



Relax & Enjoy your holiday,  
we've got you covered...

Your Policy Wording



Provided by Axa

Version: 2021/3.1.1

## **Travel Insurance - Useful Information**

### **Emergency Medical Assistance Service**

If **you** are abroad and need urgent assistance please contact the Emergency Medical Assistance Service on +44 (0) 203 859 9317

### **Claims Notification**

**To make a claim under all other sections (except under the Gadget Cover or Scheduled Airline Failure Insurance) please contact:**

Travel Claims Team

AXA

The Quadrangle, 106-118 Station Road

Redhill

RH1 1PR

Tel: +44 (0) 203 859 9317

**To make a claim under the Gadget Cover please contact:**

Citymain Administrators Ltd.

3000 Lakeside, North Harbour

Western Road, Portsmouth

PO6 3EN

Tel: 0333 999 7932

**To make a claim under Scheduled Airline Failure Insurance please contact:**

IPP Claims at Sedgwick

Oakleigh House

14-15 Park Place

Cardiff CF10 3DQ. United Kingdom

Telephone: +44 (0) 345 266 1872

Email: [Insolvency-claims@ipplondon.co.uk](mailto:Insolvency-claims@ipplondon.co.uk)

### **Making yourself heard**

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

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

### **Financial Services Compensation Scheme (FSCS)**

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS ([www.fscs.org.uk](http://www.fscs.org.uk)) or call them on 020 7741 4100.

## Cancellation Period

**You** are free to cancel this policy at any time. If **you** wish to cancel within 14 days of the policy start date or the receipt of the policy documents whichever is the later, **you** may do so by contacting **us** on 0333 772 0346 or by emailing [customerservice@puffininsurance.com](mailto:customerservice@puffininsurance.com) or writing to **us** for a full refund providing **you** have not travelled and no claim has been made. Depending on when **you** cancel **your** policy, the following premium refunds will be made:

- All policies: Full refund if cancelled within 14 days
- Single Trip policies: 65% refund if cancelled before **your trip** starts (but outside of 14 days)
- Annual Multi-trip policies: 5% refund per full month remaining (outside of 14 days)

All premium refunds are subject to **you** not having travelled or claimed

## About your policy wording

If **you** have any queries about **your** cover, **you** can call **us** on the number listed in the Important Telephone Numbers' section.

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

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

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

- **Pre-existing medical conditions** as described in the **Pre-existing medical conditions** section (unless **you** have contacted **us** and **we** have accepted in writing).
- Losses that **we** do not state are specifically covered.
- Circumstances known to **you** before **you** purchased this insurance which could reasonably have been expected to lead to a claim will not be covered
- The intention of this policy is to cover the entire **trip**. The policy will need to cover the date that **your trip** begins until the date **you** return to the **UK** inclusive
- Any **trip** that has already begun when **you** purchased this insurance will not be covered
- Losses which occur outside of a valid **trip** (with the exception of Section 1 – Cancelling or **cutting short** a **trip**, see the definition of Insurance period for full details).

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

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

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

## Introduction

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

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

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

The policy schedule is part of the policy.

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

## Words with special meanings

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

Section 5a Legal expenses and assistance, Section 6 Personal accident and Section 8 Gadget Cover have unique 'Words with special meanings' which can be found at the beginning of the section.

### Accident(s)/Accidental

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

### Baggage

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

### Catastrophe

Means

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

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

### **Close relative**

Mother, father, sister, brother, spouse, or fiancé/fiancée or common law partner (any couple, in a common law relationship living permanently at the same address) daughter, son, including adopted daughter or son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, stepparent, stepchild, stepsister, stepbrother, foster child, legal guardian, legal ward.

### **Colleague**

An associate in the same employment as **you** in the **UK**, whose absence from work necessitates **your** stay in or return to the **UK**.

### **Cut short/Cutting short**

Either:

- a) **you** cutting short the **trip** after **you** leave **your home** by direct early return to **your home**.
- b) **you** attending a hospital after **you** leave **your home** as an in-patient or being confined to **your** accommodation due to compulsory quarantine on the orders of a **medical practitioner**, in either case for more than 24 hours.

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

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

### **Excess**

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

Where a claim is made for the same incident only one **excess** will apply.

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

### **Gadget**

Cover can be any one of the following items:

Mobile Phones, Tablets, iPads, E-readers/Kindles, Sat Navs, Handheld Games Consoles, Portable DVD players, Headphones, Wireless Speakers, Cameras, Laptops, iPods/MP3 Players and Smart watches.

### **Home**

**Your** home address listed on **your** schedule.

### **Home area**

For residents of **UK** excluding Channel Islands and Isle of Man **your home area** means **UK** excluding Channel Islands and Isle of Man. For residents of the Channel Islands and the Isle of

Man, **your home area** means either the particular Channel Island on which **you** live or the Isle of Man depending on where **your home** is.

### **Important Documents**

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

### **Insurance Period**

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

If single trip cover is selected: cover is provided for the period of the **trip** and finishes when the **trip** ends, providing the **trip** doesn't exceed the period shown in the policy schedule. Under these policies **you** will be covered under Section 1 - Cancelling or cutting short a trip from the time **you** pay the premium.

Cover for all other sections applies for the length of each **trip**. The **insurance period** is automatically extended in the event that **your** return to **your home area** is unavoidably delayed due to an event covered by this policy.

### **Insured Person/You/Your/Yourself**

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

### **Medical condition**

Any disease, illness or injury.

### **Medical practitioner**

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

### **Personal Money**

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

### **Personal Quarantine**

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

### **Pregnancy Complication**

- Toxaemia,
- gestational hypertension,
- gestational diabetes,
- pre-eclampsia,
- ectopic pregnancy,
- molar pregnancy,

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

### **Pre-existing medical condition**

1. Any **medical condition** for which **you** have received prescribed medication or check-ups within the last 12 months
2. Any of the following **medical conditions** for which **you** have received prescribed medication or treatment including surgery, tests, investigations or check-ups within the last 5 years:
  - Respiratory conditions
  - Heart conditions
  - High blood pressure and / or high cholesterol
  - Cancerous conditions
  - Neurological conditions (for example stroke, brain haemorrhage, multiple sclerosis epilepsy and dementia)
  - Mental health conditions (for example anxiety, depression or eating disorders)
  - Diabetes

### **Pre-paid charges**

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

- Ski school fees, lift passes and hired **ski equipment** will only be covered provided **you** have purchased the additional Winter Sports section
- Costs associated with a sport or activity will only be covered providing **your** policy covers **you** for that sport or activity.

### **Public Transport**

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

### **Redundant/Redundancy**

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

### **Regional Quarantine**

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

### **Ski Equipment**

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

### **Ski Pack**

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

### **Sports Equipment**

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

### **Terrorist Action**

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

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

### **Travelling Companion**

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

### **Trip(s)**

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

Where **you** have selected an annual multi trip policy the maximum duration of any one **trip** is shown in your policy schedule. If any **trip** exceeds **your** maximum number of days there is no cover under this policy for any additional days.

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



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

## **UK**

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

## **Unattended**

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

## **Valuables**

Means the below list (including any associated equipment):

- Jewellery
- Watches (Excluding smart watches and fitness trackers),
- Telescopes
- Binoculars
- Cameras (excluding **Gadget** cameras)

## **We/Us/Our**

The service provider arranged by Inter Partner Assistance S.A. UK Branch.

## **About your insurance contract**

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

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

## **The Insurer**

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

## **Financial Services Compensation Scheme (FSCS)**

**You** may be entitled to compensation from the scheme in the unlikely event **we** cannot meet **our** obligations to **you**. This depends upon the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS. Contact them at [www.fscs.org.uk](http://www.fscs.org.uk) or call them on 0800 678 1100.

## **Our part of the insurance contract is as follows**

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

## **Cancellation**

**We** reserve the right to cancel the policy by providing 21 days' notice by registered post to **your** last known address on the following grounds:

- a) If **you** make a fraudulent claim
- b) If **you** are or have been engaged in criminal or unlawful activities

- c) If any policy in **your** name is added to the Insurance Fraud Register
- d) If **you** use threatening or abusive behaviour or language towards **our** staff or suppliers.

In each case no refund of premium will be made.

### **Duration**

This policy lasts for a period of 12 months, or it is for a single trip – *Please refer to **your** policy schedule for **your** selected cover.*

### **Automatic renewals on annual multi trip policies**

By purchasing this policy **you** provide us with the consent to set up a continuous payment authority. This means **we** are authorised to automatically renew **your** policy and apply for renewal payments from **your** account every year, even if **your** card has expired, until **you** instruct **us** to stop.

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

### **How to opt-out of automatic renewals**

Please contact the Puffin customer service on 0333 772 0346 or by emailing [customerservice@puffininsurance.com](mailto:customerservice@puffininsurance.com)

### **Non-payment of premiums**

Where **we** have been unable to collect a premium payment **we** will contact **you** in writing to request payment. If **we** do not receive payment by the date **we** state, **we** will write to **you** again notifying **you** that payment has not been received and ask **you** to pay the outstanding amount. If payment is not received by the date **we** provide **we** will cancel the policy with immediate effect and notify **you** in writing.

