

# Longstay Travel Insurance Policy 2022

ref: WTIS Longstay 2022

## IMPORTANT NOTICE

We draw **Your** attention to the exclusions detailed in the 'General Exclusions' section, in particular, exclusions 38 & 39 on page 10 relating to **Coronavirus** as this policy will not provide cover for any claims directly or indirectly related to a **Pandemic** and/or **Epidemic**, including but not limited to **Coronavirus**.

Please note general exclusion 38 applies to all sections of cover, whilst general exclusion 39 applies to all sections of cover with the exception of Section 1 – Cancellation of **Your Trip** or Curtailment/Loss of Holiday, and Section 2 – Emergency Medical Expenses provided that **You** have received the recommended number of doses of an approved **Coronavirus** vaccine 14 days prior to **Your Trip** commencing.

This vaccination requirement shall not apply where **You** were ineligible for vaccination, or unable to receive the vaccine for medical reasons, and this is shown in **Your** medical records. **You** should also refer to general exclusion 2.

Please be aware: There is no cover under this policy if (having no symptoms of or **You** not testing positive for **Coronavirus**) **You** are advised to quarantine or **You** choose to self-isolate due to a person **You** have come into contact with testing positive for **Coronavirus**.

Provided **You** have paid the appropriate premium as shown in **Your** policy schedule, **You** are covered in accordance with the full wording shown herein up to the limits indicated below for the cover chosen. The limits shown apply per person for each separate **Trip**. The excesses apply for each person and each section of each claim.

Page	Benefits Schedule	Budget	Economy	Super	Excess*
5	1. Cancellation of <b>Your Trip</b> or Curtailment/Loss of Holiday	N/A	£1,500	£3,000	£75 (£20)*
6	2. Emergency Medical Expenses <i>including emergency repatriation including <b>Your</b> additional accommodation &amp; travel expenses (not related to <b>Coronavirus</b>) maximum payable for <b>Your</b> additional accommodation &amp; travel expenses if <b>You</b> test positive for <b>Coronavirus</b> &amp; are unable to return to <b>Your Home Country</b> as planned</i>	£5,000,000	£5,000,000	£10,000,000	£150
	<i>maximum payable for additional accommodation &amp; travel expenses for one travelling companion to stay with <b>You</b> if <b>You</b> are unable to return to <b>Your Home Country</b> as planned</i>	£2,000	£2,000	£2,000	
	<i>maximum payable for funeral expenses abroad maximum payable for emergency dental treatment</i>	£5,000 £350	£5,000 £350	£5,000 £350	Nil
7	3. Hospital Stay Benefit (amount per day)	N/A	£200 (£10)	£400 (£20)	Nil
7	4. Personal Accident <i>loss of sight, limb(s) or permanent total disablement maximum payable in the event of death except in flight maximum payable in the event of death if under 16</i>	N/A	£5,000 £5,000 £2,000	£10,000 £5,000 £2,000	Nil
7	5. Missed Departure	N/A	£500	£1,000	Nil
7	6. <b>Baggage</b> - Overall Limit <i>maximum per item, pair or set total limit for sleeping bags, tents &amp; rucksacks total limit for all <b>Valuables</b> emergency purchases</i>	N/A	£1,000 £100 £200 £200 £75	£2,000 £200 £400 £400 £150	£75** Nil
7	7. <b>Personal Money</b> <i>cash limit</i>	N/A	£200 £100	£400 £200	£75**
7	8. Loss of Passport	£125	£125	£250	Nil
8	9. Catastrophe & Travel Disruption Cover	N/A	N/A	£500	£75
8	10. Personal Liability	£1,000,000	£1,000,000	£2,000,000	£100
8	11. Legal Expenses	N/A	£10,000	£10,000	£100
9	12. End Supplier Failure Insurance	£1,500	£1,500	£1,500	Nil
<b>Cover under section 13 only apply if <b>You</b> have purchased an annual multi-trip policy or paid the Wintersports premium for single trip.</b>					
9	13. <b>Ski Equipment</b> - Overall Limit <i>maximum per item, pair or set owned maximum per item, pair or set hired</i>	N/A	N/A	£400 £300 £150	£75

+ Excess applicable unless **You** have selected the Excess Waiver option where no excess will apply. **Your** selection will be shown on **Your** Schedule under the policy Top Up(s) section if selected.

\* Loss of deposit claims only

\*\* Maximum combined excess in respect of any one claim.

Policy Features Table			
	Budget	Economy	Super
Maximum age at date of travel	49	49	69
Maximum duration if aged 49 or under at date of departure	18 months	18 months	18 months
Maximum duration if aged 50-64 at date of departure	N/A	N/A	12 months
Maximum duration if aged 65-69 at date of departure for travel within area 1 & 2	N/A	N/A	12 months
Maximum duration if aged 65-69 at date of departure for travel within area 3	N/A	N/A	6 months

## Eligibility

This policy is only available to **You** if:

- You** are resident in the **United Kingdom**, Channel Islands, or Isle of Man and **You** have **Your** main **Home** in the **United Kingdom**, Channel Islands, or Isle of Man;
- You** are registered with a **Medical Practitioner** in the **United Kingdom**, Channel Islands, or Isle of Man;
- You** are not travelling against medical advice, or where **You** would have been if **You** had sought medical advice before beginning **Your Trip**;
- You** are not travelling with the intention of receiving medical treatment;
- Your Trip** starts in the **United Kingdom**, Channel Islands, or Isle of Man (one way **Trip** cover only).
- You** have been in the **United Kingdom** for a minimum of 6 months in the year prior to purchasing **Your** insurance policy.

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## 24 HR MEDICAL EMERGENCY AND REPATRIATION SERVICE

The nominated emergency service referred to in this policy

is operated by **Healix International**:

Phone: +44 (0)203 819 7170

E-mail: internationalhealthcare@healix.com

**For Emergencies:** if **You** are taken by ambulance to hospital following an emergency call, **You** or a travelling companion must call **Our** nominated emergency service as soon as possible once **You** have been admitted to hospital.

**For Non-emergencies:** if **You** need a GP, or need to go to A&E or a clinic, call **Our** nominated emergency service first, before **You** try to locate help, so the nominated emergency service can guide **You** to the safest and most appropriate source of treatment. If **You** are unfortunate enough to need medical help whilst abroad please call the nominated emergency service first on:

**+44 (0) 203 819 7170**

The highly experienced multi-lingual team are available to talk 24 hours a day, to advise **You** or **Your** travelling companion of what steps to take. Their aim will always be to establish the best treatment available to **You** in the country **You** are visiting.

### Their First Steps will Always be to...

- Confirm that **You're** in a place of safety;
- Establish the best local treatment available to **You**; and
- Consider **Your** health and best interests;

**Important Note:** it may affect **Your** claim if **You**, **Your** travelling companion or a doctor/nurse does not contact **Our** nominated emergency service on the number above. **Our** nominated emergency service do not cover any costs over £500 where prior agreement regarding treatment has not been obtained from **Our** nominated emergency service.

The highly experienced multi-lingual team of in-house doctors, nurses and experienced case managers will advise **You**, **Your** travelling companion, and/or **Your** treating doctor, of what steps to take.

### They understand how important it is to have someone who...

- You** can contact at any time of the day or night
- You** can trust has the medical expertise to guide **You** to the right course of treatment
- Has an in-depth understanding of how and when to transfer sick and injured patients back **Home**
- Will speak to **You** in a language **You** can understand.

The team is focused on trying to take some of the worry out of what can be an incredibly stressful situation so they will keep **Your** key contacts updated on **Your** progress for **You** and if need be, they will fly a doctor or nurse out, with specialist repatriation equipment, to accompany **You Home**.

They actively monitor the capabilities of medical facilities throughout the world and use this knowledge to determine whether **You** need to be transferred to a different facility. Once they are satisfied that **You** are getting the appropriate treatment, they will agree a treatment plan with **Your** treating doctor and **You**. If **You** cannot be discharged in time to continue **Your Trip** as planned, they will make arrangements to bring **You Home** at the appropriate time.

**Your** travel insurance policy is not a private medical insurance policy and does not cover private medical treatment, private hospital costs or other related expenses incurred unless these have been specifically agreed and authorised by **Our** nominated emergency service.

This policy is only designed to cover **You** for emergency treatment. Emergency treatment means unforeseen and unplanned treatment that is needed for the sudden onset of an acute condition, which for medical reasons and in the opinion of **Our** nominated emergency service cannot be delayed until **You** return to the **United Kingdom**, Channel Islands or Isle of Man and could be undertaken in the **United Kingdom**, Channel Islands or Isle of Man if **You** were to return **Home**. The decision of **Our** nominated emergency service is final.

An acute condition means: A disease, **Illness** or injury that is likely to respond quickly to treatment which aims to return **You** to the state of health **You** were in immediately before suffering the disease, **Illness** or injury, or which leads to **Your** full recovery.

## Important conditions relating to health & activities

Please answer these questions in relation to Yourself and Your travelling companions insured under this policy and contact Worldwide Travel Insurance Services Ltd if necessary.

1. Have any of **You** ever suffered from, been investigated, treated for or diagnosed with;
- any cancer or malignant condition.
  - any lung related condition (other than stable, well controlled asthma that requires not more than 2 medications, including inhalers).
  - any heart related condition (including angina).
  - any circulatory condition (including hypertension unless it is the only condition **You** have and it is well controlled)?

No

2. Do any of **You** suffer from any other **Existing Medical Condition**, as defined?

No

3. Are **You** aware of any **Existing Medical Conditions** suffered by **Non-travellers** whose state of health is likely to cause **You** to cancel or amend **Your** travel plans?

No

Your medical conditions (if any) will be covered.

3. Are **You** planning to take part in any hazardous activities (see general exclusions 13-17)? If so, please contact **Worldwide Travel Insurance Services Ltd** on **01892 833 338** to see what cover may be available.

There is **no cover** for claims related to these conditions. However, cover may be available by contacting **Worldwide** on **01892 833 338**. If cover is offered, this will be confirmed in writing on **Your** policy schedule. Please note calls may be recorded.

## Insurers

### For Sections 1-11 and 13

This insurance is administered by Worldwide Travel Insurance Services are registered in England & Wales No. 2735488. Registered Office: The Business Centre, 1-7 Commercial Road, Paddock Wood, Kent, TN12 6YT. The Insurance is underwritten by Chaucer Insurance Company DAC. Registered office: 38 & 39 Baggot Street Lower, Dublin 2, D02 T938, Ireland.

### For Section 12

This cover is provided by International Passenger Protection Limited, IPP House, 22-26 Station Road, West Wickham, Kent BR4 0PR, **United Kingdom** and is underwritten by Liberty Mutual Insurance **Europe SE**.

## Our Regulator

Worldwide Travel Insurance Services Ltd (FRN: 307592) and International Passenger Protection Limited are authorised and regulated by the Financial Conduct Authority.

Chaucer Insurance Company DAC is authorised and regulated by the Central Bank of Ireland and registered in the Republic of Ireland. Details of the extent of **Our** regulation by the Financial Conduct Authority are available on request.

International Passenger Protection are authorised and regulated to sell insurance by the Financial Conduct Authority.

These details can be checked on the Financial Services Register by visiting the FCA's Website at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting them on 0800 111 6768.

Liberty Mutual Insurance Europe SE is authorised and regulated by the Luxembourg Minister of Finance and the Commissariat aux Assurances. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority (registered number 829959). The nature and extent of consumer protection may differ from those for firms based in the UK.

Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

**You** can check this information on the Financial Services Register by visiting the Website <https://register.fca.org.uk/> or by phoning 0800 111 6768 or 0300 500 8082.

## Reciprocal health agreements

### European Health Insurance Card (EHIC)/Global Health Insurance Card (GHIC)

The EHIC allows **You** to access state provided healthcare in all European Economic Area (EEA) countries and Switzerland. **Your** EHIC will be accepted for the remainder of its validity. From 4th January 2021, if **You** do not have a valid EHIC **You** will need to apply for a GHIC but please be aware that the GHIC does not cover Switzerland, Iceland, Liechtenstein or Norway. For more information or to apply for **Your** GHIC: online at [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers) or by telephoning 0845 606 2030.

Presenting **Your** EHIC/GHIC at a public medical facility will allow **You** to obtain treatment at a reduced cost and in many cases free of charge, provided **You** are a **UK** resident (please note if **You** reside in the Isle of Man or the Channel Islands **You** are not eligible for an EHIC/GHIC). **You** must carry it with **You** when travelling abroad. Remember to check **Your** EHIC/GHIC is still valid before **You** travel.

If **You** are travelling outside the EEA then there are some countries that have reciprocal agreements with the **UK** and these can be found on: [www.gov.uk/guidance/uk-reciprocal-healthcare-agreements-with-non-eu-countries](http://www.gov.uk/guidance/uk-reciprocal-healthcare-agreements-with-non-eu-countries).

**Individuals with whom **You** are travelling or have arranged to travel, a person with whom **You** have arranged to reside with temporarily, a Relative or Business Colleague, who are not insured under the policy.**

**We** will not provide cover for any claim if, at the time **Your** policy starts or booking a **Trip**, whichever was the later, any person on whom the **Trip** depends including the person with whom **You** are travelling or have arranged to travel, a person with whom **You** have arranged to reside with temporarily, a **Relative**, friend or **Business Colleague** had a medical condition for which he or she:

- was receiving treatment at hospital (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand);
- was waiting for a hospital consultation, investigations or treatment (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand);
- had been given a terminal prognosis, or been told that their condition is likely to get worse in the next 12 months.

