



# Group Travel Insurance Policy

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**Policy Number:** ASUA/CANOPIUS/2018/0074

**UMR Number:** B1533CUW1700004

**Group Policyholder:** Halsbury Travel

**Address:** 35 Churchill Park, Colwick Business Estate,  
Nottingham NG4 2HF

**Cover Description:** Group Policy in respect of each person travelling on a trip arranged by the Group Policyholder who is eligible to be covered under this group policy and for which details have been provided to us by the Group Policyholder.

**Period:** Bookings made between 1<sup>st</sup> November 2018 until 31<sup>st</sup> October 2019  
(with all travel having been completed by 31<sup>st</sup> October 2021)

**Geographical Area:** Worldwide

**Beneficiaries:** Beneficiaries receive cover benefits by virtue of the group policy issued to the group policyholder. Only the group policyholder has direct rights against the insurer. The benefits received by the beneficiaries do not give them direct rights under this group policy of insurance but enable them to receive the benefits below. Beneficiaries must notify us of any incident that they feel could give rise to a claim under these terms and conditions.

## CONTACT DETAILS YOU MAY NEED

**Emergency Medical Assistance: Mayday Assistance**  
24-hour service phone number: +44 (0) 1273 624 661  
Email: [operations@maydayassistance.com](mailto:operations@maydayassistance.com)

**All Other Claims: Rightpath Claims Ltd**  
Tel: +44 (0) 208 667 1600  
E-mail: [claim@rpclaims.com](mailto:claim@rpclaims.com)

Please see below for the full list of benefits, limits and excesses that apply to the Policy.

In addition **your** cover may have some extensions included as standard with other extensions available as additional covers for which an additional premium will be payable. If **you** have made any changes to the basic cover or added in any extensions then these changes and additions will be noted on **your** insurance schedule.

This table of benefits should be read together with **your** Booking Confirmation, insurance schedule and policy wording as they all form part of **your** insurance contract with **us**.

## TABLE OF BENEFITS

<b>1</b>	<b>Cancellation or Curtailment</b> Excess £25	<b>Up to £3,500</b>
We will compensate you for any unused accommodation and travel expenses which you lose or incur as a result of having to cancel / curtail your holiday due to certain reasons.		
<b>2</b>	<b>Emergency Medical Repatriation &amp; Other Expenses</b> Excess £30	<b>Up to £5,000,000 in total</b>
	<b>Replacement Leader</b> Excess £30	<b>Up to £5,000 in total</b>
<b>2a</b>	<b>Hospital Confinement Benefit</b> Excess Nil	<b>Up to £30 per 24 hrs up to a maximum of £500 in total</b>
Should you require emergency medical treatment or repatriation, our policies provide you with access to a 24hr multilingual staffed medical emergency company.		
<b>3</b>	<b>Personal Accident</b> Item 1 Item 2 Item 3 Excess Nil	<b>Up to £25,000 in total</b> <b>Up to £25,000 in total</b> <b>Up to £25,000 in total</b>
In the event of accidental injury, disablement or death, a lump sum payment will be issued to you or the persons chosen by you. We also cover certain acts of terrorism too to provide you with extra peace of mind when travelling.		
<b>4</b>	<b>Delayed Departure (leisure cover only)</b> Excess Nil  Abandonment after full 24 hours Excess £30	<b>£20 first 12 hours, £ 20 for each additional 12 hour period up to a maximum of £100 in total</b> <b>Up to £1,500 in total</b>
<b>4a</b>	<b>Missed Departure</b> Excess Nil	<b>Up to £600 in total</b>
<b>5</b>	<b>Baggage</b> Single Article/Pair/Set Limit Total Valuable Limit Equipment Limit per group Delayed Baggage (Minimum delay of 12 hours) Excess £20	<b>Up to £1,500 in total</b> <b>Up to £200 in total</b> <b>Up to £200 in total</b> <b>Up to £750 in total</b> <b>Up to £50 in total</b>
We cover the loss and theft of and damage to your baggage & personal belongings. We also provide you with an allowance to purchase essential replacement items in the event that your checked-in baggage is delayed for a certain period of time		

<b>6</b>	<b>Personal Money Group Money Group Leader Expenses</b>	<b>Up to £200 in total Up to £500 in total Up to £500 in total</b>
	Excess £25	
	Passport & Documents	Up to £300 in total
	Group Passports & Documents	Up to £3,000 in total
We cover the loss and theft of your money		

<b>7</b>	<b>Personal Liability (does not cover work related claims) Group Leader</b>	<b>Up to £2,000,000 in total Up to £2,000,000 in total</b>
	including	Up to £100,000 in total in total
	Rented Accommodation Limit	
	Excess £250	
We cover accidental damage to third parties (person or property) inflicted by the insured while travelling.		

<b>8</b>	<b>Legal Expenses &amp; Assistance (does not cover work related claims)</b>	<b>Up to £50,000</b>
	Excess £250	
If you suffer personal injury, we cover the cost for a juridical procedure / legal advice		

<b>9 – WINTER SPORTS COVER</b>			
9a	Ski Equipment	Up to £800 in total	Excess £50
	Single Article/Pair/Set Limit	Up to £250 in total	
9b	Ski Equipment Hire	Up to £50 per day up to £300 in total	Excess £50
9c	Ski Pack	Up to £50 per day up to £400 in total	Excess £75
		Up to £150 lost pass	
9d	Piste Closure	Up to £50 per day up to £500 in total	Excess Nil
9e	Avalanche or Landslide Closure	Up to £50 per day up to £500 in total	Excess Nil

# ALL SEASONS GROUP TRAVEL INSURANCE

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# Welcome

Thank **you** for choosing **us** for **your** insurance. This document sets out what is and what is not covered. Certain words shown in **bold** in this document have specific meanings and these are explained in the [General Definitions Section](#).

**All Seasons Underwriting Agencies** arranged **your** insurance. Please contact them if **you** need any documents to be made available in braille and/or large print and/or in Audio format.

The insurers for this insurance are Lloyd's Syndicate 4444 which are managed by **Canopius Managing Agents Limited**. Registered office: Gallery 9 One Lime Street, London, EC3M 7HA. Registered in England and Wales No. 01514453. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Please check that the cover explained in this document, in the **Policy Schedule**, and in the Table of Benefits which accompanies the **Policy Schedule** meets **your** needs and that **you** understand it. If **you** have any questions about **your** insurance, please contact **All Seasons Underwriting Agencies** at [info@asuagroup.co.uk](mailto:info@asuagroup.co.uk) or call 0203 327 0555.

Subject to the policy terms and conditions, this insurance lasts for the duration of a single **trip**. **Your period of insurance** is shown on **your Policy Schedule**.

Please take time to read Part A "Important Information" in this document. It tells **you** about things **you** need to check, actions which **insured persons** need to take, and things which **insured persons** need to tell **us** about once the insurance has started.

This document gives details of many sections of cover. Some sections of cover only apply if **you** have chosen a certain level of cover or type of policy, and/or **you** have paid an additional premium. The level of benefit which will be payable in the event of a valid claim under each section of cover are shown in **your Policy Schedule** and the accompanying Table of Benefits.

To request any extension of the **period of insurance** after the commencement of travel **you** must contact the policyholder and advise of any circumstances which at the time of **your** request could reasonably be expected to cause a claim under this insurance. **We** do not guarantee that any extension of cover will be provided.

## Eligibility

**You** and all **insured persons** must observe travel advice provided by an EEA recognised Government body. (For residents of the **United Kingdom** this is the Foreign and Commonwealth Office (FCO)). No cover is provided under any section of this insurance in respect of travel to a destination to which the FCO or an EEA recognised Government body has advised against all or all but essential travel. For residents of the **United Kingdom**, travel advice can be obtained from the FCO on telephone number +44 (0)845 850 2829 or by visiting their website at [www.fco.gov.uk](http://www.fco.gov.uk).

All insurance documents and all communications from **us** about this insurance will be in English.

# The Contract of Insurance

This document, together with **your Policy Schedule**, the Table of Benefits and the information provided on **your** insurance application, or when **you** made an amendment or at renewal, form a legally binding contract of insurance between **you** and **us**. The contract does not give, or intend to give, rights to anyone else. No-one else has the right to enforce any part of this contract.

The insurance provided by this document covers liability, loss, damage, death or disability that happens during any **period of insurance** for which **you** have paid, or agreed to pay, the premium. This insurance is provided under the terms and conditions contained in this document or in any amendment made to it.

This document, **your Policy Schedule** and the Table of Benefits are issued to **you** by Compass Underwriting Limited in its capacity as agent for the insurers, Lloyd's Syndicate 4444, under contract reference B1533CUW1700004.

Signed by



(Andrew Briant)

Authorised signatory for

Compass Underwriting Limited, 50 Mark Lane, London EC3R 7QR, United Kingdom

# PART A - IMPORTANT INFORMATION

This is not a private medical insurance. If an **insured person** needs any emergency medical treatment whilst abroad he/she must contact **our** 24 hour Emergency Assistance Company, Mayday Assistance. Not contacting them, or not following their instructions, could affect an **insured person's** claim. Full details are shown under the [Making a Claim Section](#).

There are conditions which apply to the whole of this insurance and full details of these can be found under the [General Conditions and Exclusions Section](#). There are also conditions which relate specifically to making a claim, and these can be found under the [Making a Claim Section](#). In the above Sections **you** will find conditions that **you** and all other **insured persons** need to meet. If **you** and/or any other **insured person(s)** do not meet these conditions, **we** may need to reject a claim payment or a claim payment could be reduced. In some circumstances **your** policy may be cancelled.

## Declaration of Medical Conditions and Health Changes

This travel insurance policy contains conditions and exclusions in relation to the health of the **insured persons** and of others who might not be travelling with an **insured person** but whose well-being the **insured person's trip** may depend upon.

## Exclusions Relating to Health and Medical Conditions

There is no cover under Section 1 – Cancellation or curtailment charges, Section 2 – Emergency medical, repatriation and other expenses, or Section 3 - Personal accident of this policy for any claims arising directly or indirectly from:

- a) Any **medical condition** an **insured person** has with which a **medical practitioner** has advised the **insured person** not to travel (or would have done so had the **insured person** sought his/her advice), but despite this the **insured person** still travels;
- b) Any surgery, treatment or investigations for which an **insured person** intends to travel outside of his/her **home area** 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 an **insured person** is not taking the recommended treatment or prescribed medication as directed by a **medical practitioner**;
- d) An **insured person** travelling against any health requirements stipulated by:
  - the airline with which the **insured person** is travelling, by the airline's booking company, or by anyone else who provides services on behalf of the airline at the airport, or
  - any other **public transport** provider.

### Pregnancy

There is no cover under this policy in relation to pregnancy and/or childbirth unless during a **trip**:

- a) an **insured person** suffers a **bodily injury**; or
- b) an **insured person** contracts an illness or disease; or
- c) complications of any kind with the pregnancy occur.

Cover for the above events will continue until 12 weeks prior to the due date, or until 6 weeks prior to the due date where an **insured person** has been given approval to travel overseas by a **medical practitioner**. The return date of the trip cannot be any later than 6 weeks prior to the due date.