### **Cancellation period**

**You** are free to cancel this policy at any time. If **you** wish to cancel within 14 days of the policy start date or the receipt of the policy documents whichever is the later, **you** may do so by contacting **us** on 0333 772 0346 or by emailing [customerservice@puffininsurance.com](mailto:customerservice@puffininsurance.com) or writing to **us** for a full refund providing **you** have not travelled and no claim has been made. Depending on when **you** cancel **your** policy, the following premium refunds will be made:

- All policies: Full refund if cancelled within 14 days
- Single Trip policies: 65% refund if cancelled before **your trip** starts (but outside of 14 days)
- Annual Multi-trip policies: 5% refund per full month remaining (outside of 14 days)

All premium refunds are subject to **you** not having travelled or claimed

### **Conditions which apply to your policy**

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

### **You must prevent loss, theft or damage**

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

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

### **Reciprocal Health Agreements – European Union (not including EEA or Switzerland)**

If you are travelling to countries within the European Union (EU), not including the EEA or Switzerland, you are strongly advised to obtain a Global Health Insurance Card (GHIC). You can apply for a GHIC either online at [www.ghic.org.uk](http://www.ghic.org.uk) or by telephoning 0300 330 1350. This will entitle you to benefit from the health care arrangements which exist between countries within the EU.

If we agree to pay for a medical expense which has been reduced because you have used either a Global Health Insurance Card or private health insurance, we will not deduct the excess under Section 2 – Medical Emergency and Repatriation Expenses.

### **Australia**

If **you** require medical treatment in Australia **you** must enrol with a local MEDICARE office. **You** do not need to enrol on arrival, but **you** must do this after the first occasion **you** receive treatment. In-patient and out-patient treatment at a public hospital is then available free of charge. Details of how to enrol and the free treatment available can be found in the Health advice for Travellers booklet available from **your** local Post Office. Alternatively, please call the Emergency Assistance Service for guidance. If **you** are admitted to hospital contact must be made with the Emergency Assistance Service as soon as possible and their authority obtained in respect of any treatment NOT available under MEDICARE.

### **New Zealand**

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

## **Pre-existing medical conditions**

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

**You** must tell **us** of all **your pre-existing medical conditions**. If **you** fail to declare any **pre-existing medical conditions** **we** may refuse to deal with **your** claim or reduce the amount of

any relevant claims, even if a claim is not related to an undisclosed **pre-existing medical condition**.

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

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

for any claims arising directly or indirectly from:

1. From any **medical condition** for which **you** have received prescribed medication or check-ups within the last 12 months.
2. From any of the following **medical conditions** for which **you** have received prescribed medication or treatment including surgery, tests, investigations or check-ups within the last 5 years:
  - Respiratory conditions
  - Heart conditions
  - High blood pressure and / or high cholesterol
  - Cancerous conditions
  - Neurological conditions (for example stroke, brain haemorrhage, multiple sclerosis epilepsy and dementia)
  - Mental health conditions (for example anxiety, depression or eating disorders)
  - Diabetes

Unless **you** contact **us** on Tel: 0333 772 0346 or complete an online Medical Screening at website [www.puffininsurance.co./travel-insurance](http://www.puffininsurance.co./travel-insurance) and **we** have agreed, in writing, to cover **your medical condition(s)**.

Throughout the duration of the policy

- i. Any **medical condition** or **pregnancy complication** **you** have in respect of which a **medical practitioner** has advised **you** not to travel (or would have done so had **you** sought **their** advice), but despite which **you** still travel.
- ii. From any surgery, treatment or investigations for which **you** intend to travel outside of **your home area** to receive (including expenses incurred due to the discovery of other **medical conditions** during and/or complications arising from these procedures).
- iii. From any **medical condition** for which **you** are not taking the recommended treatment or prescribed medication as directed by a **medical practitioner**.
- iv. If **you** travel against any health requirements stipulated by the carrier, their handling agents or any other **public transport** provider

At the time of purchasing **your** policy **you** will not be covered for any claim arising directly or indirectly:

- i. From any **medical condition** for which **you**, a **close relative** or a travelling companion have received a terminal prognosis.
- ii. From any **medical condition** for which **you**, a **close relative** or a travelling companion are on a waiting list for or have knowledge of the need for surgery, treatment or investigation.

- iii. From any **medical condition** or symptoms for which anyone to be insured under the policy is seeking medical advice but has not yet had a diagnosis.

## Sports and other activities

### Covered as standard without charge

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

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

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

- abseiling (within organisers guide-lines)
- \*administrative, clerical or professional occupations
- aerobics
- airboarding
- archaeological digging
- archery
- athletics
- badminton
- banana boating
- baseball
- basketball
- \*battle re-enactment
- beach games
- billiards/snooker/pool
- body boarding (boogie boarding)
- bowls
- breathing observation bubble (bob)
- \*camel riding (no personal liability cover)
- \*camp America - counsellor
- canoeing (up to grade 2 rivers)
- \*Catamaran sailing (if qualified and no racing or liability cover)
- \*clay pigeon shooting (no liability cover)
- climbing (on climbing wall only)
- cricket
- croquet
- Cycling (no racing or competitions). All protective clothing (e.g. helmet) must be worn. No cover for Mountain Biking - see separately listed activity
- dancing (including instruction)
- \*dinghy sailing (no liability cover)
- \*Driving motorised vehicles (excluding Quad bikes) for which you are licensed to drive in the United Kingdom (other than in motor rallies or competitions) and wearing a helmet if driving a motorbike, moped or scooter and no liability cover
- elephant riding/trekking
- falconry
- fell walking/running (up to 2,500 metres above sea level)
- fencing
- fishing / deep sea fishing
- fives
- flying (as a fare paying passenger in a fully licensed passenger carrying aircraft)
- flying fox (cable car)
- football (American) - not main purpose of the trip
- football (Association) - not main purpose of the trip
- frisbee/ultimate frisbee including competitions

- cross country running (non-competitive)
- curling
- gaelic football - not main purpose of the trip
- \*glass bottom boats/bubbles (no liability cover)
- \*go karting (within organisers guidelines and no liability cover)
- golf
- handball
- \*hobie catting (if qualified and no liability cover)
- horse riding (excluding competitions, racing, jumping and hunting)
- hot air ballooning (organised pleasure rides only)
- \*hovercraft driving/passenger (no liability cover)
- hurling - not main purpose of the trip
- hydro zorbing
- ice skating
- in-line skating/roller blading (wearing pads and helmets)
- indoor skating/skateboarding (wearing pads and helmets)
- javelin throwing
- \*jet boating (no racing or liability cover)
- jogging
- kayaking (up to grade 2 rivers)
- korfbal
- netball
- octopush
- orienteering
- \*paint balling/war games (wearing eye protection and no liability cover)
- parasailing/parascending - over water
- passenger sledge
- pedalos
- Pilates
- pony trekking
- \*rifle range shooting
- ringos
- roller skating/blading/in line skating (wearing pads and helmets)
- rounders
- rowing (except racing)
- running
- safari trekking/tracking in the bush (must be organised tour)
- \*sailing (if qualified or accompanied by a qualified person and no liability cover or racing)
- sail boarding/windsurfing
- sand boarding/surfing/skiing
- sand dune surfing/skiing
- \*sand yachting (no liability cover)
- scuba diving to 18 metres (if qualified scuba diver or accompanied by qualified instructor and not diving alone or involved in cave diving)
- \*Segway riding (organised tours only, wearing correct safety equipment including a helmet)
- skateboarding (wearing pads & helmets)
- sledging/tobogganing (not on snow)
- snorkelling
- soccer- not main purpose of the trip
- softball
- spear fishing (without tanks)
- \*speed sailing (no liability)
- sphering/ Zorbing
- squash
- surfing
- swimming
- swimming with dolphins
- swimming/bathing with elephants
- Sydney harbour bridge (walking across clipped onto safety line)
- table tennis
- \*tall ship crewing (no racing and no liability cover)
- ten pin bowling

- \*power boating (no racing, non-competitive and no liability cover)
- racket ball
- refereeing
- trekking/ walking /rambling up to 2,500 metres above sea level
- \*trikke riding (organised tours only, wearing correct safety equipment including a helmet)
- tug of war
- volleyball
- wake boarding
- water polo
- water ski jumping
- tennis
- trampolining
- tree canopy walking
- water skiing
- whale watching
- wicker basket tobogganing
- wind surfing/sailboarding
- wind tunnel flying (pads and helmets to be worn)
- \*yachting (if qualified and no liability cover)
- Yoga

## Additional sports and activities

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

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

### Pack 1

- blokarting (no liability cover)
- body building
- field hockey
- Fruit or vegetable picking
- gorilla trekking
- gymnastics
- high diving
- lacrosse
- marathon running (not professional)
- minjin swinging
- \* Mountain biking
- (no racing, competition's or extreme downhill mountain biking - e.g. a very steep course which was specifically designed to be used by professional cyclists only).
- All protective clothing (e.g. helmet) must be worn. Height restriction of 2,500 Metres above sea level.
- mud bugging
- rap jumping/running (within organisers guidelines)
- \*restaurant/bar work
- \*retail trade including manual work (but not including the use of power tools and machinery)
- rhino trekking
- river tubing
- roller hockey
- shinty
- street hockey (wearing pads and helmets)
- street luge
- superintendance of manual work
- tubing

