and in writing, that you need to cancel and obtain a cancellation invoice. Obtain a claim form from the claims office and get your registered doctor to complete the medical questions under the cancellation section. You should send any receipts to the claims office. All claims must be notified by the **organiser**.

POLICY B - TRAVEL POLICY

HOW YOUR TRAVEL POLICY WORKS

This insurance document shows the sections of cover, limits, conditions, exclusions, information on what to do if **you** need to claim and how to contact the **24** hour emergency assistance service. It is essential that **you** read it. The policy is a contract between **us** and **you**. **We** will pay for any event, as set out in the policy, that happens during the period of cover for which **you** have paid the appropriate premium.

Your travel insurance policy is not intended to cover items of high value, such as video camcorders, expensive watches etc., as these should be fully insured under **your** house contents insurance on an All Risks extension for **365** days of the year. There is a maximum amount **you** can claim for each individual item and a maximum amount in total for **valuables**, and these are shown under the **personal possessions** section. The **personal possessions** section is *not* 'new for old' as an amount for age, wear and tear will be deducted.

Your policy covers treatment of medical conditions in an emergency and which will respond quickly to treatment. It is not intended to cover **you** for recurrent or long-term treatment and in these circumstances, bearing in mind the advice given by **our** Chief Medical Officer, **we** reserve the right to transfer **you** to a state hospital, where adequate facilities are available, or to repatriate **you** to **your home country**.

All numbers and letters shown under 'For each **insured-person** this insurance will not cover:' refer to the same numbers and letters under 'For each **insured-person** this insurance will pay:' Where no letters or numbers are shown it applies to the whole section.

WHEN YOUR TRAVEL POLICY STARTS AND ENDS

The cover under all sections starts at the beginning of **your trip** as shown on **your** premium receipt and ends on **your return home** or expiry of the policy, whichever is the first. No further **trips** are covered by either policy.

EXTENSION OF PERIOD

In the event of **your** death, injury or illness or that of anyone travelling with **you** or because of delay or failure of **public transport** services **you** are unable to complete the **trip** before the expiry of this policy the cover will be automatically extended without additional premium for the additional days necessary for **you** to complete the **trip**.

CHANGE IN MEDICAL CONDITION OR ONGOING MEDICATION

If **your** health or **your** ongoing medication changes between the date the policy was bought and the date of travel **you** must advise Travellers HealthCheck on **08451 300 340** as soon as possible. **We** will advise **you** what cover **we** are able to provide after the date of diagnosis. **We** reserve the right to increase the premium, increase the excess, exclude the condition or withdraw the cover should the stability of the condition make it necessary.

USE AN EHIC CARD - NIL EXCESS IF MEDICAL COSTS ARE REDUCED

Avoid paying the excess - travellers to European Union countries should obtain a European Health Insurance Card (EHIC). These are available online at:

www.dh.gov.uk/travellers or by calling **08456 062 030**.

Application forms are also available from the Post Office.

This will entitle **you** to benefit from the reciprocal health arrangements which exist between European Union countries. In other countries where reciprocal health arrangements exist all reasonable steps should be made to utilise them. Please see Section **B4**.

CONDITIONS APPLICABLE TO YOUR TRAVEL POLICY

At all times **we** will act in good faith in **our** dealings with **you**. The payments for all claims following events that occur in **your** selected geographical area during the period of cover are dependent on **you**:

1. OBSERVING THE FOLLOWING:

In respect of all sections of the policy

- being a **resident** of the **United Kingdom** or the Channel Islands;
- taking all possible care to safeguard against accident, injury, loss or damage as if **you** had no insurance cover;
- the **organiser** handling all claims and producing the booking confirmation and passenger manifest confirming insurance is in force before a claim is admitted;
- giving **us** full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time;
- notifying **us** immediately of any changes in **your** health or medication after **you** buy the policy;
- passing on to **us** immediately every writ, summons, legal process or other communication in connection with the claim;
- providing all necessary information and assistance **we** may require at **your** own expense (including where necessary medical certification and details of **your** National Health number or equivalent and private health insurance);
- not admitting liability for any event or offering to make any payment without **our** prior written consent;
- accepting that **your** policy cannot be extended once it has expired;
- accepting that no alterations and/or additions to the printed terms and conditions of **your** policy be valid unless initialled by **us**.