The policy will not cover any costs relating to pregnancy or childbirth if an **insured person** travels less than 6 weeks prior to the due date, even with approval to travel from a **medical practitioner**.

If an **insured person** becomes pregnant and the dates of travel fall within the 12 or 6 week periods prior to the due date referred to above, the **insured person** should contact the ASUA Customer Helpline to discuss their options relating to policy cover.

# PART B GENERAL CONDITIONS AND EXCLUSIONS

## General Conditions

The following conditions apply to the whole of this insurance.

1. Other Insurance  
If, at the time of a valid claim under this policy there is another insurance policy in force which covers **you** or the **insured person** for the same loss or expense, **we** may seek a recovery of some or all of **our** costs from the other insurer. **You** and/or other **insured persons** must give **us** any help or information **we** may need to assist **us** with **our** loss recoveries.
2. Precautions  
At all times all **insured persons** must take precautions to avoid injury, illness, disease, loss, theft or damage and take steps to safeguard their property from loss or damage and to recover property lost or stolen.
3. Affordable Care Act  
This insurance is not subject to, and does not provide certain of the insurance benefits required by, the United States' Patient Protection and Affordable Care Act ("ACA"). This insurance does not provide, and Insurers do not intend to provide, minimum essential coverage under ACA. In no event will benefits be provided in excess of those specified in the contract documents. This insurance is not subject to guaranteed issuance or renewability other than as specified in the policy. ACA requires certain US citizens and US residents to obtain ACA compliant health insurance coverage. In some circumstances penalties may be imposed on persons who do not maintain ACA-compliant coverage. **You** should consult **your** attorney or tax professional to determine if ACA's requirements are applicable to **you**.

## General Exclusions

The following exclusions apply to the whole of this insurance.

**We** will not pay for claims arising directly or indirectly from:

1. Participation in **winter sports**:  
An **insured person's** participation in **winter sports** unless the appropriate **winter sports activity** has been specifically organised by Halsbury Travel, then cover will apply for:
  - a) the **winter sports** specified in Appendix B and
  - b) a period of no more than 17 days in total in each **period of insurance**.
2. Professional sports or entertaining:  
An **insured person's** participation in or practice of any professional sports or professional entertaining.
3. Other sports or activities:  
An **insured person's** participation in or practice of any other sport or activity, manual work, driving any motorised vehicle in motor rallies or competitions or racing unless:
  - a) specified in the lists under Appendix A of this policy or
  - b) shown as covered in **your Policy Schedule** when the additional premium is paid.
4. Suicide, drug use, alcohol or solvent abuse and an **insured person** putting themselves at risk:  
An **insured person's** wilfully, self-inflicted injury or illness, suicide or attempted suicide, sexually transmitted diseases, solvent abuse, alcohol abuse, drug use (other than drugs taken in accordance



with treatment prescribed and directed by a **medical practitioner**, but not for the treatment of drug addiction), and an **insured person** putting themselves at risk (except in an attempt to save human life).

5. Unlawful action:

An **insured person's** own unlawful action in the country in which the **trip** is taking place or any criminal proceedings against an **insured person**.

6. Any other loss, damage or additional expense following on from the event for which an **insured person** is claiming, unless **we** provide cover under this insurance.

7. Armed Forces:

Operational duties of a member of the Armed Forces (other than claims arising from authorised leave being cancelled due to operational reasons, as provided for under sub section 4. "Specified Events" of Section 1 – Cancellation or curtailment charges).

8. Travelling against WHO advice or against the advice of a European Union recognised Government body:

An **insured person's** travel to a country, specific area or event when the World Health Organisation (WHO) or regulatory authority in a country to/from which the **insured person** is travelling has advised against all, or all but essential, travel. For residents of the **United Kingdom** this regulatory body is the Travel Advice Unit of the Foreign & Commonwealth Office (FCO).

9. **Family and single parent cover** travel restrictions:

If an **insured person** is aged under 18 he/she is only insured when travelling with one or both of the insured adults (or accompanied by another responsible adult). If an **insured person** reaches the age mentioned above during the **period of insurance**, cover will continue until the next renewal date but not after that.

10. **War** or acts of **terrorism**:

However, this exclusion shall not apply to losses under Section 2 – Emergency medical, repatriation and other expenses, Section 2a – Hospital confinement benefit and Section 3 – Personal accident, unless such losses are caused by nuclear, chemical or biological attack, an **insured person's** participation in **active war**, or the disturbances were already taking place at the beginning of any **trip**.

11. An **insured person** engaging in **active war**.

12. **Nuclear risks**.

13. Sonic bangs:

Loss, destruction or damage directly caused by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

14. Redundancy:

**We** will not pay if any **insured person**, either at the time a holiday was booked, or at the time **you** purchased the policy, had any reason to believe that they would be made redundant.

15. **We** will not pay if the tour operator, or anyone an **insured person** has made travel or accommodation arrangements with, fails to fulfil the holiday booking for any reason, including bankruptcy or liquidation.

# PART C – MAKING A CLAIM

## What to do in a Serious Medical or other Emergency Abroad

On **our** behalf, Mayday Assistance provide a 24 hour emergency service 365 days a year and **insured persons** can contact Mayday Assistance by using the following details:

**Emergency 24-hour service phone number: +44 (0) 1273 624 661**  
**Fax: +44 (0) 1273 606 390**  
**Email: [operations@maydayassistance.com](mailto:operations@maydayassistance.com)**

**You**, or the **insured person**, must do this as soon as possible in the case of a serious medical emergency abroad where **you** or they will or may need to stay in hospital, have hospital treatment or other emergencies, for example the need to change travel arrangements and return **home** because a **close relative** has become seriously ill.

When calling Mayday Assistance for help, please provide the following information:

- The policy number (shown on **your Policy Schedule**) and **your** name.
- The **insured person's** name and the address they are staying at.
- The phone number **you**, or the **insured person**, are calling from.
- The nature of the emergency.
- The name and phone number of the doctor and hospital treating the **insured person**.

Not contacting Mayday Assistance, or not following their instructions, could affect **your** claim. Mayday Assistance must agree, beforehand, any emergency travel expenses involving air travel. If it is not possible for **you** or the **insured person** to make contact with Mayday Assistance before hospital admission or before medical expenses are incurred because emergency treatment is required, contact must be made as soon as possible.

Private medical treatment is not covered in countries where reciprocal health agreements entitle an **insured person** to benefit from public health care arrangements unless authorised specifically by Mayday Assistance. Mayday Assistance has the medical expertise, contacts and facilities to help should an **insured person** be injured in an accident or fall ill. Mayday Assistance will also arrange transport **home** when this is considered to be medically necessary or when an **insured person** is told about the illness or death of a **close relative** or a **close business associate at home**.

## Payment for medical treatment abroad

If an **insured person** is admitted to a hospital/clinic while abroad, Mayday Assistance will arrange for medical expenses covered by the insurance to be paid direct to the hospital/clinic. To take advantage of this benefit:

- Someone must contact Mayday Assistance for the **insured person** as soon as possible;
- For out-patient treatment costing less than £200, it is recommended that the **insured person** pays the hospital/clinic themselves and claims back medical expenses from **us** on the **insured person's** return to his/her **home area**;
- Beware of requests for an **insured person** to sign for excessive treatment or charges. If an **insured person** is in doubt, he/she should call Mayday Assistance for guidance and authorisation of costs.

## Reporting all other claims

**You** or any other **insured person** must report any claim as soon as possible and at the latest within 31 days of any incident which may lead to a claim under this insurance. Also, an **insured person** must contact **our** claims handlers as soon as he/she finds out about any condition or circumstances which may cause a **trip** to be cancelled or cut short. If an **insured person** needs to make a claim, please contact **our** claims handlers:

**Rightpath Claims Ltd**  
**PO Box 6053 Rochford, Essex SS1 9TT**  
**Tel: +44 (0) 208 667 1600**  
**E-mail: [claim@rpclaims.com](mailto:claim@rpclaims.com)**  
**Opening Hours: Monday to Friday 9am to 5pm (GMT)**

Alternatively, an **insured person** can register his/her claim online at [www.rpclaims.com](http://www.rpclaims.com). An **insured person** will also be able to download the appropriate claim form and access Frequently Asked Questions (FAQ) relevant to his/her claim and the process in general.

### Providing information to support your claim

**Insured persons** will need to provide certain information to enable a claim to be fully assessed. This information will vary depending on which section of cover the **insured person** is claiming under. Examples of the types of information **we** will need are given below, but there may be other evidence required from an **insured person**.

Further details are given within each section of cover listed in Part D of this policy, and **our** claims handlers will tell the **insured person** exactly what information he/she needs to give them in relation to his/her own claim.

**Unless we agree to pay for any information, for example a medical examination (which an insured person must agree to undergo if required), the information will need to be provided at the insured person's own expense.**

Medical Certificates	A medical certificate from the treating <b>medical practitioner</b> or a consultant specialising in a relevant field explaining why the <b>insured person</b> required medical attention, was unable to travel, forced to cancel, extend, cut short or forfeit any pre-arranged plans or paid for activities, or rearrange any travel plans.
Police (or other Authority) Reports	A report from the local police or other relevant authority in the country where the incident occurred confirming dates, circumstances and further details of the loss, theft, attempted theft, mugging, damage, quarantine, lawful or unlawful detention.
Travel Tickets & Baggage Tags	All travel tickets (including any unused travel tickets) and baggage tags.
Receipts, Bills, Valuations & Proof of Ownership	An original receipt, valuation or proof of ownership for items, currency or documents of any kind lost, stolen, damaged, repaired, replaced, purchased or hired as emergency temporary replacements. Receipts or bills for any costs incurred for in-patient/out-patient treatment, telephone calls, emergency dental treatment, transport, accommodation, hospital or medical costs and any other charges or expenses which are to be considered as part of a claim.
Confirmation Letters, Reports, Invoices & Notices	Confirmation of the loss, delay, failure, cancellation or circumstance leading to the claim in the form of a letter, invoice, report or notice of cancellation from (as appropriate) an <b>insured person's</b> tour operator or their representative, airline, baggage handler, service provider, retailer, hotel or accommodation provider, emergency service, commanding officer, event organiser, <b>public transport</b> provider or relevant authority.
Death Certificates	For any claim involving the death of an <b>insured person</b> or any related party the original death certificate will be required.

### Getting Medical Treatment Abroad

A European Health Insurance Card (EHIC) is free and enables access to free or discounted medical care in selected European Countries. The EHIC entitles an **insured person** to the same state-provided healthcare that is generally offered to the locals of the country an **insured person** is visiting. For **United Kingdom** residents, this doesn't mean an **insured person** will be entitled to the same standard of medical care offered by the NHS in the **United Kingdom**. Private treatment is not covered.

To get an EHIC, apply online at [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers) or by telephone on 0300 330 1350.

EHIC is no substitute for travel insurance as an **insured person** will not necessarily be covered for all medical costs or for any emergency flights **home**.

The United Kingdom has reciprocal healthcare agreements with certain other countries e.g. Australia, New Zealand and Russia. This means that when visiting these countries, urgent or immediate medical treatment will be provided at a reduced cost or, in some cases, free.