### Pack 2

- bamboo rafting
- canoeing (up to grade 3 rivers)
- polo
- polo cross

- dune sliding
- dune/wadi buggying/bashing
- grass skiing
- heptathlon
- kayaking (up to grade 3 rivers or coastal waters)
- manual work (but not including the use of power tools and machinery)
- occasional light manual work (but not including the use of tools and machinery)
- scuba diving to 30 metres (if qualified scuba diver or accompanied by qualified instructor and not diving alone or involved in cave diving)
- sea canoeing/kayaking (within sight of land)
- trekking/walking/ rambling between 2,501 to 3,500 metres above sea level
- via ferrata
- weightlifting

### Pack 3

- bungee jumping (within organiser's guidelines)
- bungee slingshot
- bungee swoop (within organiser's guidelines)
- bungee trampolining
- canoeing (grade 4 and above rivers)
- capoeira - no contact - dance movement only
- elephant polo
- hang gliding
- \*jet skiing (no racing).
- judo
- karate
- kayaking (grade 4 and above rivers)
- kite boarding
- land skiing
- ostrich riding or racing
- paragliding
- \*paramotoring
- parapenting/paraponting
- parasailing/parascending - over land
- pot holing/caving
- \*quad biking
- rugby - not main purpose of the trip
- scuba diving to 40 metres (if qualified scuba diver or accompanied by qualified instructor and not diving alone or involved in cave diving)
- sky jumping (from Sky Tower in Auckland, New Zealand only)
- tai chi
- white water canoeing/kayaking/ touring up to grade 4
- white water rafting (within organisers guidelines) up to grade 4

## Winter Sports

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

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

- blade skating
- cross country skiing/nordic skiing
- dry slope skiing
- glacier skiing/walking
- husky dog sledding (organised, non-competitive and with experienced local driver)
- ice cricket
- skiing alpine
- \*sledding/sleigh riding (pulled by horse or reindeer as a passenger)
- sledding/tobogganing on snow
- snow biking
- snow blading
- snow boarding on piste\*\*
- snow boarding - off piste\*\* with a guide



- ice go karting (within organisers guidelines and no liability cover)
- ice windsurfing (no liability cover)
- kick sledging
- ski - blading
- \*ski - dooing/snow mobiling
- ski biking
- ski boarding
- ski run walking
- skiing
- skiing - big foot
- skiing - cross country
- skiing - mono
- skiing - nordic
- skiing - off piste\*\* with a guide
- snow bobbing
- snow carving (using non powered hand tools only and not working above 3 metres from the ground)
- \*snow go karting (no liability cover)
- \*snow mobiling/skidooing (no liability cover)
- \*snow scooting
- \*snowcat driving
- snow shoe walking
- snow tubing
- telemarking
- winter walking (using crampons and ice picks only)

\*\* A piste is a recognised and marked ski run within the resort boundaries

## Important conditions relating to your policy

- Where **you** have selected an annual multi trip policy, the maximum duration of any one **trip** is:
  - Silver and Gold policies: 32 consecutive days
  - Platinum policies: 45 consecutive days.

If any **trip** exceeds this duration, there is no cover under this policy for any additional days over that period.

- **Your** policy automatically extends to provide cover if **you** are unable to return **home** by the end of the **insurance period** due to the death, injury or illness of **you** or a **public transport** delay which is covered under the policy.
- **Your** policy is valid for travel within **your home area** where **you** have least 2 nights pre-booked accommodation or pre-booked transport at least 50 miles from **your home**, or travelling abroad where the **trip** starts and finishes in the **UK**.
- **Your** policy covers only persons permanently resident in the **UK** and registered with a **UK GP**
- Claims will only be considered if the cause of the claim falls within the **insurance period**.

### Policy information

If **you** would like more information or if **you** feel the insurance may not meet **your** needs, please telephone 0330 772 0346 or email [customerservice@puffininsurance.com](mailto:customerservice@puffininsurance.com)

## Making a claim

If **you** are abroad and need urgent assistance please contact the Emergency Medical Assistance Service on +44 (0) 203 859 9317

### **How to make a claim under all benefits except the Gadget Cover and Schedule Airline Failure Insurance:**

For all claims follow these steps:

1. Find the relevant section listed below and ensure that **you** have all the claims evidence **we** require. All claims evidence must be supplied at **your** own expense.
2. Telephone the relevant helpline listed in the 'Important telephone numbers' section as soon as reasonably possible with **your** policy number.

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

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

### **How to make a claim under the Gadget Cover :**

To make a claim please visit [www.eclaimcity.co.uk](http://www.eclaimcity.co.uk) or contact Citymain Administrators Ltd. on 0333 999 7932. Lines are open between 8am and 5:30pm Monday to Saturday.

Calls may be recorded for training, compliance and fraud prevention purposes.

Alternatively, please write to Citymain Administrators Ltd. at 3000 Lakeside, North Harbour, Western Road, Portsmouth PO6 3EN.

If **your gadget** is lost or stolen **you** need to do the following:

1. Notify Citymain Administrators Ltd. as soon as possible but in any event within 28 days of any incident likely to give rise to a claim under this insurance;
2. Report the theft or accidental loss of any **gadget** to the Police within 48 hours of discovery and obtain a written crime report in support of a theft claim or a written lost property report in support of an **accidental loss** claim;
3. Report the theft or **accidental loss** of any mobile phone within 24 hours of discovery to **your** Airtime Provider and blacklist **your** handset.

Airtime Providers' numbers:-

- 3 07782 333 333
- BT Mobile 08000 322 111
- EE 07953 966 250
- O2 08705 214 000
- Orange 07973 100 150
- T-Mobile 0845 412 5000
- Virgin 08456 000 789
- Vodafone 07836 191 191

4. If **your gadget** is damaged **you** must provide this **gadget** for inspection / repair.

### **How to make a claim under Scheduled Airline Failure Insurance:**

Any occurrence which may give rise to a claim should be advised as soon as reasonably practicable to the following by quoting your Policy Number, Travel Insurance Policy name and reference **SAFI-V1-20**:

IPP Claims at Sedgwick  
Oakleigh House  
14-15 Park Place  
Cardiff  
CF10 3DQ  
United Kingdom

Telephone: +44 (0) 345 266 1872

Email: [Insolvency-claims@ipplondon.co.uk](mailto:Insolvency-claims@ipplondon.co.uk)

Website: [www.ipplondon.co.uk/claims.asp](http://www.ipplondon.co.uk/claims.asp)

## Claims evidence

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

### Section 1 - Cancelling or cutting short a trip

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

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

### Section 2 - Medical emergency and repatriation expenses

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

- Tour operators booking invoice or other evidence of **your** trip.

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

### **Section 3 - Disruption or delay to travel plans**

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

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

### **Section 4 – Personal belongings and money**

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

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

### **Section 5 – Legal and liability**

### Section 5a - Legal expenses and assistance

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

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

### Section 5b - Personal liability

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

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

### Section 6 – Personal accident

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

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

### Section 7 – Winter Sports

(This section is available as an upgrade, if you have purchased this upgrade this will be shown in your insurance certificate)

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

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

## Table of Benefits

Section	We will pay you up to		
	Silver	Gold	Platinum
Excess for Sections 1 to 7	£99 per person (max 2)	£75 per person (max 2)	£50 per person (max 2)
<b>Section 1 – Cancelling or Cutting short your Trip</b>			
Cancelling or <b>Cutting short your Trip</b>	£1,500	£3,000	£5,000