## Special Notice

### Claims for reimbursement of costs

This insurance policy will only respond to claims for **Irrecoverable Costs** once those principally responsible for reimbursing the cost have been exhausted. For example transport and accommodation costs – **You** should, in the first instance, contact **Your** tour operator, airline, accommodation provider, credit or debit card providers to source a refund, as in most instances, either as a result of the Package Travel & Linked Arrangement Regulations 2018; EU Transport Regulations; Consumer Credit Act; or Debit card charge backs, a refund is legally due.

### Claims arising from alcohol

**We** do not expect **You** to avoid alcohol during **Your** **Trip**, but **We** will not cover any claim arising from excessive alcohol consumption by which **We** mean where **You** have drunk so much alcohol that a **Medical Practitioner** has stated that **Your** alcohol consumption has caused or actively contributed to **Your** injury or **Illness**, the results of a blood test at the time of injury or **Illness** shows that **Your** blood alcohol level exceeds 0.19% that is approximately 1.5 litres of beer or four 175ml glasses of wine; a witness report of a third party that has advised that **You** have notably impaired **Your** faculties and/or judgement. Please refer to general exclusions 9, 10 and 11 on page 10.

## Choice of Law and Jurisdiction

This policy will be governed by English Law and **You** and **We** agree to submit to the courts of England and Wales to determine any dispute arising under or in connection with it, unless agreed to the contrary by **You** and **Us** before the commencement date.

The Terms and Conditions of this policy will only be available in English and all communication relating to this policy will be in English.

## Please Note

**You are not covered** for any directly or indirectly related claims if at the time this insurance was arranged and each time **You** make arrangements for a **Trip**;

- You** or **Your** travelling companions are planning to travel against the advice of a **Medical Practitioner**, or where **You** would have been if **You** had sought their advice before beginning **Your** **Trip**, or
- You** or **Your** travelling companions are travelling specifically to seek, or **You** know **You** will need, medical treatment while **You** are away, or
- You** or **Your** travelling companions are on a waiting list for treatment or investigation, or
- You**, **Your** travelling companions or any **Non-travellers** have been given a terminal diagnosis.
- You** or **Your** travelling companions have any medical condition for which the recommended treatment or prescribed medication as directed by a **Medical Practitioner** is not being taken.
- You** or **Your** travelling companions are aware of any medical condition which **You/they** have but for which a diagnosis has not yet been received.

## Important

**You** must tell **Us** if, at any time during the period of insurance and each time **You** make arrangements to travel, there is a change in circumstances and **You** answer 'yes' to any of the important conditions relating to health and activities by **Us** as soon as possible so that **We** may reassess **Your** coverage relating to any **Trips** **You** have booked or may wish to book in the future.

## Changes in Your Health

- If **Your** health changes after **You** purchased **Your** policy or before booking **Your** **Trip** but before **You** travel, **You** must tell **Us** about these changes if because of these **You**;
  - Have seen a doctor and have seen or been referred to a consultant or specialist;
  - Have been admitted to hospital for, or are waiting to receive treatment (including surgery, tests or investigations) or the results of tests and investigations;

**We** will then tell **You** if **We** can cover **Your** medical conditions free of charge or for an additional premium.
- If **We** cannot cover **Your** medical conditions, or **You** do not want to pay the additional premium quoted, **We** will give **You** the choice of either:
  - Making a cancellation of **Your** **Trip** claim for any pre-booked **Trips**, or;
  - Cancelling **Your** policy and receiving a proportionate/partial refund (provided that **You** have not made a claim or are about to).

## Australia/New Zealand

If **You** are entitled to reciprocal health care and 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 by visiting the MEDICARE Website at [www.humanservices.gov.au/medicare](http://www.humanservices.gov.au/medicare) or by emailing [medicare@humanservices.gov.au](mailto:medicare@humanservices.gov.au).

If **You** require medical treatment in New Zealand, there are reciprocal agreements, but a person may not enrol with a Primary Health Organisation (PHO). They should get the same health subsidies as a New Zealand citizen visiting a general practitioner as a casual patient, if the doctor has decided the condition needs prompt attention. For more information, please go to [www.health.govt.nz](http://www.health.govt.nz) or email: [info@health.govt.nz](mailto:info@health.govt.nz)

Alternatively please call **Our** nominated emergency service for guidance.

If **You** are admitted to hospital contact must be made with **Our** nominated emergency service as soon as possible and their authority obtained in respect of any treatment NOT available under MEDICARE.

In the event of liability being accepted for a medical expense which has been reduced by the use of either a EHIC/GHIC, Medicare in Australia or private health insurance, **We** will not apply the deduction of a policy excess under section 2 - Emergency medical expenses.

## Interest

No sum payable under this policy shall carry interest.

## Rights of Third Parties

The Contracts (Rights of Third Parties) Act 1999 or any amendment thereto shall not apply to this policy. Only **You** and **We** can enforce any terms of this policy which may be varied or cancelled without consent of any third party.

## Financial Services Compensation Scheme

Worldwide Travel Insurance Services Limited and Chaucer Insurance Company DAC are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the Scheme if a **Insurer** is unable to meet its obligations to **You** under this policy. If **You** are entitled to compensation under the Scheme, the level and extent of the compensation will depend on the nature of this policy. Further information can be obtained from the Financial Services Compensation Scheme ([www.fscs.org.uk](http://www.fscs.org.uk)) or by contacting the FSCS at 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU or by calling 0800 678 1100 or 020 7741 4100 or 0300 500 8082.

## Territorial limits

**You are covered for Trips** to countries within the following areas provided that **You** have paid the appropriate premium, as shown in **Your** policy schedule;

**Area 1** The continent of **Europe** (as defined), any country with a Mediterranean coastline.

**Area 2** Australia and New Zealand allowing for worldwide stopovers of up to 48 hours for each of the outbound and return journeys.

**Area 3** Worldwide including **North America**.

**Please note:** this policy does not cover **Your** travel to a country or specific area or event to which the Travel Advice Unit of the Foreign, Commonwealth & Development Office (FCDO) has advised against all, or all but essential travel.

## Foreign, Commonwealth & Development Office (FCDO) Advice

This insurance policy will not cover **You** to travel to a specific country or to an area where, prior to **Your** Trip commencing, the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel.

This exclusion does not apply where **Your** destination is within **Area 2 Europe** (as defined) and where the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel solely due to the **Coronavirus** risk.

It is **Your** responsibility to check the latest advice from the FCDO prior to commencing **Your** Trip, which **You** can find at <https://www.gov.uk/foreign-travel-advice>.

Stop-overs in a country within a higher area are insured provided they do not exceed 48 hours in each direction.

## How to make a claim

For claims under all sections (except Section 12 - End supplier failure) please request an appropriate claim form by telephoning the number below. Please quote **WTIS Longstay 2022**

Claims Settlement Agencies Ltd  
308 London Road, Hadleigh, Benfleet,  
Essex, SS7 2DD  
Tel: 01702 553443  
Email: [info@csal.co.uk](mailto:info@csal.co.uk)  
To download a claim form please visit  
[www.csal.co.uk](http://www.csal.co.uk)

The fastest and easiest way to make a claim is online at:

[www.submitclaim.co.uk/wtis](http://www.submitclaim.co.uk/wtis)

The online process should take approximately 10-15 minutes to complete (depending on the type of claim), but before continuing **You** should ensure **You** have

**Your** policy schedule, **Trip** dates, supporting documentation and details of the incident.

For all claims under section 12: End supplier failure insurance **You** should, as soon as reasonably practicable, advise when an occurrence which may give rise to a claim to the following by quoting **Your** policy number, travel insurance policy name and reference **ESFI V2-21**:

IPP Claims at Sedgwick  
Oakleigh House  
14-15 Park Place  
Cardiff  
CF10 3DQ  
Tel: +44 (0) 345 266 1872  
Email: [Insolvency-claims@iplondon.co.uk](mailto:Insolvency-claims@iplondon.co.uk)  
To download a claim form please visit  
[www.iplondon.co.uk/claims.asp](http://www.iplondon.co.uk/claims.asp)

Please do not send in any documentation until **You** have a completed claim form to go with it. The claim form lists the additional documentation necessary to support **Your** claim. Always make sure that any loss or theft of **Valuables** or any items are reported to the police within 24 hours of discovering the loss, or as soon as possible after that, and a written report or reference obtained in the country where the incident occurred. If **Your** **Baggage** is damaged or lost in transit whilst "checked-in" **You** must report it to the handling agents or airline as soon as possible on collection and obtain a Property Irregularity Report. These reports (if applicable to **Your** claim), together with all available receipts and any other requested documentation, must be submitted with **Your** claim form.

## Period of insurance

Cover for each **Trip** under this insurance starts when **You** leave **Your** Home or place of business in **Your** Home country at the start of **Your** Trip, and finishes as soon as **You** return to **Your** Home or place of business in **Your** Home country for any reason other than short term visits to **Your** Home country that are not the subject of a claim.

**You** are only covered for the period for which a premium has been paid and in any event which must not exceed 18 months if **You** are aged up to 49 at the date of departure or 12 months if **You** are aged 50 - 64 at date of departure.

If **You** are aged 65 - 69 at date of departure and **You** are only travelling within area 1 & 2, the maximum period of insurance is 12 months.

If **You** are aged 65 - 69 at date of departure and **Your** Trip includes travel within area 3 then the maximum period of insurance is 6 months.

**You** are insured when travelling on leisure or business. For cancellation of **Your** Trip only (section 1), cover starts from the date **You** pay **Your** premium and a policy schedule is issued when **You** are purchasing a single trip policy.

**Personal Money** (section 7) will be covered from the time of collection but not more than 72 hours before travel.

If **You** are going on a one-way Trip all cover will finish 48 hours after **Your** arrival in the country of final destination.

If **You** return is unavoidably delayed for an insured reason, cover will be extended free of charge for the period of delay.

## Trip extensions if You decide You wish to extend Your Trip whilst overseas

If, once **You** have left the **United Kingdom** and before the end of the period of cover, **You** decide **You** want to extend **Your** policy, please contact **Worldwide Travel Insurance Services Ltd** on 01892 833338 or Email: [customerservices@worldwideinsure.com](mailto:customerservices@worldwideinsure.com).

Extensions can usually only be considered if there has been no change in **Your** health (or that of a **Relative** or **Business Colleague**) and no claim has been made, or is intended to be made and no incident likely to give rise to a claim has occurred. However, should there have been a change in **Your** health or **You** are aware that a claim has been made or will need to be made under the original policy then **We** may still be able to consider the extension provided full details are disclosed to **Worldwide Travel Insurance Services** for consideration.

## Trip extensions if You are unable to return Home from Your Trip as planned

If, due to unexpected circumstances beyond **Your** control, for example, due to **Your** illness, testing positive for **Coronavirus** (including if **You** have no symptoms), injury or unavoidable delays affecting **Your** return flight or **Public Transport**, **Your** Trip cannot be completed within the **Period of Cover** outlined in **Your** policy schedule for an insured event, cover under this policy will be extended for all **Insured Persons**, named on the policy schedule, at no extra cost for up to 30 days.

All requests for more than thirty (30) days must be authorised by **Our** nominated emergency service. Please see page 1 for details of how to contact **Our** nominated emergency service.

## Trip extensions – travel disruption caused by a Pandemic/Epidemic (including Coronavirus)

If, as a result of a **Pandemic** and/or **Epidemic** (including but not limited to **Coronavirus**), **You** are unable to return **Home** as planned, due to:

- a country closing their borders and/or
- the cancellation or delay of **Your** booked **Public Transport**

and as a result **You** wish to extend coverage under **Your** current policy, please contact **Worldwide Travel Insurance Services Ltd** on 01892 833338 or Email: [customerservices@worldwideinsure.com](mailto:customerservices@worldwideinsure.com). **We** will need full details of **Your** circumstances, to allow **Us** to consider any such request. Please be aware, that all such extension requests will be considered, but cannot be guaranteed.

## Definitions

Listed below are certain words that appear throughout the policy. In all cases, when used in reference to sections 1-11 and 13, they will be shown in **bold** and have the meanings shown below.

**Accident/Accidental** means a sudden, unexpected, unusual, specific, violent, external event which occurs at a single identifiable time and place and independently of all other causes, resulting directly, immediately and solely in physical bodily injury which results in a loss.

**Baggage** means personal belongings, including clothing worn, and personal luggage owned by **You** that **You** take with **You** or buy on **Your Trip**.

**Breakdown** means that the vehicle in which **You** are travelling stops as a result of mechanical or electrical failure due to any cause other than lack of fuel, oil or water.

**Business Colleague** means any person that **You** work closely with whose absence for a period of one or more complete days necessitates the cancellation or **Curtailment** of the **Trip** as certified by a director of the business.

**Coronavirus** means Covid-19, including any related and/or similar conditions howsoever called, or any mutation of these.

**Children** means person under the age of 18.

**Couple** means all married and non-married couples living in a permanent relationship at the same address.

**Curtailment/Curtail/Loss of Holiday** means cutting **Your** planned **Trip** short by early return to **Your Home country** or admission to hospital as an in-patient so that **You** lose the benefit of accommodation **You** have paid for or being confined to **Your** accommodation.