Visit <http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/nonEEAcountries> for a list of those countries in which an **insured person** may be entitled to free treatment or treatment at a reduced cost.

# Claims Conditions

## 1. Claims procedure and notification

An **insured person** must notify claims using the procedures and contact options detailed in this [Making a Claim Section](#).

The claim notification must be made as soon as possible and at the latest within 31 days following any **bodily injury**, illness, disease, incident, event, redundancy or the discovery of any loss, theft or damage which may lead to a claim under this insurance.

If an **insured person** does not notify any claim within the 31 days specified above and this affects **our** claims handlers' ability to assess or fully assess a claim, or to keep **our** claims costs to a minimum, this may result in a claim not being paid or not being fully paid.

An **insured person** must also tell **us** if he/she is aware of any writ, summons or impending prosecution. Every communication relating to a claim must be sent to **our** claims handlers as soon as possible. An **insured person**, or anyone acting on his/her behalf, must not negotiate, admit or repudiate (refuse) any claim without **our** claims handlers' permission in writing.

## 2. Claims evidence

**We** will require, at an **insured person's** own expense, all evidence needed to fully assess an **insured person's** claim. An **insured person** must have any medical examinations **we** decide are necessary. **We** will pay for these. **We** may request and will pay for a post mortem examination if required in the event of accidental death.

## 3. Property

An **insured person** must retain any property which is damaged, and if requested, send it to **us** at his/her own expense. If **we** pay a claim for the full value of the property and it is then recovered it will then become **our** property. **We** may refuse to reimburse an **insured person** for any property for which he/she cannot provide proof of ownership such as an original receipt, a valuation, user manual or bank or credit card statements.

## 4. Transferring of rights

**We** are entitled to take over any rights in the defence or settlement of any claim and to take proceedings in an **insured person's** name for **our** benefit against any other party.

## 5. Fraudulent claims or misleading information

**We** take a robust approach to fraud prevention in order to keep premium rates down so that **you** do not have to pay for other people's dishonesty. If any claim under this insurance is fraudulent, deliberately exaggerated, or is intended to mislead, or if any deliberately misleading or fraudulent means are used by **you** or any other **insured person**, or anyone acting on **your**/their behalf, to obtain benefit under this insurance, rights to any benefit under this insurance will end, **your** policy will be cancelled without any premium refund, and **we** will be entitled to recover any benefit paid and costs incurred as a result of any such fraudulent or deliberately misleading claim. **We** may also inform the police.

## 6. Pregnancy

If an **insured person** becomes pregnant and the dates of travel fall within the 12 week period prior to due date, the **insured person** should contact the ASUA Customer Helpline to discuss their options relating to policy cover.

## PART D – THE COVER

This document gives details of many sections of cover. Some sections of cover and the level of benefit which will be payable in the event of a valid claim under each section of cover, are shown in **your Policy Schedule** and the accompanying Table of Benefits.

### Policy Excesses

Please note that under most sections of this insurance, claims will be subject to an **excess**. This means that **you** will be responsible for the first part of each and every claim per incident claimed for, under each section by each **insured person**.

# Section 1 – Cancellation or Curtailment Charges

## What is Covered

We will pay an **insured person** up to the amount shown in the Table of Benefits for any irrecoverable unused travel and accommodation costs (including excursions up to £250) and other pre-paid charges which an **insured person** has paid or is contracted to pay, together with any additional travel expenses incurred if cancellation of the **trip** is unavoidable or the **trip** is **curtailed** before completion as a result of any of the following specified events:

### Specified Events

1. The death, **bodily injury**, illness, disease, or complications arising as a direct result of pregnancy of:
  - a) an **insured person**
  - b) any person who an **insured person** is travelling or has arranged to travel with
  - c) any person who an **insured person** has arranged to stay with
  - d) an **insured person's close relative**
  - e) an **insured person's close business associate**.
2. An **insured person** or any person who an **insured person** is travelling with or has arranged to travel with being quarantined, called as a witness at a Court of Law or for jury service attendance.
3. Redundancy of an **insured person** or any person who an **insured person** is travelling or has arranged to travel with. The redundancy must qualify for payment under current redundancy payment legislation in an **insured person's home country**, and at the time of booking the **trip** there must have been no reason to believe anyone would be made redundant.
4. An **insured person** or any person who an **insured person** is travelling or has arranged to travel with, is a member of the Armed Forces, Territorial Army, Police, Fire, Nursing or Ambulance Services or an employee of a Government Department and has authorised leave cancelled or is called up for operational reasons, provided that the cancellation or **curtailment** could not reasonably have been expected at the time when **you** purchased this insurance or at the time of booking any **trip**.
5. The police or other authorities requesting an **insured person** to stay at or return to his/her **home** due to serious damage to an **insured person's home** caused by fire, aircraft, explosion, storm, flood, subsidence, fallen trees, collision by road vehicles, malicious people or theft.

If the same costs, charges or expenses are also covered under Section 18 – Special Event Cancellation or curtailment charges cover, an **insured person** can only claim for these under one section for the same event.

## Special Conditions Relating to Claims

1. An **insured person** must get (at the **insured person's** own expense) a medical certificate from a **medical practitioner** and the prior approval of the 24 hour emergency medical service to confirm the necessity to return **home**, prior to **curtailment** of the **trip** due to death, **bodily injury**, illness, disease or complications arising as a direct result of pregnancy.
2. If an **insured person** fails to notify the travel agent, tour operator or provider of transport or accommodation as soon as an **insured person** finds out it is necessary to cancel the **trip**, the amount **we** will pay will be limited to the cancellation charges that would have been payable had such notification taken place.
3. If an **insured person** cancels the **trip** due to:
  - a) stress, anxiety, depression or any other mental or nervous disorder that an **insured person** is suffering from an **insured person** must provide (at an **insured person's** own expense) a medical certificate from a consultant specialising in the relevant field or
  - b) any other **bodily injury**, illness, disease or complications arising as a direct result of pregnancy, an **insured person** must provide (at the **insured person's** own expense) a medical certificate from a

**medical practitioner** stating that this necessarily and reasonably prevented an **insured person** from travelling.

## What is Not Covered

The **General Exclusions** on Pages 8-9 and the exclusions below both apply to Section 1 – Cancellation or Curtailment Charges

1. The **excess** shown in the Table of Benefits.
2. The cost of Airport Departure Duty/Tax (whether irrecoverable or not).
3. Any claims arising directly or indirectly from:
  - a) Redundancy caused by or resulting from misconduct leading to dismissal or resignation or voluntary redundancy, or where an **insured person** received a warning or notification of redundancy before **you** purchased this insurance or at the time of booking any **trip**
  - b) Circumstances known to an **insured person** before **you** purchased this insurance or at the time of booking any **trip** which could reasonably have been expected to lead to cancellation or **curtailment** of the **trip**.
4. Travel tickets paid for using any airline mileage or supermarket reward scheme, for example Air Miles, unless specific evidence of the monetary value of the tickets can be provided.
5. Accommodation costs paid for using any Timeshare, Holiday Property Bond or other holiday points scheme unless specific evidence of the monetary value of the accommodation costs can be provided.
6. Annual maintenance fees/charges for time share holidays or properties.

All **insured persons** should also refer to “Declaration of Medical Conditions and Health Changes” and “Exclusions Relating to Health and Medical Conditions” on page 7 of this policy.

## Section 2 – Emergency Medical, Repatriation and Other Expenses

### What is Covered

**We** will pay an **insured person** up to the amount shown in the Table of Benefits for the following expenses which are necessarily incurred within 12 months of the incident as a result of an **insured person** suffering unforeseen **bodily injury**, illness, disease and/or compulsory quarantine:

1. Emergency medical, surgical, hospital, ambulance and nursing fees and charges incurred outside of an **insured person’s home area**.
2. Emergency dental treatment for the immediate relief of pain (to natural teeth only) up to a limit of £200 incurred outside of an **insured person’s home area**.
3. Costs of telephone calls:
  - a) to the 24 hour emergency medical service notifying and dealing with the problem for which an **insured person** is able to provide receipts or other evidence to show the cost of the calls and the numbers the **insured person** telephoned
  - b) incurred by an **insured person** when he/she receives calls on his/her mobile phone from the 24 hour emergency medical service for which the **insured person** is able to provide receipts or other evidence to show the cost of the calls.
4. The cost of taxi fares for an **insured person’s** travel to or from hospital relating to an **insured person’s** admission, discharge or attendance for outpatient treatment or appointments or for collection of medication prescribed for the **insured person** by the hospital.
5. If an **insured person** dies:
  - a) outside the **insured person’s home area** the additional cost of funeral expenses abroad up to a maximum of £1,500 plus the cost of returning the **insured person’s** ashes to his/her **home**, or the additional costs of returning the **insured person’s** body to his/her **home**

- b) within the **insured person's home area** the additional cost of returning the **insured person's** ashes or body to his/her **home** up to a maximum of £750.
6. Additional transport and/or accommodation expenses incurred, up to the standard of an **insured person's** original booking (for example full or half board, bed and breakfast, self catering or room only), if it is medically necessary for an **insured person** to stay beyond his/her scheduled return date. This includes, with the prior authorisation of the 24 hour emergency medical service, additional transport and/or accommodation expenses for a travelling companion, friend or **close relative** to stay with an **insured person** or travel to an **insured person** from his/her **home country** or escort an **insured person**. Also additional travel expenses to return an **insured person** to his/her **home** or a suitable hospital nearby if he/she cannot use the return ticket.
7. With the prior authorisation of the 24 hour emergency medical service, the additional costs incurred in the use of air transport or other suitable means, including qualified attendants, to repatriate an **insured person** to his/her **home** if it is medically necessary. These expenses will be for the identical class of travel utilised on the **outward journey** unless the 24 hour emergency medical service agree otherwise.

### Special Conditions Relating to Claims

1. An **insured person** must tell the 24 hour emergency medical service as soon as possible of any **bodily injury**, illness or disease which necessitates the **insured person's** admittance to hospital as an in-patient or before any arrangements are made for the **insured person's** repatriation.
2. If an **insured person** suffers **bodily injury**, illness or disease **we** reserve the right to move the **insured person** from one hospital to another and/or arrange for his/her repatriation to his/her **home country** at any time during the **trip**. **We** will do this, if in the opinion of the **medical practitioner** in attendance, or the 24 hour emergency medical service, the **insured person** can be moved safely and / or travel safely to his/her **home area** or a suitable hospital nearby to continue treatment.