In respect of sections, **B4**, emergency medical expenses and **B5**, curtailment, only:

- checking with **your** doctor on the advisability of making the **trip** if **you** have any existing medical condition, taking into account **your** chosen destination, the climatic conditions, the stability of **your** condition, the effect of any additional drugs or vaccines necessary and the standard of the medical services available. Cover will not be given if travel is against the advice of **your** doctor;
- not travelling specifically to receive medical treatment during **your trip** or in the knowledge that **you** are likely to need treatment;

- not requiring insurance for any stress related condition, anxiety, depression, eating disorder or mental instability;
- not requiring insurance for any medical condition where a terminal prognosis has been given by a registered doctor before buying this policy;
- not requiring insurance for any medical condition that is being investigated or for which **you** are awaiting or receiving treatment in hospital at the time of buying this policy;
- disclosing all **material facts** as soon as possible after the policy is issued;
- obtaining any recommended vaccines, inoculations or medications prior to **your trip**.

In respect of sections **B2**, personal possessions, and **B3**, personal money, only:

- providing full details of any House Contents, All Risks or school insurance policies **you** may have;
- retaining **your** tickets and luggage tags and notifying the Police within **24** hours of any loss or theft or to the carriers when the loss or damage has occurred in transit. **You** should obtain either a Police report or a carrier's Property Irregularity Report (PIR) form within **24** hours and enclose this with **your** claim form;
- complying with the carrier's conditions of carriage;
- not abandoning any property to **us** or the claims office.

2. RECOGNISING OUR RIGHTS TO :

- make **your** policy void where a false declaration is made or any claim is found to be fraudulent;
- take over and deal with in **your** name the defence or settlement of any claim made under the policy;
- subrogate against the responsible party and take proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under the policy;
- give **7** days notice of cancellation of this policy by recorded delivery to **you** at **your** last known address. In this case **we** will refund to **you** the pro-rata proportion of any unexpired premium **you** have paid;
- obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without **your** prior approval;
- cancel all benefits provided by this policy without refund of premium when a payment has been made for cancellation or curtailment of the **trip**;
- not to refund the policy premium after the policy has been issued, unless after receipt of the document **you** find that the terms and conditions do not meet **your** requirements, in which case the policy, premium receipt and any other relevant documents must be returned to the point of sale within **14** days of purchase for any refund to be considered;
- not make any payment under sections **B6**, **B7** and **B8** for any event that is covered by another insurance policy;
- only pay a proportionate amount of the claim under sections **B1**, **B2**, **B3**, **B4** and **B5** where there is other insurance in force covering the same risk and to require details of such other insurance;
- settle all claims under the Law of the country that **you** live in within the **United Kingdom** or the Channel Islands unless **we** agree otherwise with **you**;
- maintain **your** personal details in connection with an anti-fraud claims checking system.

EXCESSES APPLICABLE TO YOUR TRAVEL POLICY

IN RESPECT OF SECTIONS **B1**, DEPARTURE DELAY, **B2**, PERSONAL POSSESSIONS, **B3**, PERSONAL MONEY, **B4**, EMERGENCY MEDICAL EXPENSES, **B5**, CURTAILMENT, **B6**, PERSONAL LIABILITY, AND **B7**, ORGANISER'S LIABILITY ONLY.

An excess is the amount **you** have to pay towards each claim.

Each section of the policy listed carries an excess. All excesses shown for this policy are payable by **each insured-person**, for each incident giving rise to a separate claim (this does not apply to party leader claims for student money or emergency funds, where only one policy excess will be deducted per event). The policy excess under sections **B4** and **B5** may be increased to include **pre-existing medical conditions** confirmed in writing by Travellers HealthCheck. The increased excess will apply to all persons insured under **your** policy.