**Epidemic** means a widespread occurrence of an infectious disease in a community at a particular time.

**Europe** means Albania, Andorra, Austria, Azores, Balearic Islands, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Canary Islands, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Isle of Man, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia (west of the Ural mountains), San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, **United Kingdom** and the Vatican City.

**Existing Medical Condition** means any condition that has required referral to or consultation with a specialist or hospital for treatment, investigation or check up within the 12 months prior to;

1. the date that this insurance was arranged, or
2. the date that **You** extended the original period of **Your** insurance, whichever is the latest.

**Home** means **Your** normal place of residence in the **United Kingdom**, Channel Islands or Isle of Man.

**Home country** means whichever one of the **United Kingdom**, Channel Islands or Isle of Man is **Your** usual place of residence.

**Ill / Illness** means a condition, disease, set or symptoms or sickness leading to a significant change in **Your** health, as diagnosed and confirmed by a doctor during the period of Insurance.

**Insurer** means Chaucer Insurance Company DAC.

**Irrecoverable Costs** means any costs where **You** are not entitled to a refund by any other means, and/or costs that are not compensated elsewhere, and/or costs that are already accepted or offered by **Your** transport and/or accommodation provider, even if this is a credit note or alternative travel arrangements.

**Loss of Holiday** means the number of days **You** are confined to a hospital, hotel room or cabin on **Your** treating doctor's orders and are unable to participate in **Your** planned **Trip**, due to death, serious injury or **Illness**.

**Manual Work** means work that involves;

- i. hands-on use, installation, assembly, maintenance or repair of electrical, mechanical or hydraulic plant, heavy power tools and industrial machinery, and
- ii. hands-on electrical and construction work or work above two storeys or 3 metres above ground level (whichever is the lower), building sites, any occupation involving heavy lifting;

unless **Your** proposed activity or work is declared to **Us** and confirmed in writing. Please contact **Worldwide Travel Insurance Services Ltd** on **01892 833338** or **Email: customerservices@worldwideinsure.com**.

**We** reserve the right to apply special terms or conditions and/or charge an additional premium as **We** think appropriate. Please refer to the **Manual Work** notes on page 12 for details of work that is not considered **Manual Work**.

**Medical Practitioner** means a registered practising member of the medical profession, registered in the country where **You** are treated, who is not related to **You** or any person with whom **You** are travelling or **Your** employee.

**Non-traveller** means **Your Relatives** or **Business colleagues** who are not travelling with **You**, and people with whom **You** have arranged to stay.

**North America** means the United States of America, Canada, Mexico, the Caribbean Islands, Bahamas & Bermuda.

**Pandemic** means an **Epidemic** that has spread across a large region.

**Personal Money** means cash, being bank notes and coins, travellers' cheques and postal orders, travel tickets and accommodation vouchers carried by **You** for **Your** personal use.

**Public Transport** means any aeroplane, ship, train or coach on which **You** are booked to travel.

**Relative** means husband, wife or civil partner (or partner with whom **You** are living at the same address), parent, grandparent, parent-in-law, brother, sister, child, grandchild, brother-in-law, sister-in-law, son-in-law, daughter-in-law or fiancé(e).

**Ski Equipment** means skis, snowboards, ski-poles, bindings, ski-boots and snowboard boots.

**Sports Equipment** means items of personal equipment or specialised clothing that are specifically designed for use exclusively in connection with a recognised sport or pastime.

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

**Trip** means any holiday, leisure or business **Trip** which begins and ends in **Your Home country** and for which **You** have paid the appropriate premium.

**Unattended** means out of **Your** immediate control and supervision such that **You** are unable to prevent loss, theft or damage occurring.

**United Kingdom** means England, Scotland, Wales and Northern Ireland.

**Utilisation of Nuclear, Chemical or Biological Weapons of Mass Destruction** means the use of any explosive nuclear weapon or device; or the emission, discharge,

dispersal, release or escape of: fissile material emitting a level of radioactivity, or any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesised toxins), or any solid, liquid or gaseous chemical compound which, when suitably distributed; which is capable of causing incapacitating disablement or death amongst people or animals.

**Valuables** means jewellery, gold, silver, precious metal or precious or semiprecious stone articles, watches, cameras, camcorders, photographic, audio, video, computer, television and telecommunications equipment (including CDs, DVDs, tapes, films, cassettes, cartridges, headphones, electronic readers, laptops, tablets, smartphones and mobile phones), computer games and associated equipment, telescopes, binoculars and satellite navigation equipment.

**War** means military action, either between nations or resulting from civil **War** or revolution.

**We/Us/Our** means Worldwide Travel Insurance Services Ltd who administer the insurance on behalf of Chaucer Insurance Company DAC.

**Wintersports** means cross country skiing (Nordic skiing), glacier skiing, recreational racing, snowmobiling, mono-skiing, off-piste skiing or snow-boarding when **You** are skiing within the ski area boundaries of a recognised ski resort and following ski patrol guidelines, on-piste skiing, on-piste snow-boarding, snow blading & snow sledging all provided local safety guidelines and warnings are observed.

**You/Your/Insured Person** means each person shown in the policy schedule for whom the premium has been paid and whose age does not exceed the maximum shown in the benefits schedule. **You** must be resident in the **United Kingdom**, Channel Islands or Isle of Man and registered with a **Medical Practitioner** in **Your Home country**. Each person is separately insured.

## Section 1 - Cancellation of Your Trip or Curtailment/Loss of Holiday

Cover under this section starts from the date shown in **Your** documentation or the date travel is booked, whichever is the later.

**You are covered** up to the amount shown in the benefits schedule for the unused travel and accommodation costs (including unused prebooked excursions and attraction tickets up to a value of £200 and car hire charges) that **You** have paid or have agreed to pay under a contract and which **You** cannot get back if the cancellation or **Curtailment of Your Trip** is necessary and unavoidable as a result of the following:

- a. an **Insured Person**:
  - i. becoming seriously **Ill**, or
  - ii. testing positive for **Coronavirus** within 14 days of **Your Trip** departure date, or
  - iii. being admitted to hospital due to testing positive for **Coronavirus** since **You** purchased **Your** policy, or
  - iv. suffering **Accidental** injury, or
  - v. suffering complications arising as a direct result of their pregnancy, or
  - vi. dying.
- b. the unforeseen; death, serious **Illness** or **Accidental** injury of a **Relative**, **Business Colleague**, a person who **You** have booked to travel with, or a **Non-traveller** unless this was related to a **Pandemic** and/or **Epidemic**, including but not limited to **Coronavirus**, which is excluded under General Exclusion 39 on page 10.

In respect of a. and b. above the incident giving rise to the claim must have been unexpected and not something **You** were aware of when **You** purchased this insurance. Please see 'Important conditions relating to health and activities' on page 2 and 'General exclusions' on page 10 for further details.
- c. receipt of a summons for jury service or being subpoenaed as a court witness (except an expert witness).
- d. **Your** unexpected requirement for emergency and unavoidable duty as a member of the armed forces, police, fire, nursing, ambulance or coastguard services resulting in cancellation of previously agreed leave.
- e. redundancy, provided that **You** are entitled to payment under the current redundancy payments legislation and that at the time of booking **Your Trip** **You** had no reason to believe that **You** would be made redundant. **You** must have had 2 years continuous employment with that employer.
- f. **Your** presence being required to make **Your** property safe and secure following fire, flood or burglary that causes damage at **Your Home** within 48 hours prior to **Your** departure, or whilst **You** are away.
- g. **Your** car becoming unusable as a result of theft, fire or **Accident** within 7 days prior to **Your** departure. This only applies if **You** are planning to go on a self-drive **Trip** in the car.
- h. the injury or **Illness** of **Your** horse, dog or cat within 14 days prior to **Your** departure or whilst **You** are away that requires emergency life saving surgery, as certified by **Your** vet.

**This cover extends to include the Loss of Holiday, where applicable, for a period in excess of 24 hours.**

### **You are not covered for**

- a. the amount of the excess shown in the benefits schedule.
- b. any incident giving rise to a claim which was not unexpected or could have reasonably been foreseen, or something **You** were aware of when **You** purchased this insurance.
- c. anything not included in **You are covered** above.
- d. any directly or indirectly related claims if **You** or **Your** travelling companions have;
  - i. any **Existing Medical Condition**, as defined, or
  - ii. ever suffered from, been investigated, treated for or diagnosed with;

- any cancer or malignant condition.
  - any lung related condition (other than stable, well controlled asthma that requires not more than 2 medications, including inhalers).
  - any heart related condition (including angina).
  - any circulatory condition (including hypertension, unless it is the only condition **You** have and it is well controlled).
- e. any claim related to the health of a **Non-traveller** if **You** made arrangements for **Your Trip** in the knowledge that their state of health is likely to cause **You** to cancel or amend **Your** travel plans.

**We** may agree not to apply (d) or (e) above or to accept this insurance at special terms if **You** supply **Us** with details of **Your** condition. Please contact Worldwide on 01892 833338.

- f. any directly or indirectly related claims if at the time this insurance was arranged and each time **You** make arrangements for a **Trip**;
  - i. **You** or **Your** travelling companions are planning to travel against the advice of a **Medical Practitioner**, or
  - ii. **You** or **Your** travelling companions are travelling specifically to seek, or **You** know **You** will need, medical treatment while **You** are away, or
  - iii. **You** or **Your** travelling companions are on a waiting list for treatment or investigation, or
  - iv. **You**, **Your** travelling companions or any **Non-travellers** have been given a terminal diagnosis.
  - v. **You** or **Your** travelling companions have any medical condition for which the recommended treatment or prescribed medication as directed by a **Medical Practitioner** is not being taken.
  - vi. **You** or **Your** travelling companions are aware of any medical condition which **You/they** have but for which a diagnosis has not yet been received.
- g. any claims arising directly or indirectly from **Coronavirus**:
  - i. if **You** do not have an official positive test result confirming **Your** diagnosis within 14 days of **Your Trip** departure date, or **You** have not been admitted to hospital due to testing positive for **Coronavirus** since **You** purchased **Your** policy;
  - ii. if **You** are advised to quarantine or **You** chose to self isolate due to a person **You** have come into contact with having **Coronavirus**;
  - iii. if a **Medical Professional** advises **You** not to travel as **You** have underlying health conditions that place **You** 'at a higher risk' from **Coronavirus**;
  - iv. as a result of the Foreign, Commonwealth & Development Office (FCDO) advising against all (or all but essential) travel to **Your** intended destination. This exclusion does not apply where **Your** destination is within Area 2 **Europe** (as defined) and where the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel solely due to the **Coronavirus** risk. It is **Your** responsibility to check the latest advice from the FCDO prior to commencing **Your Trip**, which **You** can find at <https://www.gov.uk/foreign-travel-advice>.
  - v. as a result of local government restrictions or directives prohibiting or restricting entry (for example, self isolation, quarantine or lockdown measures) to **Your** intended destination or on **Your** return **Home**;
  - vi. any costs of **Coronavirus** testing.
- h. any costs incurred in respect of visas obtained in connection with the **Trip**.
  - i. disinclination to travel.
  - j. failure to obtain the necessary passport, visa or permit for **Your Trip**.
  - k. claims arising from **Your** anxiety, stress, depression or any other mental or nervous disorder unless **You** provide a medical certificate from a registered mental health professional stating that this necessarily prevented **You** from travelling.

- l. any claim if, at the time **Your** policy starts or booking a **Trip**, whichever was the later, any person on whom the **Trip** depends including the person with whom **You** are travelling or have arranged to travel, a person with whom **You** have arranged to reside with temporarily, a **Relative**, friend or **Business Colleague** had a medical condition for which he or she:
  - was receiving treatment at hospital (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand);
  - was waiting for a hospital consultation, investigations or treatment (other than where they go to hospital for check-ups for a stable condition, at regular intervals which have been arranged beforehand);
  - had been given a terminal prognosis, or been told that their condition is likely to get worse in the next 12 months.
- m. **You** being on a hospital waiting list where the claim relates to **You** accepting an appointment that causes **You** to cancel or **Curtail Your Trip**.
- n. any claim for **Loss of Holiday** not supported by a medical certificate from **Your** treating **Medical Practitioner** confirming the number of days that **You** were confined to a hospital, hotel room or cabin.

**Please note** that **Curtailment** claims will be calculated from the day **You** return to **Your Home country** or **You** are hospitalised as an in-patient so that **You** lose the benefit of accommodation **You** have paid for, or being confined to **Your** accommodation. **Your** claim will be based solely on the number of complete night's accommodation lost out of **Your** originally booked arrangements. In respect of travel expenses, **We** will pay for any additional costs but not for the loss of **Your** pre-booked arrangements.