<b>Section 2-Medical Emergency and Repatriation Expenses</b>			
Medical Emergency and Repatriation Expenses	£10,000,000	£10,000,000	£10,000,000
Emergency Dental	£500	£500	£500
Hospital benefit (per day) ¥	£50	£50	£50
Hospital benefit (total) ¥	£600	£800	£800
<b>Section 3 – Disruption or Delay to Travel Plans</b>			
Missed Departure	£525	£750	£750
Travel Delay (per day) ¥	£50	£50	£50
Travel Delay (total) ¥	£100	£200	£200
Travel Disruption	£1,500	£3,000	£5,000
<b>Section 4 – Personal Belongings and Money</b>			
<b>Baggage</b>	£1,500	£2,000	£2,500
Single article limit	£200	£250	£350
<b>Valuables</b>	£250	£300	£400
Delayed <b>baggage</b> if lost in transit during the outward journey and not returned to <b>you</b> within 12 hours (if the loss is permanent this will be deducted from <b>your baggage</b> allowance) ¥	£300 (£50 per 12 hours)	£400 (£50 per 12 hours)	£400 (£50 per 12 hours)
<b>Personal money</b>	£400	£400	£400
Cash	£300	£300	£300
Cash if under 16	£50	£50	£50
<b>Important documents</b>	£150	£150	£150
<b>Section 5 – Legal and Liability</b>			
Legal expenses and assistance	£15,000	£20,000	£20,000
Personal Liability **	£2,000,000	£2,000,000	£2,000,000
<b>Section 6 – Personal Accident</b>			
Permanent Total Disablement or loss of Limb/eye (Age 16-64)	£5,000	£5,000	£5,000
Death (Aged 16-64)	£5,000	£5,000	£5,000
Permanent Total Disablement or Loss of Limb/Eye (Age 15 and under)	£Nil	Nil	Nil
Death (Age 15 and under)	£1,000	£1,000	£1,000
Loss of Limb/Eye (Age 65 and over)	Nil	Nil	Nil
Permanent Total Disablement (Age 65 and over)	£5,000	£5,000	£5,000
Death (Age 65 and over)	£5,000	£5,000	£5,000
<b>Section 7 – Winter Sports</b> (this section is optional, if <b>you</b> have purchased this cover it will be shown on <b>your</b> policy schedule)			
<b>Ski equipment</b> (owned)	£500	£500	£500
<b>Ski equipment</b> (hired)	£500	£500	£500
Single article limit	£500	£500	£500
Hire of <b>ski equipment</b> (per day) ) ¥	£25	£25	£25
Hire of <b>ski equipment</b> (total) ) ¥	£250	£250	£250

Ski pack (per day) ¥	£20	£20	£20
Ski pack (total) ¥	£200	£200	£200
<b>Section 8 – Gadget Cover</b>			
Excess for Section 8 – Gadget Cover	£50 per person	£50 per person	£50 per person
Gadgets, covered as standard	£500	£500	£500
Gadgets, add-on	£1,000	£1,000	£1,000
<b>Section 9 – Scheduled Airline Failure Insurance</b> (this section is optional, if <b>you</b> have purchased this cover it will be shown on <b>your</b> policy schedule)			
Scheduled Airline Failure ¥	£5,000	£5,000	£5,000

¥ No excess is applicable for sections marked

## Exclusions and conditions

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

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

- cancel **your** policy
- declare **your** policy void (treating **your** policy as if it never existed)
- change the terms and/or premium of **your** policy
- refuse to deal with all or part of any relevant claim or reduce the amount of any relevant claim payment.

### 1. Providing accurate and complete information

When taking out, renewing or making changes to this policy, **you** must take reasonable care to provide accurate and complete answers to all questions. **We** may ask **you** to provide further information and/or documentation to ensure that the information **you** provided when taking out, making changes to or renewing **your** policy was accurate and complete.

### 2. Changes in your circumstances

**You** must tell **us** as soon as reasonably possible if **your** circumstances change or if any of the information shown in **your** policy schedule changes during the **insurance period**.

### 3. **We** may not pay **your** claim if **you** do not:

- Take all possible care to safeguard against **accident**, injury, loss, damage or theft.
- Give **us** full details of any incident which may result in a claim under **your** policy as soon as is reasonably possible.
- Pass on to **us** every claim form, summons, legal process, legal document or other communication in connection with the claim.
- Provide all information and assistance that **we** may reasonably require at **your** expense (including, where necessary, medical certification and details of **Your** household insurance).

### 4. **You** must not admit liability for any event, or offer to make any payment, without **our** prior written consent.

### 5. The terms of **your** policy can only be changed if **we** agree. **We** may require **you** to pay an additional premium before making a change to **your** policy.

6. **You** must start each **trip** from **your home** or place of business in the **UK** and return to **your home** or place of business in the **UK** at the end of each **trip**.
7. **You** agree that **we** can:
  - Make **your** policy void where any claim is proven to be fraudulent.
  - Share information with other insurers to prevent fraudulent claims via a register of claims. A list of participants is available on request. Any information **you** supply on a claim, together with information **you** have supplied at inception of **your** policy and other information relating to a claim, may be provided to the register participants.
  - Take over and act in **your** name in the defence or settlement of any claim made under **your** policy.
  - Take over proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under **your** policy.
  - Obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any cancellation or medical claims. No personal information will be disclosed to any third party without **your** prior approval.
8. **We** will not pay **you** more than the amounts shown in the policy limits and **excesses** section, these are subject to per person and per **trip** limits.
9. If at the time of any incident which results in a claim under this policy, there is another insurance covering the same loss, damage, expense or liability we will not pay more than our proportional share (not applicable to PERSONAL ACCIDENT).
10. **We** will not provide cover, be liable to pay any claim or provide any benefit where doing so would expose **us** to:
  - Any sanctions, prohibitions or restrictions under United Nations resolutions; or
  - The trade or economic sanctions, laws or regulations of the European Union, United Kingdom, or United States of America

## General exclusions applying to your policy

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

1. Under all sections, any claim arising from a reason not listed under What is covered
2. **Pre-existing medical conditions** as described in **Pre-existing medical conditions** section unless we have agreed in writing to cover you.
3. Any claims where **you** were not fit to undertake **your trip** when booking **your trip** or purchasing **your** policy whichever is the later.
4. **Your** failure to obtain any recommended vaccines, inoculations or medications prior to **your trip**.
5. **Your** inability to travel due to **your** failure to hold, obtain or produce a valid passport or any required visa in time for the booked **trip**.
6. Any circumstances known to **you** before **you** purchased **your** policy or at the time of booking any **trip** which could reasonably have been expected to lead to a claim under this policy.
7. Events which are caused by any of the following which were already taking place at the beginning of any **trip** or prior to purchasing **your** policy or booking or booking **your trip** :
  - war,
  - invasion,
  - acts of foreign enemies,



- hostilities or
  - warlike operations (whether war be declared or not),
  - civil war,
  - rebellion,
  - **terrorist action,**
  - revolution,
  - insurrection,
  - civil commotion and/or
  - civil unrest assuming the proportions of or amounting to an uprising, military or usurped power
  - Nuclear, chemical or biological attack.
8. **Your** travel to a country, specific area or event when the Foreign, Commonwealth & Development Office (FCDO) or a regulatory authority in a country to/from which **you** are travelling has advised against all travel.
  9. Confiscation or destruction of property by any Customs, Government or other Authority of any country.
  10. Engaging in sports or activities which are not covered on **your** policy, there are many sports and activities which are covered as standard under the policy, please refer the Sports and Activities Section.
  11. **Your** wilfully self-inflicted injury or illness, suicide or attempted suicide.
  12. **You** are not covered for any claim arising directly or indirectly from:
    - **Your** consumption of alcohol, drugs and/or solvents impairing **your** physical ability and/or judgement.
    - **You** abusing alcohol, drugs and/or solvents.
    - **You** suffering from the symptoms of or illness due to alcohol, drug and/or solvent dependence and/or withdrawal.
  13. **You** putting **yourself** at needless risk (except in an attempt to save human life).
  14. **Your** own unlawful action or any criminal proceedings against **you**.
  15. Where **you** have selected an annual multi trip policy the maximum duration of any one **trip** is:
    - Silver and Gold policies: 32 consecutive days
    - Platinum policies: 45 consecutive days.

If any **trip** exceeds this duration, there is no cover under this policy for any additional days over that period.

**Your** policy automatically extends to provide cover if **you** are unable to return **home** by the end of the **insurance period** due to the death, injury or illness of **you** or a **public transport** delay which is covered under the policy.
  16. **Your** work involving manual work, electrical and construction work or use of power tools or machinery.
  17. Any other loss, damage or additional expense following on from the event for which **you** are claiming, unless **we** provide cover under this insurance, this includes any claim for loss of enjoyment for any **trip**. *Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim, loss of earnings following injury, illness or disease or not being able to enjoy the **trip** due not enjoying **your trip** due to poor weather.*
  18. Any amount recoverable from any other source.

19. Any virtual currency including but not limited to crypto-currency, including fluctuations in value.
20. No insurer shall be deemed to provide and no insurer shall be liable to pay any claim or provide any benefit here under to the extent that the provision of such cover, payment or such claim of such benefit would expose that insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanction, laws or regulations of the European Union, United Kingdom or United States of America.
21. **You** gaining access to controlled or restricted areas and/or the unauthorised use of swimming pools outside of the specified opening times. When travelling **you** must adhere to the guidelines issued for controlled areas, swimming pools etc.
22. **You** climbing on or jumping from a vehicle, building, bridge, scaffolding, balcony or climbing or moving from any part of any building to another (apart from stairs, ramps or walkways) and falling, regardless of the height, unless **your** life is in danger or **you** are attempting to save human life.
23. Any claim where **you** are not wearing a helmet whilst on a motorcycle, moped, scooter, Segway or bicycle.
24. Any claim where **you** are not wearing a seatbelt when travelling in a motor vehicle, where a seatbelt is available.
25. Any person not insured or named on this policy. This policy is not intended to cover any costs which relate to anybody not insured on this policy; with this in mind please ensure that all persons travelling have sufficient insurance to cover their needs. This applies even where **you** have paid for the additional costs for example, if **you** have paid for another persons travel or accommodation costs. The only exception to this is if cover is agreed for someone to remain with you in the event of an illness or injury and the Medical Assistance team agree for another person to remain with **you**.

