



Standard Travel Insurance - Policy Summary

Some important facts about your insurance are summarised below. This summary does not form part of the contract and does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides. A copy of the full policy document is available on request if it is not provided to you with this summary.

Insurers: This travel insurance policy is arranged by Worldwide Travel Insurance Services Ltd and underwritten by AXA Insurance UK plc

Main Features and Benefits

What is covered?

Section	Description	Limits	Excesses
1	Cancellation & Curtailment	£1,500	£75 (£35 for loss of deposit only)
2	Medical Expenses	£2,500,000	£75
3	Hospital Inconvenience Benefit (per day)	£300 (£10)	Nil
4	Personal Accident	£10,000	Nil
	- <i>Death in flight</i>	£10,000	
	- <i>Maximum payable for death except in flight</i>	£5,000	
5	Travel Delay per 12 hours (a/b/c as defined in wording)	£20/£10/£100	Nil
	Abandonment	£1,500	£75
6	Missed Departure	£500	Nil
7	Baggage – Overall limit	£1,000	£75
	- <i>Maximum for any one item, pair or set</i>	£200	
	- <i>Overall limit in respect of Valuables</i>	£200	
	- <i>Emergency Purchases</i>	£100	
8	Money	£500	£75
	- <i>Cash Limit</i>	£200	
9	Passport Indemnity	£250	Nil
10	Catastrophe Cover	Not Covered	N/A
11	Personal Liability	£2,000,000	£100
12	Legal Expenses	£10,000	£100
13	Business Personnel Replacement	Not Covered	N/A
Cover under Sections 14, 15 & 16 only applies if you have purchased the Annual Multi-trip policy or have paid an additional premium on the Single trip policy to cover Wintersports			
14	Wintersports Equipment – Overall limit	£300	£75
	- <i>Maximum for any one item pair or set owned or borrowed</i>	£200	
	- <i>Maximum for any one item pair or set hired</i>	£150	
15	Ski Pack	£200	£75
16	Piste Closure (per day)	£100 (£10)	Nil
17	Transport disruption	Not Covered	N/A
18	Financial Failure	Not Covered	N/A
Annual Travel Features and Limitations			
	Business Travel	Not Covered	
	Trips within your home country (Min. 2 nights paid accommodation)	Not Covered	
	Family members can travel separately	No	
	Maximum Age at start of policy	59	
	Maximum Duration per trip	31 days	
	Wintersports - up to total days shown in all	10 days	
Single Trip Features and Limitations			
	Maximum age at date of travel	59	
	Maximum period any one trip if aged 69 and under	94 days	
	Business Travel	Not Covered	



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Types of Policies available and Policy durations

Policies are available for either single trips or on an annual basis for multiple trips. An annual multi-trip policy runs for 12 months from the date specified and provides cover for any number of round trips provided that they do not exceed the maximum duration for any one trip shown in your Insurance Benefits Schedule. A single trip policy provides cover for the duration of the trip shown in your policy documentation.

Who can be covered

Both single trip and annual multi-trip policies can be arranged for individuals, couples or families, subject to the maximum age limits shown above. A family policy provides cover for up to two adult partners and up to two dependent children under the age of 18 that are all normally living together in one household. Cover for families shall only apply where the appropriate premium has been paid and where family members travel together and all travellers are named on the policy schedule. On annual multi-trip policies, only the first-named insured adult is covered to travel independently.

Significant and/or Unusual Conditions & Exclusions	Relevant policy reference
Health – The policy contains Important Questions and exclusions relating to the health of you, your travelling companions and any non-travellers (as defined in the policy wording)	Health Warranty, Sections 1 & 2 and Important Notice 3
Activities (including Wintersports) – You may not be covered if you are planning to take part in dangerous sports or pastimes where there is a generally recognised risk of injury. Wintersports will only be covered if you have paid the appropriate premium. Please check the policy wording and ask us if in any doubt.	General Exclusions 10, 11, 12 & 13 and Important Notice 8 & 9
Excesses – Most sections are subject to an excess, as shown in the details above. This means each person will have to bear the first amount of each claim.	Benefits Schedule, most Sections and Important Notice 6.
Personal Effects – Claims are paid based on the value at time of loss, not on a “Replacement Cost” or “New-for-Old” basis. Deductions will be made for likely wear, tear and depreciation.	Sections 7 & 15 and Important Notice 4.
Duty of Care and supervision of your property – There are significant limitations and exclusions of cover for property, including valuables and money, that is left unattended or out of your immediate control and supervision. Please also note the requirements for notifications of loss/theft and the need for reports.	Sections 7, 8, 9 (including the Special Conditions) & 15, General Conditions 5 & 9 and Important Notices 4 & 7.
Important Questions or changes in circumstance – You must answer the four important questions shown on the front page of the policy wording truthfully and to the best of your knowledge and contact us if required. If you do not do so then any related claim may be reduced or rejected or your policy may become invalid.	General Conditions 1, 2 and Section 1 condition 1
Notification of claims – all claims should be notified at once. Any delay may result in any claim being reduced or declined.	Section 1 condition 1 and General Conditions 2 & 4.

CANCELLATION RIGHT

We hope you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of receiving the policy, as detailed in the policy document.

MAKING A CLAIM

If you require assistance abroad please call the 24 Hour Emergency Assistance service as detailed in the policy on 0845 839 9316 quoting the reference shown on your policy.

If you wish to make a claim please telephone the claims handlers detailed in the policy on 0845 839 9315. Please note that written documentary evidence will be required to support your claim.

HOW TO MAKE A COMPLAINT

We hope you will be pleased with the service we provide. However, if you have a complaint about our service or about a claim, please call Voyager Insurance Services Ltd on 01483 562662. If you are still not satisfied, please write to the Managing Director, Voyager Insurance Services Ltd, 13-21, High Street, Guildford, Surrey GU1 3DG.

If you are still not happy with the response you have received, you have the right to ask the Financial Ombudsman Service to review your case.

COMPENSATION SCHEME

AXA Insurance UK plc. is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the claim. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.