### **Conditions**

1. It is a requirement of this insurance that, if **You**;
  - a. (for cancellation) if **You** become aware of any circumstances which make it necessary for **You** to cancel **Your Trip**, **You** must advise **Your** tour operator or travel agent in writing within 48 hours or as soon as possible after that. The maximum amount **We** will pay will be limited to the applicable cancellation charges at that time.
  - b. (for **Curtailment**) **You** must obtain a medical certificate from a **Medical Practitioner** and the prior approval of **Our** nominated emergency service to confirm the necessity to either:
    - i) return **Home** prior to **Curtailment** of the **Trip** due to death, bodily injury or **Illness**, or complications of pregnancy or childbirth; or
    - ii) remain in hospital for the rest of the **Trip** due to bodily injury or **Illness**.
  - c. (for **Loss of Holiday**) **You** must obtain a medical certificate from the **Medical Practitioner** in attendance confirming their order for **You** to remain confined to a hospital, hotel room or cabin, if applicable.
  - d. (for **Curtailment**) **You** must contact **Our** nominated emergency service for assistance if **You** need to **Curtail Your Trip** for an insured reason.
  - e. (for **Curtailment**) if **You** are Curtailing **Your Trip** (which includes **Loss of Holiday**) payments will be calculated on a pro-rata basis taking into consideration all irrecoverable travel, accommodation and excursion expenses. If **You** are unable to revalidate **Your** return ticket **We** will pay for **Your** repatriation costs up to the same class of travel as on **Your** outward journey.
2. **You** must provide at **Your** own expense a positive official test result confirming **Your** diagnosis of **Coronavirus**.
3. Frequent flyer or similar reward programmes – claims for expenses paid for using such programmes will be admitted in respect of flight costs only and shall be limited to the cost of an economy ticket for the same airline, route and, as far as possible under the airline's booking conditions, flight time.

**Please also refer to the general exclusions and conditions.**

## Section 2 - Emergency medical expenses

If **You** or an insured member of **Your** travelling party have to go to hospital as an in-patient during **Your Trip**, require medical treatment that will cost more than £500 (or the equivalent in local currency) or need to travel **Home** differently to **Your** original plans, **Our** nominated emergency service must be contacted BEFORE making any arrangements. If this is not possible because the condition requires immediate treatment to save life or limb, **Our** nominated emergency service must be contacted as soon as possible thereafter (see condition (a) of section 2 - Emergency medical expenses). Failure to obtain proper authorisation will mean the **Insurers** are not liable for the expenses.

**You are covered** up to the amount shown in the benefits schedule for the necessary and reasonable costs as a result of **Your** unforeseen; death, becoming ill (including with symptoms of, or testing positive for **Coronavirus**), complications arising as a direct result of **Your** pregnancy, or being injured during **Your Trip**. This includes;

- a. emergency medical, surgical and hospital treatment and transportation. At the sole discretion of **Our** nominated emergency service, who reserve the right to make the final decision as to whether or not it is medically necessary, this also includes the cost of repatriation to **Your Home country**, by whatever means deemed medically necessary. The cost of emergency dental treatment to natural teeth is covered up to the amount shown in the benefits schedule provided that it is for the immediate relief of pain only.
- b. additional travel and accommodation expenses (on a bed & breakfast basis) to enable **You** to return **Home** if **You** are unable to travel as originally planned.
- c. additional travel and accommodation expenses (on a bed & breakfast basis) for;
  - i. a travelling companion to stay with **You** and accompany **You Home**, or
  - ii. a **Relative** or friend to travel from **Your Home country** to stay with **You** and accompany **You Home**.

This is extended for up to two people if **You** are under 18 years of age.

**Please note:**  
**You** must ensure **You** return **Home** upon receipt of a negative test for **Coronavirus**, following **Your** confinement.  
Please refer to 'Trip extensions if you are unable to return home from your trip as planned' on page 3 for details of how to extend the cover under **Your** policy until **You** are able to return **Home**.  
If **You** require any help with altering **Your** return flight or **Public Transport**. Please contact **Our** nominated emergency service.
- d. returning **Your** remains to **Your Home** or of a funeral in the country where **You** die, up to the equivalent cost of returning **Your** remains to **Your Home country**.
- e. or, with the prior agreement of **Our** nominated emergency service, **Your** necessary additional travel expenses to return **Home** following the death, injury or **Illness** of a travelling companion or of **Your Relative** or **Business Colleague** in **Your Home country**.

### You are not covered for

- a. the amount of the excess shown in the benefits schedule unless a recovery can be made under the terms of the EHIC/GHIC of any other reciprocal agreement.
- b. any directly or indirectly related claims if **You** or **Your** travelling companions have;
  - i. any **Existing Medical Condition**, as defined, or
  - ii. ever suffered from, been investigated, treated for or diagnosed with;
    - any cancer or malignant condition.
    - any lung related condition (other than stable, well controlled asthma that requires not more than 2 medications, including inhalers).
    - any heart related condition (including angina).
    - any circulatory condition (including hypertension, unless it is the only condition **You** have and it is well controlled).
- c. any incident giving rise to a claim which was not unexpected or could have reasonably been foreseen, or something **You** were aware of when **You** purchased this insurance.
- d. any claim related to the health of a **Non-traveller** if **You** made arrangements for **Your Trip** in the knowledge that their state of health is likely to cause **You** to cancel or amend **Your** travel plans.  
**We** may agree not to apply (a) or (b) above or to accept this insurance at special terms if **You** supply **Us** with details of **Your** condition. Please contact Worldwide on 01892 833338.
- e. any directly or indirectly related claims if at the time this insurance was arranged and each time **You** make arrangements for a **Trip**;
  - i. **You** or **Your** travelling companions are planning to travel against the advice of a **Medical Practitioner**, or
  - ii. **You** or **Your** travelling companions are travelling specifically to seek, or **You** know **You** will need, medical treatment while **You** are away, or
  - iii. **You** or **Your** travelling companions are on a waiting list for treatment or investigation, or
  - iv. **You**, **Your** travelling companions or any **Non-travellers** have been given a terminal diagnosis.
  - v. **You** or **Your** travelling companions have any medical condition for which the recommended treatment or prescribed medication as directed by a **Medical Practitioner** is not being taken.
  - vi. **You** or **Your** travelling companions are aware of any medical condition which **You/they** have but for which a diagnosis has not yet been received.
- f. any costs of **Coronavirus** testing, unless **You** are admitted to hospital as an inpatient as a result of an **Accident** or **Illness** that is covered under Section 2 - Emergency medical expenses.
- g. Any claims arising directly or indirectly from **Coronavirus** under sub-section d. (If **You** cannot return **Home** as **You** originally planned because **You** test positive for **Coronavirus**) if **You** do not have an official positive test result confirming **Your** diagnosis within fourteen (14) days of **Your** booked **Trip** return date.
- h. any treatment or surgery;
  - i. which is not immediately necessary and can wait until **You** return **Home**.
  - ii. which in the opinion of **Our** nominated emergency service is considered to be cosmetic, experimental or elective.
  - iii. carried out in **Your Home country** or more than 12 months after the expiry of this insurance.
- i. any expenses incurred after the date which, in the opinion of **Our** nominated emergency service, **You** should be moved to an alternative facility or repatriated to **Your Home country**, but despite which advice, **You** decide not to be moved or repatriated.
- j. any expenses related to treatment or services provided by a health spa, convalescent or nursing **Home** or any rehabilitation centre unless agreed by **Our** nominated emergency service.

- k. any expenses for treatment not related to the injury or **Illness** which necessitated **Your** admittance to hospital.
- l. normal pregnancy, without any accompanying bodily injury, **Illness** or complication. This section is designed to provide cover for unforeseen events, **Accidents** and **Illnesses** and normal childbirth would not constitute an unforeseen event.
- m. exploratory tests unless they are normally conducted as a direct result of the condition which required referral to hospital.
- n. claims related to **Manual Work** unless declared to and accepted by **Insurers**.
- o. the additional costs of accommodation in a single or private room, unless it is medically necessary or there is no alternative.
- p. the costs of medication or treatment that **You** knew at the time of **Your** departure would need to be continued during **Your Trip**.
- q. the costs of replacing or repairing false teeth or of dental work involving the use of precious metals.
- r. costs of telephone calls, other than:
  - i. calls to **Our** nominated emergency service notifying and dealing with the problem for which **You** are able to provide receipts or other evidence to show the cost of the calls and the numbers **You** telephoned
  - ii. any costs incurred by **You** when **You** receive calls on **Your** mobile from **Our** nominated emergency service for which **You** are able to provide receipts or other evidence to show the cost of the calls.
- s. the cost of taxi fares, other than those for **Your** travel to or from hospital relating to **Your** admission, discharge or attendance for outpatient treatment or appointments or for collection of medication prescribed for **You** by the hospital. However, any costs incurred by **You** to visit another person or by another person visiting **You** in hospital are not covered.

**Please note** that it is essential under the terms of this insurance that;

- a. in the event of any **Illness**, injury, **Accident** or hospitalisation involving anyone insured under this policy where the anticipated costs are likely to exceed £500 (or the equivalent in local currency) **You** must notify **Our** nominated emergency service. They will direct **You** to an appropriate medical facility and may be able to guarantee costs on **Your** behalf. If it is not possible to notify them in advance because the condition requires immediate treatment to save life or limb, **Our** nominated emergency service must be contacted as soon as possible. Failure to do so will affect the assessment of **Your** claim.
- b. wherever possible **You** must use medical facilities that entitle **You** to the benefits of any reciprocal health agreement such as the EHIC or GHIC in **Europe** and **MEDICARE** in Australia or a primary Health Organisation in New Zealand.
- c. if **You** are injured or become ill during **Your Trip**, **Our** nominated emergency service may:
  - move **You** from one hospital to another; and /or
  - arrange for **You** to return to the **United Kingdom**, Channel Islands or Isle of Man at any time.

They will do this if they and the treating doctor think that it is safe for **You** to be moved or returned to the **United Kingdom**, Channel Islands or Isle of Man. If **You** choose not to, **Our** liability will end on the date it was deemed safe for **You** to be moved or returned to the **United Kingdom**, Channel Islands or Isle of Man.

**Please also refer to the general exclusions and conditions.**

### Section 3 - Hospital stay benefit

**You are covered** for the amount shown in the benefits schedule for each night spent receiving in-patient hospital treatment outside of **Your Home country** that is covered under section 2 - Emergency medical expenses.

**Please also refer to the exclusions and conditions relating to section 2 - Emergency medical expenses and the general exclusions and conditions.**

### Section 4 - Personal Accident

#### Definitions relating to the section

**Accident** means a sudden, unexpected and specific event, external to the body, which occurs at an identifiable time and place.

**In flight** means whilst travelling as a fare paying passenger in a properly licensed, multi-engined passenger carrying aircraft.

**Loss of limb** means Permanent loss by physical separation at or above the wrist or ankle or permanent and total loss of use of a limb.

**Loss of sight** means Physical loss of one or both eyes or the loss of a substantial part of the sight of one or both eyes. A substantial part means that the degree of sight remaining after the **Accident** is 3/60 or less on the Snellen scale after correction with spectacles or contact lenses. (At 3/60 on the Snellen scale a person can see at 3 feet something that a person who has not suffered loss of sight should be able to see at 60 feet).

**Permanent total disablement** means the inability of an **Insured Person** to continue in any occupation for which they are fitted by way of training, education or employment which in all probability will continue for the rest of their life.

**You are covered** for the amount shown in the benefits schedule if **You** have an **Accident** whilst **You** are on **Your Trip** which is the sole and independent cause of **Your** death, **Permanent total disablement**, **Loss of sight** or **Loss of limb(s)** within 12 months of the **Accident**.

If **You** are aged under 16 at the date of the **Accident**, the amount **You** are covered for in the event of **Your** death is shown in the benefits schedule.

Payment under this section in respect of all the consequences of an **Accident** shall be limited in total to the amount shown in the benefits schedule.

In the event of **Your** death within 12 months of the **Accident**, the total payment will be limited to the amount shown for death.

#### You are not covered for

- claims resulting from motorcycling or quad biking.
- claims arising out of **Manual Work**.
- a **Permanent total disablement** claim if at the date of the **Accident** **You** are over the statutory retirement age and are not in full time paid employment.
- more than one of the benefits relating to the same injury.
- the contracting of any disease, **Illness** and/or medical condition.
- the injection or ingestion of any substance.
- any event which directly or indirectly exacerbates a previously existing physical bodily injury.
- any claim for **Illness**, disease, nervous shock or naturally occurring condition or degenerative process.

#### Special condition relating to section 4 - Personal Accident

- the death benefit will be paid to the deceased person's estate.

**Please also refer to the general exclusions and conditions.**

### Section 5 - Missed departure

**You are covered** up to the amount shown in the benefits schedule for necessary additional travel and accommodation expenses that **You** incur in reaching **Your** destination if **You** arrive at any departure point shown on **Your** pre-booked itinerary too late to board the **Public Transport** on which **You** are booked to travel as a result of;

- the failure of **Public Transport**, or
- a road traffic **Accident** or vehicle **Breakdown** delaying the vehicle in which **You** are travelling.
- a delay involving **Your** own vehicle because of unexpected and unforeseen heavy traffic or road closures that were sufficiently severe to warrant reporting on a recognised motoring association website, Highways Agency website, on television, news bulletins or in the press.

#### You are not covered for

- a claim caused by a strike if it had started or been announced before **You** arranged this insurance or booked **Your Trip**, whichever is the later.
- a claim under this section if **You** have also claimed under section 9 - Catastrophe & travel disruption from the same cause.
- any claim for more than the cost of the original booked **Trip**.

#### Conditions

- if **You** are a **UK** resident living in Northern Ireland and **Your** travel itinerary requires **You** to use Republic of Ireland departure/arrival points, **Your** cover will be as if **You** were still travelling from Northern Ireland with respect to claims coverage.
- You** must have planned to arrive at **Your** departure point in advance of **Your** earliest scheduled check-in time and provide a written report from the carrier, police or relevant transport authority confirming the delay and stating its cause.
- in the event of a claim arising from any delay occurring following an **Accident** to or **Breakdown** of the vehicle in which **You** are travelling **You** must obtain written confirmation from the carrier, police or relevant transport authority confirming the delay and stating its cause.
- in the event that the vehicle in which **You** are travelling is delayed by heavy traffic or road closures **You** must obtain confirmation that the delays were sufficiently severe to warrant reporting on a recognised motoring association website, Highways Agency website on television, news bulletins or in the press.