EXCLUSIONS APPLYING TO ALL SECTIONS OF THE TRAVEL POLICY

A This insurance will not pay for:

any deterioration of or loss or damage to property or any delay, legal liability, injury, illness, death or expense directly or indirectly due to, contributed to or caused by :

- war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power;
- participation in a **hazardous activity** unless the appropriate additional premium has been paid and the policy endorsed;
- any **pre-existing medical condition** or health condition that has been diagnosed, been in existence or for which **you** have received treatment from a hospital or specialist consultant during the last two years or for which **you** are awaiting or receiving treatment or under investigation where **you** are over **16** years of age travelling within the **United Kingdom** or Europe or at any age travelling Worldwide unless **we** have agreed cover in writing and any additional premium has been paid;
- any claim due to **your** carriers refusal to allow **you** to travel for whatever reason;
- any payments made or charges levied after the date of diagnosis of any change in **your** health or medication after the policy was bought unless this has been advised to **us** and any revised terms or conditions have been confirmed in writing;
- curtailment of **your trip** due to a medical condition of a person travelling with **you** and included on **your** booking, where the risk attaching to that medical condition has not been accepted by **us** in writing;
- you** being under the influence of drugs (except those prescribed by **your** registered doctor but not when prescribed for treatment of drug addiction);
- you** being under the influence of alcohol or solvents or anything relating to **your** prior abuse of alcohol or solvents;

- (9) delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country;
- (10) any claim arising from a **material fact** known by **you** at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to **us** and **we** have agreed in writing any terms applicable;
- (11) any deliberate or criminal act by an **insured-person**;
- (12) **manual labour**;
- (13) **you** travelling against the advice or recommendations published by the Foreign and Commonwealth Office and applicable at the time of **your** departure.

B. This insurance will not cover:

- (1) loss of earnings, additional hotel costs, additional car hire, additional parking fees, kennel fees or any other loss unless it is specified in the policy;
- (2) any loss due to currency exchanges of any and every description.

SECTION B1 - DEPARTURE DELAY (applicable to trips outside your home country)

For each insured-person this insurance will pay:

1. **you £20** compensation if the departure of **your** international flight, international train or sailing is delayed for more than **12 hours** from its scheduled departure from **your international departure point** and **your** possessions have been checked in. If the delay continues **we** will pay a further sum of **£10** for each complete period of **12 hours** up to a maximum of **£100**
2. up to the Adaptable Travel final invoice cost up to **£1,000** for the cancellation of **your trip** if **your** possessions have been checked in and after **24 hours** delay from **your** scheduled departure time at **your international departure point** **you** wish to abandon the **trip**.

For each insured-person this insurance will not cover:

- the cost of any accommodation, food, drink, telephone calls or faxes.
- any claim that is due to the failure of any transport or accommodation provider, their agent or anybody who is acting as **your** agent.
- 1&2 - any compensation unless **you** have checked in **your** possessions and obtained written confirmation from **your** airline, railway company, shipping line or their handling agents that shows the reason for the delay, the scheduled departure time and the actual departure time of **your flight**, international train or sailing.
- any compensation where the airline, railway company or shipping line or their handling agents provide alternative transport that departs within **12 hours** of the booked departure time.
- any compensation when **your** tour operator has rescheduled **your flight** itinerary.
- any claim where **you** have not pre-booked, where **you** have a stand-by ticket and do not have confirmed space or that is due to the aircraft being overbooked.
- 2.- the first **£40** of any claim made by **you**
- abandonment where the **trip** is of two days duration or less, or is a one way **trip**.

What you need to do if you wish to make a claim under this section of the policy:

You need to obtain a letter from the airline, railway company or shipping line or their handling agents that shows (a) scheduled departure time, (b) actual departure time, and (c) reason for the delay. **You** are only covered if the delay is more than **12 hours**. All claims must be notified by the **organiser**.