## Section 1

### Cancelling or cutting short a trip

#### Introduction

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

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

#### European Union (EU) Regulation

European Union (EU) Regulation establishes the minimum rights for air passengers to ensure they are treated fairly and **you** may be entitled to compensation from **your** airline in the event of one of the following:

1. Denied Boarding - Have **you** been denied boarding because the airline did not have enough seats on the flight?

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

For full details of your entitlements, visit

<http://ec.europa.eu/transport/themes/passengers/air/>

### **What is covered**

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

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

- a) The death, injury due to an **accident**, illness, disease, or **pregnancy complication** of **you**, **your travel companion**, **your close relative** or **your colleague**.
- b) Compulsory **personal quarantine**, jury service attendance or being called as a witness at a Court of Law (other than in an advisory or professional capacity) of **you** or **your** travelling companion(s).
- c) **Redundancy** of **you** or **your travel companion**.
- d) **You** or your **travel companion** have leave withdrawn and are a member of the Armed Forces (including reserves and territorial), Emergency Services, medical or nursing professions (in the public sector) or Senior employees of the Government.
- e) The Travel Advice Unit of the Foreign, Commonwealth & Development Office (FCDO) or other regulatory authority in a country in which you are travelling advising against all travel or all but essential travel to the area you are travelling to/in, but not including where advice is issued due to a pandemic or regional quarantine, providing the advice came into force after you purchased this insurance or booked the trip (whichever is the later) and was within 21 days of your departure date.
- f) No suitable alternative **public transport** is provided within 12 hours of the scheduled time of departure following delay or cancellation of **your public transport**, or **you** being involuntarily denied boarding (because there are too many passengers for the seats available)
- g) Theft of **your** passport and/or visa within the 72 hours before **your** scheduled time of departure if **you** are due to travel outside **your home area** or during **your trip** meaning **you** are unable to continue **your trip**.

### **Special conditions relating to claims**

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

1. **You** must get the prior approval of the Emergency Medical Assistance Service to confirm it is necessary to return **home** prior to having to **cut short your trip** for any of the reasons listed above.

2. If **you** fail to notify the travel agent, tour operator or provider of transport or accommodation as soon as **you** find out it is necessary to cancel the **trip**, the amount **we** will pay will be limited to the cancellation charges that would have otherwise applied.
3. **You** must provide a written police report as evidence if a claim is made due to theft of **your** passport and / or visa

### What is not covered

1. The **excess**.
2. Any claim arising from a reason not listed in the 'what is covered' section
3. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
4. Circumstances known to **you** before **you** purchase **your** policy or at the time of booking any **trip** which could reasonably have been expected to lead to cancelling or **cutting short** of the **trip**.
5. Any claim where you cannot travel or choose not to travel because the Foreign, Commonwealth & Development Office (FCDO), or any other equivalent government body in another country, advises against travel due to a pandemic.
6. The cost of **your** unused original tickets where **you** or **we** have paid for **you** to come **home** following **cutting short your trip**. In addition if **you** have not purchased a return ticket, **we** will deduct the cost of an economy flight (based on the cost on the date **you** come **home**) from any costs **we** have incurred whilst returning **you** to **your home**.
7. The cost of Air Passenger Duty (APD) at the rate published by HMRC, whether irrecoverable or not.
8. **Pre-existing medical conditions** as described in the **Pre-existing medical conditions** section.
9. Any claims for **redundancy** that are voluntary, including compromise agreement or resignation. **We** will also not cover misconduct or dismissal.
10. Costs paid for using any reward scheme (for example Avios or supermarket loyalty points) unless evidence of specific monetary value can be provided.
9. Any property maintenance costs or fees incurred by **you** as part of **your** involvement of a Timeshare or Holiday Property Bond scheme.
10. Any cancellation claims relating to loss or theft of **your** passport or visa if left **unattended** at any time, unless stored securely in **your home**. During **your trip you** will not be covered to **cut short your trip** due to loss of **your** passport unless it was deposited in a safe, safety deposit box or left in locked accommodation.
11. Any unused or additional costs incurred by **you** which are recoverable from:
  - The providers of the accommodation, their booking agents, travel agent or compensation scheme.
  - The providers of the transportation, their booking agents, travel agent, compensation scheme or ATOL.
  - **Your** credit or debit card provider or Paypal.
12. Denied boarding due to **your** anti-social behaviour, drug use, alcohol or solvent abuse or **your** inability to provide any valid **important documents** or other documentation required by the **Public Transport** operator or their handling agents.
13. **Your** unused and/or additional travel costs where the cancellation or delay is caused by the insolvency of the **public transport** operator.
14. Pregnancy, without any accompanying **pregnancy complication**. This policy excludes any costs incurred as a result of normal pregnancy or childbirth. This section is designed to

provide cover for unforeseen events, **accidents**, illnesses and diseases and normal childbirth would not constitute an unforeseen event.

15. Any claim due to a **regional quarantine**.
16. Anything mentioned in Exclusions and Conditions Section which are applicable to all sections of the policy.

## Section 2

### Medical emergency and repatriation expenses

#### Introduction

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

#### What is covered

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

1. Emergency medical, surgical, hospital, ambulance and medical fees and charges incurred outside of **your home area**.
2. Emergency dental treatment incurred outside of **your home area** for the immediate relief of pain and / or emergency repairs to dentures or artificial teeth if they are causing pain.
3. Up to the amount shown in the Table of Benefits for every complete 24 hour period **you** are in hospital or confined to **your** accommodation on the advice of a **medical practitioner**. This limit is increased if **you** are admitted to hospital because you have suffered an injury whilst being mugged.
4. Up to the amount shown in the Table of Benefits towards meal expenses for a nominated person who is staying or travelling with **you**.
5. Costs of telephone calls to and from the Emergency Medical Assistance Service notifying and dealing with the problem of which **you** are able to provide evidence.
6. The cost of taxi fares for **your** travel to or from hospital relating to **your** admission, discharge or attendance for outpatient treatment or appointments and/or for collection of medication prescribed for **you**.
7. If **you** die outside **your home area** the cost of funeral expenses abroad plus the cost of returning **your** ashes or **your** body to **your home**. If **you** die within on a **trip** within **your home area** the reasonable additional cost of returning **your** ashes or body to **your home**. Additional transport and/or accommodation expenses incurred, up to the standard of **your** original booking, if it is medically necessary for **you** to stay beyond **your** scheduled return date. This includes, with the prior authorisation of the Emergency Medical Assistance Service, reasonable additional transport and/or accommodation expenses for a **travelling companion**, friend or **close relative** to stay with **you** or travel to **you** from the **UK** or escort **you home**. Also additional travel expenses to return **you** to **your home** or a suitable hospital nearby if **you** cannot use the return ticket.
9. With the prior authorisation of the Emergency Medical Assistance Service, the additional costs incurred in the use of air transport or other suitable means, including qualified attendants, to repatriate **you** to **your home** if it is medically necessary. These expenses

will be for the identical class of travel utilised on the outward journey unless the Emergency Medical Assistance Service agree otherwise, if the Emergency Medical Assistance Service confirm an alternative method of travel is required this will only apply for the ill or injured **insured person**.

### **Special conditions relating to claims**

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

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

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

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

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

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

### **What is not covered**

1. The **excess** except under point 3 of What is covered.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
3. **Your** failure to obtain any recommended vaccines, inoculations or medications prior to **your trip**.
4. Any claim caused by participating in a sport or activity where the policy doesn't cover the sport or activity which **you** are taking part in.
5. Any claim caused by participating in a winter sports activity unless **you** have purchased the upgrade and it is shown as purchased in **your** schedule.
6. Pregnancy, without any accompanying **pregnancy complication**. This policy excludes any costs incurred as a result of normal pregnancy or childbirth. This section is designed to provide cover for unforeseen events, **accidents**, illnesses and diseases and normal childbirth would not constitute an unforeseen event.

7. **Pre-existing medical conditions** as described in the **pre-existing medical conditions** section unless we have agreed in writing to cover you.
8. The cost of **your** unused original tickets where **you** or **we** have paid for **you** to come **home** following **cutting short your trip** or had to extend your **trip**. In addition if **you** have not purchased a return ticket, **we** will deduct the cost of an economy flight (based on the cost on the date **you** come **home**) from any costs **we** have incurred whilst returning **you** to **your home**.
9. Any claims arising directly or indirectly from:
  - a) The cost of treatment or surgery, including exploratory tests, which are not related to the injury due to an **accident** or illness which necessitated **your** admittance into hospital.
  - b) Any expenses which are not usual, reasonable or customary to treat **your** injury due to an **accident**, illness or disease.
  - c) Any form of treatment or surgery which in the opinion of the Emergency Medical Assistance Service or **us** (based on information provided by the **medical practitioner** in attendance), can be delayed reasonably until **your** return to **your home area**.
  - d) Expenses incurred in obtaining, replenishing or replacing medication, which **you** know **you** will need at the time of departure or which will have to be continued whilst on **your trip**.