**Please also refer to the general exclusions and conditions.**

### Section 6 - Baggage

**You are covered** up to the amount shown in the benefits schedule, after making reasonable allowance for wear, tear and depreciation for the loss or theft of, or damage to;

- Your Baggage**
- Your Valuables**

**We may at Our option replace, reinstate or repair the lost or damaged Baggage.**

**You are also covered** up to the amount shown in the benefits schedule in respect of emergency purchases for the cost of buying necessary requirements if **You** are deprived of **Your Baggage** for more than 12 hours after arrival at **Your** outbound destination. **You** must provide receipts for the items that **You** buy. If **Your Baggage** is permanently lost, any amount that **We** pay for emergency purchases will be deducted from the total claim.

#### You are not covered for

- the amount of the excess shown in the benefits schedule.
- more than the amount shown in the benefits schedule for any one item, pair or set in respect of **Baggage** and **Valuables**.
- any additional value an item may have because it forms part of a pair or set.
- Baggage** stolen from an **Unattended** motor vehicle between the hours of 9pm and 8am or, if the theft occurs at any other time of day, unless the vehicle is being used for travel between different points of overnight accommodation.

- loss or theft of or damage to **Valuables** whilst **Unattended** unless locked in a hotel safe (or equivalent facility) or locked in **Your** private accommodation.
- the loss of **Valuables** overboard.
- breakage of fragile articles unless caused by fire or by an **Accident** to the aeroplane, ship or vehicle in which they are being carried.
- loss or theft of or damage;
  - to household goods, bicycles, waterborne craft and their fittings of any kind.
  - to motor vehicles, trailers or caravans or any fixtures or accessories therein or thereon.
  - to watersports and **Ski Equipment**.
  - to **Baggage** in transit unless reported to the carrier as soon as possible and a written Property Irregularity Report is obtained.
  - to **Baggage** sent by post, freight or any other form of unaccompanied transit.
  - to **Sports Equipment** whilst in use.
  - caused by moth or vermin or by gradual wear and tear in normal use.
  - caused by any process of cleaning, repairing or restoring.
  - caused by leakage of powder or fluid from containers carried in **Your Baggage**.
  - to furs.
- mechanical or electrical **Breakdown**.
- loss, theft or damage to business equipment, business goods, samples, tools of trade and other items used in connection with **Your** business, trade, profession or occupation.

**Please also refer to the special exclusions and conditions shown below and to the general exclusions and conditions.**

### Section 7 - Personal Money

*Cover under this section starts at the time of collection from the bank, or 72 hours prior to departure, whichever is the later.*

**You are covered** up to the amount shown in the benefits schedule for loss or theft of **Personal Money**.

#### You are not covered for

- the amount of the excess shown in the benefits schedule.
- loss or theft from an **Unattended** motor vehicle at any time.
- more than the amount shown in the benefits schedule in respect of cash carried by **You**, whoever it may belong to.
- any loss resulting from shortages due to error, omission or depreciation in value.
- loss or theft of **Personal Money** whilst **Unattended** unless locked in a hotel safe (or equivalent facility) or locked in **Your** private accommodation.

**Please also refer to the special exclusions and conditions shown below and to the general exclusions and conditions.**

### Section 8 - Loss of passport

**You are covered** up to the amount shown in the benefits schedule following loss or theft of **Your** passport for any additional necessary travel and accommodation costs, including the cost of any emergency passports, visas or permits, incurred in obtaining a replacement to enable **You** to continue **Your Trip** or return to **Your Home country**.

#### You are not covered for

- loss or theft either from an **Unattended** motor vehicle at any time or from **Baggage** whilst in transit unless **You** are carrying it.
- the cost of a permanent replacement for the passport itself.

**Please also refer to the special exclusions and conditions shown below and to the general exclusions and conditions.**

## Special exclusions applicable to sections 6, 7 & 8

### You are not covered for

- a. loss or theft of anything left **Unattended** in a public place, including a beach.
- b. loss or theft of **Valuables, Personal Money**, passport and any item unless reported to the police within 24 hours of discovering the loss, or as soon as possible after that, and a written report or reference obtained in the country where the incident occurred.
- c. loss of bonds or securities of any kind.
- d. delay, detention, seizure or confiscation by customs or other officials.

## Special conditions applicable to sections 6, 7 & 8

It is a requirement of this insurance that **You** must;

- a. in the event of a claim,
  - i. provide receipts or other documentation to prove ownership and value, especially in respect of **Valuables**, and
  - ii. retain any damaged items for **Our** inspection.
- b. take care of **Your** property at all times and take all practical steps to recover any item lost or stolen. Failure to exercise all reasonable care may result in **Your** claim being reduced or declined.

Please also refer to the general exclusions and conditions.

## Section 9 - Catastrophe & travel disruption

**You are covered** up to the amount shown in the benefits schedule in respect of necessary additional travel and accommodation expenses incurred in the event that **You** are forced to move from pre-booked accommodation to continue **Your Trip** or, if the **Trip** cannot be continued, to return **Home** as a result of;

- a. fire, lightning or explosion rendering the pre-booked accommodation uninhabitable.
- b. a directive from the responsible government or local authority directly affecting the area where the pre-booked accommodation is.
- c. hurricane, storm or other natural disaster that threatens **Your** safety such that official evacuation orders are issued or that the pre-booked accommodation is rendered uninhabitable.

### You are not covered for

- a. the amount of the excess shown in the benefits schedule in respect of each claim.
- b. **Your** own decision not to stay in **Your** pre-booked accommodation when official directives from local or national authorities state that it is safe and acceptable to do so, unless the Foreign, Commonwealth & Development Office (FCDO) deem otherwise.
- c. loss or Timeshare Points, fees and other administrative costs normally associated within a Timeshare membership programme. Loss of Air miles or loyalty card points.
- d. where no contractual liability exists or where no financial loss has been sustained.
- e. costs incurred if acting against the Travel Advice Unit of the Foreign, Commonwealth & Development Office (FCDO) or regulatory authority in a country to/from which **You** are travelling.
- f. any claims arising directly or indirectly from;
  - i. strike, industrial action or a directive advising against travel, or all but essential travel, to a country or specific area or event to which **You** are travelling, if it had started or been announced before **You** arranged this insurance or booked **Your Trip**, whichever is the later.
  - ii. claims as a result of disruption or closure to airspace following emission of volcanic ash into the atmosphere.
  - iii. the **Public Transport** on which **You** were booked to travel being taken out of service on the instructions of a Civil Aviation Authority, Port Authority or similar authority.
- g. any claim where the circumstances giving rise to the claim were a matter of public knowledge prior to **Your** departure for that area.

## Conditions

It is a condition of this insurance that before any claim may be considered under this section;

- a. **You** must provide a statement from the appropriate local authority and/or accommodation provider confirming the reason, nature and duration of the catastrophe leading to a claim under this section.
- b. **You** must notify **Our** nominated emergency service and obtain their prior authority before **You** make any arrangements to return **Home** early.

Please also refer to the general exclusions and conditions.

## Section 10 - Personal liability

**You are covered** up to the amount shown in the benefits schedule (inclusive of legal costs and expenses), incurred with **Our** written consent, if **You** are held legally liable to pay as compensation for any claim or series of claims arising from any one event or source of original cause if **You** are held legally liable for causing;

- a. **Accidental** bodily injury, including death, **Illness** (unless this was related to a **Pandemic** and/or **Epidemic**, including but not limited to **Coronavirus**, which is excluded under General Exclusion 39 on page 10) and disease to a person, and/or
- b. **Accidental** loss of or damage to material property (property that is both material and tangible).

### You are not covered for

- a. the amount of the excess shown in the benefits schedule in respect of each claim.
- b. any liability for;
  - i. bodily injury, **Illness** or disease of any person who is **Your Relative**, a travelling companion, or under a contract of employment, service or apprenticeship with **You** when the bodily injury, **Illness** or disease arises out of and in the course of their employment to **You**.
  - ii. loss or damage to property belonging to or held in trust by or in the custody or control of **You** other than temporary accommodation occupied by **You** in the course of the journey;
  - iii. bodily injury or damage caused directly or indirectly in connection with the ownership, possession or use by **You** or on behalf of **You** of aircraft, hovercraft, watercraft (other than non-mechanically powered watercraft less than 30 feet in length used on inland waters), mechanically propelled vehicles (other than golf buggies used on golf courses and not on public roads), firearms (other than sporting guns).
  - iv. bodily injury caused directly or indirectly in connection with the ownership, possession or occupation of land or buildings, immobile property or caravans or trailers, any wilful or malicious act, carrying on of any trade, business or profession, any racing activity.
  - v. fraudulent, dishonest or criminal acts of **You** or any person authorised by **You**.
  - vi. any claim assumed by **You** under any contract or agreement unless such liability would have attached in the absence of such contract or agreement.
  - vii. punitive or exemplary damages.

## Conditions

- a. **You** or **Your** legal representatives will give **Us** written notice immediately if **You** have received notice of any prosecution or inquest in connection with any circumstances which may give rise to liability under this section.
- b. no admission, offer, promise, payment or indemnity shall be made by or on behalf of **You** without **Our** prior written consent.
- c. every claim notice, letter, writ or process or other document served on **You** shall be forwarded to **Us** immediately upon receipt.
- d. **We** shall be entitled to take over and conduct in **Your** name the defence or settlement of any claim or to prosecute in **Your** name for **Our** own benefit any claim for indemnity or damages against all other parties or persons.

- e. **We** may at any time pay **You** in connection with any claim or series of claims the sum insured (after deduction of any sums already paid as compensation) or any lesser amount for which such claim(s) can be settled. Once this payment is made **We** shall relinquish the conduct and control and be under no further liability in connection with such claim(s) except for the payment of costs and expenses recoverable or incurred prior to the date of such payment.

Please also refer to the general exclusions and conditions.

## Section 11 - Legal expenses

**You are covered** up to the amount shown in the benefits schedule for legal costs and expenses incurred in pursuit of a claim for compensation or damages from a third party who causes **Your** death or bodily injury or **Illness** (unless this was related to a **Pandemic** and/or **Epidemic**, including but not limited to **Coronavirus**, which is excluded under General Exclusion 39 on page 10) during **Your Trip**.

### Definitions applicable to this section

**Legal expenses** means;

- a. fees, expenses and other disbursements reasonably incurred (as determined by **Our** legal counsel) by a **Legal Representative** in pursuing a claim or legal proceedings for damages and/or compensation against a third party who has caused **Your** bodily injury, death or **Illness**.
- b. fees, expenses and other disbursements reasonably incurred (as determined by **Our** legal counsel) by a **Legal Representative** in appealing or resisting an appeal against the judgement of a court tribunal or arbitrator.
- c. costs that **You** are legally liable for following an award of costs by any court or tribunal or an out-of-court settlement made in connection with any claim or legal proceedings.

**Legal Representative** means a solicitor, firm of solicitors, lawyer, or any appropriately qualified person, firm or company, appointed by **Us** to act on **Your** behalf.

### You are not covered for

- a. the amount of the excess shown in the benefits schedule in respect of each claim.
- b. any liability for;
  - i. any claim reported to **Us** more than 12 months after the beginning of the incident which led to the claim.
  - ii. **Legal Expenses** incurred in the defence against any civil claim or legal proceedings made or brought against **You**.
  - iii. **Legal Expenses** incurred before receiving **Our** prior written approval, unless such costs would have been incurred subsequently to **Our** approval.
  - iv. **Legal Expenses** incurred in connection with any criminal or wilful act committed by **You**.
  - v. legal expenses incurred for any claim or legal proceedings brought against the **Insurer, Us, Our** agents or Worldwide Travel Insurance Services.
  - vi. fines, compensation or other penalties imposed by a court or other authority.
  - vii. **Legal Expenses** incurred after **You** have not accepted an offer from a third party to settle a claim or legal proceeding where the offer is considered by all parties to be reasonable or **You** not accepting an offer from **Us** to settle a claim.
  - viii. **Legal Expenses** which **We** consider to be unreasonable or excessive or unreasonably incurred (as determined by **Our** legal counsel).
  - x. actions between individuals named on the schedule.
  - xi. **Legal Expenses** incurred in pursuing any claim for compensation against the manufacturer, distributor or supplier of any drug, medication or medicine.



### Conditions

- a. written consent must be obtained from **Us** prior to incurring **Legal Expenses**. This consent will be given if **You** can satisfy **Us** that;
  - i. there are reasonable (as determined by **Our** legal counsel) grounds for pursuing or defending the claim or legal proceedings, and
  - ii. it is reasonable (as determined by **Our** legal counsel) for **Legal Expenses** to be provided in a particular case. The decision to grant consent will take into account the opinion of **Your Legal Representative** as well as that of **Our** own advisers. **We** may request, at **Your** own expense, an opinion of counsel as to the merits of the claim or legal proceedings. If the claim is admitted, **Your** costs in obtaining this opinion will be covered by this policy.
- b. all claims or legal proceedings including any appeal against judgement resulting from the same original cause, event, or circumstance, will be regarded as one claim.
- c. if **You** are successful in any action, any **Legal Expenses** provided by **Us** will be reimbursed to **Us**.
- d. **We** may at **Our** discretion assume control at any time of any claim or legal proceedings in **Your** name for damages and or compensation from a third party.
- e. **We** may at **Our** discretion offer to settle a claim with **You** instead of initiating or continuing any claim or legal proceedings for damages and or compensation from a third party, and any such settlement will be full and final in respect to the claim.
- f. **We** may at **Our** discretion offer to settle a counter-claim against **You** instead of continuing any claim or legal proceedings for damages and or compensation from a third party.