### What is Not Covered

The **General Exclusions** on Pages 8-9 and the exclusions below both apply to Section 2 – Emergency Medical, Repatriation and Other Expenses

1. The **excess** shown in the Table of Benefits.
2. Normal pregnancy, without any accompanying **bodily injury**, illness, disease or complication. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal childbirth and pregnancy would not constitute an unforeseen event or illness.
3. Any claims arising directly or indirectly for:
4.
  - a) The cost of treatment or surgery, including exploratory tests, which are not related to the **bodily injury** or illness which necessitated an **insured person's** admittance into hospital.
  - b) Any expenses which are not medically necessary in the course of treating an **insured person's bodily injury**, illness or disease.
  - c) Any form of treatment or surgery which in the opinion of the **medical practitioner** in attendance and the 24 hour emergency medical service can be delayed reasonably until an **insured person's** return to his/her **home area**.
  - d) Expenses incurred in obtaining or replacing medication, which an **insured person** knows he/she will need at the time of departure or which will have to be continued outside of the **insured person's home area**.
  - e) Additional costs arising from single or private room accommodation.
  - f) Treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by the 24 hour emergency medical service.
  - g) Any costs incurred by an **insured person** to visit another person in hospital.
  - h) Any expenses incurred after an **insured person** has returned to his/her **home area**.
  - i) Any expenses incurred in England, Scotland, Wales or Northern Ireland which are for private treatment or funded by, or are recoverable from, the Health Authority in an **insured person's home area**.
  - j) Expenses incurred as a result of a tropical disease where an **insured person** has not had the recommended inoculations and/or taken the recommended medication.



- k) Any expenses incurred after the date on which **we** exercise **our** rights under this section to move an **insured person** from one hospital to another and/or arrange for an **insured person's** repatriation but he/she decides not to be moved or repatriated.

## Section 2a – Hospital Confinement Benefit

### What is Covered

**We** will pay an **insured person** the amount shown in the Table of Benefits for every complete 24 hours an **insured person** has to stay in hospital as an in-patient or is confined to his/her accommodation due to the **insured person's** compulsory quarantine or on the orders of a **medical practitioner** outside the **insured person's home area**, up to the maximum amount shown in the Table of Benefits as a result of **bodily injury**, illness or disease an **insured person** sustains.

**We** will pay the amount above in addition to any amount payable under Section 2 – Emergency medical, repatriation and other expenses. This payment is meant to help an **insured person** to pay for additional expenses such as taxi fares and phone calls incurred by an **insured person's** visitors during his/her stay in hospital.

### Special Conditions Relating to Claims

1. An **insured person** must tell the 24 hour emergency medical service as soon as possible of any **bodily injury**, illness or disease which necessitates the **insured person's** admittance to hospital as an in-patient, compulsory quarantine or confinement to his/her accommodation on the orders of a **medical practitioner**.

### What is Not Covered

The **General Exclusions** on Pages 8-9 and the exclusions below both apply to Section 2a – Hospital Confinement Benefit

1. Any claims arising directly or indirectly from:
  - a) Any additional period of hospitalisation, compulsory quarantine or confinement to an **insured person's** accommodation:
    - i. relating to treatment or surgery, including exploratory tests, which are not directly related to the **bodily injury**, illness or disease which necessitated an **insured person's** admittance into hospital.
    - ii. relating to treatment or services provided by a convalescent or nursing home or any rehabilitation centre.
    - iii. following an **insured person's** decision not to be repatriated after the date when, in the opinion of the 24 hour emergency medical service, it is safe to do so.
  - b) Hospitalisation, compulsory quarantine or confinement to an **insured person's** accommodation:
    - i. relating to any form of treatment or surgery which in the opinion of the **medical practitioner** in attendance and the 24 hour emergency medical service can be delayed reasonably until the **insured person's** return to his/her **home area**.
    - ii. as a result of a tropical disease where an **insured person** has not had the recommended inoculations and/or taken the recommended medication.
    - iii. occurring in an **insured person's home area** and relating to either private treatment or tests, surgery or other treatment, the costs of which are funded by, or are recoverable from the Health Authority in the **insured person's home area**.

## Section 3 – Personal Accident

**For the purposes of this Section 3 the following have the following meanings:**

**Item 1** - accidental death

**Item 2** – **loss of limb** or **loss of sight**

**Item 3** – **permanent total disablement**

### What is Covered

**We** will pay one of the benefits shown in the Table of Benefits if an **insured person** sustains **bodily injury** which solely and independently of any other cause, results within two years in an **insured person's** death, **loss of limb, loss of sight** or **permanent total disablement**.

### Special Conditions Relating to Claims

1. **Our medical practitioner** may examine an **insured person** as often as they consider necessary if he/she makes a claim.

### PROVISIONS

1. Benefit is not payable to an **insured person**:
  - a) Under more than one of items 1, 2 or 3.
  - b) Under item 3. until one year after the date an **insured person** sustains **bodily injury**
  - c) Under item 3. if an **insured person** is able or may be able to carry out any relevant occupation.
2. Benefit 1 will be paid to the deceased **insured person's** estate.

### What is Not Covered

The **General Exclusions** on Pages 8-9 and the exclusions below both apply to Section 3 – Personal Accident

## Section 4 – Delayed Departure

### What is Covered

If departure of the **public transport** on which an **insured person** is booked to travel is delayed at the final departure point from or to an **insured person's home country** for at least the amount of time shown in the Table of Benefits from the scheduled time of departure due to:

1. strike or
2. industrial action or
3. adverse weather conditions or
4. mechanical breakdown of or a technical fault occurring in the **public transport** on which an **insured person** is booked to travel

**we** will pay the **insured person**:

1. the amount shown in the Table of Benefits for the first completed full 12 hours delay and the amount shown in the Table of Benefits for the each additional full 12 hours of delay after that, up to a maximum of the amount shown in the Table of Benefits (which is meant to help an **insured person** pay for telephone calls made, meals and refreshments purchased during the delay) provided the **insured person** eventually travels, or
2. up to the amount shown in the Table of Benefits for any irrecoverable unused travel and accommodation costs and other pre-paid charges which an **insured person** has paid or is contracted to pay, if after a delay of at least 24 hours, an **insured person** chooses to cancel his/her **trip** before departure from his/her **home country**.

An **insured person** can only claim under subsection 1. or 2. above for the same event, not both.

An **insured person** can only claim under one of either Section 4 (Delayed departure) or Section 4a (Missed departure) for the same event.

### Special Conditions Relating to Claims

1. An **insured person** must check in according to the itinerary given to him/her.
2. An **insured person** must get written confirmation (at his/her own expense) from the **public transport** provider of the number of hours of delay and the reason for the delay.
3. An **insured person** must comply with the terms of contract of the travel agent, tour operator, or transport provider.

## What is Not Covered

The General Exclusions on Pages 8-9 and the exclusions below both apply to Section 4 – Delayed Departure

1. The **excess** shown in the Table of Benefits which relates to subsection 2 of What is Covered above only.
2. Claims arising directly or indirectly from:
  - a) Strike or industrial action existing or being publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
  - b) An aircraft or sea vessel being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority, Port Authority or any such regulatory body in a country to/from which an **insured person** is travelling.
  - c) Any delays to any subsequent outbound or return connecting **public transport** following an **insured person's** departure from the final departure point from or to his/her **home country**.

## Section 4a – Missed Departure

### What is Covered

We will pay an **insured person** up to the amount shown in the Table of Benefits for additional accommodation (room only) and travel expenses necessarily incurred in reaching his/her overseas destination or returning to his/her **home country**, if the **insured person** fails to arrive at the departure point in time to board the **public transport** on which the **insured person** is booked to travel on for the initial international outbound and return legs of the **trip** as a result of:

1. the failure of other **public transport** or
2. an accident to or breakdown of the vehicle in which the **insured person** is travelling or
3. an accident or breakdown happening ahead of the **insured person** on a motorway or dual carriageway which causes an unexpected delay to the vehicle in which the **insured person** is travelling or
4. strike, industrial action or adverse weather conditions.

If the same expenses are also covered under Section 4 (Delayed departure) an **insured person** can only claim under one section for the same event.

### Special Conditions Relating to Claims

1. If an **insured person** makes a claim caused by any delay happening on a motorway or dual carriageway he/she must get written confirmation or proof of the incident happening (at the **insured person's** own expense) from the police or emergency breakdown services, of the location, reason for and duration of the delay.
2. An **insured person** must allow enough time for the **public transport** or other transport to arrive on schedule and to deliver him/her to the departure point.

### What is Not Covered

The General Exclusions on Pages 8-9 and the exclusions below both apply to Section 4a – Missed Departure

1. The **excess** shown in the Table of Benefits.
2. Claims arising directly or indirectly from:
  - a) Strike or industrial action existing or being publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
  - b) An accident to or breakdown of the vehicle in which an **insured person** is travelling when a repairer's report or other evidence is not provided.
  - c) Breakdown of any vehicle owned by an **insured person** which has not been serviced properly and maintained in accordance with manufacturer's instructions.
  - d) An aircraft or sea vessel being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority, Port Authority or any such regulatory body in a country to/from which an **insured person** is travelling.

- e) An **insured person's** failure to arrive at the departure point in time to board any connecting **public transport** after the **insured person's** departure on the initial international outbound and return legs of the **trip**.
3. Additional expenses where the scheduled **public transport** provider has offered reasonable alternative travel arrangements.

## Section 5 - Baggage

### What is Covered

1. **We** will pay an **insured person** up to the amount shown in the Table of Benefits for the accidental loss of, theft of or damage to **baggage**. The amount payable will be the value at today's prices less a deduction for wear tear and depreciation (loss of value).

The maximum **we** will pay an **insured person** for the following items is:

- a) the amount shown in the Table of Benefits for any one article, pair or set of articles
  - b) the amount shown in the Table of Benefits for the total for all **valuables**.
2. **We** will also pay an **insured person** up to the amount shown in the Table of Benefits, for the emergency replacement of clothing, medication and toiletries if an **insured person's baggage** is temporarily lost in transit during the **outward journey** and not returned to the **insured person** within 12 hours, as long as **we** receive written confirmation from the **public transport** provider, confirming the number of hours the **baggage** was delayed.

If the loss is permanent **we** will deduct the amount paid from the final amount to be paid under this section.

### Special Conditions Relating to Claims

1. An **insured person** must report to the local police in the country where the incident occurred within 24 hours of discovery, or as soon as practicable after that and get (at the **insured person's** own expense) a written report of the loss, theft or attempted theft of all **baggage**.
2. If **baggage** is lost, stolen or damaged while in the care of a **public transport** provider, authority, hotel or an **insured person's** accommodation provider the **insured person** must report details of the loss, theft or damage to them in writing and get (at his/her own expense) written confirmation.
3. If **baggage** is lost, stolen or damaged whilst in the care of an airline an **insured person** must:
  - a) get a Property Irregularity Report from the airline.
  - b) give written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
  - c) keep all travel tickets and tags for submission if an **insured person** is going to make a claim under this insurance.
4. An **insured person** must provide (at his/her own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help the **insured person** to provide evidence to support a claim.

### What is Not Covered

The General Exclusions on Pages 8-9 and the exclusions below both apply to Section 5 – Baggage

1. The **excess** shown in the Table of Benefits (except claims under subsection 2 of What is Covered above, where no **excess** applies).
2. Loss, theft of or damage to **valuables** left **unattended** at any time unless left in the custody of a **public transport** provider, deposited in a hotel safe or safety deposit box, or left in an **insured person's** locked accommodation.
3. Loss, theft of or damage to **baggage** contained in an **unattended** vehicle unless:
  - i. it is locked out of sight in a **secure baggage area** and
  - ii. forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of such entry is available.
4. Loss or damage due to delay, confiscation or detention by customs or any other authority.