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

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

## Section 3

### Disruption or delay to travel plans

#### Introduction

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

#### European Union (EU) Regulation

European Union (EU) Regulation establishes the minimum rights for air passengers to ensure they are treated fairly and **you** may be entitled to compensation from **your** airline in the event of one of the following:

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

For full details of your entitlements, visit

<http://ec.europa.eu/transport/themes/passengers/air/>

#### What is covered

##### 1. Missed Departure

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

- the failure of other **public transport** or
- an accident to or breakdown of the vehicle in which **you** are travelling or
- an accident, breakdown or an unexpected traffic incident happening which causes an unexpected delay or
- strike or adverse weather conditions,

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

##### 2. Delayed Arrival

If **you** arrive later than planned at **your** destination due to a delay of **public transport** **we** will pay delay **you** suffer up the amount shown in the Table of Benefits (*to help you pay for telephone calls, meals and refreshments purchased during the delay*).

This limit is increased if **your** arrival is delayed as a result of the **public transport** in which **you** are travelling being hijacked.



### 3. Travel Disruption

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

- a **catastrophe** or
- the **public transport** on which **you** were booked to travel being cancelled or delayed for at least 12 hours, diverted or redirected after take-off or
- **you** are involuntarily denied boarding and no suitable alternative is offered within 12 hours.

#### **Special conditions relating to claims**

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

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

#### **What is not covered**

1. The **excess** except under 2 of What is covered.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
3. The cost of Air Passenger Duty (APD) at the rate published by HMRC, whether irrecoverable or not.
4. Any strike or adverse weather that was publicly announced prior to **you** purchasing **your** policy or within 7 days of booking any **trip**. *An example of publicly announced adverse weather would be the point which an impending weather event is officially named by the Met Office, Environment Agency or any similar body.*
5. Any unused or additional costs incurred by **you** which are recoverable from:
  - The providers of the accommodation, their booking agents, travel agent or compensation scheme.
  - The providers of the transportation, their booking agents, travel agent, compensation scheme or ATOL.
  - **Your** credit or debit card provider or Paypal.
6. Any travel and accommodation costs, charges and expenses where the **public transport** operator has offered reasonable alternative travel arrangements within 12 hours of the scheduled time of departure.
7. Any claims relating to the insolvency of the **public** transport operator
8. Claims arising from:
  - Breakdown of any vehicle owned by **you** which has not been maintained in accordance with manufacturer's instructions or in the event of an accident or breakdown when repairers report is not provided.
  - Any costs incurred as a result of **you** not planning **your** journey correctly, **you** must allow enough time to complete **your** journey and arrive at the time stipulated by the travel provider.

- Any property maintenance costs or fees incurred by **you** as part of **your** involvement of a Timeshare or Holiday Property Bond scheme are not covered.
9. Any costs associated with rearranging **your** travel plans due to the **public transport** provider changing their scheduled timings which in turn impacts **your** planned itinerary.
  10. **Your** unused and/or additional travel costs where the cancellation or delay is caused by the insolvency of the **public transport** operator.
  11. Any claim where **you** were unable to take **your public transport** due to delays in security and/or customs.
  12. Anything mentioned in Exclusions and Conditions Section which are applicable to all sections of the policy.

## Section 4

### Personal belongings and money

#### Introduction

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

#### What is covered

1. **We** will pay **you** up to the amount shown in the Table of Benefits for the following items if they are accidentally lost, damaged or stolen whilst on **your trip**:
  - a) **Baggage**
  - b) **Valuables**
  - c) replacement of essential items if lost in transit due to carrier error during the outward journey for more than 12 hours
  - d) **Personal money** (excluding cash)
  - e) Cash
  - f) Replacement **important documents**

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

If **you** need to claim, **we** will pay **you** based on today's prices minus a deduction for wear and tear and depreciation (loss of value), or **we** may replace, reinstate or repair the lost or damaged **baggage** or **valuables** or we may replace, reinstate or repair the lost or damaged **baggage** or valuables.

2. **We** will pay **you** up to the amount shown in the Table of Benefits to obtain a replacement of **your important documents** which have been lost, damaged or stolen whilst outside of **your home area**. This is to enable **you** to return **home** or continue **your trip**.  
*The intention of this is to help pay for travel and accommodation costs in getting to the embassy to obtain suitable replacements. **You** must check whether any temporary documentation will enable **you** to continue **your planned trip**.*

#### Special conditions relating to claims

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

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

### **What is not covered**

1. The **excess** (except for claims under point 1c of What is covered).
2. **Gadgets**.
3. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
4. Any claim for **sports equipment** where the policy doesn't cover the sport or activity which **you** are taking part in.
5. Any claim for **ski equipment** (please refer to Section 7 – Winter sports if **you** have paid the premium for the additional cover).
6. Loss, theft of or damage to **valuables**, cash, **important documents** or **personal money** left **unattended** at any time unless deposited in a safe, safety deposit box or left in locked accommodation.
7. Loss, theft of or damage to **baggage** and **sports equipment** contained in an **unattended** vehicle unless it is locked out of sight in a secure baggage area (being a locked dashboard, boot or luggage compartment, fixed storage unit of a motorised or towed caravan, locked luggage box which is locked to a roof rack) and entry has been gained by unauthorised access.
8. Loss, theft or damage:
  - a) Due to delay, confiscation or detention by customs or any other authority,
  - b) To motor accessories (excluding keys which are covered only for a car which is owned by **you**),
  - c) To tobacco products, tobacco substitutes and perishable goods (such as food and drinks)
  - d) Caused by wear and tear, or
  - e) Mechanical or electrical breakdown.
9. Loss or damage due to depreciation (loss in value), variations in exchange rate.
10. Anything mentioned in Exclusions and Conditions Section which are applicable to all sections of the policy.

## **Section 5**

### **Legal and liability**

#### **Introduction**

This section is split in to two parts.

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

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

## Section 5a - Legal expenses and assistance

### Introduction

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

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

#### *Lawyer*

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

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

#### What is covered

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

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

#### Prospects of success

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

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

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

#### Special conditions relating to claims

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

### **What is not covered**

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

### **Section 5b - Personal liability**

#### **What is covered**

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

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

#### **Special conditions relating to claims**

1. **You** must give **us** written notice of any incident, which may result in a claim as soon as possible.
2. **You** must send **us** every court claim form, summons, letter of claim or other document as soon as **you** receive it.
3. **You** must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without **our** permission in writing.
4. **We** will be entitled to take over and carry out in **your** name the defence of any claims for compensation or damages or otherwise against any third party. **We** will have full discretion in the conduct of any negotiation or proceedings or in the settlement of any claim and **you** will give **us** all necessary information and assistance which **we** may require.
5. If **you** die, **your** legal representative(s) will have the protection of this cover as long as they comply with the terms and conditions outlined in this policy.

#### **What is not covered**

1. The **excess** except for claims under Section 5a - Legal expenses and assistance.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
3. Compensation or legal costs arising directly or indirectly from:

- a) Liability which has been assumed by **you** under agreement (such as a hire agreement) unless the liability would have existed without the agreement.
  - b) Pursuit of any business, trade, profession or occupation or the supply of goods or services.
  - c) Ownership, possession or use of mechanically propelled vehicles, aircraft or watercraft (other than surfboards or manually propelled rowing boats, punts or canoes).
  - d) The transmission of any contagious or infectious disease or virus.
  - e) **Your** ownership, care, custody or control of any animal.
  - f) Any claim where the incident occurred within the **UK**.
4. Anything mentioned in Exclusions and Conditions Section which are applicable to all sections of the policy.

## Section 6

### Personal accident

#### Introduction

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

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

##### *Loss of limb*

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

##### *Permanent Total Disablement*

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

##### *Loss of sight*

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

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

#### What is covered

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

1. **your** death,
2. *loss of limb*,

3. *loss of sight or permanent total disablement.*

### Special conditions relating to claims

1. **Our medical practitioner** may examine **you** as often as they consider reasonably necessary if **you** make a claim.

### What is not covered

1. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
2. Benefit is not payable to you:
  - a) Under more than one of benefit 1, 2 or 3 in the table above.
  - b) Under benefit 2 if the permanent loss of use of an entire hand or foot is only partial and not total and complete (being 100%).
  - c) Under benefit 3 until one year after the date **you** sustain injury due to an **accident**.
3. Benefit 1 will be paid to the deceased **insured person's** estate.
4. Any claim which is caused by either:
  - a) Medical or surgical procedures or
  - b) Illness, infection or bacteria or
  - c) Any gradually developing bodily deterioration.
5. No payment will be made if **you** sustain injury whilst participating in an activity that is not covered by this policy.
6. Anything mentioned in Exclusions and Conditions Section which are applicable to all sections of the /policy.

## Section 7

### Winter sports (only applicable if shown on your policy schedule)

#### Introduction

This section is available to purchase as an optional upgrade.