Please also refer to the general exclusions and conditions.

## Section 12 - End Supplier Failure Insurance

### Definitions applicable to this section

**Financial Failure** means the **End Supplier** becoming insolvent or has an administrator appointed and being unable to provide agreed services.

**End Supplier** means the company that owns and operates the service listed in point a. below.

**You are covered** up to the amount shown in the benefits schedule for each **Insured Person** named on the invoice for:

- a. Irrecoverable sums paid prior to **Financial Failure** of the Scheduled Airline, hotel, train operator including Eurostar, car ferries; villas abroad & cottages in the UK; coach operator, car or camper hire company, caravan sites, campsites, mobile **Home**, safaris; excursions; Eurotunnel; theme parks or attractions all known as the End Supplier of the travel arrangements not forming part of an inclusive holiday prior to departure, or;
- b. In the event of **Financial Failure** after departure:
  - i) additional pro rata costs incurred by the **Insured Person(s)** in replacing that part of the travel arrangements to a similar standard of transportation as enjoyed prior to the **Curtailment** of the travel arrangements, or;
  - ii) if **Curtailment** of the holiday is unavoidable - the cost of return transportation to the **United Kingdom**, Channel Islands, Isle of Man or Northern Ireland to a similar standard of transportation as enjoyed prior to the **Curtailment** of the travel arrangements.

### You are not covered for

- a. Travel or Accommodation not booked within the **United Kingdom**, Channel Islands, Isle of Man or Northern Ireland prior to departure
- b. Any **End Supplier** which is, or which any prospect of **Financial Failure** is known by the Insured or widely known publicly at the date of the insured's application under this policy

- c. 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
- d. The **Financial Failure** of any travel agent, tour organiser, booking agent or consolidator with whom the Insured has booked travel or accommodation
- e. Any losses which are not directly associated with the incident that caused the insured to claim. For example, loss due to being unable to reach **Your** pre-booked hotel following the **Financial Failure** of an airline.

**Cover under section 13 only applies if You have paid the appropriate premium for Wintersports cover.**

## Section 13 - Ski Equipment & other expenses

**You are covered** up to the amounts shown in the benefits schedule, after making reasonable allowance for wear, tear and depreciation and subject to the special condition shown below for;

- a. loss or theft of, or damage to **Ski Equipment** owned by **You**.
- b. loss or theft of, or damage to **Ski Equipment** hired by **You**.
- c. the cost of necessary hire of **Ski Equipment** following;
  - i. loss or theft of, or damage to, **Your Ski Equipment** insured by **Us**, or
  - ii. the delayed arrival of **Your Ski Equipment**, subject to **You** being deprived of their use for not less than 12 hours.

**We may at Our option replace, reinstate or repair the lost or damaged Ski Equipment.**

### You are not covered for

- a. the amount of the excess shown in the benefits schedule.
- b. **Ski Equipment** stolen from an **Unattended** motor vehicle between the hours of 9pm and 8am or, if stolen at any other time, unless they were forcibly removed whilst locked either inside the vehicle or to a purpose designed ski rack.
- c. damage to **Ski Equipment** whilst in use for race training or racing.
- d. **Your damaged Ski Equipment** unless returned to **Your Home country** for **Our** inspection.
- e. loss or theft of **Ski Equipment** not reported to the police within 24 hours of discovering the loss, or as soon as possible after that, and a written report or reference obtained in the country where the incident occurred.
- f. loss or theft of, or damage to, **Ski Equipment** whilst in transit unless reported to the carrier and a Property Irregularity Report obtained.
- g. loss or theft of, or damage to, **Ski Equipment** over 5 years old.

### Special condition applicable to section 13

In respect of loss or damage to **Ski Equipment**, **We** will not pay more than the proportion shown below depending on the age of the equipment.

Age of Equipment	Amount Payable
Up to 1 year	85%
Up to 2 years	65%
Up to 3 years	45%
Up to 4 years	30%
Up to 5 years	20%
Over 5 years	Nil

Please also refer to the general exclusions and conditions.

## General exclusions

**You are not covered** for claims arising out of;

1. loss or damage directly or indirectly occasioned by, happening through or in consequence of **War**, **Terrorism**, invasion, acts of foreign enemies, hostilities (whether **War** be declared or not), civil **War**, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation, or requisition or destruction of or damage to property by or under the order of any government or public or local authority. However cover is provided in respect of claims under section 2 - Emergency medical expenses, section 3 - Hospital stay benefit or section 4 - Personal **Accident** of the policy arising through **Terrorism** other than losses arising from nuclear, chemical and biological exposures unless **You** planned to travel to areas that were publicly known to be affected or threatened by such risks (please see general condition 3).
2. **You** travel to a specific country or to an area where, prior to **Your Trip** commencing, the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel. This exclusion does not apply where **Your** destination is within Area 2 **Europe** (as defined in the 'Territorial Limits' on page 3) and where the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel solely due to the **Coronavirus** risk.  
It is **Your** responsibility to check the latest advice from the FCDO prior to commencing **Your Trip**, which **You** can find at <https://www.gov.uk/foreign-travel-advice>.
3. loss, damage or expense directly or indirectly resulting from or attributable to radioactive contamination of any nature.
4. **You** being exposed to the **Utilisation of Nuclear, Chemical or Biological Weapons of Mass Destruction**.
5. loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other flying objects travelling at sonic or supersonic speeds.
6. **You** travelling in an aircraft other than as a fare paying passenger in a fully licensed passenger carrying aircraft except where **You** have selected Activities option Rate 1 - Flying Light Aircraft: piloting as PPL holder or Gliding: as pilot with necessary licence or option Rate 2 - Flying Light Aircraft: Pilot Training or Gliding: Pilot Training.
7. **You** wilful, self-inflicted injury or **Illness**, suicide or attempted suicide or **Your** deliberate exposure to unnecessary danger (except in an attempt to save human life).
8. **Your** use of drugs.
9. **Your** excessive consumption of alcohol by which **We** mean where **You** have drunk so much alcohol that a **Medical Practitioner** has stated that **Your** alcohol consumption has caused or actively contributed to **Your** injury or **Illness**, the results of a blood test at the time of injury or **Illness** shows that **Your** blood alcohol level exceeds 0.19% that is approximately 1.5 litres of beer or four 175ml glasses of wine or a witness report of a third party that has advised that **You** have notably impaired **Your** faculties and/or judgement.
10. **Your** alcohol intake whilst taking any combination of medication or drugs known (or would reasonably be suspected) to cause drowsiness, impaired vision or judgment when combined with alcohol whether such drugs are prescribed or not.
11. any claim which is as a result of **You** having been diagnosed as suffering from acute alcohol intoxication, alcohol dependency or alcohol withdrawal.
12. **Your** failure to obtain any recommended vaccines, inoculations or medications prior to **Your Trip** departure and take the complete course of any recommended medications, wherever such precautions are strongly recommended (or would have been but **You** failed to seek suitable advice) in the light of **Your** age, personal medical history, circumstances and travel plans.

14. **Your** participation in activities of a hazardous nature except as listed on page 11, unless declared to and accepted by **Us**. **We** reserve the right to apply special terms and conditions (which may include additional premiums) and coverage will be subject to **Your** compliance with them.
14. winter sporting activities, except **Wintersports** as defined and the appropriate premium paid.
15. scuba diving if **You** are;
  - i. not qualified for the dive undertaken unless **You** are accompanied by a properly qualified instructor or,
  - ii. diving alone.Cover applies to depths according to **Your** qualifications but in any event no greater than 30 metres.
16. racing of any kind (other than on foot) and bloodsports.
17. **Your** participation or engagement in **Manual Work**, professional entertaining, professional sports, racing (other than on foot), motor rallies and motor competitions, flying except as a fare paying passenger in a fully licensed passenger-carrying aircraft.
18. **You** taking part in civil commotions or riots of any kind.
19. any other loss, damage or additional expense following on from the event for which **You** are claiming, unless **We** provide cover under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of earnings following bodily injury, **Illness** or disease.
20. **You** breaking or failing to comply with any law whatsoever.
21. any financial incapacity, whether directly or indirectly related to the claim other than as provided for under section 1 - Cancellation of **Your Trip** or **Curtailed/Loss of Holiday** (e).
22. the bankruptcy or insolvency of a tour operator, travel agent, transport company or accommodation supplier, except as provided for by section 12.
23. a tour operator failing to supply advertised facilities.
24. any government regulation or act.
25. **You** travelling against any health requirement stipulated by the carrier, their handling agents or any other transport provider.
26. any search and rescue costs.
27. claims where there is another insurance policy covering the same risk.
28. costs recoverable elsewhere.
29. claims arising from the unauthorised use of a swimming pool outside the specified times of opening.
30. **You** climbing on top of, or jumping from a vehicle or jumping from a building or balcony, or climbing or moving from any external part of any building to another (apart from stairs) regardless of the height, unless **Your** life is in danger or **You** are attempting to save human life.
31. any claim where **You** are not wearing a helmet whilst on a motorcycle, motor scooter or moped.
32. any claim where **You** are not wearing a seatbelt when travelling in a motor vehicle, where a seatbelt is available.
33. Any loss, damage, liability, cost or expense caused deliberately or accidentally by:
  - i. the use of, or inability to, use any application, software, or programme in connection with any electronic equipment (for example a computer, smartphone, tablet or internet-capable electronic device);
  - ii. any computer virus;
  - iii. any computer related hoax relating to i and/or ii above.
34. any claim arising from any known circumstance which existed and was in the public domain by the date **You** purchased this insurance or at the time of booking any **Trip**, whichever is the later.
35. any claim relating to an incident which **You** were aware of at the time **You** purchased this insurance or at the time of booking any **Trip** and which could reasonably be expected to lead to a claim.

36. any loss that is insured or guaranteed by any other existing protection, specifically Package Travel Regulations, Air Passenger Rights, ATOL (including Civil Aviation Authority requirements), or ABTA protection, or from **Your** credit card provider under section 75 of the Consumer Credit Act, or any other specific legislation for transport or travel providers.
37. any costs already accepted or offered by **Your** transport and/or accommodation provider, even if this is a credit note or alternative travel arrangements.
38. any costs if **You** are unable to prove **Your** financial loss.
39. any claims directly or indirectly related to the fear of threat of a **Pandemic** and/or **Epidemic**, including but not limited to **Coronavirus**.
40. any claims directly or indirectly related to a **Pandemic** and/or **Epidemic**, including but not limited to **Coronavirus**.  
However, this general exclusion shall not apply to Section 1 - Cancellation of **Your Trip** or **Curtailed/Loss of Holiday** and Section 2 - Emergency Medical Expenses outside of the **United Kingdom** provided that **You** have received the recommended number of doses of an approved **Coronavirus** vaccine 14 days prior to **Your Trip** commencing. This vaccination requirement shall not apply where **You** were ineligible for vaccination, or unable to receive the vaccine for medical reasons, and this is shown in **Your** medical records. **You** should also refer to general exclusion 2.

## General conditions

**You** must comply with the following conditions to have full protection of **Your** policy. If **You** do not comply **We** may at **Our** option cancel the policy or refuse to deal with **Your** claim or reduce the amount of any claim payment.

1. **You** must answer the important conditions relating to health shown on page 2 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.
2. **You** must tell **Us** as soon as possible about any change in circumstances which affects **Your** policy, including **You**, a travelling companion, a **Business Colleague** or **Relative** receiving confirmation of a new or changed medical condition or currently being under medical investigation, change in sporting activity or leisure activities **You** intend to participate in during **Your Trip** or any additional person(s) to be insured under this policy. **We** have the right to reassess **Your** coverage, policy terms and/or premium after **You** have advised **Us** of such change. This may include **Us** accepting a claim for the cancellation charges applicable at the time if no suitable or alternative cover for **Your** changed circumstances can be provided. If **You** do not advise **Us** of any change then any related claim may be reduced or rejected or **Your** policy may become invalid.
3. **You** must tell **Us** if **Your** plans for **Your Trip** include travel to areas affected or threatened by **War** or similar risks as set out in general exclusion 1. **We** reserve the right not to cover such Trips or, if **We** will cover them, to apply special terms or conditions and/or charge an additional premium as **We** think appropriate. No cover for such **Trips** shall attach unless **You** accept such terms, including any additional premium, before **You** depart.
4. **You** must advise the claims handlers of any possible claim within 31 days of **Your** return **Home**. **You** must supply them with full details of all the circumstances and any other information and documents **We** may require.
5. **You** must keep any damaged articles that **You** wish to claim for and, if requested, send them to the claims handlers at **Your** own expense. If **We** pay a claim for the full value of an article, it will become **Our** property.