5. Loss, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, motor accessories, documents of any kind, bonds, securities, perishable goods (such as foodstuffs), bicycles, **ski equipment**, **golf equipment** and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).
6. Loss or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or an accident to the aircraft, sea vessel, train or vehicle in which they are being carried.
7. Loss or damage due to breakage of sports equipment or damage to sports clothing whilst in use.
8. Loss, theft of or damage to **business equipment**, business goods, samples, tools of trade and other items used in connection with an **insured person's** business, trade, profession or occupation.
9. Loss or damage caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, **vermin**, any process of cleaning repairing or restoring, mechanical or electrical breakdown.

## Section 6 – Personal Money, Passport and Documents

### What is Covered

1. **We** will pay an **insured person** up to the amounts shown below for the accidental loss of, theft of or damage to **personal money** and documents (including the unused portion of passports, visas and driving licences). **We** will also cover foreign currency during the 72 hours immediately before an **insured person's** departure on the **outward journey**.

The maximum **we** will pay for the following items is:

- a) the amount shown in the Table of Benefits for bank notes, currency notes and coins
  - b) the amount shown in the Table of Benefits for all other **personal money** and documents (including the cost of the emergency replacement or temporary passport or visa).
2. **We** will pay up to the amount shown in the Table of Benefits for each **insured person** for additional travel and accommodation expenses necessarily incurred outside the **insured person's home area** to obtain a replacement of the **insured person's** passport or visa which has been lost or stolen outside the **insured person's home area**.

### **Group Money, Passport & Documents**

#### What is Covered

**We** will pay the Beneficiary up to the amounts stated in the Table of Benefits for accidental loss of, theft of or damage to Group Money and documents (including the cost of replacement passports, visas and driving licence) whilst on a Trip during the Period of Cover. **We** will also cover foreign currency during the 72 hours immediately before an **insured person's** departure on the **outward journey**.

### **Group Leader Expenses**

#### What is Covered

We will pay up to the amount stated in the Statement of Insurance to the group leader for reasonable expenses necessarily incurred owing to the unavoidable extension to, abandonment of or change to the planned itinerary of the **trip** once it has commenced due to: a) strike or b) riot or c) civil commotion or d) mechanical breakdown or e) adverse weather conditions.

## Special Conditions Relating to Claims

1. An **insured person** must report to the local police in the country where the incident occurred within 24 hours of discovery or as soon as practicable after that and get (at the **insured person's** own expense) a written report of the loss, theft or attempted theft of all **personal money**, passports or documents.
2. If **personal money**, passports or documents are lost, stolen or damaged while in the care of a hotel or an **insured person's** accommodation provider the **insured person** must report details of the loss, theft or damage to them in writing and get (at the **insured person's** own expense) written confirmation. Keep all travel tickets and tags for submission if a claim is to be made under this insurance.
3. If documents are lost, stolen or damaged while in the care of a **public transport** provider or authority, an **insured person** must report details of the loss, theft or damage to them in writing and get (at the **insured person's** own expense) written confirmation.
4. If documents are lost, stolen or damaged whilst in the care of an airline an **insured person** must:
  - a) give formal written notice of the claim to the airline within the time limit set out in their conditions of carriage (please keep a copy).
  - b) keep all travel tickets and tags for submission to **us** if an **insured person** is going to make a claim under this insurance.
5. An **insured person** must provide (at his/her own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help the **insured person** to provide evidence to support his/her claim.
6. In respect to **Group Leader Expenses**. The Beneficiary **MUST** comply with the terms of contract of the travel agent, tour operator or provider of transport.

## What is Not Covered

The **General Exclusions** on Pages 8-9 and exclusions below both apply to Section 6 – Personal Money, Passport and Documents

1. The **excess** shown in the Table of Benefits.
2. Loss, theft of or damage to **personal money** or an **insured person's** passport or visa if left **unattended** at any time unless left in the custody of a **public transport** provider, deposited in a hotel safe or safety deposit box, or left in an **insured person's** locked accommodation.
3. Loss, theft of or damage to travellers' cheques if an **insured person** has not complied with the issuer's conditions or where the issuer provides a replacement service.
4. Loss or damage due to delay, confiscation or detention by customs or any other authority.
5. Loss or damage due to depreciation (loss in value), variations in exchange rates or shortages due to error or omission.
6. In respect to **Group Leader Expenses**:
  - a) Any change to the itinerary by reason of strike, riot, civil commotion or adverse weather conditions existing or notified by declaration of intent at or prior to the date this Group Policy is purchased.
  - b) Anything mentioned in the General Exclusions.

## Section 7 – Personal Liability

### What is Covered

**We** will pay an **insured person** up to the amount shown in the Table of Benefits (including legal costs and expenses) against any amount an **insured person** becomes 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. **Bodily injury**, death, illness or disease to any person who is not in an **insured person's** employment, who is not a **close relative**, or who is residing with an **insured person** but not paying for their accommodation.

2. Loss of or damage to property that does not belong to and is neither in the charge of nor under the control of an **insured person**, a **close relative** and/or anyone in an **insured person's** employment. Cover is provided for any temporary holiday accommodation occupied (but not owned) by an **insured person**.

### Special Conditions Relating to Claims

1. **An insured person** must give **us** written notice of any incident which may result in a claim as soon as possible.
2. **An insured person** must send **us** every writ, summons, letter of claim or other document as soon as he/she receives it.
3. **An insured person** 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** or any other **insured person's** name the defence of any claims for compensation or damages or otherwise involving 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/the insured person** will give **us** all information and assistance which **we** may require.
5. If an **insured person** dies, his/her 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

The General Exclusions on Pages 8-9 and the exclusions below both apply to Section 7 – Personal Liability

1. The first £250 of each and every claim, arising from the same incident claimed for under this section in relation to any temporary holiday accommodation occupied by an **insured person**.
2. Compensation or legal costs arising directly or indirectly from:
  - a) Liability which an **insured person** was required to assume under the terms of any agreement or contract (such as a hire agreement).
  - b) Pursuit of any business, trade, profession or occupation or the supply of goods or services including any voluntary or unpaid work including baby sitting.
  - c) Ownership, possession or use of animals, aircraft, firearms or weapons of any kind.
  - d) Ownership, possession or use of any vehicle, watercraft or leisure equipment that is motorised or mechanically or jet propelled
  - e) The transmission of any contagious or infectious disease or virus.

## Section 8 – Legal Expenses and Assistance

### 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 an **insured person bodily injury**, illness or death.

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

### 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 an **insured person's** behalf with the expertise to pursue the **insured person's** claim.
2. An **insured person** must follow **our** agent's advice and provide any information and assistance required within a reasonable timescale.
3. An **insured person** must advise **us** of any offers of settlement made by the negligent third party and an **insured person** 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 an **insured person's** name to recover compensation from any third party for any legal costs incurred under this insurance. An **insured person** must give **us** any assistance **we** require from him/her and any amount recovered shall belong to **us**.

## What is Not Covered

The [General Exclusions](#) on Pages 8-9 and the exclusions below both apply to Section 9 – Legal Expenses and Assistance

**We** shall not be liable for:

1. The **excess** shown in the Table of Benefits.
2. Any claim where in **our** opinion there is insufficient prospect of success in obtaining reasonable compensation.
3. Legal costs and expenses incurred in pursuit of any claim against a travel agent, tour operator, **public transport** provider, **us**, the 24 hour emergency medical service or their agents or any service supplier detailed on the **Policy Schedule**, someone an **insured person** was travelling with, a person related to an **insured person**, or another **insured person**.
4. Legal costs and expenses incurred prior to **our** written acceptance of the case.
5. Any claim where the legal costs and expenses are likely to be greater than the anticipated amount of compensation.
6. Any claim where legal costs and expenses are variable depending on the outcome of the claim.
7. Legal costs and expenses incurred if an action is brought in more than one country.
8. Any claim where in **our** opinion the estimated amount of compensation payment is less than £1,000 for each **insured person**.
9. Travel, accommodation and incidental costs incurred to pursue a civil action for compensation.
10. The costs of any Appeal.
11. Claims by an **insured person** other than in his/her private capacity.

## Section 9 – Winter Sports Extension

This cover is provided only if an **insured person** is under 65 and **you** have paid the additional premium where required as confirmed on **your Policy Schedule**. Below are the details of **winter sports** cover provided by this extension for a period of no more than 17 days in total in each **period of insurance** under annual multi trip policies and for the period of the **trip** under single trip policies.

### Winter sports

1. An **insured person** will be covered under all sections of this extension for the **winter sports** as shown in Appendix B. All skiing, snowboarding, sledging and snow tubing activities are covered provided the **insured person** remains within the boundaries of a recognised resort area designed for public use and is not skiing snowboarding or sledging in areas marked out of bounds or hazardous by the piste authorities.
2. All **winter sports** shown in Appendix B are covered under this extension but Section 3 (Personal Accident Insurance) and Section 7 (Personal Liability Insurance) of this travel insurance policy will not apply to the activities where either or both Section 3 and Section 7 are shown in Appendix B as being excluded from cover.
3. **We** will not cover any claims under any other section of this travel insurance resulting from any **bodily injury** or damage to property that may arise from an **insured person's** use of sledges, skidoos, tracked or powered vehicles of any kind.
4. No cover is provided for any activities that involve any form of professional racing, competition for gain or jumping



5. An **insured person** is not covered for **ski equipment** under Section 5 (**Baggage**) of this travel insurance. Please see below for details of **ski equipment** cover.
6. Ski lift passes are included in the cover provided by Section 6 (**Personal Money, Passport and Documents**) of this travel insurance.

Under the **winter sports** extension cover is provided under the following Sections:- Section 9a (Ski Equipment), Section 9b (Ski Equipment Hire), Section 9c (Ski Pack), Section 9d (Piste Closure) and Section 9e (Avalanche or Landslide Cover).

## Section 9a – Ski Equipment

### What is Covered

**We** will pay an **insured person** up to the amount shown in the Table of Benefits for the accidental loss of, theft of or damage to an **insured person's** own **ski equipment**. The amount payable in relation to an **insured person's** own **ski equipment** will be the value at today's prices less a deduction for wear tear and depreciation (loss of value - calculated from the table below).

**We** will pay an **insured person** up to the amount shown in the Table of Benefits for the accidental loss of, theft of or damage to an **insured person's** hired **ski equipment**. The amount payable in relation to an **insured person's** hired **ski equipment** will be the value at today's prices.

<b>Age of ski equipment</b>	<b>Amount payable</b>
Less than 1 year old	90% of value
Over 1 year old	70% of value
Over 2 years old	50% of value
Over 3 years old	30% of value
Over 4 years old	20% of value
Over 5 years old	No payment

The maximum **we** will pay for any one article, pair or set of articles is the amount payable calculated from the table above or the amount shown in the Table of Benefits whichever is the lesser amount.