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

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

#### What is covered

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

#### 1. Ski equipment

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

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

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

## 2. Ski pack

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

### Special conditions relating to claims

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

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

### What is not covered

1. The **excess** under point 1 of What is covered.
2. Any claim where **you** have been unable to evidence **your** loss, please refer to the claims evidence section.
3. Loss, theft or damage to **ski equipment** left **unattended** at any time.
4. Loss, theft of or damage to **ski equipment** contained in or stolen from an **unattended** vehicle at any time unless it is locked out of sight in a secure **baggage** area (being a locked dashboard, boot or luggage compartment, fixed storage unit of a motorised or towed caravan, locked luggage box which is locked to a roof rack) and entry has been gained by unauthorised access.
5. Loss, theft or damage:
  - a) due to delay, confiscation or detention by customs or any other authority
  - b) due to depreciation (loss in value) or variations in exchange rate
  - c) to motor accessories (excluding keys which are covered only for a car which is owned by **you**)
  - d) caused by wear and tear, or
  - e) mechanical or electrical breakdown.
6. The closure of impending closure of the skiing facilities in **your** resort existing or being publicly announced by **your** tour operator, resort or the media by the date **you** purchased this insurance or at the time of booking **your** trip.
7. Any circumstances where transport costs, compensation or alternative skiing facilities are provided to **you**.
8. Anything mentioned in the General exclusions applicable to all sections of the policy.

## Section 8

### Gadget Cover

This extension to **your** Travel Insurance Policy is administered by Citymain Administrators Ltd. ("*Claims Administrator*") and underwritten by Inter Partner Assistance S.A. UK Branch which is part of the AXA Group.

Please BE AWARE that this policy is not a replacement "as new" policy. If the **gadgets** cannot be repaired, **we** will replace with identical gadgets, if this is not possible, **we** will replace it



with one of comparable or better specification or the equivalent value. Replacement items will only be delivered to a UK address of **your** choice. **You** will need to arrange onward shipment to **your** destination country.

No cover is provided under this section for:

- Anything mentioned in the General Conditions and Exclusions section of this gadget extension policy.
- Mechanical breakdown of a laptop computer.
- Loss, damage or theft of a **drone**.
- Any claim evidenced by any other report not specified in this section, unless otherwise agreed by **us**.

### **Words with special meanings in this section (which are shown in italics)**

#### ***Accidental Loss***

Means that the **gadget** has been accidentally left by **you** in a location and **you** are permanently deprived of its use.

#### ***Claims Administrator***

Means the party, person or company who provide claims validation, management and settlement services on **Our** behalf. This is Citymain Administrators Ltd (which is authorised and regulated by the Financial Conduct Authority, registration number 306535. Citymain are part of a group of companies owned by SPB UK & Ireland Ltd registered in England No: 07015206.

#### ***Drone***

Means un-manned aerial vehicles.

#### ***Evidence Of Ownership***

Means a document to evidence that the **gadget you** are claiming for belongs to **you** and has been used by **you** or a member of **your immediate family** whilst on **your trip**. This can be a copy of the till receipt, delivery note, gift receipt or, if the **gadget** is a mobile phone, confirmation from **your** Network Provider that the mobile phone has been used by **you**.

#### ***Gadget(s)***

Means the portable electronic items insured by this certificate, purchased by **you** in the UK, Isle of Man or the Channel Islands; that is no more than 48 months old at the point of policy purchase. Items must have been purchased as new or, in the case of refurbished items, purchased directly from the manufacturer, and **you** must be able to evidence ownership of **your gadget**. **Gadgets** can include: Mobile Phones, Tablets, iPads, E-readers/Kindles, Sat Navs, Handheld Games Consoles, Portable DVD players, Headphones, Wireless Speakers, Cameras, Laptops, iPods/MP3 Players and Smart watches.

#### ***Immediate Family***

Means **your** Mother, Father, Son, Daughter and Spouse. **Immediate family** also includes **your** domestic partner (domestic partner is defined under this policy as someone **you** are living with in a long-term permanent relationship as if **you** are married to them).

### ***Proof Of Usage***

Means evidence that the ***gadget*** has been in use since policy inception. Where the ***gadget*** is a mobile phone, this information can be obtained from ***your*** Network Provider. For other ***gadgets***, in the event of an accidental damage claim this can be verified when the ***gadget*** is sent to ***our*** repairers for inspection.

### ***Reasonable Precautions***

Means all measures that it would be reasonable to expect a person to take in the circumstances to prevent ***accidental loss***, damage or theft of ***your gadgets***.

### ***Terrorism***

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

### ***Unattended***

Means not within ***your*** sight at all times and out of ***your*** arms-length reach.

### ***We/Our/Us***

The service provider arranged by Inter Partner Assistance S.A. UK Branch.

### ***You/Your***

Means the person who owns the ***gadgets*** as stated on the application form.

### **What is Covered?**

1. **We** will pay up to either £500 or £1,500 depending on which level of cover is chosen by **you**.
2. Before purchasing this ***gadget*** extension policy please ensure that **you** are aware that **we** can only insure ***gadgets*** under the following conditions:
  - a) **You** purchased ***your gadget/s*** as new, in the UK, with ***evidence of ownership*** available (see **Words with special meanings** section above);
  - b) **You** purchased ***your gadgets*** as refurbished in the **UK** direct from the manufacturer or network provider with ***evidence of ownership*** available; (see Definition section above);
  - c) **Your gadgets** were gifted to **you** as long as **you** are able to provide a gift receipt;
  - d) **Your gadgets** are not more than 48 months old at the date **you** start ***your trip***;
  - e) **Your gadgets** are in good condition and full working order at the time this policy is purchased.

### **What we will pay for?**

#### **a) Repairs to your gadget:-**

- a) The cost of repairing ***your gadget*** if it is damaged as the result of an accident whilst on ***your trip***.
- b) The cost of repairing ***your gadget*** if it is damaged as a direct result of electrical or mechanical breakdown occurring whilst on ***your trip*** and outside of the manufacturer's guarantee period.

- c) The repairs carried out under (1a.) or (1b.) above will be carried out using readily available parts. Where possible **we** will use original parts but, in some cases, unbranded parts may be used. In the event that any repairs authorised by **us** under this policy invalidate **your** manufacturer's warranty, **we** will repair or replace **your gadget** for the remaining period of **your** manufacturer's warranty.
- b) **Replacement of your gadget:-**
  - a) The cost of replacing **your gadget** if it is accidentally lost or stolen whilst on **your trip**.
  - b) The replacement carried out under (2a.) above and where only part or parts of **your gadget** have been accidentally lost or stolen, **we** will only replace that part or parts.
- c) **Unauthorised call usage by a 3rd party under a claim approved under this gadget extension policy**
  - a) The reimbursement of any unauthorised calls or data download if **your** mobile phone is accidentally lost or stolen whilst on **your trip** and is used fraudulently.

### What is not Covered?

1. Repairs to **your gadget**:-
  - a. Any costs where **you** have not have paid **your excess** or accept it will be deducted from any settlement.
  - b. Damage caused by:-
    - i. **You** deliberately damaging or neglecting the **gadget**.
    - ii. **You** not following the manufacturer's instructions.
    - iii. Routine servicing, inspection, maintenance or cleaning.
    - iv. A manufacturer's defect or recall of the **gadget**.
    - v. Repairs carried out that have not been pre-approved by **us**.
    - vi. Repairs carried out by non-manufacturer approved repairers.
    - vii. Liquid damage to **your gadget/s** where the event causing the need to claim involved **you** taking **your gadgets** on a boat, other water vessels or whilst taking part in water activities.
    - viii. Cosmetic damage of any kind, including scratches, dents and other visible defects that do not affect safety or performance.
2. Replacement of **your gadget**:-
  - a. Any costs where **you** have not have paid **your excess** or accept it will be deducted from any settlement.
  - b. Theft or **Accidental Loss**:-
    - i. Where the **gadget** has been left **unattended** in a public place.
    - ii. Where **you** have left the **gadget unattended** (including being in luggage during transit) except where it is locked in a safe or safety deposit box where these are available, or left out of sight in **your** locked holiday or **trip** accommodation and force, resulting in damage to the accommodation, was used to gain entry or exit, evidence of which must be provided with **your** claim.
    - iii. Where **you** have left the **gadget** behind following disembarking **your** coach, train, bus, flight or any other mode of transport.
    - iv. When away from **your** holiday accommodation, or when in **your** holiday accommodation with invited guests or other people; unless the **gadget** is concealed on or about **your** person when not in use.
    - v. Where all available and **reasonable precautions** have not been taken;
    - vi. If **you** do not report the theft or loss of **your gadgets** to the police within 48 hours of discovering it and do not obtain a police report.

3. Reimbursement of authorised calls:-
  - a. The reimbursement of charges where **you** have not provided an itemised bill from **your** service provider.
  - b. The cost for any calls or data where **you** have not reported the incident to **your** service provider to bar and blacklist **your** phone within 24 hours of discovery of the incident.
  - c. Unauthorised call or data download exceeding the sum of £1,000.