6. **You** must agree to have medical examination(s) if required. In the event of **Your** death, **We** are entitled to have a post mortem examination. All such examinations will be at **Our** expense.
7. **You** must assist **Us** to obtain or pursue a recovery or contribution from any third party or other Insurers (including the Department of Work and Pensions) by providing all necessary details and by completing any forms.  
This policy will only provide cover for **Irrecoverable Costs** once those principally responsible for reimbursing **Your** costs have been exhausted. **You** must revert to **Your** tour operator, airline, accommodation provider, credit or debit card providers to source a refund, as in most instances, either as a result of the Package Travel & Linked Arrangement Regulations 2018, EU Transport Regulations, Consumer Credit Act, or Debit card charge backs a refund is legally due.
8. **You** must take all reasonable steps to avoid or minimise any loss that might result in **You** making a claim under this insurance.
9. **You** must comply with all the terms, provisions, conditions and endorsements of this insurance. Failure to do so may result in a claim being declined.
10. except for claims under section 3 - Hospital stay benefit and section 4 - Personal **Accident**, this insurance shall only be liable for its proportionate share of any loss or damage that is covered by any other insurance.
11. **We** may take action in **Your** name but at **Our** own expense to recover for **Our** benefit the amount of any payment made under this insurance.
12. **We** may at **Our** option discharge any liability under this insurance by replacing or repairing any article or articles lost or damaged, or by issuing **You** with a credit voucher.
13. this insurance is non-transferable. If a **Trip** is cancelled for any reason other than that described in section 1 - Cancellation of **Your Trip** or **Curtailment/Loss of Holiday** then the cover for that **Trip** terminates immediately and no refund of premium in whole or part will be made.
14. **You** must not act in a fraudulent manner. If **You** or anyone acting for **You**;
- make a claim under the policy knowing the claim to be false or fraudulently exaggerated in any way, or
  - make a statement in support of a claim knowing the statement to be false in any way, or
  - submit a document in support of a claim knowing the document to be forged or false in any way, or
  - make a claim for any loss or damage caused by **Your** wilful act or with **Your** connivance, then;
    - We** will not pay the claim.
    - We** will not pay any other claim which has been or will be made under the policy.
    - We** may make the policy void from the date of the fraudulent act.
    - We** will be entitled to recover from **You** the amount of any claim already paid under the policy.
    - We** will not refund any premium.
    - We** may inform the police of the circumstances.
15. when booking **Your Trip** or purchasing this policy, whichever is later, **You** must be fit to travel and participate in any activities and excursions that **You** have planned during **Your Trip**.
16. **We** shall not provide any cover or pay any claim or provide any benefit to the extent that this cover, payment of a claim or benefit would expose **Us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, **United Kingdom** or the United States of America.

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

### Activities - Cover options

**Please note** any involvement in the following sports and/or activities is subject to **Your** compliance with local laws and regulations and the use of recommended safety equipment (such as a helmet, harness, knee and/or elbow pads).

Please refer to Section 10 - Personal liability for what **We** will and will not cover whilst participating in the listed activities.

Please note the policy terms and conditions will still apply in all other respects.

**Please also refer to the general exclusions and conditions.**

### Activities

**This policy automatically covers You to undertake the activities listed below on an amateur basis.**

Abseiling;  
Aerobics/Fitness Classes;  
Angling;  
Archaeological Digging;  
Archery;  
Assault Course;  
Athletics;  
Badminton;  
Ballooning;  
Banana Boating;  
Baseball/Rounder/Softball;  
Basketball/Korfbal/Netball/Volleyball;  
Biathlon;  
Black water rafting;  
Boating (any craft under 10m long, inside 12 mile limit);  
Boardsailing;  
Boules/Bowling;  
Bungee jumping (max 3 jumps);  
Camel Riding;  
Canoeing/Kayaking (river and lake grades 1-3 only);  
Clay Pigeon Shooting;  
Climbing wall;  
Conservation or charity work (hand tools only);  
Cricket;  
Croquet;  
Curling;  
Cycling (recreational). Including touring, not BMX, competition or stunting;  
Dance;  
Dinghy sailing (inside 12 mile limit);  
Dog sleigh (not racing);  
Dry slope Skiing;  
Elephant Riding;  
Falconry;  
Fell (hill) walking/running;  
Fencing;  
Fishing/Deep sea Fishing;  
Flying (in a light aircraft as a passenger, not piloting);  
Football (recreational soccer);  
Gliding (as a passenger, not piloting);  
Golf;  
Go-karting;  
Handball;  
Hill Walking/Orienteering/Rambling;  
Hockey/Hurling/Lacrosse/Shinty;  
Horse riding (no jumping or competition. No hunting);  
Hot Air Ballooning (passenger);  
Ice skating;  
Jet Boating (passenger);  
Jet skiing;  
Kabaddi (Tag);  
Kayaking (grade 1-3 rivers);  
Kite buggying (single seat);  
Kite flying (Traction);  
Light Aircraft/Helicopter (passenger);  
Motorcycling (on road, provided **You** hold an

appropriate full licence and are wearing a helmet, max 14 days any one **Trip**);  
Mountain biking (not competition or downhill);  
Overland safaris (organised **Trips** only);  
Paintballing/war games;  
Parascending / Parasailing (over water);  
Pony trekking;  
Racquetball;  
Roller skating/Rollerblading/Inline Skating;  
Rowing;  
Running/Jogging;  
Sail boarding;  
Sailing yachts (longer than 10 metres, within 60 miles of a safe haven);  
Sailing in Territorial Waters (less than 12 miles from shore);  
SCUBA; to 30m (provided **You** hold the appropriate qualification or are diving with an instructor);  
Shooting: Target /Clay Pigeon;  
Skateboarding (no stunts);  
Sledging/Tobogganing (recreational);  
Sleigh riding (pulled by reindeer, horses or dogs);  
Snooker;  
Snorkelling;  
Squash;  
Surfing;  
Swimming;  
Table Tennis;  
Tai Chi;  
Ten Pin Bowling;  
Tennis;  
Tobogganing;  
Trampolining (recreational);  
Trekking (below 4,000m);  
Waterpolo;  
Water skiing;  
Water Tubing;  
White water Rafting: grade 1-2;  
Wind Surfing;  
Yoga;  
Zip Wire;  
Zorbing.

### Special conditions and exclusions applicable to Rate 1 and Rate 2 activities

**Please note** whilst participating in any of the activities listed under Rate 1 or Rate 2, the following will apply;

- no cover will be provided under section 4 - Personal **Accident**.
- any involvement in these sports and/or activities is subject to **Your** compliance with local laws and regulations and the use of recommended safety equipment (such as a helmet, harness, knee and/or elbow pads)
- no cover will be provided under section 10 - Personal liability.
- the policy excess under section 2 - Emergency medical expenses will be increased to £200 per person per claim.

Please note the policy terms and conditions will still apply in all other respects.

**Please also refer to the general exclusions and conditions**

### Rate 1

**In addition to the activities listed above, the following activities will also be covered on an amateur basis and are subject to a 50% premium load.**

Acrobatics;  
Bouldering (up to 4m with crash mat);  
Boxing;  
Bungee Jumping (more than 3 jumps);  
Canoeing or Kayaking, grade 4 or over; Sea;  
Cycling: event training;  
Dancing: Professional;  
Flying Light Aircraft: piloting as PPL holder;  
Football: competitive, non professional;  
Glacier Walking (2,000-4,000m);  
Gliding: as pilot with necessary licence;  
Gymnastics (competitive);  
High Diving (up to 5m);  
Kite Surfing;  
Marathon Running;

Martial Arts (casual non-competitive);  
 Motorcycle Touring in **Europe** only;  
 Outward-bound Pursuits;  
 Rapelling;  
 Rock Climbing (single pitch tethered climbs only);  
 Roller Hockey;  
 Rugby (non - professional);  
 Running: marathon / half-marathon;  
 Sailing: In International Waters, in-shore Regattas & Tall Ships, Dragon Boat Racing;  
 Sandboarding;  
 Shark Diving;  
 Skate Boarding with Stunts;  
 Swimming: open Sea;  
 Track & Field events: Decathlon, Modern Pentathlon, Triathlon (not exceeding Olympic distance);  
 Tree Climbing/Canopy Walking;  
 Wake Boarding;  
 Weight Lifting;  
 Whitewater Rafting / Canoeing: grade 3-4;  
 Working with animals (non-professional & see **Manual Work** notes);  
 Wrestling;

## Rate 2

In addition to the activities listed above, the following activities will also be covered on an amateur basis and are subject to a 100% premium load.

American Football (Non-professional);  
 Canyoning;  
 Cattle (Dude) Ranching;  
 Circuit Driving (not Racing);  
 Flying Light Aircraft: Pilot Training;  
 Gaelic Football  
 Gliding: Pilot Training;  
 Heli skiing (with a qualified guide);  
 Horse Riding: Gymkhana/Show Jumping/Polo;  
 Ice Hockey;  
 Pelota (Jai Alai);  
 Rugby union & league;  
 Sailing (more than 60 miles from a safe haven);  
 SCUBA: to 40m (providing **You** hold the appropriate qualification or are diving with an instructor);  
 Ski Touring;  
 Via Ferrata;

**We** can arrange cover for a wide range of sports and activities. If the activity in which **You** are participating is not listed, please contact **Worldwide Travel Insurance Services Ltd** on **01892 833 338**.

## Manual Work notes

Please refer to the definition of **Manual Work** for what is considered to be **Manual Work**.

The exclusion of **Manual Work** does not apply to work that is:

- i. purely managerial /supervisory, sales or administrative capacity;
- ii. bar, restaurant and catering trade staff, musicians and singer;
- iii. Fruit pickers (who do not use heavy machinery), casual light work, light agricultural work; supervised conservation work, voluntary charity work labour where there is no financial gain; in such circumstances there will be no cover for hands-on involvement with the installation, assembly, maintenance, repair or use of electrical, mechanical or hydraulic plant, heavy power tools and industrial machinery, or work above two storeys or 3 metres above ground level (whichever is the lower).
- iv. supervised animal sanctuary work but no cover can be provided in relation to any interaction with dangerous wild animals such as lions, tigers or big cats of any kind.

In relation to iii. and iv. above **Personal Accident** and **Personal liability** cover due to **Your** participation in the work activity is excluded and in the event of an injury the excess under section 2 - Emergency medical expenses will be increased to £200 and an excess waiver will not delete this increased excess.

## Complaints procedure

**We** aim to provide the highest standard of service to every customer. If **Our** service does not meet **Your** expectations, **We** want to hear about it so **We** can try to put things right. All complaints **We** receive are taken seriously. The following will help **Us** understand **Your** concerns and give **You** a fair response.

### 1. Does Your complaint relate to a claim?

#### **Sections 1-13 & 15-17:**

**a) In the first instance**, please contact:

**The Complaints Officer**  
**Claims Settlement Agencies,**  
**308-314 London Road,**  
**Hadleigh, Benfleet,**  
**Essex, SS7 2DD**  
**United Kingdom**  
**Tel: 01702 553443**  
**Email: info@csal.co.uk**

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

- **Your** name, address and postcode, telephone number and e-mail address (if **You** have one)
- **Your** policy and/or claim number, and the type of policy **You** hold
- The reason for **Your** complaint.

Any written correspondence should be headed 'COMPLAINT' and **You** may include copies of supporting material.

If **We** are unable to resolve **Your** complaint immediately, **We** will send **You** a written acknowledgement within two (2) days of receipt.

**We** will then investigate **Your** complaint and, in most cases, send **You** a full response in writing within two (2) weeks of receipt.

In exceptional cases, where **We** are unable to complete **Our** investigations within two (2) weeks, **We** will send **You** a full written response as soon as **We** can, and in any event within four (4) weeks of receipt of **Your** complaint.

**b) If You are dissatisfied with Our response**, then **You** can raise the matter with the Financial Services and Pensions Ombudsman (FSPO), an independent body that adjudicates on complaints, at the following address:

**Financial Services and Pensions Ombudsman,**  
**Lincoln House, Lincoln Place,**  
**Dublin 2, D02 VH29**  
**Telephone: +353 1 567 7000**  
**Email: info@fspoi.ie**  
**Website: www.fspoi.ie**

### Section 14

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: +44 (0) 20 3758 0840

Or write to:

**Compliance Officer,**  
**Liberty Mutual Insurance Europe SE,**  
**20 Fenchurch Street,**  
**London, EC3M 3AW**  
**Email: complaints@libertyglobalgroup.com**

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.**  
**Tel: 0800 023 4 567 (free from "fixed lines" in the UK)**  
**or 0300 1239123 (charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK)**  
**Email: complaint.info@financial-ombudsman.org.uk**  
**Website: 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:

<https://www.financial-ombudsman.org.uk/consumers/how-to-complain>

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

### 2. Does Your complaint relate to Your policy?

**a) In the first instance**, please contact:

**Worldwide Travel Insurance Services Ltd**  
**Business Centre,**  
**1-7 Commercial Road,**  
**Paddock Wood,**  
**Tonbridge,**  
**Kent, TN12 6YT**  
**Tel: 01892 833338**  
**Email: customerservices@worldwideinsure.com**

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

- **Your** name, address and postcode, telephone number and e-mail address (if **You** have one)
- **Your** policy and/or claim number, and the type of policy **You** hold
- The reason for **Your** complaint

Any written correspondence should be headed 'COMPLAINT' and **You** may include copies of supporting material.

If **We** are unable to resolve **Your** complaint immediately, **We** will send **You** a written acknowledgement within two (2) days of receipt.

**We** will then investigate **Your** complaint and, in most cases, send **You** a full response in writing within two (2) weeks of receipt.

In exceptional cases, where **We** are unable to complete **Our** investigations within two (2) weeks, **We** will send **You** a full written response as soon as **We** can, and in any event within four (4) weeks of receipt of **Your** complaint.