### Special Conditions Relating to Claims

1. An **insured person** must report to the local police in the country where the incident occurred within 24 hours of discovery or as soon as practicable after that and get a written report (at the **insured person's** own expense) of the loss, theft or attempted theft of all **ski equipment**.
2. If **ski equipment** is lost, stolen or damaged while in the care of a **public transport** provider, authority, hotel or an **insured person's** accommodation provider the **insured person** must report details of the loss, theft or damage to them in writing and get (at his/her own expense) written confirmation.
3. If **ski equipment** is lost, stolen or damaged whilst in the care of an airline an **insured person** must:
  - a) get a Property Irregularity Report from the airline
  - b) give formal written notice of the claim to the airline, within the time limit set out in their conditions of carriage (please keep a copy)
  - c) keep all travel tickets and tags for submission if an **insured person** is going to make a claim under this insurance.
4. An **insured person** must provide (at his/her own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help the **insured person** to provide evidence to support his/her claim.

### What is Not Covered

The General Exclusions on Pages 8-9 and the exclusions below both apply to Section 9a – Ski Equipment

1. The **excess** shown in the Table of Benefits.
2. Loss, theft of or damage to **ski equipment** contained in or stolen from an **unattended** vehicle unless:
  - a) it is locked out of sight in a **secure baggage area** and
  - b) forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of this entry is available.

3. Loss or damage due to delay, confiscation or detention by customs or any other authority.
4. Loss or damage caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, **vermin**, any process of cleaning repairing or restoring, mechanical or electrical breakdown.

## Section 9b – Ski Equipment Hire

### What is Covered

**We** will pay an **insured person** up to the amount shown in the Table of Benefits for the cost of hiring replacement **ski equipment** as a result of the accidental loss of, theft of or damage to or temporary loss in transit for more than 24 hours of an **insured person's** own **ski equipment**.

### Special Conditions Relating to Claims

1. An **insured person** must report to the local police in the country where the incident occurred within 24 hours of discovery or as soon as practicable after that and get (at the **insured person's** own expense) a written report of the loss, theft or attempted theft of the **insured person's** own **ski equipment**.
2. If **ski equipment** is lost, stolen or damaged while in the care of a **public transport** provider, authority, hotel or an **insured person's** accommodation provider the **insured person** must report details of the loss, theft or damage to them in writing and get (at the **insured person's** own expense) written confirmation.
3. If **ski equipment** is lost, stolen or damaged whilst in the care of an airline an **insured person** must:
  - a) get a Property Irregularity Report from the airline.
  - b) give formal written notice of the claim to the airline within the time limit set out in their conditions of carriage (please keep a copy).
  - c) keep all travel tickets and tags for submission if an **insured person** is going to make a claim under this insurance.
4. An **insured person** must provide (at his/her own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help the **insured person** to provide evidence to support his/her claim.

### What is Not Covered

The **General Exclusions** on Pages 8-9 and the exclusions below both apply to Section 9b – Ski Equipment Hire

1. Loss, theft of or damage to **ski equipment** contained in an **unattended** vehicle unless:
  - a) it is locked out of sight in a **secure baggage area** and
  - b) forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of this entry is available.
2. Loss or damage due to delay, confiscation or detention by customs or any other authority.
3. Loss or damage caused by wear and tear, depreciation (loss of value), atmospheric or climatic conditions, moth, **vermin**, any process of cleaning repairing or restoring, mechanical or electrical breakdown.

## Section 9c – Ski Pack

### What is Covered

**We** will pay an **insured person**:

1. Up to the amount shown in the Table of Benefits for the unused portion of an **insured person's** ski pack (ski school fees, lift passes and hired **ski equipment**) following the **insured person's** **bodily injury**, illness or disease.

2. Up to the amount shown in the Table of Benefits for the unused portion of an **insured person's** lift pass if he/she loses it.

### Special Conditions Relating to Claims

1. An **insured person** must provide (at his/her own expense) written confirmation to **us** from a **medical practitioner** that the **bodily injury**, illness or disease prevented the **insured person** from using his/her ski pack.

### What is Not Covered

The General Exclusions on Pages 8-9 apply to Section 9c – Ski Pack.

## Section 9d – Piste Closure

### What is Covered

**We** will pay an **insured person**, up to the amount shown in the Table of Benefits, for transport costs necessarily incurred by the **insured person** to travel to and from an alternative site if either lack of or excess of snow, or an avalanche results in the skiing facilities (excluding cross-country skiing) in the **insured person's** resort being closed and it is not possible to ski. The cover only applies:

1. To the resort which an **insured person** has pre-booked for a period more than 12 hours and for as long as these conditions continue at the resort, but not more than the pre-booked period of the **insured person's trip** and
2. To **trips** taken outside an **insured person's home country** during the published ski season for the **insured person's** resort.

If no alternative sites are available, **we** will pay an **insured person** compensation of the amount shown in the Table of Benefits.

### Special Conditions Relating to Claims

An **insured person** must get (at his/her own expense) written confirmation from the relevant authority, ski lift operator or the **insured person's** tour operator's representative of the number of days skiing facilities were closed in the **insured person's** resort and the reason for the closure.

### What is Not Covered

The General Exclusions on Pages 8-9 and the exclusions below both apply to Section 9d – Piste Closure

1. Any circumstances where transport costs, compensation or alternative skiing facilities are provided to an **insured person**.

## Section 9e – Avalanche or Landslide Cover

### What is Covered

**We** will pay an **insured person** up to the amount shown in the Table of Benefits for additional accommodation (room only) and travel expenses necessarily incurred in reaching the **insured person's** booked resort or returning **home** if the **insured person** is delayed for more than 12 hours by avalanche or landslide. The cover only applies to **trips** taken outside an **insured person's home country** during the published ski season for his/her resort.

### Special Conditions Relating to Claims

1. An **insured person** must get (at his/her own expense) written confirmation from the relevant authority or the **insured person's** tour operator's representative confirming the event.

### What is Not Covered

The General Exclusions on Pages 8-9 apply to Section 9e – Avalanche or Landslide Cover.

# PART E – CANCELLATION OF THE POLICY

## Your right to cancellation of this Group Policy:

### **14 day cooling off period.**

The Group Policyholder may cancel this Group Policy and all associated cover sections within 14 days starting from the day the Group Policyholder received the Group Policy by writing to the address shown below. We will refund the premium less a charge for any period for which cover applied. In the event any beneficiaries have travelled or a claim or an incident likely to give rise to a claim has occurred during the period for which cover applied, no refund of premium will be given.

### **Cancellation Outside the 14 Day Cooling off Period**

This Group Policy may be cancelled:

By the Group Policyholder sending Us notice to the address shown below. We will return a proportionate refund of the premium paid in respect of the unexpired term of this Group Policy. In the event any beneficiary has travelled or a claim or an incident likely to give rise to a claim has occurred during the current policy term no refund of premium will be given.

By Us where there is a valid reason for doing so by giving the Group Policyholder 30 days notice in writing to their last known address. We will refund any premium which may be due to the Group Policyholder in accordance with the terms of this condition. Valid reasons for cancellation may include but are not limited to:

If the Group Policyholder advises Us of a change of risk under this Group Policy which we are unable to insure;

Where the Group Policyholder fails to respond to requests from Us for further information or documentation;

Where the Group Policyholder has given incorrect information and fails to provide clarification when requested;

Where the Group Policyholder is in breach of any of the terms and conditions which apply to this Group Policy;

Where We reasonably suspect fraud;

By Us if We have been unable to collect a premium payment. In this case the Group Policyholder will be written to again notifying them that payment has not been received and giving them seven days notice for final payment. If payment is not received by that date We will cancel this Group Policy with immediate effect and notify the Group Policyholder in writing that such cancellation has taken place.

To cancel this Group policy, please write to:

All Seasons Underwriting Agencies Limited  
Alpi House  
Suite 2, East Wing  
2<sup>nd</sup> Floor  
Miles Gray Road  
Basildon  
Essex SS14 3HJ  
United Kingdom

# PART F – HOW TO MAKE A COMPLAINT

Our aim is to provide all **insured persons** with a high quality service at all times, although **we** do appreciate that there may be instances where an **insured person** feels it is necessary to lodge a complaint.

If any **insured person** wishes to complain, please note the 3 steps below, along with the relevant contact details for each step.

Please take special note however that should an **insured person** wish to direct his/her complaint directly to Lloyd's in the first instance, he/she may do so by using the contact information referenced in Step 2 below.

## Step 1:

In the first instance, if the complaint does not relate to a claim please direct it to:

The Customer Services Manager  
All Seasons Underwriting Agencies Ltd  
Alpi House, Suite 2, East Wing, 2<sup>nd</sup> Floor, Miles Gray Road, Basildon, Essex, SS14 3HJ, United Kingdom  
Phone: 0203 327 0555  
E-mail: [info@asua.co.uk](mailto:info@asua.co.uk)  
Office hours: 9am to 5pm Monday to Friday (excluding bank holidays)

or, if the complaint does relate to a claim, please direct it to:

Rightpath Claims  
PO Box 6053, ROCHFORD, SS1 9TT  
Tel: +44 (0) 208 667 1600  
E-mail [claim@rpclaims.com](mailto:claim@rpclaims.com)

## Step 2:

Should an **insured person** remain dissatisfied with the outcome of his/her complaint from **All Seasons Underwriting Agencies** or Rightpath Claims (as appropriate) his/her legal rights are not affected, and he/she may refer the complaint to Lloyd's. Lloyd's contact information is:

Complaints at Lloyd's  
Fidentia House  
Walter Burke Way  
Chatham Maritime  
Kent  
ME4 4RN, United Kingdom  
Tel: +44 (0)20 7327 5693  
Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

Details of Lloyd's complaints procedure are set out in a leaflet "Your Complaint - How We Can Help", which is available at the website noted above. Alternatively, an **insured person** may ask Lloyd's for a hard copy.

## Step 3:

If an **insured person** remains dissatisfied after Lloyd's has considered his/her complaint, he/she may have the right to refer his/her complaint to a local ombudsman or dispute resolution body within the European Economic Area. Further details are available at [www.fin-net.eu](http://www.fin-net.eu). Alternatively, an **insured person** may be entitled to refer his/her complaint to the United Kingdom Financial Ombudsman Service. The contact information is:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
United Kingdom  
Tel: 0800 0234 567 (normally free from a fixed line, but charges may apply from mobiles).  
Tel: 0300 1239 123 (normally charged at the same rate as 01/02 on mobile phone tariffs).  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

# PART G – LEGAL, REGULATORY AND OTHER INFORMATION

## Data Protection

### Data Protection Notice

**We** and **All Seasons Underwriting Agencies Limited** are the data controllers (as defined by the Data Protection Act 1998 and all applicable laws which replace or amend it, including the General Data Protection Regulation) who may collect and process **your** personal information.

For full details of what data **we** collect about **you**, how **we** use it, who **we** share it with, how long **we** keep it and **your** rights relating to **your** personal data, please refer to **our** [Privacy Notice](#) which will be available on **our** website during May 2018 <http://www.canopus.com/>

If **you** do not have access to the Internet, please write to the Group Data Protection Officer (address below) with **your** address and a copy will be sent to **you** in the post.

To view our Privacy Policy, please go to <http://www.canopus.com/privacy/>

In summary:

**We** and **our** claims handlers may, as part of **our** agreement with **you** under this contract, collect personal information about **you**, including:

- Name, address, contact details, date of birth and cover required
- Financial information such as bank details
- Details of any claim

**We** and **our** claims handlers will also collect personal information about any additional people who **you** wish to be insured under the policy.