SECTION B2 - PERSONAL POSSESSIONS

For each insured-person this insurance will pay:

- a) up to a total of **£1,000** for **your personal possessions** to cover;
 - either (i) the cost of repair of items that are partially damaged whilst on **your trip**, up to the market value of the item, allowing for age, wear and tear;
 - or (ii) the market value of the item, allowing for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on **your trip**;
- (b) up to a total of **£100** to cover the purchase of **essential items** if **your personal possessions** are misplaced, lost or stolen on **your** outward journey from the **your home country** for over **12 hours** from the time **you** arrived at **your trip** destination. **You** must keep all receipts for these items and send them in to **us** with **your** claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost;

For each insured-person this insurance will not cover:

- (a) - the first **£40** of each and every incident giving rise to a claim;
- more than **£150** for any one article, **pair** or **set** of any kind, whether they are solely or jointly owned;
- more than **£150** in total for **valuables** whether solely or jointly owned;
- more than **£100** in respect of sunglasses, prescription glasses or spectacles;
- more than **£100** for items lost or stolen from a beach or lido;
- mobile telephones, SIM cards, mobile telephone prepayment cards, lost or stolen mobile telephone call charges or mobile telephone accessories;
- any claim for loss or theft where **you** have not notified the police, **your** carrier or tour operator's representative and obtained a written report;
- any claim where **you** are unable to provide the damaged items on request or to prove the existence or prove the ownership of any item with an insured value in excess of **£50**;
- loss of, or damage to, property that does not belong to **you** or any member of **your** family;
- any claim that is the result of a domestic dispute;
- any breakage or damage to fragile articles, paintings, works of art, sculptures, audio, video, computer, television equipment, musical instruments, household goods unless the breakage or damage is caused by fire, theft or in an accident to the motor vehicle in which they are being carried;

- loss or damage due to atmospheric or climatic conditions, wear, tear, moth or vermin;
- the cost of replacing or repairing dentures;
- (a) & (b) the loss, theft or damage to:-
 - films, tapes, cassettes, cartridges or discs other than their value as unused material unless purchased pre-recorded when **we** will pay up to the maker's latest list price;
 - duty free items such as tobacco products, alcohol and perfumes;
 - perishable goods, bottles, cartons and any damage caused by them or their contents;
 - pedal cycles, wheelchairs, prams, pushchairs or baby buggies except while they are being carried as luggage on **public transport**;
 - sports equipment whilst in use;
 - any items more specifically insured elsewhere;
 - **valuables** carried in any suitcases, trunks or similar containers when left **unattended**;
 - **valuables** left **unattended** except where they are locked in a safe or safety deposit box where these are available or left out of sight in **your** locked personal holiday or **trip** accommodation;
 - contact or corneal lenses or artificial limbs;
- money, bonds, coupons, stamps negotiable instruments, securities or documents of any kind;
- **personal possessions** left **unattended** away from **your** personal holiday accommodation or **ski equipment** (but not **valuables**) left between **6.00 am** and **11.00 pm** local time (during daytime) in the locked boot or covered luggage area of a motor vehicle where entry was gained by violent and forcible means;
- (b) - boots, shoes, trainers and the like.

What you need to do if you wish to make a claim under this section of the policy

For all loss or damage claims during transit **you** need to (a) retain **your** tickets and luggage tags, (b) report the loss or damage to the airline, railway company, shipping line, coach company or their handling agents, and obtain a Property Irregularity Report (PIR) form or its equivalent within **24 hours**. If luggage is delayed longer than **12 hours** on **your outward** journey, **you** may need to buy some **essential items**, **you** must keep all the receipts to prove **your** claim.

For all damage claims **you** should retain the items in case **we** wish to see them. **You** will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. **You** should keep receipts or vouchers for any items lost or damaged as these will help to prove **your** claim.