**b) If You are dissatisfied with Our response**, then You can raise the matter with the Financial Ombudsman Service (FOS).

The FOS is an independent body that arbitrates on complaints about general insurance products. You have six (6) months from the date of Our final response to refer Your complaint to the FOS.

If We cannot resolve Your complaint, You may refer it to Financial Ombudsman Service (FOS) at the following address:

**Financial Ombudsman Service**  
Exchange Tower  
London, E14 9SR  
Telephone: 0800 023 4567 – From UK Landline  
Telephone: 0300 123 9123 – From UK Mobile  
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)

Complaints about non-insured events and Your travel arrangements must be referred to Your travel organiser.

Making a complaint does not affect Your right to take legal action.

## Data Protection Notice

### Introduction

Please make sure that You read and understand this Data Protection notice as it explains to You what We will do with the information that You give Us in respect of this travel insurance policy.

In certain circumstances, We may need Your consent to process certain categories of information about You (including sensitive details such as information about Your health). Where We need Your consent, We will ask You for it separately. You do not have to give Your consent and You may withdraw Your consent at any time. However, if You do not give Your consent, or You withdraw Your consent, this may affect Our ability to provide the insurance cover from which You benefit and may prevent Us from providing cover for You or handling Your claims.

You should show this notice to any other person covered under Your insurance policy. If Your application includes other individuals You should obtain their consent to Us using their personal information as described in this notice before You give their information to Us.

When We use the terms 'We', 'Our' or 'Us' in this Data Protection notice, We mean both Worldwide Travel Insurance Services Limited and Chaucer Insurance Company DAC.

The ways in which We use the personal information You give to Us are described below. Your insurance policy is made available to You by Worldwide Travel Insurance Services Limited and Chaucer Insurance Company DAC.

We will sometimes use the personal information You give to Us for different purposes than Worldwide Travel Insurance Services Limited.

### The Data Controllers

Worldwide Travel Insurance Services Limited and Chaucer Insurance Company DAC are the Data Controllers of all information collected and processed in the context of the insurance policy.

### Protection And Uses Of Your Personal Data

The security of Your personal information is very important to Us. All personal information that You supply to Us either in respect of Yourself or other individuals in connection with Our products and/or services will be treated in confidence by Us and will be used by Us for the purpose of providing and administering Our products and services. This may involve the collection and processing of sensitive data (as defined in the Data Protection Act 1998 and from 25th May 2018 the General Data Protection Regulation (EU) 2016/649) and if You complete an application form for Our products and/or services You will be giving Your consent to such information being processed by Us (which may include other companies within the Worldwide Travel Insurance Services Limited and Chaucer Insurance Company DAC or Our agents.

We may collect Your personal information from third parties where this is necessary in order to provide insurance services to You.

We may analyse the personal information You provide in combination with any other information that We lawfully hold or receive for the purposes of reviewing, tailoring and improving Our products and services.

We may also engage the services of third parties to perform any such analysis on Our behalf, however in doing so We will ensure that all such activities are carried out in compliance with the applicable data protection legislation.

In order to protect Your privacy, We will anonymise any information We analyse as far as possible.

Your personal and sensitive data may also be shared with the underwriter of Our insurance products. It may be necessary to pass Your personal and sensitive data to other companies for processing on Our behalf, or to organisations with which We work to provide the benefits under Your policy (for example, to a hospital which is responsible for any treatment You receive through Your policy). Some of these companies or organisations may be based outside Europe in countries which may not have the laws to protect Your personal data, but in all cases We will ensure that it is kept securely and only used for the purposes described in this notice.

### Want more details?

For more information about how We use Your personal information please see Our full privacy notice(s), which is/are available online on Our website [www.chaucerplc.com/privacy-cookie-policy/](http://www.chaucerplc.com/privacy-cookie-policy/) or in other formats on request.

For details of Worldwides full privacy notice please visit: [www.worldwideinsure.com/privacy-notice.html](http://www.worldwideinsure.com/privacy-notice.html)

### Inaccurate Data

If You believe that We are holding inaccurate information about You in relation to Your insurance policy, please contact Us and We will be happy to correct any errors.

### Telephone Calls

Please note that for Your and Our mutual protection telephone calls to Us may be monitored and/or recorded for the purposes of:

- establishing facts relevant to Our business;
- checking that We comply with laws, regulations and self-regulatory procedures;
- checking and/or demonstrating the standards that We should be meeting, for example, for quality control and staff training purposes;
- preventing or detecting crime;
- investigating or detecting the unauthorised use of Our systems, to secure Our system and to ensure the effective operation of Our systems.

### Fraud Prevention, Detection and Claims History

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

- Share information about You with other organisations and public bodies including the Police, loss adjustor and other third parties that We engage to investigate claims;
- Check and/or file Your details with fraud prevention agencies and databases, and if You give Us false or inaccurate information and We suspect fraud, We will record this. We, and other organisations involved in the administration of Your policy, may also search these agencies and databases to:
  - Help make decisions about the provision and administration of insurance, credit and related services for You and members of Your household;
  - Trace debtors or beneficiaries, recover debt, prevent fraud and to manage Your accounts or insurance policies;
  - Check Your identity to prevent money laundering, unless You furnish Us with other satisfactory proof of identity;
  - Undertake credit searches and additional fraud searches.

We can supply on request further details of the databases We access or contribute to. When We investigate claims, We may conduct searches of publicly accessible information about You available on the internet, including using sources such as search engines and social media.

### Customer Satisfaction Surveys

We aim to continuously improve the services We offer to Our customers.

Occasionally We carry out customer satisfaction surveys which may be for Our own benefit or for more general interest, and may need to collect further information about You in connection with them. Surveys will usually be carried out by Us but in some circumstances We will use an external firm. Your participation in such a survey is entirely optional but Your help and feedback would be appreciated.

### Contact Us

If You have any questions about the way in which We use Your personal information, please contact the Customer Helpline or Our Data Protection Officer by calling Us on 01892 833338.

## Important - Section 14 - End Supplier Failure

When We use the terms 'We', 'Our' or 'Us' in this Data Protection notice, We mean Voyager Insurance Services Limited, Inter Passenger Protection Limited and Liberty Mutual Insurance Europe.

### Data Protection

Any information You have provided will be dealt with by Us in compliance with the provisions of the Data Protection Act 1998. For the purposes of providing this insurance and the handling of any claims or complaints, We may need to transfer certain information which You have provided to other parties.

### Sanctions

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

### Non-Assignment

No title, right or interest under this policy may be assigned, transferred, conveyed or otherwise disposed of without the consent in writing of the Insurer hereon. Any attempt to assign rights or interests without the Insurer's written consent is null and void.

## Information You have given Us

In deciding to accept this policy and in setting the terms and premium, We have relied on the information You have given Us. You must take care when answering any questions We ask by ensuring that all information provided is accurate and complete.

If We establish that You deliberately or recklessly provided Us with false or misleading information We will treat this policy as if it never existed and decline all claims.

If We establish that You carelessly provided Us with false or misleading information it could adversely affect Your policy and any claim. For example, We may:

- treat this policy as if it had never existed and refuse to pay all claims and return the premium paid. We will only do this if We provided You with insurance cover which We would not otherwise have offered;
- amend the terms of Your insurance. We may apply these amended terms as if they were already in place if a claim has been adversely impacted by Your carelessness;
- reduce the amount We pay on a claim in the proportion the premium You have paid bears to the premium We would have charged You; or
- cancel Your policy in accordance with the Right to cancel condition below.

We or Your insurance broker will write to You if We:

- intend to treat Your policy as if it never existed; or
- need to amend the terms of Your policy.

If You become aware that information You have given Us is inaccurate, You must inform Worldwide on 01892 833338 as soon as practicable.

## Important notice

We would like to draw **Your** attention to some important features of **Your** insurance including;

- 1. Insurance document** - **You** should read this document carefully. It gives full details of what is and is not covered and the conditions of the cover. Cover can vary from one policy to another so **You** should familiarise yourself with this particular insurance.
- 2. Conditions and exclusions** - Specific conditions and exclusions apply to individual sections of **Your** insurance, whilst general exclusions and conditions will apply to the whole of **Your** insurance.
- 3. Health** - This insurance contains restrictions regarding existing health conditions concerning the health of the people travelling and of other people upon whose health the **Trip** depends. **You** are advised to read the policy schedule carefully.
- 4. Property claims** - These claims are paid based on the value of the goods at the time **You** lose them and not on a 'new for old' or replacement cost basis. Allowance will be made for their age and likely condition.
- 5. Limits** - This insurance has limits on the amount the **Insurer** will pay under each section. Some sections also include other specific limits, for example, for any one item or for **Valuables** in total.
- 6. Reasonable care** - **You** need to take all reasonable care to protect yourself and **Your** property, as **You** would if **You** were not insured. **Insurers** will not pay for property left **Unattended** in a public place or **Unattended** vehicle, as specified in the wording.
- 7. Sports & activities** - **You** may not be insured if **You** are going to take part in sports & activities where there is a generally recognised risk of injury. Please check that this insurance covers **You**, or ask **Us**.
- 8. Residency** - This policy is only available if **You** are resident in the **United Kingdom**, Channel Islands or Isle of Man and registered with a **Medical Practitioner** in **Your Home country**.
- 9. Excesses** - Under some sections of this insurance, claims will be subject to an excess. This means **You** will be responsible for paying the first part of the claim under each applicable section.
- 10. Customer service** - We always try to provide a high level of service. However if **You** think **We** have not lived up to **Your** expectations, please refer to the complaints procedure on page 12.
- 11. Fraudulent claims** - It is a criminal offence to make a fraudulent claim.

## Cancellation Rights

**Important - Applicable to all policies:** We will not refund the premium if **You** have travelled on the policy, or if **You** have made or if **You** intend to make a claim, or an incident has occurred which is likely to give rise to a claim. In any event, there is no refund of premium if **You** have purchased an 'Already Departed' policy.

To cancel **Your** policy, please telephone: 01892 833338 or email: [customerservices@worldwideinsure.com](mailto:customerservices@worldwideinsure.com).

Alternatively, **You** can write to: Worldwide Travel Insurance Services Ltd, Business Centre, 1-7 Commercial Road, Paddock Wood, Tonbridge, Kent. TN12 6YT.

### 1. If You wish to cancel the policy within the 14-day cooling off period

If **You** decide this cover is not suitable for **You** and **You** want to cancel **Your** policy **You** must contact Worldwide Travel Insurance Services Ltd within 14 days of buying the policy or the date **You** receive **Your** policy documents. Any premium already paid will be refunded to **You** in full.

### 2. If You wish to cancel the policy outside the 14-day cooling off period

#### a. For single trip policies:

If **You** cancel the policy at any time after the 14 day cooling off period, **You** will be entitled to a refund of the premium paid, subject to a deduction of 30% for the Cancellation cover **You** have received.

#### b. For annual multi trip policies:

If cover has started, **You** will be entitled to a pro-rata refund of premium, in accordance with the amounts shown below.

Period of cover	Refund Due
If cover has not started	100%
Up to two (2) months	60%
Up to three (3) months	50%
Up to four (4) months	40%
Up to five (5) months	30%
Up to six (6) months	25%
Six (6) months or over	No refund

### 3. Our right to cancel the policy

We may cancel **Your** policy where there is a valid reason for doing so by giving **You** 30 days' notice by registered post to **Your** last known address. A proportionate refund of the premium paid will be made to the policyholder from the date **We** cancel the policy. Valid reasons may include but are not limited to:

- If **You** advise **Us** of a change of risk under **Your** policy which **We** are unable to insure;
- Where **You** fail to respond to requests from **Us** for further information or documentation;
- Where **You** have given incorrect information and fail to provide clarification when requested; and/or
- The use of threatening or abusive behaviour or language, or intimidation or bullying of **Our** staff or suppliers, by **You** or any person acting on **Your** behalf.

No refund will be payable if **You** have made or intend to make a claim or if **Your Trip** has already started.

## Important information

Under European Union (EU) travel regulations, **You** are entitled to claim compensation from **Your** carrier if any of the following happen:

### 1. Denied boarding and cancelled flights

If **You** check in on time but **You** are denied boarding because there are not enough seats available or if **Your** flight is cancelled, the airline operating the flight must offer **You** financial compensation.

### 2. Long delays

If **You** are delayed for two hours or more, the airline must offer **You** meals and refreshments, hotel accommodation and communication facilities. If **You** are delayed for more than five hours, the airline must also offer to refund **Your** ticket.

### 3. Luggage

If **Your** checked-in luggage is damaged or lost by an EU airline, **You** must claim compensation from the airline within 7 days. If **Your** checked-in luggage is delayed, **You** must claim compensation from the airline within 21 days of its return.

### 4. Death or injury

If **You** are injured in an **Accident** on a flight by an EU airline, **You** may claim damages from the airline. If **You** die as a result of these injuries **Your** family may claim damages from the airline.

Full details are available at <http://ec.europa.eu/transport/passenger-rights/en/index.html>

## Have a Safe Trip

We are working with the Foreign, Commonwealth & Development Office (FCDO) to do all that **We** can to help British Travellers stay safe overseas. Before **You** go overseas, check out the FCDO Website at:

[www.fcdo.gov.uk/knowbeforeyougo](http://www.fcdo.gov.uk/knowbeforeyougo)

It is packed with essential travel advice and tips, and up-to-date country specific information.