#### **General Conditions and Exclusions (specific to this gadget cover)**

1. We cannot cover **you** if:-
  - a. **You** cannot provide **evidence of ownership** for any **gadget**.
  - b. **You** are taking any **trip** to or through Afghanistan, Liberia, Syria or Sudan or any other country not approved by the UK Foreign Commonwealth & Development Office (FCDO). Please refer to [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) to ensure that **your trip** is not to (or through a country) not approved by the UK Foreign Commonwealth & Development Office (FCDO).
  - c. **You** cannot prove that **your gadget** is less than 48 months old at the date **you** start **your trip** with valid **evidence of ownership** (not from online auctions), and purchased as new within the United Kingdom .
  - d. **Your gadget(s)** was purchased outside of the UK, or if it was purchased second hand.
  - e. **You** cannot provide **proof of usage** for **your gadget** after the date **you** started **your trip**.
  - f. If **you** do not provide any damaged **gadget** for inspection / repair.
2. **We** won't pay for:-
  - a. **Accidental loss** where the circumstances of the loss cannot be clearly identified, i.e. where **you** are unable to confirm the time and place where **you** last had **your gadget**.
  - b. Any expense incurred as a result of not being able to use the **gadget**, or any loss other than the repair or replacement costs of the **gadget**.
  - c. War Risk. **Terrorism**, war, invasion, acts of foreign enemies, hostilities whether war is declared or not, civil war, rebellion, revolution insurrection, military or usurped power, confiscation, nationalism or requisition or destruction or damage to property by or under the order of any government or public or legal authority.
  - d. Liability of whatsoever nature arising from ownership or use of the **gadgets**, including any illness or injury resulting from it.
  - e. Reconnection costs or subscription fees of any kind.
  - f. The cost of any unauthorised calls following the theft, **accidental loss** or damage of a mobile phone unless the theft or loss of the mobile phone has been reported to the Service Provider within 24 hours of discovery.
  - g. Value Added Tax (VAT) where you are registered with HM Revenue and Customs for VAT.
  - h. **We** will not provide cover, pay any claim or provide any benefit if doing so would expose us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economics sanctions, laws or regulations of the European Union, United Kingdom or United States of America.
  - i. **Your** SIM card or the theft or **accidental loss** of a mobile phone if a SIM card was not in **your** mobile phone at the time of the incident.
  - j. Any theft, loss or damage that occurs to **your gadget/s** whilst travelling on public transport or on an aircraft unless they are being carried in **your** hand luggage or on **your** person.

- k. Nuclear risk. Damage or destruction caused by, contributed to or arising: a) ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or component thereof
- l. Sonic Boom. Damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
- m. Loss of or damage to accessories of any kind.
- n. Loss of data or software. Any loss of or damage to information or data or software contained in or stored on the ***gadgets*** whether arising as a result of a claim paid by this insurance or otherwise.
- o. Any indirect loss or damage resulting from any event which caused a claim under this policy.

## Section 9

### Scheduled Airline Failure Insurance (only applicable if shown on your policy schedule)

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

##### ***The Insurer***

This cover is provided by International Passenger Protection Limited, IPP House, 22-26 Station Road, West Wickham, Kent BR4 OPR, United Kingdom and is underwritten by Liberty Mutual Insurance Europe SE.

##### ***Insolvency***

Means the Airline becoming Insolvent or has an administrator appointed and does not fulfil the booked flight(s)

##### **What is Covered?**

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

1. Irrecoverable sums paid prior to ***Financial Failure*** of the scheduled airline not forming part of an inclusive holiday prior to departure or
2. In the event of ***Financial Failure*** after departure:
  - a) Additional costs incurred by the **Insured Person** in replacing that part of the flight arrangements to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements; or
  - b) If curtailment of the holiday is unavoidable -the cost of return flights to the United Kingdom, Isle of Man, Channel Islands or Northern Ireland to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements.

##### **What is not Covered?**

1. Scheduled flights not booked within the United Kingdom, Isle of Man, Channel Island or Northern Ireland prior to departure.
2. Any costs resulting from the ***Financial Failure*** of:

- a) Any scheduled airline which is, or which any prospect of **Financial Failure** is known by the **Insured Person** or widely known publicly at the date of the **Insured Person's** application under this policy
  - b) Any loss or part of a loss which at the time of the happening of the loss is insured or guaranteed by any other existing Policy, Policies bond, or is capable of recovery from under section 75 of the Consumer Credit Act or from any bank or card issuer or any other legal means.
3. The **Financial failure** of any travel agent, tour organiser, booking agent or consolidator with whom the **Insured Person** has booked a scheduled flight
  4. Any losses which are not directly associated with the incident that caused the **Insured Person** to claim. For example, loss due to being unable to reach a pre booked hotel, villa, car hire or cruise following the **Financial failure** of an airline.

## Data Protection Notice and Fraud

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

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

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

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

**We** may disclose information about **you** and **your** insurance cover to companies within the AXA group of companies, to **our** service providers and agents in order to administer and

service **your** insurance cover, to provide **you** with travel assistance, for fraud prevention, to collect payments, and otherwise as required or permitted by applicable law.

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

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

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

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

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

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

## Important Telephone Numbers

Customer Services	0333 772 0346
Travel Claims	+44 (0) 203 859 9317
Medical Assistance	
From anywhere in the world	+44 (0) 203 859 9317
From the United Kingdom	0203 859 9317

## Complaints Procedure

**You** have the right to expect the best possible service and support. If **we** have not delivered the service **you** expected, or **you** are concerned with the service provided, **we** would like the opportunity to put things right. The following will help **us** understand **your** concerns and give **you** a fair response.

If **your** complaint relates to the sale of the policy, please contact **your** broker directly. If **your** complaint relates to a claim under **your** policy, please contact **us** as follows:

**For all Claims complaints (except emergency medical assistance or complaints relating to the Gadget Cover or Scheduled Airline Failure Insurance):**

**You** can write to:

Complaints Team  
AXA  
The Quadrangle, 106-118 Station Road  
Redhill  
RH1 1PR

For all emergency medical assistance complaints:  
Tel: +44 (0) 2038 599 317

When **you** contact **us**, please have the following information available:

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

**For all complaints relating to the Gadget Cover, first contact:**

Claims Administrators  
Customer Relations  
Citymain Administrators Ltd  
Lakeside, 3000  
Western Road  
Portsmouth  
PO6 3FQ

Email: [customerrelations@spbuk.com](mailto:customerrelations@spbuk.com)

Telephone: 0333 999 7946



## What to do if you are still not satisfied

If **you** are still not satisfied once **you** have received **our** response, then **you** may be able to refer **your** complaint to the Financial Ombudsman Service. **You** must approach the Financial Ombudsman Service within six months of **our** final response to **your** complaint. **We** will remind **you** of the time limits in the final response.

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Telephone: 0300 123 9123 or 0800 023 4567  
Fax: 020 7964 1001

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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

**Your** rights as a customer to take legal action are unaffected by **our** complaints procedure. However, the Financial Ombudsman Service may not adjudicate on any cases where litigation has commenced.

## How to make a complaint under Scheduled Airline Failure Insurance

If **you** have a complaint, we really want to hear from **you**. We welcome **your** comments as they give us the opportunity to put things right and improve our service to **you**.

Please telephone us on: (020) 8776 3750 or write to:

The Customer Services Manager  
International Passenger Protection Limited  
IPP House  
22-26 Station Road  
West Wickham  
Kent  
BR4 0PR

Fax: (020) 8776 3751

Email: [info@ipplondon.co.uk](mailto:info@ipplondon.co.uk)

Please make sure that **you** quote the policy number which can be found on **your** Schedule.

It is our policy to acknowledge any complaint within 5 working days advising **you** of who is dealing with **your** concerns and attempt to address them. We will provide **you** with a written response outlining our detailed response to **your** complaint within four weeks of receipt of the complaint. **You** will receive either our written response or an explanation as to why we are not in a position to provide one within eight weeks of receipt of **your** complaint.

If **you** are not satisfied with the response **you** receive or we have failed to provide **you** with a written response, **you** may have the right to contact the Financial Ombudsman Service at the following address.

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone 0800 023 4567 (calls to this number are free from “fixed lines” in the UK) or 0300 123 9123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

More information can be found on their website – [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

To confirm whether **you** are eligible to ask the Financial Ombudsman Service to review **your** complaint please contact them at:

[www.financial-ombudsman.org.uk/consumers/how-to-complain](http://www.financial-ombudsman.org.uk/consumers/how-to-complain)

Alternatively, as LMIE is a Luxembourg insurance company, **you** are also entitled to refer the dispute to any of the following dispute resolution bodies:

Commissariat aux Assurances, 7, boulevard Joseph II, L-1840 Luxembourg

Telephone: (+352) 22 69 11 – 1 - email: [caa@caa.lu](mailto:caa@caa.lu)

or

Service National du Médiateur de la consommation – Individual Consumers ONLY  
Ancien Hôtel de la Monnaie, 6, rue du Palais de Justice, L-1841 Luxembourg

Telephone: (+352) 46 13 11 - email: [info@mediateurconsommation.lu](mailto:info@mediateurconsommation.lu)

or

Médiateur en Assurances  
ACA, 12, rue Erasme, L-1468 Luxembourg – Telephone: (+352) 44 21 44 1

Making a complaint will not affect your right to take legal action.