For all losses **you** should report to the Police as soon as possible, and within **24 hours** of discovery, and obtain a written report and reference number from them. **You** should also report the loss to **your** tour operator's representative or hotel/apartment manager wherever appropriate. All claims must be notified by the **organiser**.

SECTION B3 - PERSONAL MONEY

For each insured-person this insurance will pay:

- (a) up to **£150** for the loss or theft of **your personal money** during **your trip**;
- (b) up to **£100** for additional travel and accommodation expenses necessarily incurred to obtain replacement **travel documents** whilst on **your trip** if **your travel documents** are lost or stolen during **your trip**.

For each insured-person this insurance will not cover:

- (a) - the first **£40** of each and every incident giving rise to a claim;
- loss or theft of **personal money** due to depreciation in value, currency changes or shortage caused by any error or omission;
- loss or theft of travellers' cheques where the bank provides a replacement service;
- any financial loss suffered as a result of **your** debit/credit card being lost or stolen;
- any claim for loss or theft where **you** have not notified the Police, **your** carrier or tour operator's representative and obtained a written report;
- more than the unused portion of **your** passport.
- (a)&(b)- loss or theft of **personal money** or **travel documents** that are not:
 - on **your** person;
 - held in a safe or safety deposit box where one is available;
 - left out of sight in **your** locked personal **trip** accommodation;
- (b) - any costs incurred before departure or after **you** return **home**;
- any costs which are due to any errors or omissions on **your travel documents**;
- **your** failure to obtain the required passport or visa;
- any expenses for food or drink.

What you need to do if you wish to make a claim under this section of the policy

For all losses **you** should report to the Police as soon as possible, and within **24 hours** of discovery, and obtain a written report and reference number from them. **You** should also report the loss to **your** tour operator's representative or hotel/apartment manager wherever appropriate.

For loss of money **we** will also require (a) confirmation from **your** UK currency exchange of the issue of foreign currency or travellers' cheques, (b) exchange confirmations for currency changed from travellers' cheques, or, (c) where sterling is involved, documentary evidence of possession.

For lost or stolen **travel documents** **you** will also need get a letter from the Consulate, airline or travel provider where **you** obtained a replacement and keep all the receipts for **your** travel and accommodation expenses. All claims must be notified by the **organiser**.

SECTION B4 - EMERGENCY MEDICAL AND ASSOCIATED EXPENSES

Please note : If you are admitted to hospital this must be reported to our appointed emergency medical assistance service as soon as it is practically possible and at the latest within 24 hours. If your medical bill is likely to exceed £500 you must call the emergency medical assistance company within 24 hours.

Please see page 1 of policy for details.

For each insured-person this insurance will pay :

to you or your legal representatives the following necessary emergency expenses that are payable within six months of the event that causes the claim that results from your death, injury or illness:

- (a) up to **£2,000,000** for reasonable:
 - (i) fees or charges to be paid outside **your home country** for medical, surgical, hospital nursing home or nursing services;
 - (ii) additional travel, accommodation and repatriation costs to be made for or by **you** and for any one other person who is required for medical reasons to stay with **you**, to travel to **you** from within the **United Kingdom** or to travel with **you**;
 - (iii) charges following **your** death outside **your home country** for **your** burial or cremation in the locality where **your** death occurs up to a maximum cost of **£2,000**, plus the cost of returning **your** ashes **home** or the return of **your** body to **your** home;
- (b) up to **£100** to cover emergency dental treatment only to cure sudden pain;
- (c) **£10** for each full day that **you** are in a state hospital as an in-patient during the period of the **trip** in addition to the fees and charges paid under (a) above;

For each insured-person this insurance will not cover:

- (a) - the first **£40** of each and every incident giving rise to a claim except when **you** have used a reciprocal health card or form or other mutual agreement between countries to obtain a reduction in medical costs, when this is reduced to **NIL**.
 - any elective or pre-arranged treatment.
 - any routine non-emergency tests or treatment.
 - any treatment or hospitalisation which can be reasonably expected.
 - the cost of private treatment where adequate state facilities are available.
 - the cost of replenishing supplies of any medication **you** were using at the start of the **trip**, or further treatment for any condition **you** had at the start of **your** **trip**.
 - the cost of taxi fares for anyone other than the patient, telephone calls, faxes or any expenses for food or drink.
 - any claim that is caused by:
 - **you** travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose);
 - **you** driving a motorcycle for which **you** do not hold a full licence to ride in **your home country**;
 - **you** riding on a motorcycle without wearing a crash helmet, whether legally required locally or not;
 - **your** suicide, self-injury or wilful act of self exposure to peril (except where it is to save human life);
 - **your** participation in a **hazardous activity** unless an additional premium has been paid and the policy endorsed;
 - the cost associated with the diversion of an aircraft due to **your** death, injury or serious illness.
- (a)(i) - any services or treatment received by **you** within **your home country**;
- any services or treatment received by **you**, including any form of cosmetic surgery **OR** any treatment that in the opinion of the emergency assistance service, in consultation with **your** treating doctor, can reasonably wait until **you** return to **your home country**;
- any services or treatment received by **you** after the date on which in the opinion of the emergency assistance service, **you** can safely return **home**, that would exceed the cost of **your** repatriation;
- any routine non-emergency tests or treatment;
- repairs to or for the provision of dentures, artificial limbs or hearing aids;
- any dental work involving the use of precious metals;
- in-patient treatment that has not been notified to and agreed by the emergency assistance service;
- any extra costs for single or private accommodation in a hospital or nursing home;
- any costs for treatment, including exploratory tests, that has no relationship with the illness or injury on which the claim is being made;
- (a)(iii) **your** burial or cremation in **your home country**;
- (b) - emergency dental work costing more than **£100**;
- (c) - any payment when **you** are in a private hospital or clinic;
- more than **£200** in total for state hospital in-patient benefit;

NOTE:

IF TRAVELLING WITHIN EUROPE YOU SHOULD CARRY A EUROPEAN HEALTH INSURANCE CARD (EHIC) AND USE THIS AT STATE REGISTERED DOCTORS AND STATE HOSPITALS TO SAVE COSTS.

**FOR PRACTICAL ASSISTANCE IN A MEDICAL EMERGENCY
OR IF YOU NEED TO CUT YOUR TRIP SHORT
CONTACT SPECIALTY ASSISTANCE ON +44 (0) 8453 707 183**

What you need to do if you wish to make a claim under this section of the policy

Emergency medical details are given separately above.

For non-emergency cases, visits to doctors, hospital outpatients, or pharmacies **you** must keep all receipts accounts and medical certificates. All claims must be notified by the **organiser**.

SECTION B5 - CURTAILMENT (CUTTING SHORT YOUR TRIP)

For each insured-person this insurance will pay:

up to the Adaptable Travel final invoice cost up to **£1,000** for **your** unused proportion of (i) transport charges, (ii) loss of accommodation and (iii) additional travel expenses that **you** have paid or agreed to pay and that **you** cannot recover from any other source following **your necessary** curtailment of **your** **trip** due to:

- (a) the **trip** being cut short by **your** early return **home** because of:
 - (i) the death, injury or illness of:
 - **you** or a friend with whom **you** are travelling;
 - a **close relative** who lives in **your home country**;
 - a close **business associate** who lives in **your home country**;
 - a friend who lives abroad and with whom **you** were intending to stay;
 - (ii) **you**, a friend or **close relative** who is travelling with **you** being required in **your home country** for jury service or as a witness in a Court of Law, or
 - (iii) **you**, a friend or **close relative** who is travelling with **you** being called back by the Police after **your** **home**, or the home in **your home country** of **your** friend or **close relative**, or usual place of business in **your home country**, having suffered from burglary, serious fire, storm or flood;
- (b) the **trip** being interrupted because **you** have been confined to hospital for the rest of **your** **trip** because of injury or illness.