**We** and **our** claims handlers may also collect sensitive personal information about **you**, and any additional people who **you** wish to be insured under the policy, where the provision of this type of information is in the substantial public interest, including:

- Medical records to validate a claim should you be claiming for Medical Expenses, other relevant information relating to a specific section within your policy to assess and process your claim.

**We** and **our** claims handlers collect and process **your** personal information for the purpose of insurance and claims administration.

All phone calls may be monitored and recorded and the recordings used for fraud prevention and detection, training and quality control purposes.

**Your** personal information may be shared with third parties which supply services to **us** or which process information on **our** behalf (for example, premium collection and claims validation, or for communication purposes related to **your** cover). **We** will ensure that they keep **your** information secure and do not use it for purposes other than those that **we** have specified in **our** [Privacy Notice](#).

Some third parties that process **your** data on **our** behalf may do so outside of the European Economic Area (“EEA”). This transfer and processing is protected by EU Model Contracts which aim to provide the equivalent level of data protection to that found in the EU.

**We** and **our** claims handlers will keep **your** personal information only for as long as **we** believe is necessary to fulfil the purposes for which the personal information was collected (including for the purpose of meeting any legal obligations).

**We** and **our** claims handlers will share **your** information if **we** are required to by law. **We** may share **your** information with enforcement authorities if they ask **us** to, or with a third party in the context of actual or threatened legal proceedings, provided **we** can do so without breaching data protection laws.

If **you** have any concerns about how **your** personal data is being collected and processed, or wish to exercise any of **your** rights detailed in **our** [Privacy Notice](#), please contact.

Group Data Protection Officer  
Canopus Managing Agents Limited  
Gallery 9, One Lime Street, London. EC3M 7HA. UK  
[privacy@canopus.com](mailto:privacy@canopus.com)  
T + 44 20 7337 3700

### The Financial Services Compensation Scheme

**We** are covered by the Financial Services Compensation Scheme. **Insured persons** may be entitled to compensation under the scheme if **we** are unable to meet **our** obligations to any **insured person** under this contract. Further information can be obtained from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU, United Kingdom Tel: +44 0 800 678 1100 (freephone) or +44 0 20 7741 4100. Website: [www.fscs.org.uk](http://www.fscs.org.uk))

### Several Liability Notice

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.

### Sanctions

**We** shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

### Rights of Third Parties

A person who is not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

For **your** information, the Contracts (Rights of Third Parties) Act 1999 allows a person who is not a party to a contract to be able to enforce that contract if the contract expressly allows him to or if the contract confers a benefit upon him. However the Act will not be applied if the parties make it clear in the contract that the third party does not have the right to enforce it. For further guidance please see [www.legislation.gov.uk](http://www.legislation.gov.uk) or contact the Citizens Advice Bureau.

### Applicable Law and Jurisdiction

Unless specifically agreed to the contrary this policy shall be governed by English Law and subject to the exclusive jurisdiction of the courts of England.

## PART H – GENERAL DEFINITIONS

Certain words in this policy have a specific meaning. They have this specific meaning wherever they appear in this policy, in **your Policy Schedule**, in the Table of Benefits, or in endorsements, and are shown in bold print.

### Active war means

the active participation in a **war** by an **insured person** who is deemed under English Law to be under instruction from or employed by the armed forces of any country.

### All Seasons Underwriting Agencies means

All Seasons Underwriting Agencies Limited (ASUA) of Alpi House, Miles Gray Road, Basildon, Essex SS14 3HJ, United Kingdom. Authorised and regulated by the Financial Conduct Authority. Firm Reference Number 308488.

### Baggage means

luggage, clothing, personal effects, **valuables** and other articles (but excluding **business equipment, ski equipment, golf equipment, personal money** and documents of any kind) which belong to an **insured**

**person** (or for which an **insured person** is legally responsible) which are worn, used or carried by an **insured person** during any **trip**.

**Bodily injury** means

an identifiable physical injury, occurring during the **period of insurance**, caused by sudden, unexpected, external and visible means including injury as a result of unavoidable exposure to severe weather conditions.

**Business equipment** means

items used by an **insured person** and which belong to an **insured person** in support of his/her business activity including office equipment which is portable by design including, but not restricted to, personal computers, telephones and calculators.

**Canopus Managing Agents Limited** means

Canopus Managing Agents Limited, registered office: Gallery 9 One Lime Street, London, EC3M 7HA. Registered in England and Wales No. 01514453 and authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

**Close business associate** means

any person whose absence from business for one or more complete days at the same time as an **insured person's** absence prevents the proper continuation of that business.

**Close relative** means

mother, father, sister, brother, wife, husband, civil partner, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step parent, step child, step sister, step brother, foster child, legal guardian, domestic partner or fiancé/fiancée.

**Curtailment / Curtail** means either:

abandoning or cutting short the **trip** by direct early return to an **insured person's home area**, in which case claims will be calculated from the day the **insured person** returned to his/her **home area** and based on the number of complete days of an **insured person's trip** which he/she has not used, or

attending a hospital outside an **insured person's home area** as an in-patient or being confined to an **insured person's** accommodation abroad due to compulsory quarantine or on the orders of a **medical practitioner**, in either case for a period in excess of 48 hours. Claims will be calculated from the day the ill/injured person was admitted to hospital or confined to his/her accommodation and based on the number of complete days for which an **insured person** was hospitalised, quarantined or confined to the **insured person's** accommodation. Cover only applies to ill/injured persons.

**Excess** means

the amount an **insured person** will have to pay towards the cost of each claim under the insurance.

**Golf equipment** means

golf clubs, golf balls, golf bag, golf trolley and golf shoes.

**Home** means

an **insured person's** normal place of residence in his/her **home country**.

**Home area** means

for residents of the **United Kingdom** excluding Channel Islands and the Isle of Man, the **United Kingdom** excluding Channel Islands and the Isle of Man.

for residents of the Channel Islands and the Isle of Man, either the Channel Islands or the Isle of Man depending on where an **insured person's home** is.

for residents of the European Economic Area, an **insured person's** country of residence in the European Economic Area.

**Home country** means

the **United Kingdom**, European Union or European Economic Area country in which an **insured person** is legally resident.

**Insolvency** means

an event causing the cancellation of all or part of an **insured person's trip** happening after **you** purchased this insurance which results in the company organising or promoting the **special event** no longer carrying on its business or service as a result of financial failure within the meaning of the Insolvency Act 1986 or any



statutory modification or re-enactment of that Act or a similar legal action because of debt under the jurisdiction of a competent court in another country.

**Insured person** means

each person travelling on a **trip** whose name appears in the **Policy Schedule**. **Insured Persons** can be resident in any country worldwide but must be part of a group which travel arrangements have been arranged by **The Policyholder**. **Insured persons** are not party to this insurance contract which is solely between the **Policyholder** and **us**.

**Loss of limb** means

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

**Loss of sight** means

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

- a) in both eyes, if an **insured person's** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist and
- b) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale.

**Medical condition** means

any disease, illness or injury.

**Medical practitioner** means

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

**Nuclear risks** means

ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

**Organiser** means

the **insured person** who on behalf of any school, college, university or other group is acting as party leader or other principal person of the whole group booking and is included on the list of **insured persons** on the **Policy Schedule** and also included on the tour operator booking, and without whom the **trip** would not be able to take place or to continue to normal completion.

**Outward journey** means

the initial journey by motor transport, train, aircraft or watercraft undertaken in conjunction with the **trip** from an **insured person's home** address in his/her **home country**.

**Period of insurance** means

The period of the **trip** and terminating upon its completion, but not in any case exceeding the period shown in the **Policy Schedule**.

**Permanent total disablement** means

loss of physical and/or mental ability through **bodily injury** to the extent that an **insured person** will be unable to do the material and substantial duties of any occupation to which they are suited by means of training, education or experience ever again. The material and substantial duties are those that are normally required for, and form a significant and integral part of, the performance of any occupation that cannot reasonably be omitted or modified. Occupation means any trade, profession or type of work undertaken for profit or pay. It is not a specific job with any particular employer and is irrespective of location and availability. A **medical practitioner** must reasonably expect that the disability will last throughout life with no prospect of improvement, irrespective of when cover under this policy ends or an **insured person** is expected to retire.

**Personal money** means

bank notes, currency notes and coins in current use, travellers' and other cheques, postal or money orders, pre-paid coupons or vouchers, travel tickets, event and entertainment tickets, phone cards, money cards and credit/debit or pre-pay charge cards all held for private purposes.

**Policy Schedule** means

the document showing details of **your** cover and cover for any other **insured persons**.

### Public transport means

any publicly licensed aircraft, sea vessel, train, coach or bus on which an **insured person** is booked or had planned to travel.

### Secure baggage area means

any of the following, as and where appropriate:

- a) the locked dashboard, boot or luggage compartment of a motor vehicle
- b) the locked luggage compartment of a hatchback vehicle fitted with a lid closing off the luggage area, or of an estate car with a fitted and engaged tray or roller blind cover behind the rear seats
- c) the fixed storage units of a locked motorised or towed caravan
- d) a locked luggage box, locked to a roof rack which is itself locked to the vehicle roof.

### Ski equipment means

skis (including bindings), ski boots, ski poles and snowboards (including bindings) and any other items deemed as specific and required for the participation in **winter sports** activities.

### Terrorism means

an act, including but not limited to the use or threat of force and/or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.

### Ticket costs means

the face value of the ticket as printed on the ticket including any booking or administration fees printed on the ticket or for which a receipt or evidence can be provided.

### Trip means

any holiday, pleasure trip or work experience trip made by an **insured person** within the area of travel shown in the **Policy Schedule** which begins and ends in an **insured person's home area** or place of business during the **period of insurance** as arranged by The Policyholder.

### Unattended means

when an **insured person** is not in full view of and not in a position to prevent unauthorised interference with an **insured person's** property or vehicle.

### United Kingdom means

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

### Valuables means

jewellery, gold, silver, precious metal or precious or semiprecious stone articles, watches, furs, cameras, camcorders, portable satellite navigation systems, photographic, audio, video, computer, television and telecommunications equipment (including MP3/4 players, CD's, DVD's, tapes, films, cassettes, cartridges and headphones), computer games and associated equipment, telescopes and binoculars.

### Vermin means

rats, mice, squirrels, owls, pigeons, foxes, bees, wasps or hornets.

### War means:

- a) war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, riot or civil commotion assuming the proportions of or amounting to an uprising, military or usurped power; or
- b) any act of **terrorism**, or
- c) any act of war or **terrorism** involving the use of, or release of a threat to use, any nuclear weapon or device or chemical or biological agent.

### We/Us/Our means

Lloyd's Syndicates 4444/958 managed by **Canopus Managing Agents Limited**.

### Winter sports means

Any activity as listed in Appendix B and for which **you** have paid the additional premium where required as confirmed on **your Policy Schedule**.

You/Your means  
the person named as the Policyholder on the **Policy Schedule**.