For each insured-person this insurance will not cover :

- the first **£40** of any loss, charge or expense made on each claim under this section;
- any payment or part payment made using frequent flyer vouchers, Air Miles vouchers or other vouchers that have no financial face value;
- any payment where **you** have not suffered any financial loss;
- any claim that is due to:
 - the withdrawal of previously approved leave by **your** employer unless it is due to the death or serious illness of a **close business associate**;
 - **your** failure to obtain the required passport visa or ESTA;
 - the operation of law or as a result of an unlawful act or criminal proceedings against anyone included in **your** booking;
 - the failure of any transport or accommodation provider, their agent or anybody who is acting as **your** agent;
 - the curtailment of **your** **trip** by the tour operator;
 - the failure of **your** travel agent or tour operator;
 - the cancellation of any conference or business **trip** onto which **your** **trip** was to be an add-on;
 - financial circumstances;
 - **your** loss of enjoyment of the **trip** however caused;
 - **your** suicide, self-injury or any wilful act of self exposure to peril (except where it is to save human life);
 - death or illness of any pets or animals;
 - curtailment due to death or illness of a **close relative** or close **business associate** caused by a **pre-existing medical condition** other than where it is an immediate parent or guardian and necessitates an immediate return **home**;
 - terrorism, riot, civil commotion, strike or lock-out;
- any event that is due to **you** participating in a **hazardous activity** unless an additional premium has been paid and the policy endorsed;
- any unused portion of **your** original ticket where repatriation has been made;
- cutting short **your** **trip** unless the emergency medical assistance service have agreed;
- any event caused by **your** failure to get a medical certificate from the treating doctor near to where **you** are staying that states the necessity to return **home** due to death, injury or illness;
- curtailment cover where the **trip** is of two days duration or less or is a one-way **trip**;
- curtailment due to any event caused by:
 - **you** driving a motorcycle for which **you** do not hold a full licence to ride in **your home country**;
 - **you** riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.

What you need to do if you wish to make a claim under this section of the policy

If **you** feel **you** need to cut short **your** **trip** **you** will need a letter confirming this is due to medical necessity from **your** treating doctor in resort, and to confirm this with **SPECIALTY ASSISTANCE**. Curtailment claims will not otherwise be covered. **You** should keep any receipts or accounts given to **you** and send them in to the claims office. All claims must be notified by the **organiser**.

SECTION B6 - PERSONAL LIABILITY

For each insured-person this insurance will pay:

up to **£1,000,000**, plus costs agreed between us in writing, for any event occurring during the period of this insurance that **you** are legally liable to pay that relate to an incident caused by **you** and that results in:

- (a) injury, illness or disease of any person;
- (b) loss of, or damage to, property that does not belong to **you** or any member of **your** family and is neither in **your** charge or control nor under the charge or control of any member of **your** family;
- (c) loss of, or damage to **trip** accommodation which does not belong to **you** or any member of **your** family.

For each insured-person this insurance will not cover:

- (a) & (b) the first **£40** in respect of each and every event that causes a claim;
- (c) - the first **£250** in respect of each and every event that causes a claim;
- any liability for loss of or damage to property or injury, illness or disease:
 - where an indemnity is provided under any other insurance;
 - that is suffered by anyone who is under a contract of service with **you**, acting as a carer, whether paid or not, or any member of **your** family and is caused by the work **you** or any member of **your** family employ them to do;
 - that is caused by any deliberate act or omission by **you**;
 - that is caused by **your** own employment, profession or business or any member of **your** family;
 - that is caused by **your** ownership, care, custody or control of any animal;
 - that falls on **you** by agreement and would not have done if such agreement did not exist;
- any liability for injury, illness or disease suffered by **you** or any member of **your** family;
- compensation or any other costs caused by accidents involving **your** ownership, possession or control of any:
 - land or building or their use either by or on **your** behalf other than **your** temporary **trip** accommodation;
 - mechanically propelled vehicles and any trailers attached to them;
 - aircraft, motorised skis, motorised waterborne craft or sailing vessel;
 - firearms or incendiary devices.

What you need to do if you wish to make a claim under this section of the policy

Never admit responsibility to anyone and do not agree to pay for any damage, repair costs or compensation.

Keep notes of any circumstances that may become a claim so these can be supplied to us along with any supporting evidence we may require. All claims must be notified by the **organiser**.

SECTION B7 - ORGANISER'S LIABILITY

(applicable on educational establishments only)

This cover only applies when your education authority or educational establishment does not carry this insurance protection.

For each insured-person this insurance will pay:

up to **£5,000,000**, plus costs agreed between us in writing, for any event occurring during the period of this insurance where the **organiser** is legally liable to pay that relate to an incident caused by the **organiser** and that results in:

- (1) injury, illness or disease of any person;
- (2) loss of or damage to property that does not belong to the **organiser** and is not in the **organiser's** charge or control;
- (3) any liability described in (1) above falling on the Local Education Authority or, in the case of an independent school, the governing body in place of the **organiser**.

For each insured person this insurance will not cover:

- (1) the first **£40** in respect of each and every event that causes a claim;
- (2) the first **£250** in respect of each and every event that causes a claim;
- 1&2- any liability for loss of or damage to property or injury, illness or disease:
 - where an indemnity is provided to the **organiser** under any other insurance;
 - that is caused by any deliberate act or omission of the **organiser**;
 - that is caused by the **organiser's** employment, profession or business other than as part of **your** school duties;
 - that is caused by the **organiser's** ownership, care, custody or control of any animal;
 - that falls on the **organiser** by agreement and would not have done if such agreement did not exist;
- any liability for injury, illness or disease suffered by the **organiser**;
- compensation or any other costs caused by accidents involving the **organiser's** ownership, possession or control of any:
 - land or building or their use either by or on behalf of the **organiser** other than temporary **trip** accommodation;
 - mechanically propelled vehicles and any trailers attached to them;
 - aircraft, motorised waterborne craft or sailing vessel;
 - firearms or incendiary devices.

What you need to do if you wish to make a claim under this section of the policy

Never admit responsibility to anyone and do not agree to pay for any damage, repair costs or compensation. Keep notes of any circumstances that may become a claim so these can be supplied to us along with any supporting evidence we may require. All claims must be notified by the **organiser**.

SECTION B8 - PERSONAL ACCIDENT BENEFIT

For each insured-person this insurance will pay:

A single payment for **your** accidental bodily injury, that independently of any other cause, results in **your**:

	Amount of payment
(a) death	£15,000
(b) total and permanent loss of sight in one or both eyes or total loss by physical severance or total and permanent loss of use of one or both hands or feet	£15,000
(c) permanent and total disablement from engaging in paid employments or paid occupations of <u>any and every</u> kind	£15,000*

all occurring within **12** months of the event happening.

For each insured-person this insurance will not cover:

- any event that is due to:
 - **you** travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose)
 - **you** riding on a motorcycle for which **you** do not hold a full licence to ride in **your home country**.
 - **you** riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.
 - **your** suicide, self-injury or any wilful act of self-exposure to peril (except where it is to save human life).
 - **you** being under the influence of drugs (except those prescribed by **your** registered doctor but not when prescribed for the treatment of drug addiction)
 - **your** abuse or prior abuse of solvents and alcohol.
 - **your** participation in a **hazardous activity** unless an additional premium has been paid and the policy endorsed.
- more than one of the benefits that is a result of the same injury.
- (a) more than **£1,000** death payment when **your** age is seventy-six (**76**) years or over at the time of the incident.
- (c) any payment when **your** age is seventy-six (**76**) years or over at the time of the incident.

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

What you need to do if you wish to make a claim under this section of the policy

In the event of death we will require sight of an original copy of the death certificate, for other claims please write describing the circumstances of the accident and its consequences, and **you** will be advised what further documentation is required. All claims must be notified by the **organiser**.