## Appendix A – Sports & Activities

**We** will not pay for claims arising directly or indirectly from:

1. Professional sports or entertaining:

An **insured person's** participation in or practice of any professional sports or professional entertaining.

2. Other sports or activities:

An **insured person's** participation in or practice of any other sport or activity, manual work, driving any motorised vehicle in motor rallies or competitions or racing unless: Light manual work such as waiting on tables, helping in gym clubs and preparation of exhibitions is not considered manual work while an insured is on a trip as part of any work experience programme.

- a) specified in the lists under this Appendix A below or
- b) shown as covered in **your Policy Schedule**.

If an **insured person** is going to take part in any activity which may be considered dangerous that is not detailed below please contact the Policyholder who will contact **us** to see if **we** can provide cover.

When undertaking any of the activities shown in the tables below an **insured person** must ensure the activity is adequately supervised and that appropriate safety equipment (such as protective head wear, life jackets etc.) is worn at all times.

Please note that under Section 7 (Personal Liability) an **insured person** will not be covered for liability caused directly or indirectly by the **insured person** owning or using any animals, aircraft, firearms or weapons of any kind; or the ownership or use of any vehicle, watercraft or leisure equipment that is motorised or mechanically or jet propelled.

**All activities below are covered as standard within all policies subject to the terms, conditions and exclusions within this policy.**

ACTIVITY		
Abseiling (within organisers guidelines)	Aerobics	Amateur Athletics (track and field)
Archery	Assault Course	Badminton
Baseball	Basketball	Billiards/Snooker/Pool
BMX Riding	Body Boarding	Bowls
Canoeing (up to grade 2 rivers)	Climbing (on climbing wall only)	Cricket
Croquet	Curling	Cycling (no racing)
Deep Sea Fishing	Fell Walking/Running	Fencing
Fishing	Fives	Football (amateur only)
Golf	Handball	Hurling (amateur only and not main purpose of <b>trip</b> )
Indoor Climbing (on climbing wall)	Jogging	Judo
Karate	Kayaking (up to grade 2 rivers)	Korfball
Lacrosse	Marathon Running	Mountain Biking (wearing a helmet and no racing)
Netball	Octopush	Orienteering
Racket Ball	Rambling	Refereeing (amateur only)
Ringo	Roller Skating/Blading/In Line Skating	Rounders
Rowing	Rugby (Union/League)	Running (non-competitive and not a marathon of any type)
Skateboarding	Sledging (not on snow)	Snorkelling
Softball	Spear Fishing (without tanks)	Squash
Street Hockey	Swimming	Swimming with Dolphins
Swimming/Bathing with Elephants	Sydney Harbour Bridge	Table Tennis
Ten Pin Bowling	Tennis	Trampolining

Tree Canopy Walking	Trekking/Hiking/Walking up to 2,500 metres above sea level	Tug of War
Volleyball	Wake Boarding	Water Polo
Whale Watching	Wind Tunnel Flying (pads and helmets to be worn)	Zip Lining/Trekking (safety harness must be worn)

**All activities below are covered as standard within all policies but have restrictions to cover as indicated under “Comments/Excluded Sections” in the table below. All activities will be subject to the terms, conditions and exclusions within this policy.**

<b>ACTIVITY</b>	<b>COMMENTS/EXCLUDED SECTIONS</b>
Administrative or Clerical Occupations	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Archaeological Digging	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Banana Boating	Only as a passenger with no right of control. Section 7 – Personal Liability NOT INCLUDED
Bungee Jumping	Only as short duration incidental day excursion with licensed public hirer. Section 3 – Personal Accident NOT INCLUDED
Clay Pigeon Shooting	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Driving any motorised vehicle for which an <b>insured person</b> is licensed to drive in his/her <b>home country</b> (other than in motor rallies or competitions)	Section 7 – Personal Liability NOT INCLUDED
Elephant Riding/Trekking	Section 3 – Personal Accident NOT INCLUDED
Falconry	Section 3 – Personal Accident NOT INCLUDED
Flying as a fare paying passenger in a fully licensed passenger carrying aircraft	Section 7 – Personal Liability NOT INCLUDED
Glass Bottom Boats/Bubbles	Only as a passenger with no right of control. Section 7 – Personal Liability NOT INCLUDED
Go Karting (within organisers guidelines)	Section 7 – Personal Liability NOT INCLUDED
Hockey (including Field Hockey)	Protective head gear to be worn for goalkeepers.
Horse Riding (excluding competitions, racing, jumping and hunting)	Section 3 – Personal Accident NOT INCLUDED
Hot air Ballooning (organised pleasure rides only)	Section 3 – Personal Accident NOT INCLUDED
Hovercraft Driving/Passenger	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Jet Boating (no racing)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Jet Skiing (no racing)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Karting	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Kite surfing	Section 3 – Personal Accident NOT INCLUDED
Paintballing/War Games	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Paragliding	Over water only – not over land. Must be licensed operator with professional guide and only in EU, EEA, USA, Canada, Australia and New Zealand. Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Parascending	Over water only – not over land. Must be licensed operator with professional guide and only in EU, EEA, USA, Canada, Australia and New Zealand. Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Pony Trekking	Section 3 – Personal Accident NOT INCLUDED
Power Boating (no racing and non-competitive)	Section 7 – Personal Liability NOT INCLUDED

	Section 3 – Personal Accident NOT INCLUDED
Safari Trekking (must be organised tour)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Sailing/Yachting (includes amateur racing competitions)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Sand Boarding	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Sand Dune Surfing/Skiing	Section 7 – Personal Liability NOT INCLUDED
Sand Yachting (no racing)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Scuba Diving up to depth of 9 metres. No solo diving.	Subject to endorsement in Appendix C
Scuba Diving up to depth of 18 metres. No solo diving.	Providing PADI/BSAC Certificate of Proficiency held otherwise no cover. Subject to endorsement in Appendix C
Shooting/Small Bore Target/Rifle Range Shooting (within organisers guidelines)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Speed Sailing (no racing)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Students working as counsellors or university exchanges for practical course work (non manual)	Section 3 – Personal Accident NOT INCLUDED
Surfing	No Competitions. Inland and Coastal waters only.
Tall Ship Crewing (no racing)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Water Skiing/Water Ski Jumping	Section 3 – Personal Accident NOT INCLUDED
White Water Rafting	Up to Grade 3 water only. Only as a passenger with no solo right of control
Wind Surfing/Sailboarding	Section 7 – Personal Liability NOT INCLUDED
Zorbing/Hydro Zorbing/Sphering	Section 7 – Personal Liability NOT INCLUDED

The following activities will be covered if **you** have paid the additional premium where required and they are shown as included on **your Policy Schedule**. There are some restrictions to cover as indicated under “Comments/Excluded Sections” in the table below.

ACTIVITY	COMMENTS/EXCLUDED SECTIONS
American Football	
Big Game Hunting	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Boxing	
Cave Diving	No solo diving Section 3 – Personal Accident NOT INCLUDED
Flying as pilot	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Gliding	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Hang Gliding	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
High Diving	Excess of 4.9 meters, supervised pools only no rock diving. Section 3 – Personal Accident NOT INCLUDED
Manual Work	Section 3 – Personal Accident NOT INCLUDED
Motor Sport (any type)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Parachuting	
Polo	Section 3 – Personal Accident NOT INCLUDED
Pot Holing	
Quad Biking (wearing a helmet and no racing)	Section 7 – Personal Liability NOT INCLUDED Section 3 – Personal Accident NOT INCLUDED
Scuba Diving between 18-40 metres.	ONLY if full PADI/BSAC Qualified for diving depth. Subject to endorsement in Appendix C

Trekking/Hiking/Walking or Climbing - 2,500 to 3,500 metres	On organised tours along recognised routes not considered higher than PD on the French IFAS grading system (or local equivalent). No search and rescue other than for medical reasons.
Trekking/Hiking/Walking or Climbing - above 3,500 metres	
Weight Lifting	
White Water Rafting	Grades 4-6 only. Section 7 – Personal Liability NOT INCLUDED

## Appendix B - Winter Sports Cover Extension (included activities)

### Activities with no restrictions to cover

ACTIVITY		
Air-Boarding	Big Foot Skiing	Blade Skating
Curling	Ice Cricket	Ice Hockey
Ice Skating	Kick Sledging	Langlauf
Nordic Skiing (recognised paths)	Ski Blading	Ski Boarding
Ski Randonnee	Ski Run Walking	Ski Swimming
Ski Touring	Sledging	Snow Blading
Snow Shoe Walking	Snow Shoeing	Snow Zorbing
Winter Walking (using crampons and ice picks only)		

### Activities with restrictions to cover and/or with specific requirements/conditions

ACTIVITY	EXCLUDED SECTIONS & SPECIFIC REQUIREMENTS/CONDITIONS		
Cross Country Skiing (recognised paths)	Section 7 – Personal Liability		
Downhill Skiing/Snowboarding			
Dry Slope Skiing/Snowboarding			
Glacier Skiing/Walking			
Ice Windsurfing			
Mono-Skiing			
Skiing/Snowboarding (all forms not specifically mentioned elsewhere)			
Heli-Skiing/Boarding	Section 7 – Personal Liability	<p>Must be licensed operator in EU, EEA, USA, Canada, Australia and New Zealand.</p> <p>Within organisers guidelines and only covered as part of a pre-paid excursion led by professional guides/organisers</p>	
Snow Tubing	<p>Within organisers guidelines and only covered as part of an organised activity led or instructed by professional guides or organisers</p>		
Snowcat Skiing			
Husky Dog Sledding			<p>Section 7 – Personal Liability</p> <p>Section 3 – Personal Accident</p>
Bobsleigh			Section 7 – Personal Liability
Ice Go Karting			Section 7 – Personal Liability
Luging/Tobogganing			<p>Section 7 – Personal Liability</p> <p>Section 3 – Personal Accident</p>
Skiing/Snowboarding off-piste in areas outside of the boundaries of a recognised resort with a guide			Section 7 – Personal Liability
Sledging/Sleigh-riding as a passenger pulled by any animal			Section 7 – Personal Liability
Snowboarding off piste with a guide			Section 7 – Personal Liability
Snowmobiling / Skidooring			Section 7 – Personal Liability



## Appendix C – Scuba Diving Endorsement

This insurance is extended to cover the **insured person** whilst engaging in underwater activities requiring the use of artificial breathing apparatus (scuba) subject to the **insured person** being approved as medically fit to dive by the person or company who/which has organised the diving, and subject otherwise to all terms, conditions, exclusions and limitations of this insurance.

What is not covered:

**This insurance does not cover claims directly or indirectly arising from, happening through or as a result of:**

1. Diving by persons not holding a recognised certificate for the type of diving being undertaken, or not under professional instruction.
2. Diving without proper equipment and/or contrary to codes of good practice according to bona fide organisations such as PADI or BSAC.
3. Diving to depths greater than 9 metres (or 40 metres if additional premium paid).
4. Solo diving or night diving or specifically organised cave diving or diving for hire or reward.
5. Flying within 24 hours of last dive or diving whilst suffering from a cold, influenza, infection or obstruction of the sinuses or ears.
6. Diving by persons aged under 12 years of age or over 65.